**Gloucester Housing Corporation**

**JOB DESCRIPTION**

**PROPERTY MANAGER**

**REPORTING RELATIONSHIP**

The Property Manager is under the direct supervision of the Executive Director

Reporting to the Property Manager are three full‑time maintenance people, temporary help and contractors as required.

**SUMMARY STATEMENT**

The Property Manager is a member of senior management and is expected to participate in the corporate decision making process pertaining to finance & administration, human resources and labour relations as well as being responsible for the work of support staff as detailed below. The Property Manager will provide complete property management and maintenance services, ensuring a high standard of maintenance of GHC properties by conducting regular inspections, supervising maintenance staff and ensuring that policies, procedures and established standards are adhered to; ensuring that vacant units are turned over in a timely manner and in accordance with budgets, targets and guidelines.

**DETAILED DESCRIPTION**

1. Plans for the long term care and health of properties owned and operated by the Corporation by:
* Preparing scopes of work, review estimates and recommend award of contracts for maintenance and capital works within guidelines, budget and Building Condition Assessment, as reviewed and adjusted annually; ensure appropriate policies and procedures are in place and adhered to for contract administration; inspect work performed by contractors;
* Knowing and abiding by the legislation related to workplace requirements such as Health and Safety and related to properties such as the Ontario Building Code and Fire Code;
* Actively searching out, and with the assistance of the Executive Director responding to all relevant opportunities related to property maintenance, greening and energy conserving initiatives;
* Assist the Executive Director in the preparation of the annual budgets and reporting on a regular basis on the status of the budget. Preparing preliminary cost estimates for annual operating and capital maintenance budgets;
* Meeting with the GHC Board Maintenance Committee and providing supporting information for policy matters or budget reviews;
* Assisting the Executive Director with ensuring compliance with all operating agreements, reporting requirements and all requirements of HSA, RTA, AODA, HRAA and all related regulations;
* Assisting the Executive Director in project development by providing input on design and construction of new housing communities;
* Establishing priorities between different work on different properties;
* Incorporating new properties into the Corporation's management system
* Managing a charge‑back system for damage caused by tenants;
* Estimating costs and recommending decisions to the Property Maintenance Committee;
* Providing input to the assessment of the long‑term maintenance costs of any potential projects.
1. Manages the ongoing maintenance of existing properties by:
* Ensuring a high standard of maintenance of all GHC properties by participating in the development of sound policies, procedures and standards and by implementing same;
* Inspecting interior, exterior of units and buildings, grounds and playgrounds, assessing need for repairs and lease compliance issues and providing appropriate follow-up;
* Performing inspections related to preventative maintenance plan, capital works plan, long term life cycle plan, and ensure life safety plan compliance;
* Maintaining a comprehensive list of contractors and emergency lists and copy ED;
* Managing the provision of utilities to all GHC communities and addressing all issues related to them including payments;
* Initiating work orders, code and authorize or recommend for payment all invoices related to property;
* In conjunction with the Executive director, supervising the Office Administrator to ensure the completion of their assigned duties;
* Developing and maintaining a system for ordering and ensuring adequate supplies for all sites;
* Maintaining GHC’s work order process to ensure prompt responses to requests from residents for repairs;
* Responding to requests from in situ tenants for repairs and refurbishment;
* Supervising the activities of the Maintenance Technicians, scheduling their work and training, monitoring hours worked, recording their costs, and preparing annual staff evaluations in consultation with the Executive Director. On rotation, must carry a pager and respond to after hours emergency calls;
* Ensuring vacancies are turned over to GHC standards and within budget;
* Responsible for take-over and year end inspections and for ensuring that deficiencies are appropriately dealt with in new housing communities;
* Working with the Community Developer on complaints from tenants re anti-social behaviour and other issues, and take appropriate action that include Landlord Tenant Board representation;
* Recommending changes and adjustments to job descriptions of maintenance staff;
* Hiring casual labour as required or directed;
* Contracting for trades and services within established budgets, Managing contracts for maintenance and repair work, supervising temporary help and contractors;
* Costing and purchasing material, services and equipment;
* Receiving and acting upon requests for repairs within established guidelines;
* Preparing inspection requests from tenants for major re‑decorating and submitting to the Executive Director for approval;
* Advising tenants on maintenance problems;
* Managing the handling of waste within all GHC communities including the administration of related fines.

3. Providing policy advice to the Property Maintenance Committee on issues related to the maintenance of the Corporation's assets by:

* Representing GHC on community and sector organizations as appropriate to the position to identify and recommend best practices;
* Evaluating existing budgets, policies and practices and recommending alterations.
* Analyzing maintenance cost data and reporting on same to the ED and Board Committees
* Recommending future policies and actions to enhance the health and care of the

 Corporation's properties.

4. Performs such other related duties as may from time to time be assigned by the Executive Director.