

Property Manager

- Answer face to face public enquiry, telephones, emails and correspondence to provide courteous, detailed and informed advice.
- Communicate regularly and routinely with client landlords, with regards to all aspects of letting their property including advice on legal and marketing matters.
- Maintain the company diary taking appointments etc. ensuring those involved are aware of their appointments and have access to keys as may be necessary.
- Use the company computer systems, particularly C.A.R.L. to maintain accurate and comprehensive records relating to client property.
- Be responsible for the approval of tenants and generation and issue leases and other legal documents as required.
- Maintain the company filing systems and data bases both electronic and manual.
- Liaise with and sell approved referencing and insurance products to landlords and tenants in compliance with the insurers requirements and guidelines.
- Ensuring you and your staff has a good understanding of compliance issues and data protection.
- Through both an independent provider and using internal procedures, carry out reference checks on prospective tenants determining their suitability and recommendation to client landlords.
- Carry out 'viewings' giving informed access to prospective tenants. Take photographs of properties for publication and arrange marketing information and strategy to promote the company, its services and client properties.
- Generate and approve inventories and cleaning schedules for check-in and checkout, undertaken by yourself and others, ensuring they are to company standards.
- Determining deposit returns and as may be required presentations to approved TDS.
- Take and record monies for rent, deposits, etc.
- Undertake rent monitoring and control procedures
- Reserve properties and assign to prospective tenants using company procedures.
- Recording and reporting maintenance matters to the maintenance staff As may be necessary, instruct contractors regarding maintenance in properties or their inventory having taken due regard of owners wishes.
- Recommend work schedules for, organise and monitor development work on behalf of, client landlords.
- Issue and return keys to approved persons, maintaining the key board using established procedures also recording and logging key movements.
- Visit and report on the decor and general condition of properties to landlords, during tenancies ensuring of their proper use and tenants compliance with their lease.
- Report any breach of lease conditions by tenants and recommend remedial actions to landlords.
- Arrange for service of and write as within your capability tenancy notices.
- To arrange future visits for preparing dilapidation/condition reports.
- Take meter readings prior to entry and at outgo.
- Monitor and assure safety for tenants through use of maintenance safety records also checking furniture and smoke detection equipment etc reporting on same.
- Attend HMO inspections reporting on issues of non-compliance.
- Create 'Marketing Packs' for presentation to landlords.
- Undertake continuous professional development with regard to letting property; by formal and informal training which may be provided as necessary.
- using written materials available and attendance at both internal and external courses making yourself aware of legislation and codes of practice to which we work.