

Bridge House: Property Manager Job description

Overview

The Property Manager is involved in all aspects of the day-to-day operations of Bridge House, 97-101 High Street, Tonbridge, TN9 1DR. This includes tenant relations, maintenance and repair, security, janitorial services, etc. The Property Manager handles tenant complaints and service requests, and must be familiar with the terms of tenant leases. The Property Manager also assists in the preparation of the annual budget, reporting and financial performance of the property. A breakdown of the skills and responsibilities are shown below.

Marketing and relationship building

- Build good working relationships with tenants enquiring about how things are during a monthly building visit;
- Develop a good working relationship with new and existing contractors who are also identified as providing value for money;
- Consult with the landlord's representative and Properties Committee on matters relating to the building (always with the best interests of the tenant in mind);
- Develop a good working relationship with a local property agent who will market vacant properties. This relationship is built in liaison with the landlord's representative.

Communication

- Communicate with contractors, the Properties Committee and the landlord's representative using email and telephone. Keep a record of key email exchanges;
- Keep tenants informed only about certain matters such as the progress being made on various projects, progress on any issues being investigated and any others that may arise;
- Liaising with various service and utility providers regarding various matters for example querying validity of bills.

Maintenance and Refurbishment

- Conduct monthly inspections of the property and tenant spaces to ensure compliance with leases and the proper upkeep of the property. For example, ensure that the toilets and communal areas are cleaned to a good standard or whether there has been damage to the building fabric and services;
- Respond to tenant requests/problems in a timely and courteous manner looking to provide a speedy resolution;
- Follow-up with the tenants to ensure satisfactory resolution of any issues;
- Ensure that there is 24-hour emergency coverage for the property at all times;
- Use the bank of existing suppliers to identify contractors to carry out any maintenance works/repairs;
- Research and identify local contractors to submit quotations on potential projects;

- Obtain three quotations for and works in excess of £500. Meet contractors at the building where necessary and provide them with sufficient information to help them put together their quotation;
- Develop a Property Management Plan, Preventative Maintenance Policies and Procedures and a Property Operations Manual for example ensuring fire alarm tests are carried out, etc.;
- Gain a general understanding of the terms of the leases, in particular in relation to the 'full insuring and repairing' nature of the leases.

Utilities

- Take monthly meter readings of all utilities (gas, electricity and water) and keep an electronic record of utility consumption;
- Validate monthly utility bills monitoring for accuracy, especially the water bills which are not based on smart meter readings.

Accounts and invoicing

- Prepare the projected annual budget for the following year, around November of each year. Once approved, send out the project budget to individual tenants only;
- Send out quarterly service charge invoices to individual tenant organisations on quarterly basis and follow up for payment within 30 days of issue;
- Maintain a record of all invoices received, remittance advices issued and any other paperwork such as guarantees and instructions etc and all existing paperwork such as floor plans and other original architect drawings;
- Maintain a spreadsheet of all income and expenditure and other information that will allow for an annual reconciliation of accounts;
- Manage the service charge bank account and sinking fund bank accounts on behalf of the tenants – ensuring these align with your income and expenditure spreadsheet data.

Skills required

- Good organisational skills, keeping a timeline of various projects and progress being made;
- Being assertive and pro-active in following up on seeing that various tasks are completed in a timely manner;
- Develop work specifications for contractors for various works being done as and when required;
- Working independently and when needed as part of a team to identify optimal solutions;
- Assessing risk which assists in developing a schedule of prioritised works to be completed annually.

Other Duties

- Where it is agreed that a tenant vacates their premises organise a dilapidations survey of the premises;
- Where it has been agreed that a new tenant occupies a vacant unit organise a condition survey of the premises.