

Property Manager

Job Description

Job Title: Property Manager	Division: Customer Services	Location: East Ham property management offices, with to travel to sites in Newham and Tower Hamlets on a daily basis. This also will include travel to our Stratford hub.
Contract Type: Permanent	Hours and Working Pattern: <ul style="list-style-type: none"> Monday to Friday 09:00 to 17:00 and ad hoc out of hours as required. 	Salary: Up to £35,000 per annum dependent upon qualifications and experience
Responsible for: <ul style="list-style-type: none"> N/A 	Reports to: <ul style="list-style-type: none"> Head of BTR and Customer Services 	

About us

- We're Populo Living, Newham's housing company. Together with our sole shareholder Newham Council, we build great homes for rent and shared ownership, while our subsidiary company Populo Homes provides affordable homes for social rent in Newham.
- Our profits are recycled back into delivering even more high-quality homes for people who want to make Newham home. Our long-term commitment means that our exceptional customer service and commitment to our tenants is here to stay.
- We are a customer centric team, focused on delivering our homes for our residents to enjoy excellent standards of design and attention to detail. We build new communities and strengthen existing ones. We also manage all our developments ourselves, providing caring customer service that makes a real difference to our customers' everyday lives.





What we are looking for

- We are looking for someone that thrives on being busy and can stay cool in emergencies to find solutions quickly. You will be positive and flexible, with a 'can do' attitude and good attention to detail. You will love engaging with people and focused on building communities at your sites, owning each stage of the customer journey to deliver outstanding results. The role will be varied and demanding, but you will have the opportunity to be part of our exciting growth and help us to build a team to support that growing portfolio. Sometimes, you will need to manage highly charged situations; and it is important to be able to have a direct, calm and professional manner.

Role

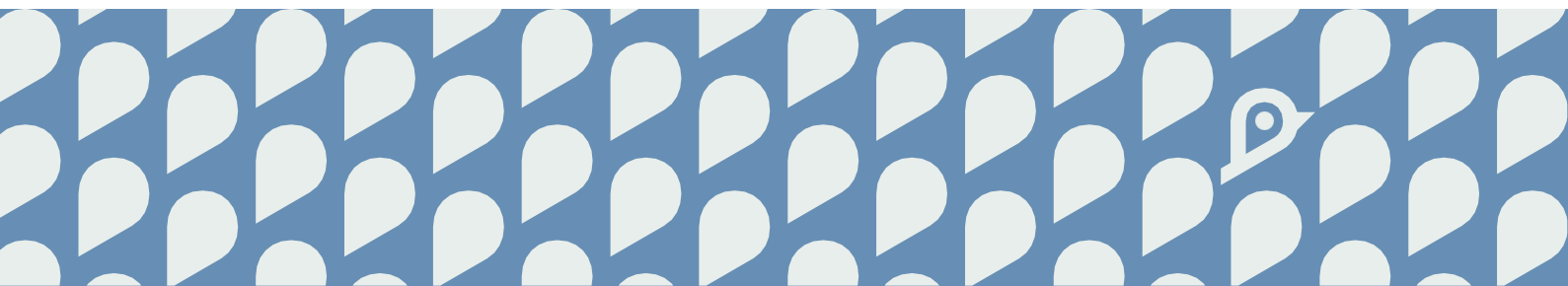
- Our Property Managers oversee the operation and maintenance of our properties for our customers, providing seamless property management and achieving outstanding tenant satisfaction. The role will be varied, and the following responsibilities are not exhaustive, but frames the essential duties and qualifications you will need to demonstrate for this position.

Key Responsibilities

- To deliver the letting & management of a portfolio of properties to meet statutory and contractual requirements.
- To develop your knowledge of procedures, compliance, legislation, and contracts to a high standard.
- To work with the Managers to maintain a high level of performance, both at a personal and a team level.
- To use the tools provided by the company, including the database, effectively and efficiently to enable maximum operational productivity and provide more useful and meaningful feedback to shareholders, customers, and colleagues.
- To deliver effective solutions to clients, customers, and other teams
- To develop and maintain relationships both within the team and between teams to enhance both the workflow and communication.

Customer Relations

- Interact with customers daily to respond to queries, addressing concerns and always providing a positive experience.



