



Hexagon

Damp & Mould Surveyor

Recruitment Pack

September 2026



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Welcome letter

September 2026

Dear Candidate

Damp & Mould Surveyor

Thank you for your interest in working for Hexagon Housing Association.

If you require a copy of this document in an alternative format please contact us on the details below.

As a provider of high quality housing and care services, we believe it is important to recruit talented individuals who share our vision to be the provider of choice.

We know that attracting and keeping the best people is the most effective way to build a successful business, so we are committed to investing in you and your future, offering a competitive remuneration package and providing extensive learning and development opportunities throughout your career.

This pack gives background information on Hexagon and the role you are applying for. Please make sure your application reaches us by **12 noon Wednesday 30th September 2026**.

You will be contacted within ten working days of the closing date if you have been shortlisted. If we do not contact you, then please assume that you have been unsuccessful on this occasion.

Please note we do not accept CVs. Applicants must fully complete our online application form.

Good luck!

Hexagon Human Resources

Tel: 0208 768 7941

Email: recruitment@hexagon.org.uk

Web: www.hexagon.org.uk/careers

About Us

Hexagon Housing Association owns and manages approximately 4500 homes in south-east London and Kent. Most of our stock is general needs housing but our portfolio of shared ownership and leasehold housing is growing. We also have over 300 homes in Supported Housing schemes, about two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley. Our shared ownership and leasehold portfolio is expanding and is expected to continue to grow in the future.

Our homes include all types ranging from modern purpose-built blocks of flats, through to Victorian houses converted into flats and houses. We do not manage any large estates – our biggest single estate is 100 flats – but we do manage a number of small estates and blocks.

As an organisation, we are concerned with people, their homes and communities. We make good quality, affordable housing and services available to people in South London, and work to extend opportunities and improve the neighbourhoods they live in.

Like all housing associations, Hexagon is a not-for-profit organisation and is regulated by the Regulator of Social Housing (RSH).

Hexagon currently employs 120 staff. We recognise the importance of making Hexagon a great place to work and are committed to continuously improving staff engagement. We are a certified Great Place to Work with IIP Gold. All of our staff are based at our office in Sydenham SE26 and although the office will be your place of work, our expectation is that office and home working is blended to ensure that it works for both staff and the organisation.

Our values are designed to enable us to:-

Put our **C**ustomers at the heart of what we do

Appreciate difference

Be **R**esponsible (and accountable)

Empower our people



The Team

Our Repairs service is probably the most important service that Hexagon provides. In addition to the Stock Improvement service, the Repairs service is one of the main services by which our residents judge us, and as an organisation, we are absolutely determined to provide an excellent service to all our customers. The post holder will have primary responsibility for delivering technical solutions and support on repairs and maintenance issues related to damp, condensation and mould (D&M), and will be fully supported by the Senior Surveyor and Head of Property & Building Safety in delivering that objective.

The most important, interesting and exciting challenges for this post, include the following:

1. Engaging with, managing, and supporting our repairs contractors in getting works completed within our KPI targets.
2. Driving up resident satisfaction with the repairs service.
3. Responding to and satisfactorily closing down any queries and complaints.
4. Carrying out both pre- and post-inspections of contractor works to ensure compliance with Hexagon standards and value for money.

This is an important role within Hexagon, and the post holder will be encouraged to assist the Senior Surveyor in driving forward the department to higher levels of customer service and performance.

Our office

All staff are based at our office in Sydenham, London SE26. Our office will be your place of work, although we work in a hybrid way and our expectation is that office attendance will be a minimum of 2 days per week.

Resident Involvement and Community Investment

Hexagon has a good reputation for involving our residents in the management of their homes; the work is co-ordinated by our Resident Involvement team.

We also have a Community Investment team delivering employment support, money advice and community investment activities and although both these teams report to the Head of Housing Services, they work closely with Neighbourhood & Estate Services to engage with our residents.

Hexagon as an Employer

We recognise the importance of making Hexagon a great place to work and are committed to continuously improving colleague engagement.

Job Description

Job title: Damp & Mould Surveyor

Responsible to: Senior Surveyor (Damp & Mould)

Purpose:

Provide a high quality, customer focused and professional repairs service, delivering technical solutions and support on repairs and maintenance issues related to damp, condensation and mould (D&M), including monitoring of works and services where required, in accordance with Health & Safety policies and statutory obligations

Undertake inspections and assessments to identify risks to residents' health and wellbeing arising from damp and mould, ensuring compliance with relevant legislation, regulatory requirements, Awaab's Law, Consumer Standards and Housing Health and Safety Rating System (HHSRS) principles.

