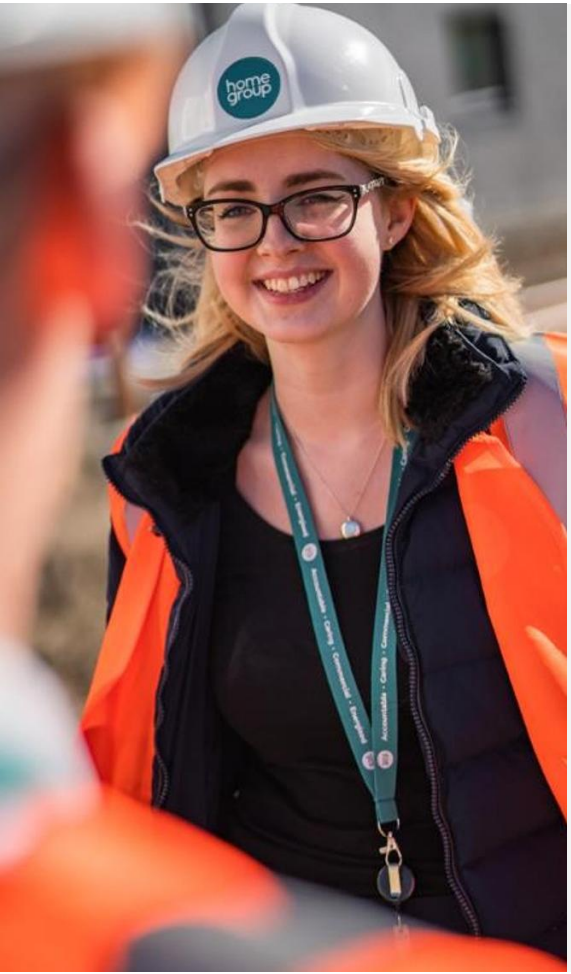

home group
Maintenance Surveyors
Your Candidate Pack



See the problem. Find the solution. Make it happen!

We're delighted that you're considering joining our Maintenance team in Cumbria

Our Maintenance Surveyors play a vital role at Home Group. You'll use your technical knowledge and experience to inspect our homes, identify problems and make sure repairs and improvements are completed safely, compliantly and to the right standard.

It's a role where your decisions really matter. You'll help us protect our homes, make the best use of our investment and, most importantly, make sure our customers have safe, comfortable places to live.

We're looking for **knowledgeable**, **practical** and **customer-focused** Surveyors like **you**, who take pride in getting things right.



Our North Lakes Maintenance Team

Based from Maryport and working across Cumbria, you'll join a wider Repairs and Maintenance team focused on one thing, making sure our customers have homes that are safe, compliant and well maintained.

As a Maintenance Surveyor, you'll bring the technical expertise that sits behind that service. From inspecting properties and diagnosing problems to arranging repairs, checking quality and overseeing improvements, you'll help us make the right decisions for our homes and our customers.

You'll work alongside other surveyors, maintenance colleagues, contractors and teams across Home Group, so although you'll spend plenty of time out and about, you'll have a wider team around you.



Our Maryport Base

Maryport is home to one of Home Group's key regional hubs for the North West. Our modern office facilities at Harbour Business Park and provides a great base for colleagues, with teams working together to deliver services across the region. The office has recently been refurbished to create welcoming, practical workspaces that support collaboration and teamwork.

Working across Cumbria

From coastal towns and rural communities to properties close to the Lake District, you'll work across a varied portfolio of homes throughout Cumbria.

You could be inspecting a property in Whitehaven, investigating damp and mould in Workington, scoping remedial works in Carlisle or checking progress on improvement works closer to Maryport.

It's a role that gets you out and about, gives you plenty of variety and lets you see first-hand the difference your decisions make.

A Team you can rely on

Our maintenance teams are built around safety, quality, teamwork and doing the right thing for our customers. You'll be supported by experienced supervisors, fellow tradespeople, planners and managers who want to help you succeed. We believe in getting the job done right first time, taking pride in our work and continually improving the service we provide.

More than JUST Surveying

Your expertise makes a difference

Every inspection, recommendation and decision you make has a purpose.

You'll help keep our customers' homes safe, tackle problems before they become bigger ones and make sure we invest in the right work at the right time.

