



Property Manager, London

Complete Prime Residential are the leading partner for investors and overseas landlords who spread the complexities of management of their residential investment assets across international markets. With overseas landlord specialists based across the globe with operations in 13 markets with offices in London, Manchester, Berlin, Hong Kong, Birmingham and Liverpool.

Complete Prime Residential's London office is well positioned to service the city, based in Old Street, with our Sales, Lettings and Management, Finance, Operations, Client Services and Marketing teams working out of this office.

Job Profile

A Complete Property Manager will typically manage around 130 properties dealing with most aspects of the Residential Lettings and Management process including maintenance, renewals, property visits, processing invoices/service charge demands, deposit disputes and credit control. Our Property Managers are awarded the autonomy to manage their portfolio with key performance indicators (KPIs) used to gauge successes.

Our portfolio is split into two teams – north and south of the river Thames.

Responsibilities (but not limited to)

- Follow up and respond to all customer queries in a timely manner
- Build and foster relationships with tenants, landlords and suppliers
- Minimise void periods by monitoring expiring tenancies and negotiate rental renewals in line with market trends
- Constantly monitor and curtail any rental arrears
- Producing and updating AST agreements for renewals
- Organise check-out inventory inspections
- Booking and performing property inspections, producing comprehensive landlord reports, snagging and handover reports where necessary
- Understanding rental statements and identifying discrepancies
- Logging deposits with the DPS scheme, negotiating deposit deductions and processing via the platform
- Organise repair quotes and works as necessary, including new build defect issues
- Uploaded invoice for payments in a timely manner
- Use management software system in line with business operating requirements
- Encourage positive online company reviews, particularly Google Reviews

Requirements

- 12 months comparable experience preferred
- Customer service is paramount
- Accuracy and attention to detail
- Be organised, able to prioritise, manage time efficiently and work to deadlines
- Relationship management with key-stakeholders
- Influencing and negotiation skills
- Ability to work both autonomously and collaborate with the team
- Enthusiastic, positive nature
- Apply outside-the-square approaches to daily problem solving

Additional information

- Reports to the Senior Property Manager in team

What you'll get in return

- The opportunity to join a growing company with a close team environment where your voice is heard.
- 20 days annual leave and bank holidays + 1 day increase for every 2 years of service (at a cap of 25 days)
- Day off for your Birthday.
- Pension contribution.
- Social events/ team building.
- Casual/ Dress-down Fridays when in office.
- An opportunity to acquire valuable skills working with a diverse network of talented professionals and enjoy training and educational opportunities.