Principal Accountabilities

1. Support and monitor contractors' delivery of damp and mould solutions. Liaise with contractors to agree works, raise orders, and carry out pre and post work inspections. Monitor contractor performance, quality, and costs, ensuring works are delivered to the required standard, within budget and in accordance with contractual requirements.
2. Accurately diagnose, specify, order, supervise and manage technical D&M solutions whilst considering all repairs needed.
3. Assess properties in accordance with HHSRS principles and identify hazards that may pose a risk to residents' health, safety, and wellbeing.
4. Communicate findings effectively to residents and relevant colleagues, explaining the results of inspections and proposed actions to address D&M concerns.
5. Identify and appropriately escalate cases involving vulnerable residents, including children, older persons, and residents with underlying health conditions, ensuring remedial actions are prioritised in line with organisational policy and statutory requirements.
6. Respond to queries from tenants, leaseholders, internal and external clients within prescribed time scales.
7. Work closely with the Administrator to manage live jobs, arrange workflows with repair partners, and keep customers fully updated.
8. Utilise the tracker tool and Case & Task tool in CX to monitor progress of D&M cases and ensure that appropriate remedial works are in place within agreed timescales.

9. Support the investigation and resolution of complaints, disrepair claims, Ombudsman enquiries, legal claims, and regulatory investigations relating to damp and mould cases, providing technical reports and evidence where required.
10. Provide accurate analysis and specification of works, raising orders for remedial works, preparing variations, and ensuring completion to approved timescales within budget and ensuring value for money.
11. Maintain accurate records, inspection reports, case notes and performance data relating to damp and mould cases to support compliance monitoring, audit requirements, service improvement, and regulatory reporting.
12. Support voids and lettings teams with D&M inspections to ensure properties are safe and warm before being let to customers.
13. Work collaboratively with Asset Management, Sustainability and Building Safety teams to identify long-term solutions, energy efficiency improvements and property investment opportunities that reduce the occurrence of damp and mould.
14. Assist with delivering training to Hexagon staff as necessary to ensure correct advice and assistance is provided and recorded.
15. Keep up to date with industry best practices, standards, and regulations related to D&M including attending training and networking courses to ensure Hexagon's approach is in accordance with best practice.
16. Identify and appropriately escalate any health and safety risks identified during inspections, including structural defects, water penetration, asbestos concerns, fire safety implications, and other hazards that may affect resident safety.
17. Support the delivery of organisational targets relating to damp and mould performance, compliance, and customer satisfaction.

General

Act always in accordance with Hexagon's published policies and procedures.

Maintain high standards of probity and confidentiality.

Take responsibility for self-development, attending training, supervision, appraisals, team meetings and staff conferences as required.

Carry out all other duties as may be reasonably be assigned

Notes

All tasks within this job description may be carried out on behalf of Hexagon Housing Association, its subsidiaries, and any associated organisations.

This Job Description does not form part of the post holder's contract. This job description may be periodically reviewed to take account of changing demands. The post holder will be consulted before amendments to this job description are made.

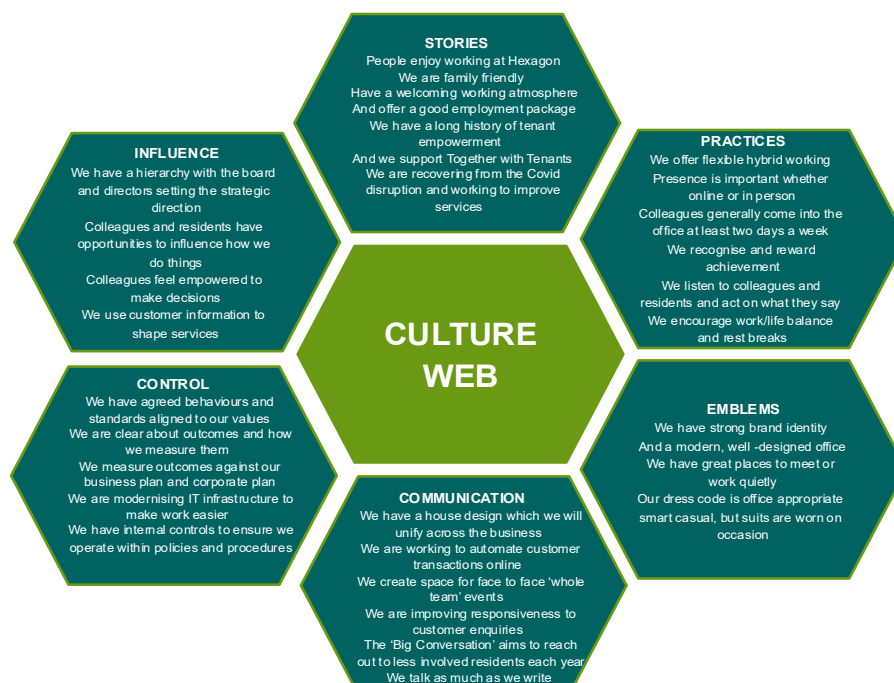
Person Specification – Damp & Mould Surveyor

