

# Property Manager

## Job Responsibilities

The Property Manager is actively involved in all functions that directly impact occupancy and the physical property. Established systems are designed to support the goal of maximizing Rental Income and maintaining the asset for the owners.

### **Leasing and Marketing**

- Review daily calendar and determine what planning is required for the day in terms of tours, move-ins, move-outs and vendor activity.
- Answer telephone in a friendly manner. Visit with “walk-in” and telephone prospects in such a way that communicates interest in their needs.
- Schedule appointments for tours, utilizing company procedures including appointment book, traffic log, 7-day tray, etc. Record all phone calls and walk-ins on traffic log.
- Follow-up with prospective residents who do not leave a deposit.
- Review Priority Action Drawer each morning to incorporate the steps needed to follow-up on pending applications. Utilize established systems to ensure rental applications are processed in a timely manner.
- Submit completed rental application to screening service. For Tax Credit properties, submit required paperwork to the Lease Administrator for Pre-Approval of household.
- Notify applicant once they are approved and schedule the Lease signing and Joint Move-in Inspection in appointment book.
- Review Move-in paperwork with new resident and submit to Mid-Land. Enter information into Skyline.
- Review lease expiration dates and utilize Re-Certification/Renewal Process Checklist to deliver notices, which allows adequate time to schedule an appointment with the resident to review and sign the new lease.
- Schedule time on the appointment book each month to visit area businesses to request marketing information they would like to provide for the Move-In bags given to new residents.
- Refer to “Marketing Plan” and implement Resident activities as outlined to promote Resident Retention. Coordinate completion of monthly newsletter and distribute.
- Coordinate completion of Market Surveys per On-Site Calendar and/or as requested.
- Shop the Comps (competitive properties) as identified so employees are knowledgeable about other apartment communities in the area market.
- Review leasing activity along with occupancy and make recommendations for specials, promotions and/or advertising that may be needed to generate leasing activity and increase occupancy.

### **Physical Property/Maintenance Related**

- Review pending Service Requests and “Make Readies” and provide direction to maintenance staff as required so the work is completed.
- Coordinate with Maintenance to order supplies as needed to complete Make Readies and routine work orders.
- Walk and “sparkle” vacant units weekly and make sure they are in “rent ready” condition. Prepare and display move-in gift and move-in packets once units are ready.
- Complete “pre-inspections” for units that are on Notice to Vacate.
- Schedule all turnover functions, and check completed work to make sure the work is completed in a satisfactory manner. Follow-up with vendors as needed.
- Utilize system to check out individual unit key(s) to vendors and have them sign key log to document they have keys. (Master keys are not to be handed to any vendor or contractor)
- Schedule and complete joint move-out inspections and related paperwork to determine any charges that need to be assessed to the vacating resident and process move-out paperwork.
- Walk and drive the property multiple times per week to ensure positive curb appeal. Check to make sure the grounds and common areas are free from trash and debris. Write service requests to complete work as identified.
- Utilize temporary grounds help when needed. Provide direction for the work to be completed and follow-up as needed.
- Write Service Requests for maintenance repairs received from residents and/or others. Follow-up with a telephone call to the resident to make sure work was completed to their satisfaction.
- Coordinate and schedule Preventive Maintenance – prepare schedule, notify residents, assign to Maintenance staff utilizing service request and/or checklist system.
- Coordinate pest control/termite treatments.
- Solicit bids for lawn moving, snow removal and turnover functions including interior painting, apartment and carpet cleaning and utilize competitive vendors. Check references for any new vendors or contractors.
- Follow Capital Improvement Request process for items outlined on Request Form
- Obtain current Liability/Work Comp Insurance Certificates for each contractor and complete new vendor paperwork as outlined in the instruction manuals.

## **Office Operations**

- Provide direction and coordinate daily workflow for office and maintenance employees.
- Utilize On-site Calendar that is provided each month as a primary tool for tasks that are to be completed during the month.
- Collect and process monthly rent, post 3-day notices and related rent collection tasks.
- Follow-up with residents by phone or personal visit regarding delinquent rent. Discuss with Supervisor residents who have not paid to proceed with the eviction process.
- Deliver all resident notices and make sure all are delivered prior to the end of each day.
- Review, approve and process invoices daily and submit to Supervisor for timely payment processing. Enter replacement items in Skyline Unit Inventory.
- Check voice mail, faxes and email throughout the day and respond as needed.
- Complete Weekly Reports, Tax-Credit Set-Aside Monitoring and other reports as required.
- Complete Lease Concerns and follow-up with residents as needed.
- Review monthly financial statements and budget variances and complete Monthly Financial Reports.
- Participate in the completion of the annual budget and the Budget Recap/Summary and the Year-end Property Report.
- Prepare monthly staff schedule. Review Vacation and /or Absence Requests and similar personnel functions with Supervisor to ensure adequate staffing. Approve bi-weekly payroll and submit to Supervisor.
- Plan and schedule training of employees including new employee training, cross-training and procedural training as identified.
- Handle Resident and Property related issues as they arise and document utilizing Resident Concern Documentation and other related forms.
- Meet with mortgage, state, insurance and other inspectors as scheduled. Complete the preparation and follow-up of the inspection.
- Special projects and other responsibilities as may be determined.