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## Tenancies Administrator

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**Reports To:** Tenancies Manager

**Status:** Full-Time (37.5h/week)

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### About the Organization

Gloucester Housing is the fourth largest provider of social and affordable housing in Ottawa, providing affordable homes to nearly 300 families in six communities in eastern Ottawa. Gloucester Housing works closely with tenants, community partners, political leaders, service providers, contractors and others to provide quality affordable housing to its residents.

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### Summary

The Tenancies Administrator works as part of a team with responsibility for Tenancy administration in accordance with legislative regulations and working to maintain Gloucester Housing Corporation's service standards. The Tenancies Administrator is responsible for the lease renewal process, calculating rent subsidies, providing administrative support to the Tenancies Department, maintaining tenant files, assisting in tenant related matters, administering associated rental activities, and providing liaison with other departments, The Registry, social agencies and other community partners.

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### Responsibilities

- **Implementing Lease Renewal process by:**
  - Managing the annual lease renewals according to Provincial Legislation;
  - Preparing and sending out Notices of Rent Increase and advising subsidized tenants of the renewal procedures and new market rents;
  - Responding to tenant questions in relation to lease renewal documents received;
  - Data entry, changing market, Below Market Rent and Rent Geared to Income rent charges on tenant and unit files;
  - Carrying out the rent calculations process and validation/approval process such as, but not limited to:
    - ensuring proper income verification and other required documents are received;
    - calculating rents and inputting revised rents;
    - updating tenant files;
  - Preparing monthly lease renewal reports.
- **Administering parking by:**

- Coordinating parking rentals including assignment of parking, maintaining files, data entry and keeping parking contractor apprised of all parking changes;
  - Maintaining an up-to-date waiting list of parking requests;
  - Preparing parking leases and arranging for their signing;
  - Coordinating the monitoring of tenant and visitor parking and issuing notices to those in violation of GHC parking policies and authorizing ticketing and towing, as required; and
  - Informing tenants of parking rate increases.
- **Managing tenant related matters by:**
    - Responding to complaints from tenants in a timely manner and providing written documentation on complaints and action taken. Advising the Tenancies Manager of any situation/problem where additional intervention and/or legal action may be required;
    - Working with other departments to coordinate responses to complaints involving other departments; problem-solving relating to possible changes in practices or procedures;
    - Evaluating challenging tenant behaviour and history to assess potential risk to others and/or property; consult with the Tenancies Manager to problem solve and together devise an action plan and strategy;
    - Identifying marketing and advertising strategies in consultation with the Tenancies Manager. Coordinates marketing and social media strategies with the Tenancies Manager where appropriate.
- **Administering associated rental activities by:**
    - Updating the GHC website, including the posting of vacancies;
    - Providing information to tenants requesting transfers and rent subsidies, including GHC housing stock, eligibility criteria and procedures for applying and ongoing eligibility criteria;
    - Consulting with the Tenancies Manager on problematic applications or exceptions to established policies;
    - Ensuring applicants are treated fairly throughout the application and tenant placement process in conformity with GHC's policies and procedures, as well as applicable legislation; and
    - Compiling Rental statistical data for applicable funding bodies, GHC Committees and Departments.
- **Providing liaison with The Registry, Community Partners and the broader community by:**
    - Updating the Registry database on all applicant activity and all discussion with applicant that relates to housing need/requirements;

- Reporting to Tenancies Manager on problems with the database or other concerns;
- Providing contact information to non-tenants regarding The Registry and directing them to the Registry for subsidized housing;
- Referring tenants to appropriate community partners and other agencies for support;
- **Maintaining lists, Tenant files and Parking files by:**
  - Producing and maintaining lists of tenants who reside in those properties under contract with utilities/vendors;
  - Undertaking parking surveys for comparable rates as needed;
  - Increasing parking rates as approved by the Board;
  - Regular auditing and maintenance of tenant registered parking; and
  - Updating parking and tenant database as needed.
- **Supporting the Tenancies Department by:**
  - Sending out letters of acknowledgement to tenants moving out along with move out checklist;
  - Sending out acknowledgment letters to tenants requesting a transfer and updating;
  - Assisting tenants to complete Registry Applications related to RGI and BMR Housing;
  - Assisting the Tenancies Manager in undertaking tenant and/or rental related research, and helping to revise policy and procedures;
  - Updating Tenancies Manager on a weekly basis regarding vacancies, rentals & turnovers, parking reports, tenant lists and ensuring there are sufficient rental related forms and notices;
  - Answering inquiries and processing applications from prospective tenants, including tenancy checks, income verification, preparing leases and inputting tenant data;
  - Reviewing applications for subsidized housing and updating documentation from prospective tenants to ensure their eligibility, including priority confirmation and outstanding arrears with other social housing providers; and
  - Providing administrative support to the Tenancies Manager;
- **Performs other duties as required**

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## Education and Experience

- 2 years of post-secondary education;
- 2 years of related work experience;

- Experience and formal training combined with demonstrated performance may substitute for stipulated requirements;
- Intermediate ability to use Microsoft Office Suite;
- Knowledge of Yardi Voyager is considered an asset;
- Advanced verbal and written communication in English and French is required;
- Knowledge of additional language is considered an asset; and
- Familiarity with property management practices, the Residential Tenancies Act, Housing Services Act, Landlord Tenant Board processes and the social housing sector is an asset.

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## Supervision and Decision-Making

- Considerable decision-making applies to the performance of tasks, involving the manipulation of several moderately complicated variables. Processes are supported by numerous, well-defined methods and established procedures;
- Responsible for providing direct day-to-day coordination for standardized tasks also checks and maintains workflow. Recommends new or changed policies and procedures for approval by others; Impact to tenants and reputation if errors are made; and
- Frequent use of confidential information;
- No direct report for supervision

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## Working Environment

- Interaction with internal colleagues will be respectful and cooperative;
- Interaction with external contacts could involve dealing with sensitive interpersonal situations, including the de-escalation of potentially difficult situations;
- Sensitivity to diversity and multiculturalism;
- Periods of moderate physical effort required (for example, sitting, standing, walking, reading and the constant use of a computer and phone screens);
- Some degree of physical skill and coordination required such as basic keyboarding, good coordination, speed and accuracy; and
- The incumbent may be exposed to a considerable amount of stress.

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## Compensation and Benefits:

- Salary range - \$55,000-\$60,000.00 per year
- Health Benefits Available and RRSP Contribution Plan

**Applications accepted until June 5, 2023 at 5:00 p.m. Interviews to take place the week of June 12, 2023. Please submit Resume and a Cover Letter to [jobs@gloucesterhousing.ca](mailto:jobs@gloucesterhousing.ca).**