Skills Required	Level
Skills/Knowledge/ Abilities	Essential • Significant experience of responsive repairs. • Good understanding of property legislation and regulations (including Awaab's Law, Consumer Standards, HHSRS, the Homes (Fitness for Human Habitation) Act and landlord repairing obligations). • Good knowledge of the causes of damp and mould and appropriate remedial solutions. • Knowledge and understanding of safeguarding principles and the ability to identify and escalate resident welfare concerns appropriately. • Knowledge of building maintenance and diagnostic techniques. • Experience of managing building or building services-related improvement works or maintenance projects in domestic dwellings. • Ability to identify risk, prioritise cases appropriately and make evidence-based decisions relating to resident health and safety. • Ability to prepare clear technical reports, witness statements and inspection findings for complaints, legal proceedings and Ombudsman investigations where required. • Ability to carry out detailed surveys and inspections and produce specifications and schedules of work. • Ability to challenge, influence and persuade others whilst maintaining positive working relationships. • Highly literate with excellent professional, technical and customer-friendly written and verbal communication skills. • Proficient IT skills (Microsoft 365 applications and CRM systems). • Ability to attend occasional evening and weekend meetings. • Full driving licence with access to a vehicle.

Skills/Knowledge/ Abilities	Desirable • Experience within a social housing, local authority housing, residential asset management, or property maintenance environment. • Experience of investigating damp and mould, disrepair, complaints, or complex repairs cases.
Qualifications	Essential • HNC/HND, degree in Building Surveying, Construction, Building Maintenance, Property Management, or a related discipline or equivalent professional experience. • Member of, or working towards membership of, an appropriate professional body such as CIOB, RICS, CIBSE or CABE.
Personal Qualities	Essential • Demonstrates a customer-first approach, putting resident safety and wellbeing at the centre of decision-making. • Takes ownership and accountability for achieving positive outcomes and delivering commitments. • Builds effective relationships with residents, colleagues, contractors, and stakeholders. • Demonstrates sound professional judgement and evidence-based decision making. • Communicates clearly, professionally and with empathy. • Adopts a proactive and solution-focused approach to problem solving. • Contributes to continuous service improvement through learning, feedback, and innovation

The above specification will be used in the shortlisting process. As a minimum, candidates must cover the requirements marked as ‘Essential’ in their application.

