**National Property Maintenance Manager background information**

Nacro is a social housing provider and registered charity.

We provide approx. 2,500 bed spaces, of supported housing in approx. 1000 residential properties across England and Wales together with just over 30 commercial properties used as mainly Education Centres and a small number of offices.

While our properties are located in most areas of England and Wales, there are concentrations of residential properties in the North West and North East of England, South Yorkshire, Lincolnshire, the Midlands and Essex.

Nacro owns only a small proportion of its properties, the remainder are leased from housing associations, local authorities and private landlords with a range of different maintenance responsibilities for each group of properties.

Nacro delivers its maintenance service through both its maintenance helpdesk which is based in Derby. The helpdesk receives repair requests and issue repairs orders to Nacro’s maintenance contractors or landlords depending on who has responsibility for the repair.

Also based in Derby is Nacro’s compliance team which ensures that all properties are compliant with the relevant regulations for gas, electrical, fire and water safety and asbestos.

There is currently one building surveyor in post and this will be increased to three to cover the North, Midlands and South of the country.

This post holder who will report to the Head of Property will work closely with operational colleagues and the Senior Property Leasing Manager and his team of leasing managers who are responsible for the procurement of leased properties and management of lease arrangements.