



Diary of a Property Services officer

Tuesday

The Association office may not be open but we are definitely still available to talk with you whenever you need us. My new working space is currently split between a bedroom so I have our pet snake Harry for company, the kitchen table and the kitchen worktop.

My working week starts on a Tuesday, I get myself set up on the kitchen worktop ready to go and also get my 2 primary aged children ready to start home schooling, sat at the kitchen table. It's very different replying to emails relating to Property Services issues and also answering questions from my kids about their school work. I'm learning a lot about rainforests and minibeasts!

I receive an e-mail from Laura our Finance Officer to let me know she will be doing a payment run this week so I check through all the invoices I have on our system and pass them for authorisation to be paid.

Wednesday

We are still dealing with emergency repairs, so today I speak with a tenant whose boiler is not working. She explains to me that the pressure gauge on the boiler is at zero. We are constantly finding new ways to help tenants so I email the tenant a video tutorial from "You Tube" explaining how to top up that particular type of boiler. I then call the

I submit a funding application to the Scottish Government for this financial year's Aids and Adaptation budget. Aids and Adaptations are works that are carried out to assist tenants who have developed medical conditions and to ensure their home remains functional for them. A few examples of these changes could be removing a bath and installing of a wet floor shower or installing internal and external handrails. We will find out in June 2020 our total grant allocation.

As we are in a new financial year it is time to work on our ARC (Annual Return Charter) submission to the Scottish Housing Regulator. This involves answering questions about the Association's performance throughout the previous financial year. I am currently working on the Property Services' section of the submission.

tenant back and then talk them through the process of topping up the boiler. In these strange times when we must ensure social distancing and reducing any potential risk to tenants, staff and contractors, we are finding technology very useful. This approach was successful meaning no contractor had to attend at the address.

Our landscape contractor is on site throughout the week either cutting the grass at the open spaces or at the private gardens. I call and speak to the contracts manager to see how they are getting on and to discuss any issues that they are having.

I am working on the ARC submission again today as well as working on other performance documents. The Association is part of a benchmarking club, this allows us

Thursday

Our gas servicing programme is ongoing but at a reduced capacity. Our staff team maintain regular contact and this morning I chat with Diane and discuss how works are progressing in these challenging times. I miss seeing my colleagues in the office so it is good to speak to one of the team each day. I am also missing being out and about in the estate and seeing the tenants. I call Malcolm to speak to him regarding some repair issues.

We need to carry out an electrical periodic inspection to each property every 5 years. Although we are not in the office, we need to prepare for when some sort of normality

Friday

Its Friday, I'm amazed at how quickly the week goes by, I thought it would feel a lot slower working from home. I start the day checking and answering e-mails and continue to work on the ARC.

We have a team meeting today, "Zoom conference calling" is the new meeting room. Normally we would sit in our office at work to have a team meeting, so talking to each other online is quite different. Our normal discussion relates to work load and tasks that are ongoing or require to be completed soon. I think it's fair to say we have all had to adapt and you realise how convenient face to face contact is, when you can just shout across the desk to each other when asking a quick question, whereas at the moment our options

to monitor our performance alongside other similar sized associations.

Unfortunately working from home does not always run smoothly and I find myself having to call our IT support provider as I have a problem with our IT system, the call lasts an hour as they have to remotely log into my laptop to fix the issues. I'm learning lots of new IT skills while I'm working at home.

returns and we also must ensure we continue to carry out and plan essential works. I am currently in the process trying to develop a programme of visits for this year and I discuss this with our appointed contractor.

I prepare a project information package that is due to go out to tender for work that is required in one of our properties.

More invoicing to check and pass for authorisation for payment today and I also continue to work on the ARC submission as we are keen to have this large piece of work completed by the end of May if possible.

are phone call, e mail or conference call. It is nice to see everyone, even although it is via a computer screen. Our meetings are of course serious and then it is broken up by the noise of a vacuum cleaner being used in the background or my kids running past behind my chair as they are playing a game. That doesn't normally happen in the office!

In the afternoon I again concentrate working on the completion of the ARC submission. It will then be verified and approved by the Association's Management committee before being submitted to the Regulator.

Another week finished, I am off to play a game with my kids before dinner. Back next week for more of the same.