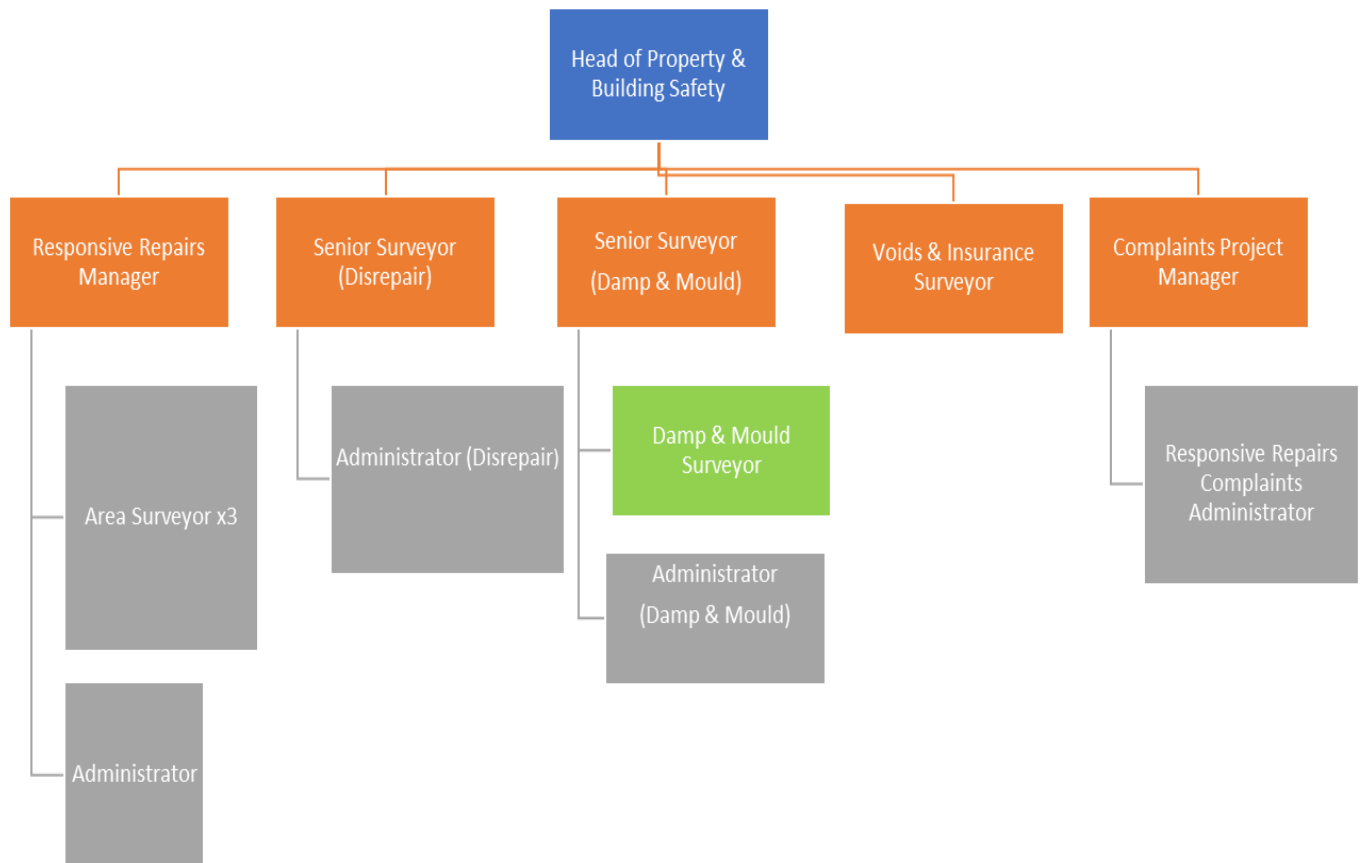
Our Culture Web and CARE Behaviours



Cultural Behaviours Matrix

Values	Customers at the heart	Appreciating difference	Responsible & accountable	Empowering people
All staff	- Be polite - Keep your promises - Communicate updates regularly - Listen and show empathy - Be solution focused with a 'can do' attitude - Ask and act on feedback from customers	- Seek to understand difference - Treat people as individuals - Be self-aware of own bias - Be non-judgemental - Be respectful	- Don't blame, just explain - Don't pass the buck - Acknowledge and follow up emails/queries within agreed times - Keep calendar presence up to date - Respect others' time	- Share skills and good practice - Collaborate and work as a team - Attend job/person centred training - Be trusting and trustworthy - Be constructive - Ask for what you need to do your job
Managers	- Embed the CATH principles - Take ownership for customer experience - Learn from customer feedback - Listen and take action	- Be aware of individual staff traits - Respect different ways of working - Be flexible in setting objectives - Be fair and equitable to all team members	- Listen to staff and explain when making changes - Set intelligent SMART objectives - Recognise achievements - Be consistent - Be results focused - Put policies/procedures in place and make sure they are followed	- Promote ongoing learning for team members - Set clear priorities and expectations - Be supportive and flexible - Step in with support when resolution is needed
Directors	- Consider the impact of decisions on customers - Be seen to be listening - Be close to the 'frontline' - Be strategic, seeing the bigger picture - Guide change	- Be a champion and voice of diversity - Be accessible and approachable - Be fair in conflict resolution - Set a positive performance management framework that recognises difference	- Set realistic but stretching objectives - Be visible and interact with staff/residents - Be honest and transparent - Be open to constructive feedback	- Set clear direction and delegate - Lead by example - Get to know and value your people - Provide recognition

Organisation Chart



Principal terms and conditions

(For information purposes only)

Working for Hexagon

We pride ourselves on providing a working environment which allows people to enjoy what they do, develop their skills and fulfil their potential. We are accredited by Investors in People with Gold status, demonstrating our commitment to the development of our staff. We offer excellent conditions of employment, and training programmes.

