

# Tenancy Manager

## Position description

<b>Title:</b>	Tenancy Manager
<b>Team:</b>	Tenancy
<b>Reports to:</b>	Team Leader – Tenancy
<b>Location/s:</b>	Nationwide

## LinkPeople

At LinkPeople, we believe that housing is a fundamental human right, not a reward. We recognise that housing instability and homelessness are highly complex issues that require a community-wide approach to support people to access and retain housing. LinkPeople connects people to housing and support, underpinned by the Housing First philosophy that a stable home is the foundation of wellbeing. Once housed, other issues that may affect people can be understood and addressed with a range of supports that are personalised, culturally appropriate and acknowledge the trauma that is often part of their lives. As choice is central to the Housing First approach, a key aspect of our service is to offer the people we work with choice about their goals and aspirations, and to support self-determination on their recovery journey. . LinkPeople is a registered community housing provider.

Manaakitanga is a foundation and core driver for LinkPeople and is at the heart of everything we do. From point of first contact with a person and their whānau, we focus on making people feel welcome and cared for through respectful and nurturing interactions. We want all people – including those we support, staff members, stakeholders, and partners – to have an empowering and mana-enhancing experience with us. Our aim is to develop whakawhanaungatanga – relationships where people feel included and able to work collaboratively and collectively towards recovery.

LinkPeople is part of The Wise Group, a family of community organisations sharing a common purpose – to create fresh possibilities and services for the wellbeing of people, organisations and communities. The Wise Group is a Peak Performing Organisation, which has a focus on enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose.

## Role purpose

The Tenancy Manager holds a key relationship with the tenant and provides specialist tenancy and property management services for an allocated LinkPeople social housing portfolio. This includes managing tenancies in accordance with the Residential Tenancies Act 1986 (RTA) and as a Social Landlord under the performance standards and guidelines of the Community Housing Regulatory Authority.

The Tenancy Manager works closely with tenants and their wraparound support services providers to ensure tenants receive appropriate and seamless housing and navigation services. Effective communication and interface between the Tenancy Manager and other support workers is essential to support tenants and deliver on LinkPeople’s Housing First philosophy.

## What you are responsible for

1. Tenancy management
  - Operating with a strong tenant focus, ensuring the people we support have every opportunity to be housed appropriately and successfully maintain their tenancies
  - Contributing where required to the process of matching applicants to available housing options
  - Ensuring full compliance with Ministry of Social Development processes for approving and commencing new tenancies
  - Timely commencement of new tenancies to maximise the housing portfolio's occupancy rate
  - Completing all tenancy documentation and RTA compliance requirements to a high standard that fully complies with LinkPeople's policies and processes
  - Monitoring rent payments and other tenant liable payments (e.g. repairs) for arrears/debts. Regularly and proactively checking and following-up all cases of late- or non-payment or over-payment to ensure sustainable arrangements are in place to repay arrears and sustain tenancies and/or refund where necessary
  - Using LinkPeople's tenancy management systems, ensuring information is up-to-date and accurate
  - Proactively dealing with day-to-day queries or complaints – in accordance with LinkPeople's policies and processes when necessary
  - Maintaining a regular and approachable presence on-site, while respecting tenants' rights to privacy and quiet enjoyment of their tenancies
  - Providing timely and accurate reporting
  - Managing tenants' tenancy termination and transition to other housing in a way that delivers good tenant experiences and ongoing tenancy sustainment
2. Property management and maintenance
  - Ensuring compliance with the Residential Tenancies Act 1986, including that tenants are aware of their rights and responsibilities and proactively managing breaches to tenancies to ensure that Tenancy Tribunal intervention is the exception
  - Ensuring all properties are maintained to a high standard, as per LinkPeople's processes and policies and any contractual agreements
  - Ensuring all properties are fully legislatively compliant (e.g. building warrant of fitness and fire compliance certificates)
  - Scheduling and conducting regular property inspections in accordance with LinkPeople's policies and processes
  - Using LinkPeople's property management systems to ensure up-to-date and accurate property condition information is recorded
  - Liaising with property owners as necessary, in a spirit of partnership and no surprises
  - Ensuring maintenance and repairs are commissioned and delivered in a cost-effective and timely manner that respects tenants' preferences and availability
  - Proactively monitoring trades-staff performance and quality of work to ensure that the level of service, timeliness and quality of work is of an acceptable standard, dealing with non-performance issues
  - Proactively managing tenant damage liability and debt recovery matters to ensure sustainable arrangements are in place to recover monies owing and to sustain tenancies – in accordance with LinkPeople's policies and processes
3. Being your best always, representing LinkPeople and the Wise Group in a professional manner

4. Being committed to health, safety and wellbeing by following the Wise Group roles and responsibilities table, including identifying and escalating workplace hazards
5. Doing whatever is required to ensure that we are making a positive difference for the people in our communities.

## Key relationships you will need to develop and maintain

### Internal

- Housing Case Workers
- Other Tenancy Managers, Business Support staff and LinkPeople colleagues
- Team Leader/s
- LinkPeople Chief Executive and senior leadership team
- Wise Property Solutions
- Relevant people and teams across the Wise Group

### External

- Tenants
- Family/ whānau of tenants
- Property owners
- Trades-staff/ maintenance contractors
- Community Housing Aotearoa
- Non-government organisations
- Relevant Government agencies including Kāinga Ora

## Your attributes

**Enabler** You are a mover and a shaker and make possibilities happen for the people and communities we serve

**Doer** Demonstrated by your 'whatever it takes' approach, you think beyond yourself and take opportunities to help others

**Tenacious** You focus on doing the best by the people we serve, which means you never give up and role model perseverance and commitment to a successful outcome

**Dynamic** You are energetic and proactive and thrive in a changing environment

**Passionate** You inspire others with energy, enthusiasm, and motivation to take action

**Respectful** You support people with dignity and respect and ensure that they are provided with choices around services they receive

**Authentic** You build rapport quickly, engage with people in a warm and genuine way and do what you say you will do

**Aroha** You hold people at the heart of your work, being non-judgmental and showing unconditional positive regard.

## Requirements for the role

### Essential

- Understanding of New Zealand's property/ housing sector including a practical understanding of the Residential Tenancies Act 1986
- You will hold a New Zealand Certificate in Residential Property Management (Level 4) or a recognised and relevant equivalent qualification. Alternatively, you will be prepared to commence study towards this within six months of starting your employment with LinkPeople. This needs to be completed within two years of commencement. LinkPeople offers significant support for tenancy managers to complete this study
- Good English communication skills – written and verbal
- Ability to work in a fast-paced team and flourish under pressure
- Ability to develop and sustain positive relationships across a range of networks
- Problem-solving, de-escalation and conflict resolution skills
- Time management and being able to deliver outcomes to deadlines
- Relationship management, including experience working with relevant government departments
- Excellent attention to detail
- Proficiency in the Microsoft Office suite
- Knowledge of Te Tiriti o Waitangi / The Treaty of Waitangi principles and Te Ao Māori
- Full New Zealand driver's licence.

### Preferred

- Knowledge and belief in Housing First philosophy and strategies
- Knowledge of relevant standards and legislation
- First aid certificate.

*This job description is only a general summary of the functions of the job, not an exhaustive list of all job responsibilities, tasks or duties. It is a living document and may change as the organisation's or client support needs change. Individuals may be asked to undertake other tasks as reasonably required within their role.*

