

Appendix A

Job Description for Maintenance Manager

- Supervise staff as may be appropriate to your position and to the degree required dependent upon their position and capability.
- Answer face to face public enquiry, telephones, emails and correspondence to provide courteous, detailed and informed advice.
- Use the company computer systems, particularly C.A.R.L. to maintain accurate and comprehensive maintenance records relating to client property.
- Monitor and assure safety for tenants through use of maintenance safety records for Gas installations, electrical appliances and smoke detection equipment etc notifying landlords of due inspection dates and ensuring all are inspected and maintained within legislative requirements.
- Checking safety reports for works required and appointing qualified persons to undertake remedial works or replace items reporting same to landlords.
- Maintain a register of EPC's and instruct as necessary.
- Record and report maintenance matters to client landlords regarding maintenance in their properties or inventory having taken due regard to their wishes and as may be necessary instruct contractors.
- Communicate regularly and routinely with client landlords, with regards to maintenance and repairs updating them on progress.
- During tenancies, visit and report on the decor and general condition of properties to landlords.
- Take photographs of dilapidation, repairs on going works and other features of maintenance and works in client properties.
- On behalf of, client landlords, establish and recommend work schedules, organise and monitor development and insurances works instructed through the Company.
- Ensure client landlords provide written agreement to contracted works per schedule and those with a value exceeding 1 month rent are fully funded by landlords before instructing commencement.
- Obtain quotes and estimates for presentation to client landlords to obtain best value. (Normally 2-3 for works with a cost exceeding £500.)
- Ensuring contracted works are given only to qualified contractors, liaise with and establish an approved contractors list, maintaining records of them both in C.A.R.L. and using company established procedures.
- Maintain the company diary taking appointments etc. ensuring those involved are aware of their appointments and have access to keys as may be necessary.
- Maintain the company filing systems and data bases both electronic and manual.
- Issue and return keys to approved persons, maintaining the key board using established procedures also recording and logging key movements.
- Attend HMO inspections reporting on issues of non-compliance.
- Checking HMO reports for works required and appointing qualified persons to undertake remedial works or replace items reporting same to landlords.
- Assign accounts to landlords or tenants authorising release of payments on satisfactory completion.
- Liaise with insurance companies and loss adjustors with respect to client claims.
- Undertake continuous professional development with regard to property maintenance;
 - 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.