1. Position

Damp & Mould Surveyor

2. Remuneration

Salary £50,000 - £52,000 plus Essential Car User Allowance (up to £1,239 p.a.)

3. Our generous range of benefits includes:

Core Benefits

- Defined Contribution Pension scheme with 3 x life assurance.
- Private Medical Insurance.
- Excellent Employee Assistance Programme (EAP)

Work life balance

- Hybrid Working/TOIL.
- Enhanced Maternity and Paternity leave.
- Adoption Leave.
- Enhanced Carers Leave.

Other Benefits

- Salary Sacrifice – Gym Membership Scheme.
- Salary Sacrifice – Car Leasing Scheme.
- Salary Sacrifice – Computer Scheme
- Season Ticket Loan
- Cycle 2 Work Scheme

Rewarding our staff

- A comprehensive corporate training and development plan.
- Fully comprehensive induction and training for all employees.
- Staff Excellence Awards.
- Social Events.

4. Annual Leave

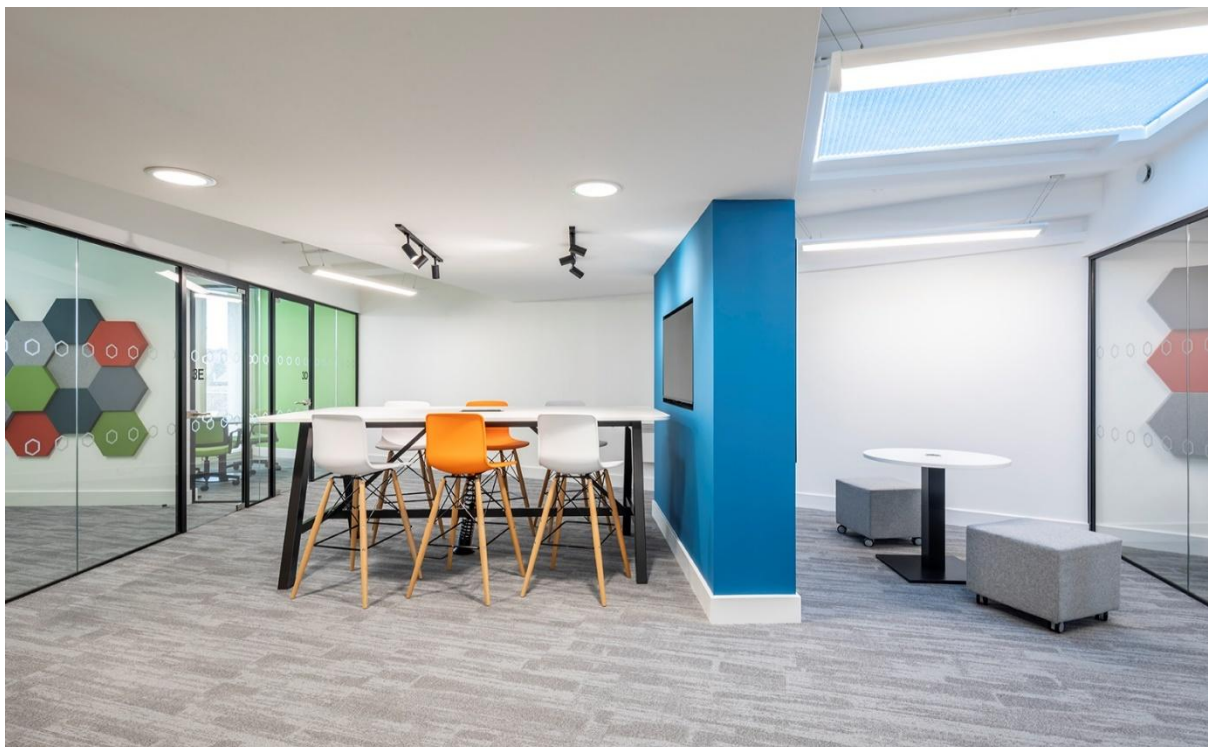
26 days plus 8 public holidays increasing by 1 day per annum up to 31 days.

