



Job Description – Property Manager H&H Land & Estates

Job Title: Property Manager

Reporting to: Residential Lettings Manager

Overall Job Purpose:

To act on behalf of landlords and tenants to ensure an efficient and effective service on behalf of H&H Land & Estates

Job Description

Primary Accountabilities

1. Acting as first point of contact with prospective clients and existing Landlords and Tenants
2. Collecting information about property and arranging for photographic records to be taken
3. Assessing the rental value of property and discuss/confirm this with the property owner
4. Liaising with bankers, legal representatives and government authorities
5. Receiving and verifying of credit references
6. Arrange viewings and taking relevant information to client
7. Draft and finalise property details for internal files, ensuring prompt distribution of same, and be responsible for the collation and insertion of weekly adverts (hard copy and web based) and window cards
8. Ensuring regular communication with the client to update them with new information
9. Prepare and obtain signatures for tenancy agreements both new and renewals and witnessing of the same
10. In accordance with a rota, to retain the company phone to handle calls from customers or the public during non-business hours, providing information, and directing urgent situations to the correct emergency services, engineers, or staff.
11. To monitor, report and resolve where possible any maintenance issues raised by tenants.
12. Receive customer complaints and deal with them in accordance with appropriate procedures
13. To provide cover as required for any member of the wider team
14. Ensure all information in relation to the securing of instructions and subsequent property information or status amendments are recorded (via the appropriate software), and that all parties including owners, tenants and other members of the residential lettings team are kept informed of current status
15. Improve the public perception of the company by face-to-face and telephone contact with clients and by monitoring all advertising media
16. Greet clients and answer telephone calls and to either deal with the matter or deal with it on behalf of other members of the team, or record the details so that an appropriate team member can take appropriate action



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17. Ensure that all work is undertaken in accordance with office procedures
18. Acquire and maintain a working knowledge of all IT systems within the department.
19. At all times to work in accordance with the H&H Group values and to encourage working practices within the team to support those values.
20. Acquire knowledge with regard to industry compliance and to ensure that any information received from outside agencies and relevant to the effective running of H&H Land & Estates - Residential Lettings Limited is shared with other members of the team

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