**Position Description**

**Tenancy Manager**

**Title** Tenancy Manager

**Reporting to** Area Manager

**Division**  THA

**Location**  Auckland

**Hours**  40 hours per week

**Date Created** February 2022

**Purpose**

The key purpose of this role is to provide effective tenancy management services, maintaining core relationship with tenants, and upholding the story of tenants and their families / whanau.

**Key outcomes**

* Efficient and effective tenancy management services
* Maintaining the core relationship with tenants
* Hold the story for tenants and their families / whanau

**Key stakeholders**

Tenants, Community groups, Service Providers, Government agencies e.g Ministry of Social Development (MSD).

**Key responsibilities**

* Manage the placement process (liaising with MSD, identify potential tenants, communicate with successful tenants, completing required paperwork)
* Proactively engage with tenants ensuring tenancy and maintenance requests are appropriately resolved
* Ensure tenant and tenancy information held by THA is maintained in an accurate and timely manner
* Regularly review debtor lists, taking corrective action with tenants where appropriate/required
* Maintain oversight of maintenance requests within their portfolio, identifying and resolving issues as required
* Address antisocial behaviour complaints against tenants
* Conduct regular property inspections, taking follow up actions as required & keeping tenants informed of outcomes
* Agree appropriate individual solutions with tenants to enable them to sustain their tenancy
* Manage redevelopment initiated and tenant related transfers as required
* Communicate requirements to departing tenants, ensuring that required paperwork is completed and final inspections are undertaken
* Prepare documentation and represent THA at the Tenancy Tribunal as needed
* Support the broader team in achievement of social regeneration initiatives
* Provide tenant/community feedback to TRC to ensure tenant voice is heard
* Undertake assessments with families in a sensitive and culturally appropriate manner to determine how TRC/THA may be able to provide support
* Follow all health & Safety policies and procedures
* Develop effective working relationships with external support agencies
* Work with Area Managers to improve policies & procedures

**Our ideal candidate will demonstrate**

* Experience within the property sector is preferred
* Sound understanding of the Residential Tenancies Act is preferred
* Intermediate user of Microsoft Office products, comfortable learning new systems
* Experience dealing with diverse communities is essential
* Current full and unrestricted drivers’ license is essential

The key competencies are:

* Communication – strong verbal and written skills
* Cultural Awareness
* Resilience
* Integrity & Accountability

**Health and Safety Requirements**

* Taking reasonable care for their own health and safety and that of any others that may be affected by their activity
* Complying with reasonable health and safety instructions given by TRC and Health and Safety legislation.
* Cooperating with any reasonable policy or procedure set by TRC, that has been notified to our people or partners.
* Reporting all hazards, risks, incident or near misses as per reporting requirements.
* Assisting the Risk and Compliance Manager in the review or assessment of serious or potentially serious events.
* Actively participating in all health and safety activities

**Why work for Tāmaki Regeneration Company?**

The Tāmaki regeneration programme is founded on the complex and rich history of Tāmaki. We have a master plan for Tāmaki that is focused primarily on building 10,500 homes, and as part of their delivery, we will upgrade streets, parks and town centres, increase transport options, support schools and provide job opportunities.

We collaborate closely with mana whenua, community groups, schools and businesses to deliver our four key priorities:

* Social (supporting Tāmaki whānau to thrive)
* Housing (building homes and communities)
* Economic (helping the local economy to thrive)
* Placemaking (supporting local cultural identity and sense of belonging)

To ensure the impact of the regeneration will span generations, we focus on mahi to support the wellbeing of tangata whenua and tangata tiriti and improve equity outcomes for Māori and Pasifika whānau in Tāmaki. Our goal is to enable the people of Tāmaki to reach their aspirations.

Our team all share this vision, and our people say that this is one of the best things about working here. We’re proud to work alongside our local communities, and take time to learn, understand and collaborate.

Tāmaki Regeneration Company is a strongly values driven organisation, and as such our values will resonate with you:

* Ka Poipoi - We deeply care for and nurture each other
* Ka Honohono tatou - We value joining and coming together
* Ka Waihanga tahi tātou - We reflect, learn, design and make together

Our culturally diverse team are adaptable, embrace change and are not afraid to try new things. To continue to evolve and deliver the Tāmaki vision, we need great people who will bring their skills and ideas, but most of all, their passion to this meaningful kaupapa.

To learn more about the benefits of working for TRC see: <https://tamakiregeneration.co.nz/regen/about/join-us/>

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