5. Location

Your normal place of work will be our head office at 130-136 Sydenham Road Sydenham, London SE26 5JY. Arrangements for Hybrid Working (2 days per week office) will be discussed with the successful candidate.

6. Working hours

Full time – 35 hours per week



A workspace at our Sydenham Road Office

The Advertisement

Damp & Mould Surveyor

£50,000 - £52,000 + Essential Car User Allowance

Full-time – 35 hours per week

South East London - Hybrid

Hexagon is an innovative and responsive housing association working in partnership with a range of local authorities to meet housing needs across Southeast London. With a turnover of £40m, 120 staff and over 4,000 homes, Hexagon is continually improving the quality and range of our affordable homes and services.

As an organisation we are concerned with people, their homes, and communities. We make good quality, affordable housing, and services available to people in the local areas we serve, and work to extend opportunities and improve the neighbourhoods they live in.

This is an opportunity to join us at a pivotal time as we continue to invest in tackling damp and mould across our homes, ensuring residents live in safe, healthy and comfortable environments. We're looking for a Surveyor who enjoys diagnosing complex building defects, working collaboratively with contractors and finding practical solutions that improve residents' lives. You'll play a key role in supporting the delivery of our damp and mould programme, managing cases from diagnosis through to completion. This will include carrying out pre- and post-inspections, preparing specifications, raising works orders and monitoring contractors to ensure high-quality outcomes for residents.

Just as important as your technical expertise is your ability to build trust with residents. You'll communicate findings clearly, explain proposed solutions and ensure appropriate remedial actions are identified, particularly where vulnerable residents are involved.

Our ideal candidate will have:

- Significant experience of responsive repairs.
- Good understanding of property legislation and regulations (including Awaab's Law, Consumer Standards, HHSRS, and landlord repairing obligations)
- Good knowledge of the causes of damp and mould and appropriate remedial solutions.
- HNC/HND or degree in Building Surveying or equivalent professional experience in Building Surveying, Construction, Building Maintenance, Property Management, or a related discipline.
- Knowledge and understanding of safeguarding principles and the ability to identify and escalate resident welfare concerns appropriately.
- Knowledge of building maintenance and diagnostic techniques.
- Experience of managing building or building services-related improvement works or maintenance projects in domestic dwellings.
- Highly literate with excellent professional, technical and customer-friendly written and verbal communication skills.

- Proficient IT skills (Microsoft 365 and CRM systems).
- Full driving licence and access to a vehicle.

This role presents a brilliant opportunity to further your career with a dynamic Great Place to Work accredited company with IIP Gold that is committed to employee engagement, values its staff and provides a work environment that is built on flexibility, empowerment, and a commitment to support you to be the best that you possibly can. If you want to work with a fantastic team and feel proud of the contribution that you make each day, then we very much want to hear from you.

We will offer you training and supervision to support your continued professional development, and an excellent package including private medical insurance, pension scheme with 3 x salary life assurance, flexible hybrid working (minimum expectation is 2 days per week office based), and 26 days annual leave rising one day per year to 31 days.

For further details please visit our website at www.hexagon.org.uk. To apply please send your CV and cover letter to recruitment@hexagon.org.uk. No agencies

Closing Date: 12 noon Wednesday 30th September
Interviews will be held on Monday 12th October

Please note: Visa sponsorship is not available for this position.

Confirmation of appointment to this post will be subject to the successful candidate obtaining an acceptable disclosure from the Disclosure & Barring Service. Details on the DBS can be found at www.gov.uk/disclosure-barring-service-check

We are committed to building a diverse workforce and making Hexagon an inclusive place to work where everyone can be themselves and feel valued for their contribution.

Accessibility and Adjustments

We are committed to providing reasonable adjustments throughout the recruitment process to ensure inclusivity. If you have any specific requirements, please contact recruitment@hexagon.org.uk

Key dates and the selection process

Closing date:	Please make sure your application is submitted by – 12 noon Wednesday 30th September.
Short listing:	Monday 5th October
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 on Monday 12th October 2026 With Panel members (Head of Property & Building Safety and Head of HR & Facilities)