Brian Dobson

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**Profile**

A highly competent enthusiastic, flexible and reliable person excellent performance against targets, budgets. A proven problem solver and team-player & Self-motivated to work independent. Housing Management experience, Project work, Adaptions, Energy, Tenant Liaison experience, CSCS card & Asbestos awareness cert. Full Clean driving licence

**Objective**

*Now looking to secure a challenging and rewarding new role within the Contractor or Housing, local Authority industry, where skills, knowledge and expertise gained throughout previous experience in the these sectors can be transferred across and utilised to best effect for the benefit of your organisation on a temp or permanent position.*

**Career Summary**

**May 19-present- Property Inspector, Manchester City Council**

Inspection of up to 1600 homes temporary accommodation, of both new and void properties ensuring that Providers properties reach the required standards of cleanliness, H&S, certs,inventory, defects ready for the allocation of Service Users, checking that all defects have been completed, reporting, photos, tracking information, also the inspection of B&B/Hotels used to ensure accommodation is of suitable standard.

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| **Dec 18- 30/4/19** | **Affordable Warmth officer, Riverside Housing=- Contract basis** |  |

Delivering Riverside’s Fuel Poverty strategy in the Merseyside area. The promotion of energy efficiency to tenants and residents, liaising with repairs and development teams to highlight the value and importance of technical and cost saving measures, and the development and coordination of projects and initiatives to reduce fuel poverty.

Develop strong relationships with other income maximisation team members and frontline staff to coordinate Riverside’s approach to fuel poverty. Provide information and advice relating to affordable warmth both internally to staff and externally to tenants and residents and local organisations. Assist tenants and residents to access local sources of savings, loans, grants and other energy related support

Work with local organisations to develop, source funding for and coordinate projects and initiatives aimed at reducing fuel poverty. Collate and promote best practice in energy efficiency in order to promote the work of the affordable warmth team both internally and externally. Record performance data for Affordable warmth

**Aug 2018-Dec 2018 Adaptions & Remodelling Officer** **Wigan Council,**

Delivering adaptations to council and private properties in Wigan Borough and improvements to council owned sheltered housing.

Responsible for the adaptation and improvement works from initial feasibility to on- site supervision of works. Agree the scope of works and ensure that all works are completed in accordance with Council requirements. Provide direct customer contact and act as liaison between residents, social care teams, contractors, consultants, management and other partners. Conduct Means Test on customers to see if they are eligible for grant for some or all of the cost.

Monitor adaptation and improvement works and provide assistance to ensure that an efficient, effective and quality service is provided in all contract areas focusing on the individual needs of the often vulnerable client group Responsible for the initial feasibility and design of adaptations and improvement works and the site supervision of contractors. Agree the scope of works and variations and process paperwork to confirm additional works, processing and authorising of invoices when required.

**May 2018-Aug 2018 Tenant Liaison Officer Jackson & Jackson Contractors**

Visiting tenants in their homes and advising on when and what work is being carried out, pre entry surveys.

Act as main point of contact with any problems that they have regarding said works.Contacting Client and establish working relations with them.Co- ordinating various trades to start works at properties, on site inductions, H&S

Attending meetings with tenants and client.Monitoring customer complaints and satisfaction surveys and resolve any potential issues quickly and effectively as possible.

**Jan 2018-April 2018** **Tenant Liaison Officer Blackpool Coastal Homes**

Visiting tenants in their homes and advising on when and what work is being carried out, pre entry surveys on bathroom & kitchen programe.

Act as main point of contact with any problems that they have regarding said works.Contacting Client and establish working relations with them.Co- ordinating various trades to start works at properties, on site inductions, H&S

Attending meetings with tenants and client.Monitoring customer complaints and satisfaction surveys and resolve any potential issues quickly and effectively as possible

**June 2017-Jan 2018 Aids & Adaptions Officer Torus Property Solutions**

Visiting tenants in their homes and advising on when and what work is being carried out, pre entry surveys.

