

Property Manager Job Expectations

Rent Collections (to include)

- Accepting rent payments and writing receipts
- Making sure tenants stay current on rent, following process in place if they do not.
- Making copies of checks and deposit tickets
- Making bank deposits
- Sending copies to fiscal and filing copies at property site

Maintain Monthly AR report (to include)

- Tracking all rent payments and who owes money, (back rent, deposits, pet fees)
- Sending a monthly report (late rent) to Juanita by the first working day after the 10th of the month (rent is considered late on the 10th)
- Taking appropriate action for non -payment of rent, (offer a payment agreement then eviction)

Recertification's (to include)

- Tracking all recertification dates and sending proper notices (30, 60, and 90 day)
- Gathering all documentation and filling out TIC entirely.
- MINC/IHCDA data entry.

File maintenance (to include)

- Keeping all files in the same order and filing all tenant documents and communications

Property Lease Up (to include)

- Maintaining a proper waiting list and processing applications as vacancies become available. If you have vacancies and applications an application should be processed immediately and should not take more than two weeks.
- Placing an ad in the newspaper once a year or as needed to keep waiting list going. Sample ad at Salem office and is available by request—(*certain language applies*)
- Submit weekly occupancy report to Juanita by 9 am Monday mornings.

Leasing units and processing applications (to include)

- Conducting move in-move out inspections
- Lease preparation and signing of all documents
- Collection of security deposit and rent
- Explanation of property rules, housekeeping, and pet policies etc

Maintenance Requests (to include)

- Filling out request forms
- Making sure maintenance staff are aware and filling request.
- Once request has been fulfilled, file request by apartment number, (This is to include vacant apartments)
- Weekly walk through of property and maintenance report to Natalie

Pest Control (to include)

- Conduct monthly walk through with pest control person—noting any failure to comply with housekeeping, property rules or pet policies
- Addressing any issues as necessary

Tenant Communications (to include)

- Fielding all tenant complaints in an appropriate, sympathetic, and confidential manor; keeping in mind to avoid “he said, she said” arguments. If there isn’t an impartial witness then both parties are written up or no one is written up without discussing the situation with housing director.
- We should try to help people when possible without being taken advantage of. Enforcement of property rules and pet policies is essential to the safety and welfare of all tenants. You have the option to verbally warn someone but if you want to act on it then it should be put in writing.
- Policy guidelines are:
 - Give 3 written warnings before an eviction. Except in the situation of non payment of rent.
 - Allow at least 7 days to fix the situation, (Sometimes it may warrant a longer time). It is at the manager’s discretion.
- For rent situations:
 - As soon as someone doesn’t pay rent, they should be offered three monthly payments to catch up.
 - If they don’t keep the agreement along with paying their regular rent on time, then the eviction process should begin.
- Everyone at every complex should be treated the same; follow the same rules and have the same options to rectify the situation.
- Practice Fair Housing ALWAYS.

Other responsibilities as assigned by Housing Director.