



Property Officer – Residential Lettings

Organisation: Homes for Good (Scotland) CIC

Salary: £22,000

Status: Full Time

Closing: 13/09/19

Location: Glasgow, G40 – with travel throughout Greater Glasgow

Website: www.homesforgood.org.uk

Role overview

We are looking for a highly motivated Property Officer to join our fast paced & dynamic property management team. Always working to our core values of being kind, honest, friendly and fair we provide a high standard of service to all of our customers (landlords and tenants alike) ensuring quality by investing in our expertise & going the extra mile to get the job done.

Due to the expansion of our letting agency we have a vacancy for a skilled and experienced full time Property Officer/ Manager, to be based from our offices in Bridgeton, Glasgow. The role involves working with a large portfolio of residential properties located throughout Glasgow and beyond & is an excellent opportunity for the right person to join an ethical & forward thinking company in a varied and fast paced role with fantastic career prospects.

Company Profile

Homes for Good is Scotland's first social enterprise letting agency and our hard work has gained us widespread recognition including the awards of 'Social Enterprise of the Year 2016' at both the Social Enterprise Scotland Awards and the Scottish Business Awards as well as the 'Small Business of the Year 2017' in the Fairer Glasgow Awards.

Our focus is on leading by example in the private rented sector, creating safe happy homes for tenants and sound investments for landlords.

Job Description

This is a varied role and the successful candidate will assist with various aspects of lettings, property management and business operations.

- Liaising with landlords, tenants and other third parties, as required, verbally and in writing
- Arranging and undertaking appointments, including property viewings and inspections
- Conducting and following up on property viewings, including initiating and assessing tenancy applications
- Completing & reporting on property inventories, inspections, tenancy check outs & dilapidations reports
- Assisting with the preparation of landlord packs and tenancy related documentation
- Conducting tenant check in meetings, including signing of tenancy related documentation
- Marketing & advertising properties including carrying out rent reviews & taking marketing photos
- Acting as point of contact between tenants and landlords, building good working relationships & ensuring best service by pre-empting potential areas of tension and resolving these in a proactive and forward thinking way.



- Knowledge of lettings laws and legislation
- Proactive rent management
- Dealing with maintenance, repairs and renovation works, including liaising with tenants, landlords, contractors to establish requirements and to arrange required access, works and tracking and follow up to completion where required
- Assisting with compiling evidence for submission to tenancy deposit scheme adjudicators in relation to any tenancy deposit disputes
- Updating systems and documentation
- Other administrative duties & providing cover for other team members, as required

Essential Requirements

- Demonstrable track record within residential property management (housing association or private rented sector)
- Experience of working in a customer focused environment with excellent customer care
- Excellent verbal and written communication skills
- Knowledge of legislation and other factors influencing the private rented sector, including letting agent registration
- Demonstrate negotiation skills & be skilled in reaching agreement between landlords & tenants to averting conflict
- Excellent organisation skills with the ability to manage multiple tasks and stakeholders at the same time, ensuring that all tasks are completed within the required timeframe and to the desired quality
- Excellent IT skills including use of Microsoft Office products
- Able to cope under pressure and assist other team members to achieve positive outcomes
- Professional appearance
- Successful candidate is required to undergo Basic Disclosure Scotland checks
- Flexibility in terms of working hours and willingness to 'go the extra mile'.
- Educated to at least SQA Higher level or equivalent

Desirable Requirements

- Full clean driving licence and use of own vehicle for business use required
- Experience of arranging and tracking safety checks, maintenance and repairs, including liaison with third party contractors
- Experience of communicating with landlords and tenants on letting and property related matters
- Experience of compiling inventories
- Experience of using SME Professional
- LETWELL/ Property Mark qualified

Applications and interviews

Applications will be accepted by submission of CV and covering letter by 13/09/19.

Applications not including a CV and covering letter outlining why you would be suitable for this roll will not be considered. Please send applications to julie@homesforgood.org.uk

Interviews will begin as soon as suitable applications are received and we reserve the right to close the vacancy before the application deadline, should suitable applicants be found before that date.