

Job Description

Lettings Property Co-ordinator

Reporting to: Lettings Manager, Exeter office

Role Objectives

To effectively and efficiently provide management of the lettings property portfolio and provide the highest level of customer service to Landlords and Tenants.

To embrace, promote and progress lettings initiatives and where necessary take personal responsibility for specific initiatives as instructed by the management team.

To assist the Lettings Manager to manage existing business. To provide the highest level of customer service to all Clients, Landlords and Tenants.

To work as part of team, undertaking whatever duties necessary to assist in the smooth running of the department and assisting other members of the team. Any other duties as directed by Management.

To work pro-actively to assist the Management team to grow the company's market share, property portfolio and profile across all sectors of the business.

Main Duties

- Arranging and organising all checks for managed properties to include: gas certificates, electrical certificates, oil certificates, chimney sweeping certificate, requesting building insurance certificates.
- Co-ordinating and booking the inspections. Carrying out the visits, sending reports to the Landlord along with a follow up letter to the tenant. Where maintenance is required, arranging and chasing the landlord accordingly.
- Setting up utility accounts for ingoing tenants and closing existing accounts for outgoing tenants.
- Upon receipt of notice from a tenant to liaise and deal with all procedures relating to the move out process, working through the move out checklist.
- Dealing with and helping to resolve maintenance issues this will involve meeting and speaking with landlords, contractors and tenants.
- Efficient use of lettings software, ensuring information entered accurately.
- To assist with post move in administration as required which includes registering of the deposit if managed.

- Deal with telephone and internet enquiries and be able to book appointments in the diary for viewings and market appraisals.
- To undertake lettings viewings as and when required, meeting the Tenants and following up after the viewing.
- To work as part of team, undertaking whatever duties necessary to assist in the smooth running of the department and assisting other members of the team. Any other duties as directed by Management.