**Annexure A**

Job Description: Tenant Administration

Job Incumbent: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date : \_\_\_\_ / \_\_\_\_ / 20 \_\_\_\_

Reporting To : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date : \_\_\_\_ / \_\_\_\_ / 20 \_\_\_\_

|  |  |  |  |
| --- | --- | --- | --- |
| Key Performance Area | Key Responsibilities | Performance Measurement | When |
| **Occupancy optimalisation** | * Assist with the development of a plan which identifies the optimum tenant mix for Philippi Village * Assist with the development of a full marketing and stakeholder engagement plan for the property * Increase the occupancy stats from the current occupancy rate to identified targets, moving towards the optimum mix as approved by the Board |  |  |
| **New and Prospective tenants** | * Maintain up-to-date records of all Philippi Village units – leased and available to lease * Actively market the available units for rental to prospective tenants * Build relationships with property agents and ensure they are briefed with the desired mix of tenants and details of available units as a second source of enlisting new tenants * Set up meetings with prospective direct tenants and property agents to show them the available units * Provide prospective tenants with details of requirements to lease and ensure completed paperwork is reviewed, their businesses are in good standing and ensure credit checks are completed * If tenants are suitable and all checks completed, prepare an offer to lease and advise of deposit requirements * Ensure authorisation is obtained for any deviation to standard rates or terms of a prospective lease * Once deposit has been paid, finalise lease agreement for signature, conduct unit inspection and hand over keys to their unit * Ensure Finance is advised of new lease details and rent obligations for monthly invoicing |  |  |
| **Existing tenants** | * Ensure regular communication to tenants and between tenants * Ensure tenants issues are recorded, addressed professionally and resolved within acceptable turnaround times * Ensure regular tenant meetings are hosted * Plan tenant events to maximise opportunities between tenants and build a positive environment at Philippi Village |  |  |
| **Managing tenant rentals and arrears** | * Review the tenant master sheet fortnightly and advise tenants of escalations and effective dates in advance * Ensure all annual escalations are advised to Finance for inclusion in the invoice process * Review the invoices against your change control sheet prior to the invoices being distributed * Review tenant statements and follow-up on outstanding amounts. Diarise commitments and follow up to ensure commitments are adhered to. * Ensure payment arrangements are put in place for tenants who are in arrear and have not resolved the outstanding amounts * Manage outstandings against deposits held, and ensure the Company is not at risk of uncollectable rentals * Cancel leases of tenants who do not comply with agreed payment arrangement criteria |  |  |
| **Renewals or cancellation of leases** | * Check the tenant Master sheet monthly for renewals within the next 3 months * Review the payment history and relationship with the tenant, and make an offer for a renewal of the lease, if appropriate. * Ensure all outstanding rentals are paid prior to renewal without fail * If a lease is renewed, update the tenant Master sheet * Ensure Finance is made aware of the details of the renewal |  |  |
| **Terminations/End of lease** | * Ensure final rents are billed correctly in terms of the end date of the lease * Conduct an outgoing unit inspection which includes photo’s * If the unit is in good working order, save for normal wear and tear, request Finance to refund the deposit, net of any amounts owing to PV * If the unit needs repairs which are for the tenants account, provide the tenant with a list and advise that the deposit will be withheld until the unit has been repaired (within a time limit as per the lease). * Follow-up on repairs, and refund or waive the right to the deposit * Ensure keys are returned, or deduct the cost of replacement from the deposit |  |  |
| **Other** | * Assist with ad hoc short term rental requests as required * Consider relocating requests from existing tenants * Assist tenants with any other enquiries * Assist with ad hoc requests from events and the broader PV team |  |  |

**Skill set**

* Preferably experience in tenant administration
* Good numeric aptitude
* Good communication skills, both spoken and written
* Can do attitude
* Above average computer skills, with good Excel and Word skills
* Able to focus on a broad range of tasks through-out the day
* Able to work independently
* Good with follow-up and holding people accountable
* Willing to help with tasks outside their role when needed.