



GARDEEN HOUSING ASSOCIATION

Job Description	December 2025
Post	Property Services Assistant
Grade	4 (PA09 – PA12) £25,755 - £29,124
Responsible to	Senior Property Services Officer, Director and Management Committee
Location	At the Association Office with travel to other locations as required from time to time

Main Objectives of the Post

To provide an effective and efficient practical and administrative support to property services colleagues covering all aspects of repairs and maintenance.

To assist in providing a prompt and effective property management service to tenants, owner occupiers and others, dealing with initial enquiries covering all aspects of repairs and maintenance.

To ensure that day to day activities are undertaken through to completion to ensure efficient and effective delivery of the maintenance function.

To be responsible for ensuring that all procedures are being adhered to and will ensure all systems are continually updated.

Accountability

To the Senior Property Services Officer on a day-to-day basis and in their absence, to the Director.

Reactive Repairs

Ensure that day-to-day enquiries regarding reactive repairs are being processed in accordance with the Association's policies and procedures.

Ensure that all repairs are recorded in the computerised repairs system and works orders are confirmed to tenants. Ensure that contractors also receive notification of the works instructed.

Implement and administer all repairs processes in accordance with statutory requirements including the administration of the Right To Repair and Right To Compensation For Improvements schemes.

Liaising with all repairs and maintenance contractors to ensure good service delivery in line with the Association's property services targets.

Ensure that action is being progressed on reported repairs and that tenants are kept informed of progress.

Assist the Maintenance Officer to ensure that contractor completion times are updated on the computerised system and that contractors are being pursued where required.

Assist the Maintenance Officer to monitor qualifying repair completions where a tenant is due compensation.

Monitor contractor insurances are in place and up to date.

Work with colleagues to monitor access arrangements.

Rechargeable Repairs

In conjunction with property services colleagues and in line with agreed policy identify repairs and other associated charges rechargeable to tenants and owners, in addition to the administration of rechargeable records.

Liaise with property services colleagues to assist with debt recovery procedures.

Pre and Post Inspections

Assist with the targeting of pre and post inspection to improve quality control working with colleagues including the Clerk of Works.

Process documentation received from colleagues and update computerised database.

Alterations and Improvement Applications

Assist the Maintenance Officer to process applications received and update the register including computerised database.

Issue correspondence in liaison with colleagues.

Void Properties

Update internal databases ensuring that all void certifications are recorded and stored accurately.

Contact utilities companies regarding meter issues, debts and new accounts. Collate all necessary documentation and provide to colleagues for sign off.

Carry out pre and post-termination inspections, liaise with tenants and property services colleagues and complete required paperwork.

Carry out pre and post-transfer inspections, liaise with tenants and property services colleagues and complete required paperwork.

Factoring

Work alongside property services colleagues to respond to owner and sharing owner enquiries.

Work alongside property services colleagues to issue correspondence to owners in relation to common works exceeding thresholds as per the Written Statement of Services. Co-ordinate the responses for colleagues' review and carry out the further instructions given.

Insurance

Work alongside property services colleagues to identify any repairs covered by insurance and assist with the administration of insurance claims.

Tenant Safety

Work alongside the Maintenance Officer to ensure that gas safety procedures are adhered to for all properties.

Assist colleagues to ensure that gas servicing for each property is carried out within the guaranteed expiry date.

Work alongside the Maintenance Officer to instruct follow on works where noted as required on the Landlord Gas Safety Certificate.

Work alongside the Maintenance Officer to ensure that the database is updated on completion of each service carried out and that the Landlord Gas Safety Certificate is attached to the property file.

In conjunction with other members of the property services team, assist with the updating of databases, in relation to the quality of the stock in relation to both SHQS and EESSH standards.

In conjunction with other members of the property services team, assist with maintaining, updating and monitoring record systems to ensure compliance with legislative and regulatory requirements relating to but not limited to Gas, Legionella and Asbestos, including maintaining the Association's Asbestos Register.

In conjunction with other members of the property services team, monitor progress regarding the LD2 programme and electrical testing programme and work with colleagues to action and record any reports of mould, damp or condensation in Association properties.

Estate Management

Carry out at weekly estate management inspections of the Gardeen area and keep in regular contact and close co-operation with other members of staff, particularly the Property Services Officer and Senior Property Services Officer to action as required. Complete the weekly inspection template provided by the Association's Insurance Broker.

Attend meetings with landscaping consultants, if necessary, and liaise on tenant and owner complaints and enquiries.

Ensure high levels of customer satisfaction.

Tenant Satisfaction and Participation

Attend meetings as required to promote the active involvement in services provided by the Association, in line with the Association's Customer Care and Engagement Strategy.

Monitoring tenant repairs satisfaction survey responses and responding to points as directed by the Senior Property Services Officer, monitoring and reporting any trends or service quality concerns.

Assist in dealing with complaints regarding levels of service against decisions taken in line with the complaints handling procedure.

General

Ensure that the Association's property records, and tenancy records are kept up to date and that these files are maintained as confidential records. Ensure that records are kept by the Association in accordance with the Data Protection Act 2018 and GDPR requirements.

To be aware of the regulatory requirements of the Scottish Housing Regulator.

To assist in taking all necessary steps to ensure that the Association's property and assets are secured against all reasonable foreseeable risks of malicious or accidental

damage, theft or other perils.

To be aware of the budgetary considerations relevant to the work of the organisation.

In respect of all activities ensure that the Association's Equality and Diversity Policy is fully implemented. Promote and uphold the Association's commitment to diversity and equal opportunities in the decision and provision of services, in the procurement of services and in all policies, procedures, activities and conduct.

To ensure compliance with the Association's Health and Safety Policy and all health and safety requirements.

To undertake training to keep up to date with all aspects of good practice.

To carry out any other relevant duties at the request of the Director or the Management Committee, which are appropriate to the post.

To assist with arrangements for the Annual General meeting, Annual Planning Day, focus groups and any other meetings.