

Our purpose is to invest in homes and relationships so people can thrive. We believe every customer has a fundamental right to a home that is safe, secure, and warm, and we will never compromise on delivering homes that meet and exceed these standards.

The Disrepair Surveyor is a specialist role within Bromford Flagship LiveWest's Healthy Homes function. Working as one of two such roles covering the North region, including Staffordshire and The Marches, and Central localities, you will carry out building pathology assessments, diagnose property defects, and determine the appropriate resolution through works, advice or other intervention. Much of this work will relate to reported damp, mould and condensation issues experienced by customers.

You will provide specialist professional expertise in complex repairs and maintenance matters, with a particular focus on minimising liability under housing disrepair legislation. You will ensure compliance with the landlord's obligations under the Landlord and Tenant Act 1985 (as amended by the Homes (Fitness for Human Habitation) Act 2018), the Housing Health and Safety Rating System (HHSRS), Awaab's Law (Renters' Rights Act 2025), and statutory nuisance provisions. You will provide a comprehensive and vigorous technical defence in litigation and arbitration proceedings, and represent BFL in court as a designated expert witness in accordance with CPR Part 35 and the Expert Witness Code of Conduct.

Travel across the region is a normal expectation of this role.

Join Bromford Flagship LiveWest (BFL), a place-based affordable housing provider supporting almost 300,000 customers across the southwest, central and east of England. As the UK's largest provider of new affordable homes, delivering over 3,000 each year, we play a vital role in tackling the growing demand for safe, affordable housing and building a better future for our communities.

Responsibilities

- Carry out building pathology assessments and specialist defect surveys, diagnosing the cause and extent of property defects and specifying appropriate repair solutions, reducing liability to legal disrepair claims.
- Assist with the selection, appointment and retention of specialist contractors and consultants, including damp, structural and environmental experts, ensuring value for money and appropriate professional standing.
- Compile detailed schedules of work/Scott schedules, programme and schedule resource and materials with in-house teams and contractors, and monitor key target completion dates. Undertake post-inspection to validate works and mitigate further claims.
- Ensure all legal reports, documentation, data and supporting evidence are properly collated in the required format and submitted within strict court-imposed timescales, in compliance with CPR Part 35 and associated Practice Directions.
- Act as expert witness for BFL in court, providing oral and written technical evidence in disrepair, HHSRS and statutory nuisance proceedings, fulfilling the overriding duty to the court as required under CPR Part 35.

- Prepare and serve expert witness reports compliant with CPR Part 35, the Expert Witness Code of Conduct and the requirements of the relevant Practice Direction, including a signed declaration of truth and independence.
- Liaise with joint and single joint experts, engage in without prejudice expert discussions, and prepare joint statements in accordance with CPR PD 35, identifying areas of agreement and disagreement with supporting reasons.
- Proactively challenge recommendations made by Single Joint Experts and claimants' experts where technically unsound, to best represent BFL's interests in disrepair proceedings and minimise financial exposure.
- Play a role in disrepair case settlement, making informed recommendations on financial settlements in conjunction with legal advisers, identifying effective and innovative repair solutions to deliver cost savings to the business.
- Maintain full case management records for all disrepair matters, ensuring accurate, timely and auditable documentation of inspection findings, schedules of work, legal correspondence, and works completion records.
- Assess compliance with HHSRS hazard profiles and scoring, identifying Category 1 and Category 2 hazards and recommending appropriate remedial action in line with the Housing Act 2004 and current HHSRS guidance.
- Ensure compliance with Awaab's Law requirements Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 including prescribed investigation and repair timeframes for damp, mould and hazardous conditions, maintaining auditable evidence of actions taken.
- Make recommendations for planned preventative repairs that could prevent recurrence of disrepair, applying learning from submitted claims to improve stock condition and reduce future liability.
- Assist with technical briefings and training to the wider team on building pathology, legislative changes, HHSRS guidance, and best practice in damp and mould diagnosis and remediation.
- Ensure all consultation requirements are met for leaseholders, party wall matters and residents as required by statute and BFL policy.
- Monitor expenditure against agreed budgets, constantly striving for added value and cost efficiency.
- Manage and monitor the performance of appointed sub-contractors, adhering to BFL's Procurement Policy and Procedures at all times, and ensuring works are carried out in line with current Health and Safety legislation.
- Undertake or instruct necessary inspections of completed works and works in progress to ensure quality of workmanship and authorise payments accordingly.
- Provide technical expertise and clarity of work requirements to contractors and internal repairs teams, promoting cross-team working and excellent working relationships.
- Investigate and action formal complaints in the disrepair service area, achieving high levels of customer advocacy and effective problem resolution.
- Keep up to date with changes in relevant legislation, case law and policy — including HHSRS guidance, Awaab's Law, the Renters' Rights Act 2025, and CPR Part 35 developments — and make recommendations on procedural changes as required.
- Adhere to Health and Safety regulations in all work activity, not compromising customers,

colleagues or yourself at any time or in any location.

