



## **Property Manager (Durham) H&H Land & Estates**

**Job Title:** Property Manager (Durham)

**Reporting to:** Associate Director (Durham)

### **Overall Job Purpose:**

The management of the businesses' let property portfolio and client accounting procedures and reporting.

### **Primary Accountabilities – Property Management**

1. Acting as first point of contact and ensuring regular communication with prospective clients and existing Landlords and Tenants
2. Overseeing the letting and marketing of residential property with support, to include advice on values, legislation, requirements, referencing, viewings and documentation such as tenancy agreements and notices.
3. To monitor, report and resolve where possible any maintenance issues raised by Tenants, including liaising with contractors and relevant stakeholders.
4. Ensuring with support six monthly inspections of all properties, advising Landlord of any changes or issues arising. Promptly notifying Tenants of any areas where action is required.
5. Arrange inventory check-outs, liaise with all parties to negotiate a speedy and satisfactory conclusion.
6. Manage the relationship with the Landlord, including reporting and accounts matters.
7. Understand the local geographical area and develop a sound knowledge of property rents and values and desired presentation of properties together with a keen awareness of local competition.
8. Update records and maximise the use of databases such as Reapit, Landmark and SAGE to ensure all property and Tenant details are up to date.
9. Maintain a working knowledge of compliance information such as Landlord and Tenant/Tenancy Law and Money Laundering
10. Support the excellent reputation of H&H Land & Estates by providing a high level of customer service to all clients and Tenants who visit or contact the office.

### **Primary Accountabilities – Client Accounting**

1. Provide support to the rural team in respect of the management of the let rural property portfolio.
2. Effective use of Landmark, SAGE and Reapit systems for administering rural and commercial tenancies and associated demands, invoices and diary reminders.



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3. Preparation of regular accounts and statements for a variety of purposes in respect of managed rural property where required.

**Secondary Accountabilities**

1. To have an awareness of Health and Safety issues with relevance for the company and to advise colleagues or seek further advice accordingly.
2. Other ad hoc duties that the employer determines fall within the job-holders' capabilities.
3. To provide cover as required for any member of the wider team.
4. Ensure that all work is undertaken in accordance with office procedures.