

CASE STUDY

Meet Luke Maltby, Contract Delivery Surveyor

Tell us a bit about your current role at Midland Heart. What does your job involve?

I help deliver retrofit projects safely and efficiently, improving energy efficiency, comfort and sustainability in our homes. That includes upgrades such as insulation, solar panels and new heating systems to make existing homes warmer and more efficient

What apprenticeship are you currently completing, and what made you decide to go down the apprenticeship route?

I'm in the third year of a five-year Chartered Building Surveyor Degree and working towards MRICS status. For me getting hands on and gathering a strong understanding of the industry from learning on the job really appeals to me, younger me could not have imagined going to University so I am very grateful to have this opportunity.

What does a typical working day look like for you? Are there any parts of your role that might surprise people?

My days include site visits, reviewing work and working with contractors to keep projects on track. No two days are the same, and problem-solving is a big part of the role.

One thing that surprises people is how complex retrofit can be, especially in older homes or conservation areas where options are more limited – it requires a lot of “out side the box” thinking.

That challenge is also one of the most rewarding parts, because it pushes us to find practical, creative solutions. What matters most is the difference it makes for tenants, seeing homes become warmer, more comfortable and more energy efficient – I enjoying seeing this tangible impact!

Can you talk us through your career journey so far at Midland Heart?

I joined Midland Heart in 2020 as a Customer Services Officer, where I built a strong understanding of tenants' needs and service delivery.

I then progressed into a Resource Planner role in the In-House Maintenance Team, gaining experience working closely with internal operatives.

In 2023, I started my degree and moved into a Trainee Surveyor role, where I developed my commercial awareness and contractor management skills.

Currently, I'm a Contract Delivery Surveyor within the Retrofit team, bringing together everything I've learned to help deliver energy efficiency projects. Each step has helped me build a broad skill set. It's been a great opportunity to bring together everything I've learned so far.

What advice would you give to someone at the start of their Midland Heart career or starting an apprenticeship here?

Get stuck in, ask questions and learn from the people around you. There's a huge amount of knowledge across the business if you show interest and initiative.

Stay curious and make the most of every opportunity, whether that's on site, in meetings or through your studies.

Finally, a positive attitude, openness to feedback and a willingness to learn will help you build a strong start.

What excites you most about your work and keeps you motivated?

What motivates me most is seeing the real difference retrofit and home modernisation work make to tenants' lives.

Helping to tackle fuel poverty and deliver warmer, more energy-efficient homes is the most rewarding part of my role.

What are your future career aspirations at Midland Heart?

I want to keep learning and developing at Midland Heart, and after completing my degree I plan to sit my RICS APC and become a chartered member.

Overall, I want to keep making a positive difference.

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