

Our Vision and Values

Home is the foundation of all of our lives. We all deserve a home where we are safe and happy.

Our values underpin everything we do, and our day to day behaviours, as a team and as individuals, reflect these. They are:

How you feel is important to us.

We know that moving to a new home, or letting a property can be both exciting and stressful. We will always be a warm, friendly voice, providing straightforward help and advice. We are here to support you at every stage of your journey with us. We really want to help and we will want to make sure you always feel heard, respected and taken care of.

We offer real quality and our standards are high.

The quality of the homes we manage and own really matters. We want the level of service we offer and our attention to detail to be the best it can be. We are not perfect, but we try very hard! We aim high to inspire others to do the same too, and we never stop challenging ourselves to be better.

We know our stuff

We invest time and money in our training and professional development, keeping up to speed with current legislation, market trends and general business practice. We value and develop our community and industry networks to make sure we know what's going on and benchmark ourselves against others in the social enterprise and property worlds. We are always learning, and you can rely on us to apply that knowledge in our work with you.

We always do the right thing.

Everyone has different needs and opinions. We treat everyone fairly and we will work hard to find the right solution in any situation. And if we make a mistake, we will own it, put it right, no question, and learn from it.

We don't give up at the first hurdle.

When there is a problem, we will put time and effort into solving it. We will always go as far as we can to help you on a practical level, and we always have our thinking caps on about how can make things better.

Homes for Good – who we are

We are an award winning social business group, based in Glasgow - placing ethics and social change at the centre of our business model, on an equal footing with generating profit. We have grown from a standing start in 2013 as the only private rented sector letting agency in Scotland specialising in supporting people on lower incomes in need of housing.

Homes for Good now has around 560 properties currently under management and works with 130 landlords and 700 tenants in and around Glasgow and the West of Scotland. Since 2014 over £20m has been raised through social investment to create a portfolio of 340 quality homes for people on lower incomes.

Homes for Good – South of Scotland

Supported by SOSE (South of Scotland Enterprise Agency) and TNCLF (The National Lottery Community Fund), Homes for Good has recently completed a scoping study to assess the need for the expansion of our model into the South of Scotland.

We are now excited to be setting up operations in the South of Scotland, with start up support from TNCLF.

Working closely with our team in Glasgow, we plan to establish our letting agency, initially in Dumfries. We also plan to raise social investment to create our own portfolio of homes for people who need them in the South of Scotland.

Role Overview

This is a unique opportunity to lead the development of the Homes for Good brand in the South of Scotland. We are looking for a leader within the Private Rented Sector who is driven to share our values led approach to increase both availability and quality of homes across the South of Scotland.

Full support will be available from our team in Glasgow. This is a new geographical expansion, and systems and processes are already in place for operational delivery. We also have strong support from stakeholders in the region to ensure success.

Given this is a new venture we want to find an ambitious self-starter with a strong desire to offer a quality service for both landlords and tenants alike.

Lettings Manager – South of Scotland

Salary:	£32k (Full time)
Status:	Ideally full time, although flexible working will be considered.
Reporting to:	Head of Lettings & Tenancy Support (Glasgow based)
Location:	Dumfries/Selkirk (tbc). We have options to work from either location (as required). Travel across the region and to Glasgow HQ will be required.

Skills & Experience Required

- Qualified as a letting agent (LETWELL/ SafeAgent/ ARLA Property Mark)
- At least three years experience in lettings and property management
- Full UK driving licence & access to a car for work purposes
- Committed to our business objectives of being values driven, impact driven & data driven
- Ability to work alone in a self- directed way, as well as work alongside colleagues as part of a dispersed team
- Demonstrable customer care skills and positive attitude
- Excellent communication skills with tenants, landlords, colleagues, contractors & stakeholders
- Excellent IT skills including use of Microsoft Office products & SME Professional (property management software)
- Excellent organisation skills with an ability to respond to changing situations
- Ability to complete tasks to a high degree of accuracy within agreed timescales
- Ability to support & guide colleagues to achieve business goals

Application Process

Please submit your most recent CV, with contact details for two referees, and a covering letter outlining why you think you are the right person for the job to joinus@homesforgood.org.uk no later than **10am Tuesday 29th August 2023**.

Interviews: Thursday 7th September, Dumfries.

We are very aware this is the key holiday period so please do get in touch if you are interested in this role but unable to meet these timelines. We can offer flexibility for the right candidate.

For more information about this role please contact Fiona McCann (joinus@homesforgood.org.uk / 07555 203 042)

Thank you for your interest in joining the Homes for Good team.



Supported by The National Lottery
Community Fund

Key Responsibilities

Reporting directly to the Head of Lettings and Tenancy Support, your key areas of responsibility will be:

- Developing a new operational base in the South of Scotland including the development of stakeholder relationships as well and links with landlords and tenants
- Lead the agency to ensure great customer service to landlords & tenants alike through all areas of property management including marketing, the application process, repairs & compliance and proactive arrears management
- Line managing a future letting agency team in the South of Scotland to work in line with HFG's values, ensuring a cohesive team providing operational excellence
- Ensure effective monitoring, reporting and improving on key areas of responsibility including letting agency compliance, rent arrears, marketing, application process, key management, inventories, check out reports, security deposits & void management
- Lead on ensuring great customer relationships & standards of service with best use of integrated systems to help facilitate this. Where complaints are raised, resolve these in a proactive and forward-thinking way.