Knowes HA – Senior Staff CV

Name	Graeme McLachlan
Post held at Knowes HA	Head of Property Services
Qualifications held	BSc Building Surveying HNC Construction SVQ Level 3 in Domestic Plumbing and Heating
Date commenced at Knowes HA	June 2026
Summary of present duties	Leading a team of 6 staff members to deliver quality property services to our tenants and residents. I am responsible for oversighting the strategic direction and objectives for the Property Services team. Along with assisting the team with management of day-to-day operational requirements. This is from the reactive repairs, cyclical maintenance, medical adaptations, tenant safety compliance along with our capital investment through planned maintenance component replacements. Also, as part of the senior management team at Knowes to create and develop our business plan. As part of my role is to manage, monitor and improve performance of ourselves and contractors with regular reporting to CEO and the Board on performance and budgets.

Employment History

Organisation	From	To	Post held and description of duties
Easthall Park Housing Association Ltd.	2024	2026	Head of Maintenance: *To contribute to the development of the Business Plan and associated strategic and operational work plans to achieve organisational objectives.* *Contribute towards the development and review of key strategic documents and plans e.g., Business Plan, Risk Register, Financial Plans, etc.* *Develop and review policies and procedures to ensure the delivery of the maintenance service meets legislative and regulatory requirements; organisational objectives, and good practice guidance* *Deliver a high quality and responsive re-active repairs service to achieve targets for performance and tenant satisfaction and best value for money.* *Ensure full compliance with tenant safety.*
Cunninghame Housing Association Ltd.	2015	2024	Planned Maintenance Officer: *Overseeing Planned Maintenance budget, medical adaptations along with ad hoc repairs to a total annual budget of £4m.* *Delivering Internal and external refurbishment contracts to the values of between £1m - £1.5m . Works would concise of kitchen, bathroom, windows, doors full central heating replacements. Render and roofing refurbishments. Medical adaptations involving installation of wet floor shower rooms and rise and fall kitchens. Medical adaptation property extensions, hoist systems, stair chair lifts, external ramps and accessible gardens.* *Providing energy efficiency programme to properties with ECO4 funding valued at £1m. These works involved photovoltaic panels, air source heat pumps,*

			underfloor and loft insulation installations.
River Clyde Homes	2012	2015	Contracts Liaison Officer: *Delivering Internal and external refurbishment contracts to the values of between £1m - £1.5m Works would concise of kitchen, bathroom, windows, doors full central heating replacements. Render and roofing refurbishments. Medical adaptations involving installation of wet floor shower rooms and adapted kitchens.*
River Clyde Homes	2008	2012	Plumber: *Carrying out internal modern refurbishments across the Associations housing stock*. *Day to day emergency responsive repairs and out of hours call out service. Urgent and routine maintenance repair jobs. Along with kitchen and bathroom installations in tenanted and void properties.*
Inverclyde Council	2003	2008	Apprentice Plumber / Plumber: *Completing modern apprenticeship with time split between college and learning on the job.* *Day to day emergency responsive repairs service. Urgent and routine maintenance repair jobs. Along with kitchen and bathroom installations in tenanted and void properties.*