



GSC GRAYS

PROPERTY • ESTATES • LAND

PROPERTY MANAGEMENT ASSISTANT

1 BAILEY COURT, COLBURN BUSINESS PARK, RICHMOND, NORTH YORKSHIRE, DL9 4QL
WORKING ACROSS COUNTY DURHAM AND NORTH YORKSHIRE

We are recruiting for an exciting opportunity for a Property Management Assistant to join our Residential Lettings team based in Colburn. The role will include some travel as you will be responsible for a portfolio of properties within the Barnard Castle/Leyburn region.

The role and responsibilities:

DAY TO DAY MANAGEMENT

Communication:

Respond promptly and appropriately to communication from Tenants, Landlords and Contractors both verbally and in writing.

Repair Orders:

Liaise with Tenants, Landlords and Contractors regarding any arising property maintenance issues and repairs both verbally and in writing.

Inspections:

Carry out inspections and report to Landlords and Tenants accordingly.

Rent Arrears:

Liaise with the accounts department in respect of any rent arrears. Liaise with the Tenants to ensure payments are made promptly and update Landlords accordingly and chase arrears when necessary.

Statutory Requirements:

Liaise 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.

COMMENCEMENT OF TENANCIES

- Liaise with the agency and accounts departments.
- Liaise with Landlords and Tenants both verbally and in writing.
- Organise / prepare schedules of condition.
- Prepare Assured Shorthold Tenancy (ASTs) Agreements.
- Meet the Tenants and/or Landlords at the property to carry out the check in appointment, including taking meter readings and witnessing the ASTs.
- Write to and liaise with utility companies and local authorities in relation to the new tenant occupation.

TERMINATION OF TENANCIES

- Service of notices to end tenancy agreements on behalf of Landlords.
- Check validity of notices served by Tenants and provide advice to Landlords.
- Liaise with Landlords and Tenants over departure dates.
- Carry out check out inspections, including taking meter readings and creating a check out inventory when necessary.
- Write to and liaise with utility companies and local authorities in relation to the 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.

OTHER DUTIES

- 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 would be advantageous however is not essential. Inhouse and external training will be provided.
- Knowledge of letting legislation would be advantageous however is not essential.
- Willingness to complete further training and development.
- Good interpersonal skills and ability to communicate effectively, both orally and in writing, with clients and colleagues.
- Ability to manage time effectively, prioritising tasks and projects 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 with the ability to show empathy.
- 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.

- Car owner with full UK driving licence and vehicle insured for business purposes.
- Front of house with a positive can-do attitude.

Key information about the role you need to know:

- Full-time: 9.00am to 5.30pm, Monday to Friday with up to one hour for lunch. Some flexibility is required to clear any urgent workload and meet the needs of clients. In addition, there will be the need to provide out of hours emergency contact cover as and when required and agreed.
- 25 days holiday plus statutory bank holidays.
- Auto-enrolment pension scheme with Aviva, 5% employee and 3% employer contribution.