Act as main point of contact with any problems that they have regarding said works.Contacting Client and establish working relations with them.Co- ordinating various trades to start works at properties, on site inductions, H&S

Attending meetings with tenants and client.Monitoring customer complaints and satisfaction surveys and resolve any potential issues quickly and effectively as possible. Inspect works, snagging, purchase order processing.

**Jan 2017-June 2017 Tenant Liaison Officer Hamilton’s Building Contractors**

Delivering a first-class communications service on a planned programme. Scheduling works for External Wall Insulation & associated works, design and delivery of communications leaflets, completion of all relevant Green Deal paperwork, arranging meetings with residents on both open forum and individual basis. Provide support to Project team assisting with the smooth of works liaising with tradesman, subcontractors, residents, staff and clients. Attend Programme meetings and build customer confidence and explain scope of works

**Aug 2016-Dec 2017** **Tenant Liaison Officer Morgan Sindall Property Service**

Delivering a first class communications service on a planned programme. Scheduling works to update heating meters and associated works, design and delivery of communications leaflets, arranging meetings with residents on both open forum and individual basis. Provide support to Project team assisting with the smooth of works liaising with tradesman, subcontractors, residents, staff and clients. Attend Programme meetings and build customer confidence and explain scope of works

***June 2015- Aug 2015*****Tenant Liaison Officer Wates Living Space**

Visiting tenants in their homes and advising on when and what work is being carried out, pre entry surveys.

Act as main point of contact with any problems that they have regarding said works

Contacting Client and establish working relations with them

Co- ordinating various trades to start works at properties, on site inductions, H&S

Attending meetings with tenants and client

Monitoring customer complaints and satisfaction surveys and resolve any potential issues quickly and effectively as possible

**Dec 2015-June 2016 Serco Compass Housing Officer**

Ensure that all properties within the allocated portfolio are safe, habitable, fit for purpose and fully equipped in accordance with standards

Complete monthly inspections, manage the full on-boarding and withdrawal process, report all faults as well as administrative duties when required. Handling conflicting situations, responsible for responding appropriately to any Service User supervision.

Complaints and dealing with violence and anti-social behaviour responsible for responding appropriately to any Service User which may include customer, issue of warning letters, complaints and dealing with violence and anti-social behaviour

**July 2015-Dec 2015 Tenant Liaison Officer DLP Property Services**

Visiting tenants in their homes and advising on when and what work is being carried out, pre entry surveys for external works, Roofs, Pointing, Enviromental works. Act as main point of contact with any problems that they have regarding said works.Contacting Client and establish working relations with them

Co- ordinating various trades to start works at properties, on site inductions, H&S

Attending meetings with tenants and client. Monitoring customer complaints and satisfaction surveys and resolve any potential issue quickly and effectively as possibe

**April 2105- July 2015 Tenant Liaison Officer M&Y Property Services**

Purchasing order process for kitchens,Project Managing schedule for client Regenda Homes*,*Visiting tenants in their homes and advising on when and what work is being carried out, pre entry surveys.Act as main point of contact with any problems that they have regarding said works*.*Contacting Client and establish working relations with them

Co- ordinating various trades to start works at properties, on site inductions, H&S

Attending meetings with tenants and client Monitoring customer complaints and satisfaction surveys and resolve any potential issues quickly and effectively as possible

***Oct 2014- April 2015*****Tenant Liaison Officer*****Kier Services Housing Management***

Visiting tenants in their homes and advising on when and what work is being carried out, pre entry surveys.