- Embrace complaints and manage customer feedback to improve how we do things, including the issue of surveys.
- Complete tenant screenings, lease negotiations, and evictions.
- Enforcing occupancy rules and resolving tenant complaints are crucial.
- Maintaining records and files using our systems to give a real time position for our customers and stock and produce weekly performance related reports.
- Manage third party requests for information.

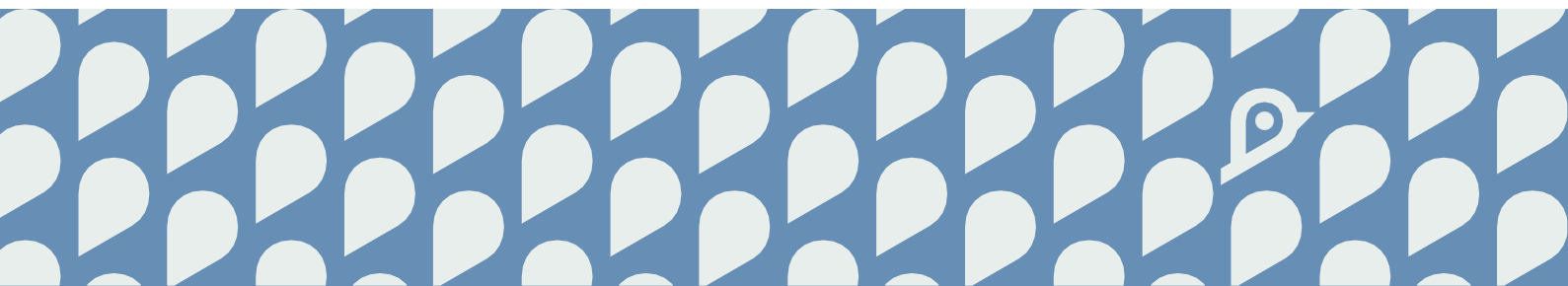
Compliance

- Prior to marketing, ensure that the property is ready to let with all relevant compliance certificates in place.
- To manage health and safety checks, such as asbestos, gas safety, fire alarms and safety systems and NICEIC and accurately record information on the system, arranging related works where applicable.
- To complete regular building inspections and provide regular compliance update reports.

Lettings, voids and relets

- To create strategies to optimise lettings activity, manage marketing campaigns including website administration, complete viewings and reference checks, manage keys, negotiate and process tenancy deals, arrange check outs and move ins, managing all administration and any maintenance issues required prior to re-letting and for all notices, including utilities management, inventory management and the registration of deposits.
- Make arrangements for properties to be maintained and kept securely during void periods, managing utilities during these periods.
- Managing works required in respect of dilapidations. If necessary, to obtain quotations for refurbishments.
- To review schedules of condition and liaise with tenants and the property administrators with regards to potential deductions, completing inspections with tenants to check the condition of properties during the lifetime of an agreement.
- Lead & oversee the renewal of tenancy agreements and assignments.
- Ensure properties relaunched no later than 2 months prior to expiry if no re-let agreed.

Rent Collection





- Complete market research to help set rent rates, using your expertise to evaluate market trends and conditions.
- Support the income team to collect rent in time and manage other tenant fees.
- Maintain accurate financial and customer records.

Maintenance and asset management

- Implement regular inspections to monitor and safeguard the resident experience and compliance demands for your sites.
- Address repairs promptly and manage contract services like cleaning and landscaping, including agreement of costs, contractor instructions, the raising and authorisation of work/ purchase orders and processing of payments.
- Support maintenance issues arising out-of-hours, where initial actions have been taken by our out of hours service are exhausted.
- Deal with all insurance claims and related repairs.
- Liaise with contractors, occupiers and other relevant parties to secure access and ensure a timely response to maintenance issues. To correspond with relevant parties and provide information updates.
- Support the management of cyclical maintenance programs, making sure all block assets are covered under an appropriate regime and that all H&S legislation is adhered to and recorded.

Training

- Remain updated on industry regulations.
- Attend training courses as required and always ensuring adherence to procedures.
- To attain the ARLA property mark Level 3 award within 12 months of employment.

To apply

If you are interested in being considered for this role please email a CV to Kelly Beech kelly.beech@populoliving.co.uk by **5pm Wednesday 1st May 2024**.

