



Homes For Good (Scotland) CIC

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| Salary: | £28k-£30k dependent on experience + pension & 30 days holiday per year |
| Status: | Full time, for a fixed term period to 31 st March 2023, with possibility of extension |
| Reporting to: | Head of Assets, Repairs and Acquisitions |
| Location: | Homes for Good, Bridgeton, G40 with some home working. Travel within Greater Glasgow & West of Scotland. |

Application Process

Please submit your most recent CV, with contact details for two referees, and a covering letter outlining why you think you are the right person for the job to joinus@homesforgood.org.uk no later than **Tuesday 31st May 2022**.

Thank you for your interest in joining the Homes for Good team.

Empty Homes Manager

As Empty Homes Manager you will liaise with empty homes officers in councils, take referrals from the Scottish Empty Homes Advice Service, from community reports, local knowledge and proactive engagement with owners where possible. You will work to clear criteria for assessing end use and viability of any empty properties, including analysing costs, scope of works required, and the needs of the owner.

You will work alongside other colleagues within the Assets Management Team to successfully deliver a programme of empty property purchase, refurb, communal repairs and preparation for the rental market. As part of the growth plans within Homes for Good, and as part of the National Empty Homes strategy, you will help us bring at least 30 homes back to life within this project.

The Scottish Empty Homes Partnership (SEHP) is funded by Scottish Government and hosted by Shelter Scotland. Its key aim is to encourage Scotland's private sector long term empty homes back into use. This is the Scottish Government definition of long term empty properties, identified as empty for 6 months or more and liable for council tax. However, we are also interested in bringing some of the 45,000+ properties that are exempt from council tax back into use.

SEHP research shows that for many owners, barriers to making properties homes again may be insufficient funding to make a property suitable for sale or rent and/or lack of demand in the area where the property is located. For these owners, a scheme where properties are bought by an organisation and refurbished, can be the difference between bringing the property back into use, or it remaining empty and causing a detrimental impact to the local community.

HFG is recruiting a Dedicated Empty Homes Manager with financial support from the Scottish Empty Homes Partnership, funded by the Scottish Government and hosted by Shelter Scotland, to assist with tackling the problem of empty homes in the West of Scotland. This is a two year pilot programme, intended to demonstrate the value of a dedicated empty homes professional, the sharing of best practice to address empty homes issues, and to bring neglected empty properties back to life as much needed homes. There is possibility of extending the project subject to evaluation and achievement of outcomes.

Our Values

Home is the foundation of all of our lives, and we recognise the importance of a safe and secure home, and our responsibilities for the properties we manage. Our values underpin everything we do, and our day to day behaviours, as a team and as individuals, reflect these. They are:

How you feel is important to us.

We know that moving to a new home, or letting a property can be both exciting and stressful. We will always be a warm, friendly voice, providing straightforward help and advice. We are here to support you at every stage of your journey with us. We really want to help and we will want to make sure you always feel heard, respected and taken care of.

We offer real quality and our standards are high.

The quality of the homes we manage and how they really matter. We want the level of service we offer and our attention to detail to be the best it can be. We are not perfect, but we try very hard! We aim high to inspire others to do the same too, and we never stop challenging ourselves to be better.

We know our stuff

We invest time and money in our training and professional development, keeping up to speed with current legislation, market trends and general business practice. We value and develop our community and industry networks to make sure we know what's going on and benchmark ourselves against others in the social enterprise and property worlds. We are always learning, and you can rely on us to apply that knowledge in our work with you.

We always do the right thing.

Everyone has different needs and opinions. We treat everyone fairly and we will work hard to find the right solution in any situation. And if we make a mistake, we will own it, put it right, no question, and learn from it.

We don't give up at the first hurdle.

When there is a problem, we will put time and effort into solving it. We will always go as far as we can to help you on a practical level, and we always have our thinking caps on about how we can make things better.

Key Responsibilities

This role will be predominantly field based, working on site within the Greater Glasgow/ West of Scotland region. You will be part of the Asset Management Team, whilst working closely with colleagues within Lettings and Tenancy Support to bring properties to the rental market.

1. Relationships with Empty Homes Officers (EHOs) within local authorities

- To develop strong working relationships with EHOs in HFG priority operating areas (City of Glasgow, Renfrewshire, North and East Ayrshire) as well as surrounding local authority areas.
- The focus of this will be to provide a solution-based approach to helping EHOs with more challenging cases, developing innovative approaches to bringing homes back into use.

2. Identification of Empty Homes

- To identify potential projects for acquisition or collaboration with owners through on-site research, land registry searches, proactive targeting of owners and gathering local, on-site intelligence,
- To make contact with owners, and discuss sensitively options for purchase, refurb or sale on the open market, or supporting the owner to bring the property to the rental market with HFG support and investment.

3. Acquisition Programme

- Attend viewings for potential purchases with photo / video walkthrough
- Maintain a pipeline of potential purchases and develop relationships with owners
- Fully assess and cost renovation works required,
- Collate information and prepare property purchase proposals

4. Renovation Programme – properties for purchase

- Arrange quotes from contractors
- Meet contractors on site to agree scope of works
- Work in progress site visits - assessing progress against plan
- Regular update reporting, including variances in costs / timescales

5. Refurb to Rent Programme

- Research other Scotland and UK Empty Homes initiatives which have adopted either leasing or letting approach for owners, including financing of renovations and compliance works
- Consult with legal advisors to draw up appropriate project and rental agreements with owners and potential landlords
- Attend/ lead owners' meetings where required to progress communal works
- Liaison with HFG and other tenants for planned works
- Negotiate grant awards / other matters with council officers

6. Sharing our practice and lessons learned

- Attend conferences, and webinars as a contributor to promote our approach
- Prepare brief case studies for each empty property developed
- Take part in regular team debriefs, iterating practice to ensure we achieve goals
- Prepare quarterly reporting for the HFG/ Shelter advisory group

About Us

Homes for Good is Scotland's first social enterprise letting agency, now forming part of a dynamic social business group. Established in 2013, with offices in Bridgeton, we manage and own over 500 properties within the Greater Glasgow area.

Our focus is on leading by example in the private rented sector, creating safe happy homes for tenants and sound investments for landlords. Working across Glasgow and beyond, our relationships and customer care standards with tenants and landlords alike set us apart from the rest of the industry. We specialise in working with tenants in social housing need, and our additional services such as energy efficiency advice, financial health, interior design and employability make Homes for Good unique within the private rented sector. We work with third sector partners to maximise our charity and social enterprise supply chain, ensuring that our profits are reinvested in changing people's lives.

Skills & Experience Required

- Commitment to HFG core values and the shared HFG/ Shelter vision for everyone's right to a safe home
- Educated to HND level in business, administration, property industry or other relevant qualification.
- Minimum 3 years hands-on experience in residential property development or estate agency experience as a negotiator
- Strong relationship building skills and stakeholder management
- First class time management and self-organisational skills
- Clear track record of solutions focussed approach achieving results
- Demonstrable excellent customer care skills and positive attitude
- Full, clean driving licence and access to a car for business use
- Experience of basic financial processing, including managing budgets and working with Excel,
- Ability to work alone in a self- directed way, as well as work alongside colleagues as part of a team as directed
- Willingness and ability to respond to fast changing situations and work under time pressure when required
- Ability to complete tasks to a high degree of accuracy within agreed timescales
- Excellent presentation and communication skills with tenants, landlords, colleagues and other contractors and property industry professionals and stakeholders