You'll have the freedom to use your professional judgement, backed by colleagues across Maintenance, contractors and wider Home Group teams.

Good surveying isn't just about buildings. It's about the people who call them home.

A Day in the Life of a Home Group Maintenance Surveyor

No two days look quite the same.

You might start your morning inspecting a customer's home to get to the bottom of a complex damp or building defect issue.

Next, you could be scoping remedial works, talking through the best solution with our Maintenance teams or contractors and making sure everyone is clear on what needs to happen.

Your afternoon might involve checking the quality of completed works, progressing a disrepair case, inspecting an empty home ready for its next customer or dealing with a more complex issue such as subsidence.

Throughout it all, you'll balance technical judgement with customer needs, cost, compliance and quality.

You'll identify the problem, find the right solution and see it through.

Zone 1: Allerdale - Workington / Maryport / Wigton / Aspatria / Carlisle / Keswick

Zone 2: Copeland - Whitehaven / Egremont / Cleator Moor / Thornhill

Why you'll love it here:

- ✓ Varied work and genuinely interesting cases
- ✓ Freedom to use your professional judgement
- ✓ A supportive wider Maintenance team
- ✓ Opportunities to develop your technical expertise

Because at Home Group, you're not just surveying properties... **You're shaping safer homes and stronger communities.**

Great Place to Work.
Great pay.
Brilliant benefits.

Benefits & Rewards

From competitive salaries and generous holiday to career development, wellbeing support and volunteering days. We've got everything you need to thrive at work and beyond.

Earn up to £50,000 depending on skills, qualifications and experience.

What's in it for you?

- 34 days' leave, including bank holidays and a "me day"
- Up to 7% matched pension, plus life cover
- £1,140+ health cash plan
- Family-friendly policies including maternity, paternity, adoption, neonatal, fertility and menopause support



Find out more about our brilliant benefits and rewards



Supporting you to succeed

We'll invest in your expertise

You'll have a comprehensive induction, ongoing support and opportunities to keep developing professionally.

Your development could include:

- ❑ Building pathology and diagnostic skills
- ❑ Housing and building legislation
- ❑ CDM and compliance
- ❑ Damp, mould and complex property issues
- ❑ HHSRS
- ❑ PCAQT
- ❑ Customer communication and complex case management
- ❑ Career development and progression



When you thrive, our customers do too!

We know surveying can be demanding

You're balancing customers' needs, technical decisions, contractors, timescales and sometimes complex property issues. That's why it's important to us that you feel supported too.

Including:

- ❑ 24/7 access to a free confidential counselling and advice service
- ❑ Mental health first aiders
- ❑ Wellbeing resources and support programmes
- ❑ Financial, physical and mental wellbeing tools
- ❑ Coaching and personal development opportunities
- ❑ A supportive team culture where colleagues look out for each other

And of course, our brilliant managers and teammates are always on hand with advice, support and the occasional brew when it's needed most.

Our customer promise



To provide a safe place to live

We'll guarantee your home meets all relevant fire safety standards and contains a working fire and smoke alarm.

We'll make sure gas and electric safety checks are undertaken within the required timeframe, it is your responsibility to grant us access to carry out this work.

We'll make sure your home is secure and all external doors fully meet the relevant British Standards.



To deliver a reliable repairs service

We'll aim to attend emergency repairs within six hours and ensure any damage is made safe.

We'll aim to resolve all standard repairs within 14 days.

We'll keep you updated on the status of your repairs and maintenance works and share all relevant information.



To care about you

We'll make our complaints process easy to access and simple to understand.

We'll ensure our colleagues have the relevant up-to-date skills and training.

We'll recruit caring colleagues who understand their customers' individual needs and can offer the support needed.

Our customer promise



To help communities grow

We'll make local investment to support communities to thrive.

We'll carry out inspections to make sure your neighbourhood or service is clean and tidy.

We'll take strong action where anti-social behaviour occurs and work closely with partners to tackle incidents.



To tell you where your money goes

We'll tell you how your rent and service charges are calculated each year.

We'll tell you how and why we make decisions on large projects and spend from Head Office.

We'll tell you how and why we spend money on your home and community.



To work together with customers and partners

We'll help you contact agencies that can offer you specialised advice, such the police, charities and your council.

We'll work with partner organisations to offer you full support.

We'll work with you to receive feedback and improve our services.