

## **JOB DESCRIPTION**

**ROLE:** **Lettings Consultant**

**REPORTING TO:** **Lettings Manager**

**ROLE SUMMARY:** The Lettings Consultant assists the Lettings Manager in retaining and expanding the portfolio of long-term let properties across St Ives and surrounding areas. They will liaise with landlords and tenants on a daily basis and represent the company in activities which help raise its profile with prospective customers.

### **KEY RESPONSIBILITIES**

#### **Property recruitment**

1. Liaise with prospective landlords and sell the appropriate services to them
2. Explain legislation, current market conditions
3. Handle queries from prospective & current tenants
4. Handle queries from prospective & current landlords
5. Understanding & deal with maintenance issues
6. Liaise with contractors
7. Inspect work – checking contractors' work
8. Organise photos
9. Keep up to date with current legislation
10. Oversee rent reviews
11. Deal with complaints
12. Advise Lettings Manager and Lettings Consultant on any deductions from deposits
13. Account management in respect of rents received, paying out landlords and dealing with contractor invoices etc.

#### **Inventories**

1. Dictate and prepare full inventory & schedule of condition
2. Check out properties at the end of the tenancy
3. Organise cleaning, repairs etc.
4. Advise tenants of deductions from deposit.

#### **Viewings**

1. Show prospective tenants around properties.