



Property Manager (Part-Time)

About New Hope Community Services:

New Hope's vision is for every refugee coming to Canada to belong, thrive and make it their home. Compelled by God's love and our faith in Jesus Christ, New Hope is a sanctuary and loving community of care for refugees that prepares them to thrive in Canada. Our values are:

1. **A place to call home** - We believe all refugees deserve a clean, safe and affordable place to call home.
2. **People before everything** - We exist for the people who live in our building. They aren't just tenants. They are our neighbours and friends.
3. **Intentional community** - We believe intentional community leads to shared experiences and mutual transformation. We believe in experiencing life together and that in community we are all transformed.
4. **Increasing our impact** - We believe in making an impact that makes a difference. More housing, more faith conversations and more tools leading to independence makes an impact enabling our families to thrive in their Canadian lives.

To accomplish this, New Hope owns and operates a 13-unit apartment building in Surrey, which provides transitional housing for newly arrived refugees. New Hope is their first home in Canada and families stay with us for 18 months.

Primary Function:

Reporting to the Executive Director, the Property Manager is responsible for executing the day-to-day operations of New Hope's apartment building. The Property Manager plays an integral role in providing a welcoming home for the refugees who live at New Hope. With this in mind, the Property Manager approaches their work with a deep sense of compassion and care for our families and views this role as one of a servant-leader with the opportunity for intercultural ministry.

Key Responsibilities:

1. *Maintains strong relationships with our families*
 - o Establishes and maintains a good working relationship with families.
 - o Act as New Hopes' representative in times of emergency to best protect tenants, building, and grounds.
 - o Responds to resident enquiries, complaints, emergencies, provides information / clarification as required and takes appropriate action at all time during their work week.



- Tenant relations including preparing agreements, coordinating vacancies, conducting move-in and move-out inspections and related documentation, works with tenants to communicate move-out expectations, liaising with tenants about policies and processes, and providing conflict resolution and mediation as needed.
 - Manage teams of volunteers who provide support for building-related projects.
 - Enforces the house rules.
2. *Performs maintenance and repair duties throughout the site.*
- Act as contact for emergency maintenance and warranty correction procedures.
 - Maintains relationships with existing vendors and contractors and actively expands the network of vendors / contractors as needed.
 - Paint, repair and clean the unit at move-out and coordinates any necessary contractor work.
 - Carries out annual unit inspections and ensures necessary repairs are completed.
 - Coordinates and monitors contractor activities on-site. Provides notification for tenants, and suite or building access.
 - Prepares estimates of maintenance and repair costs for management.
 - Carry out in-suite repairs and other maintenance as required such as plumbing, appliances, drywall, painting and minor electrical repairs, residential installation including doors, closets and draperies.
 - Inspect building facilities to identify maintenance needs, as well as recommending and performing corrective maintenance as identified.
 - Undertake external planned maintenance in accordance with a set schedule and corrective maintenance as required.
 - Ensures the effective maintenance and operation of facilities and building systems (including security) and equipment by utilizing efficient planning and scheduling and ensuring work is completed according to applicable regulations, standards, and program needs.
 - Responsible for safety drills, manages fire safety plan and performs monthly fire inspections.
3. *Maintain order and appearance of the “common” and “public” areas of the property.*
- Keeps all common areas clean; hallways, hub room, laundry room, office and learning centre, by sweeping, mopping, vacuuming and window cleaning.
 - Ensures the site is maintained in a clean and orderly state; manage garbage removal, snow removal, recycling, and pest control.
 - Monitor safety and security of the building and residents.
4. *Other duties*
- Organize, triage and prioritize workload to provide timely service to tenants and contractors.



- Maintains accurate records regarding preventive maintenance, work orders, unit inspections, unit repairs, move-out painting and replacements, and inventory of tools and cleaning supplies.
- Administrative tasks as required such as: rent collection, arrears collection, security deposits, petty cash.
- Coordinate and liaise with the Evening/Weekend Manager.
- Prepare and carry out emergency protocols and procedures.
- This position may require limited work outside the standard office hours.
- This position requires the use of a personal vehicle for business purposes.
- Participates in the weekly staff team meeting.
- Participates in New Hope's monthly community dinners with residents, volunteers and staff.

Qualifications:

- Previous experience as a building manager would be an asset.
- Knowledge of relevant laws, regulations, tenancy act and building codes
- Excellent knowledge of general building repairs
- Skill in operation of, and familiarity with, cleaning products and basic repair tools
- Ability to perform a variety of maintenance duties that require working on ladders, moderate heavy lifting, accessing small spaces and possessing manual dexterity and agility.
- Ability to demonstrate skills in residential building maintenance including carpentry, plumbing and electrical as required.
- Good communication in a diverse, multi-lingual and low English environment, and cultural sensitivity.
- Work independently to meet deadlines and complete assignments as arranged.
- Strong critical thinking and problem solving skills
- Excellent public relations and conflict resolution skills
- Strong and collaborative communication skills are an asset.
- Comfort using a building repair electronic ticketing system.
- Ability to work with minimal supervision.
- Ability to work with tenants and contractors in a calm and professional manner
- Ability to organize workload and maintain flexibility in an ever-changing environment
- Must possess a valid BC Driver's License.

Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector Search preceding the start date.

Start Date: October 1, 2021

Hours: 3 days / week



New Hope
COMMUNITY SERVICES

To apply: Please send your cover letter and resume to info@newhopecs.org.