

JOB DESCRIPTION

Trainee Property Management

To provide admin support and general assistance to the Property Managers in the department.

DAY-to-DAY MANAGEMENT

- To generally assist with dealing with day-to-day maintenance
 - Informing clients of maintenance, and update system to track responses.
 - Assist with the management of Fixflo maintenance on a day to day basis
 - To instruct contractors where required. Producing relevant paperwork on software system.
 - Handing out keys and tracking.
 - With consultation of Manager, to track works and jobs in hand and keep both parties informed of progress/status of works. If necessary, to check the works after completion and then to sign off relevant invoices for payment.

COMPLIANCE

- On a monthly basis, or as required, to ensure that Compliance Certificates - Landlord Gas Safety Certificates and Electrical Certificates, Automatic Fire Detection, Emergency Lighting, Portable Appliance certificates are kept up to date – information correctly recorded, and copies of certificates issued.
- To assist with the regular audit of all Compliance Certificates, to ensure that the Certificates and Gemini are up to date.
- To ensure that Public Liability Insurance for all active Contractors, is kept up to date.

CONTRACTORS

- To effectively manage the relationship with Contractors, particularly those used by the Agency on a regular basis, for our client landlords.
- To ensure that all Contractors adhere to the Codes of Conduct produced at all times, taking relevant action where necessary.
- Public Liability Insurance – as above.

PROPERTY VISITS

- To assist with schedule of visits.
- To send out letter in advance of visits, according to schedule.
- If necessary, to conduct visits.
- To update ipad, including templates.
- To issue reports to tenants and clients.
- Keep track and/or arrange maintenance
- Report back to Property Manager's any planned maintenance/larger projects

HMO LICENSING

- Assist Property Managers in ensuring relevant properties are fully compliant with licensing and certificates.
- Updating and maintaining records for compliance certs (electrical/fire compliance etc).
- Attend verification visits with the local authority where necessary, and report back to Property Manager's and Clients.
- Liaise with landlords regarding the licensing legislation to ensure full compliance. Arranging works where necessary.
- Maintain and support good working relations with the local authority.

CHECKOUTS and CHECKINS

- To collate the administration involved in the checkout process, issue to tenants.
- Preparing checkin packs for new tenancies, ensuring all paperwork is ready.

- To assist or to conduct checkouts, ensuring damage/cleaning or repairs are assessed, keys checked, meter readings taken, report produced for landlord and instruct contractors where necessary.
- Scanning and saving all contractor invoices (relating to deposit charges), to the property file.
- Under instruction from the Managers, to ensure that property is ready for checkin, with internal images and garden images taken and inventory updated.
- Under instruction from the Managers, to purchase items for the checkins (mattress protectors, small items of furniture, bulbs, keys) etc.
- Where required, to conduct check-in appointments, to the standard required by the Agency.

SOFTWARE – GEMINI

- To have full working knowledge of Gemini software in order to conduct required duties.

GENERAL

- To gain an understanding of the structure and culture of the company, so as to be able to support other departments where necessary and ensure effective communication between departments.
- Awareness of the Property Management Department Handbook.
- Assist PM's with a regular Key Audit.
- Full knowledge and use of the Microsoft Office Suite (outlook, word, excel).
- Dealing with general phone calls, ensuring put through appropriately. Similarly with any personal callers to the office.

This list is not exhaustive