Act as main point of contact with any problems that they have regarding said works kitchens 7 bathrooms

Contacting Client and establish working relations with them

Co- ordinating various trades to start works at properties, on site inductions, H&S .Attending meetings with tenants and client.Monitoring customer complaints and satisfaction surveys and resolve any potential issues quickly and effectively as possible

***Aug 2014- Oct 2014****-* ***Great Places******Home Ownership Officer***

Responsable for over 700 shared ownership properties and market rent properties To deliver high quality day to day management of services for all leasehold and shared owner properties. Preparation of service charge accounts, budgets, monitoring expenditure,to complete home visits, resident meetings and scheme inspectionsDevelop effective relationships with peers and other external organisations/agencies Ensure appropriate action is taken in any breaches of Lease. Ensure that the organisation complies with its legislative responsibilities in relation to leaseholders. Consultation for major works programmes and services provided i.e. gardening, cleaning etc. Invoicing procedureProvide an effective enquiries and advice service to leaseholders and ensure residents that they are clearly advised of their rights/obligations.

**Dec 2013- June 2014** ***Places for People/ RMGHome Ownership/ Property Manager 6 month contract***

Co-ordinate data of Housing stock to be transfereed over to new Management Company

To deliver high quality day to day management of services for all leasehold and shared owner properties.

Preparation of service charge accounts, budgets, monitoring expenditure

To complete home visits, resident meetings and scheme inspections

Develop effective relationships with peers and other external organisations/agencies

Ensure appropriate action is taken in any breaches of Lease. Ensure that the organisation complies with its legislative responsibilities in relation to leaseholders. Consultation for major works programmes and services provided i.e. gardening, cleaning etc. Invoicing procedure

Provide an effective enquiries and advice service to leaseholders and ensure residents that they are clearly advised of their rights/obligations

**Aug 2013- Nov 2013 Tenant Liaison Officer** **Forest Building Contractors**

Visiting tenants in their homes and advising on when and what work is being carried out

Act as main point of contact with any problems that they have regarding said works

Contacting Client and establish working relations with them.Visiting empty properties that are being refurbished with potential tenants and advising them of completion dates.Attending meetings with tenants and client

**June 2007 –July 2013 *Leasehold Officer Equity Housing Group***

Responsable for over 700 shared ownership properties and market rent properties to deliver high quality day to day management of services for all leasehold and shared owner properties. Preparation of service charge accounts, budgets, monitoring expenditure, complete home visits, resident meetings and scheme inspections Develop effective relationships with peers and other external organisations/agencies Ensure appropriate action is taken in any breaches of Lease Ensure that the organisation complies with its legislative responsibilities in relation to leaseholders. Consultation for major works programmes and services provided i.e. gardening, cleaning etc. Invoicing procedure Provide an effective enquiries and advice service to leaseholders and ensure residents that they are clearly advised of their rights/obligations.

**Feb 2007 - June 2007 *Regenda Group Neighbourhood Leasehold Officer***

Responsable for shared ownership properties and market rent properties. Similar responsibilities as above

**July 2006 - Dec 2006 *CIS Insurance Services, Financial Adviser***

Training to sell Pensions, Mortgages, Investments, Protection. Attaining relevant qualifications CEFA UK Financial Services & Regulations, Merit pass

**Nov 2001 - July 2006** ***Clearsprings Management****,* ***Property Local Manager***

Survey/schedule of remedial works and contract award Induction of service users to properties and help integrate into local community Compile Occupancy agreements Dealing with local authorities and private landlords Void Management, ASB, and Management of residents Relocating service users/dispersals

**Professional Development**

CSCS card, CEFA UK Financial Services & Regulations, Merit pass, IOSH Health & Safety Course for Senior Executives, Equality & Diversity, Introduction to Leasehold Management Certificate, H&S courses Manual Handling Cert.

**Education**

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|  | ***Longridge High School****, Preston GCEGrade3 English Lang, English Lit, Geography, History, Maths, Commerce Bolton Technical College, Bolton BTech General Distribution Cert*  . |

**Key I.T Skills**

Good understanding of Word, excel, PowerPoint, Housing management systems etc.

**Other Details**

***Longridge High School****, Preston GCEGrade3 English Lang, English Lit, Geography, History, Maths, Commerce*

*Bolton Technical College, Bolton BTech General Distribution Cert*

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