



## RESIDENTIAL LETTINGS MANAGER

1 BAILEY COURT, COLBURN BUSINESS PARK, RICHMOND, NORTH YORKSHIRE DL9 4QL

We are recruiting for a full-time Lettings Manager to deliver excellent customer service for both landlords and tenants.

### The role and responsibilities:

- Liaising with landlords, tenants and contractors regarding property maintenance issues.
- Carrying out inspections and reporting to landlords and tenants accordingly.
- Liaising with accounts department in respect to rent arrears.
- Liaising with contractors, tenants and landlords to ensure all statutory certificates are in place and renewed as necessary. To include but not limited to Energy Performance Certificates (EPCs), Gas Safety tests, Electrical Safety test, Boiler Services, Chimney Sweeping and PAT Testing.
- Preparing Assured Shorthold Tenancy Agreements.
- Organising schedules of condition / inventories at commencement and end of tenancy.
- Meeting the tenants and/or landlords at the property to carry out the check in or check out appointment, including taking meter readings.
- Writing to and liaising with utility companies and local authorities in relation to the start or end of tenancy.
- Provide advice to landlords and liaise / negotiate with tenants and the Deposit Protection Service (or similar Government approved scheme) in regards to any deposit disputes.
- Ensure all administration, paperwork and filing to support the above is carried out as per the Residential Lettings Procedures.

## The skills we are looking for in you:

- Previous experience in a similar role.
- Good interpersonal skills and ability to communicate effectively, both orally and in writing, with clients and colleagues.
- Ability to manage time effectively, prioritising tasks to ensure that deadlines are met.
- Works in an organised and methodical fashion, with high level of attention to detail.
- Well presented, well spoken and confident.
- Willingness to be part of a team and interact with other staff.
- Ability to accept responsibility and work on their own initiative, whilst adhering to company policies and procedures.
- IT literate.
- Proactive approach to work and to remain calm under pressure.

## Key information about the role you need to know:

- Full-time Monday to Friday.
- Hours: 9.00am - 5.30pm Monday to Friday. Occasional out of hours emergency contact as and when required and agreed.
- Up to one hour for lunch.
- 25 days holiday plus statutory bank holidays.
- Auto-enrolment pension scheme with Aviva.