- Deliver brilliant services for customers and colleagues, living the Bromford Flagship LiveWest values and building effective relationships based on trust and respect.
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Experience

- Substantial experience of repairs and maintenance service delivery in a social housing or construction environment, with a demonstrable track record in building pathology assessment and defect diagnosis.
 - Significant experience of managing housing disrepair cases through the legal process, including working with solicitors, court directions, expert evidence and case settlement.
 - Working knowledge of the Landlord and Tenant Act 1985 (as amended), the Homes (Fitness for Human Habitation) Act 2018, the Housing Act 2004, and the Housing Health and Safety Rating System (HHSRS).
 - Knowledge and understanding of Awaab's Law Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 and the associated prescribed timescales for damp and mould investigation, repair and emergency works.
 - Experience of preparing and serving CPR Part 35 compliant expert witness reports, including participation in expert discussions and preparation of joint statements.
 - Knowledge of contract management in an Asset Management or construction environment, including monitoring contractor performance and managing schedules of work.
 - Good understanding of landlord and tenant legislation, leaseholder consultation requirements and party wall matters.
 - Experience of sustainability and construction principles relevant to domestic property, including thermal performance, moisture management and condensation risk assessment.
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Qualifications

- Relevant chartered professional membership — RICS (AssocRICS or MRICS), CIOB, CABE or equivalent. Candidates working towards chartered status will be considered.
 - Relevant construction qualification at HNC level or above, or equivalent demonstrable experience and continuous professional development in building surveying.
 - Certification in damp and timber surveying (CSTDB / PCA accreditation) is desirable.
 - IOSH Managing Safely or NEBOSH General Certificate (or equivalent) is desirable.
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Practical/Technical knowledge

- Proficient in the use of building moisture measurement equipment (including Protimeter MMS2/MMS3 and equivalent), thermal imaging cameras and associated diagnostic methodology.
- Working knowledge of BS 5250:2021 (Management of moisture in buildings), HHSRS assessment methodology, and CPR Part 35 requirements for expert witnesses.
- Strong IT skills including case management systems, data analysis and report production.

Ability to produce clear, accurate and professional written reports to a legal standard.

- Familiarity with M3NHF Schedule of Rates or equivalent, for the preparation and pricing of schedules of disrepair works.
- A flexible working attitude with regard to time and travel, with demonstrated reliability and ability to manage a varied and high-volume caseload independently.
- Excellent communication and interpersonal skills, with the ability to present technical findings clearly to non-technical audiences including customers, legal representatives and the court.

Additional Requirements

- Full UK driving licence. Regular travel across the North region (Staffordshire and The Marches; Central) is a requirement of the role.
- Willingness to attend court hearings, expert discussions and customer meetings, which may occasionally take place outside of normal working hours.

Skills

- Customer Focus, committed to delivering excellent outcomes for customers, treating every case with care and professionalism.
- Service Improvement, proactively identifies learning from disrepair cases to improve processes, reduce recurrence and raise quality standards.
- Communicates Effectively, conveys complex technical and legal information clearly and confidently in writing and verbally, adapting style to the audience.
- Technical Judgement, applies sound building pathology knowledge and professional judgement to reach defensible, evidence-based conclusions.
- Resilience and Accountability, manages a challenging and legally sensitive workload with composure, meeting strict deadlines and taking ownership of outcomes.

Our Values

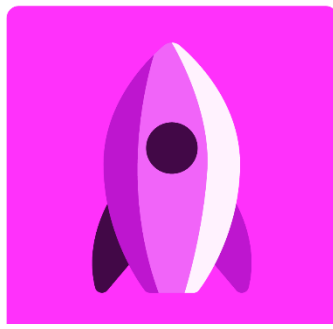
Our values were co-created with more than a thousand colleagues and customers, making them a true reflection of who we are and where we are heading.

They capture how we work, how we treat each other, and how we make a difference for our customers and for one another.



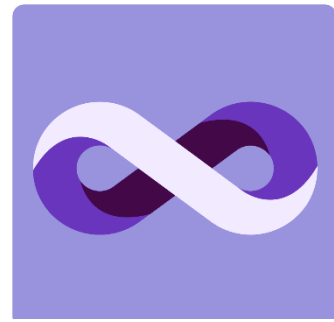
Customer driven

We put people first, listening with empathy and acting with purpose, going beyond to help people thrive in their homes and make this a great place to work.



Ambitious

We are relentless in delivering excellence, sparking innovation and creating meaningful, lasting impact for our customers, colleagues and generations to come.



All in

We succeed together, showing commitment, taking accountability and collaborating to achieve the best outcomes for our customers and colleagues.