

## Housing & Residential Property Manager – Job Posting

### About BNH

Brantford Native Housing (BNH) provides a variety of Housing Programs and Support Services and assists First Nations, Metis, and Inuit people in accessing culturally appropriate programs and services. BNH is a Non-profit organization that serves all First Nations, Metis, and Inuit people regardless of status. BNH owns approximately 186 units including Rent-Geared-to-Income, Affordable (Market Rent), and Transitional Units.

### SUMMARY

Reporting to the Executive Director the **Housing and Residential Property Manager** is responsible for managing the residential portfolio consisting of 186 units across Brantford, Ontario. This includes leading a team of 7 direct reports, leasing, administration, tenant services and relations, and property services.

### RESPONSIBILITIES

- Manage all aspects of the operation of a portfolio of multi-residential and scattered properties
- Oversee staff to ensure properties are well maintained and ensure all maintenance issues are addressed in a timely & cost-effective manner
- Detailed knowledge of RGI calculations and Housing Services Act
- Work with staff to ensure vacant units are leased, according to leasing procedures
- In-Depth knowledge of the Residential Tenancy Act as it pertains to Landlord and Tenant relations and responsibilities
- Complete and support annual income reviews and property inspections for all units
- Provide support to/supervise staff associated with the housing and transitional units portfolio including assisting in conducting annual performance reviews
- Prepare and submit forms to the Landlord and Tenant Board (LTB) as directed, sign and approve Notices for non-payment of rent, rent increases (N4/N5/N7/N8/N1/N2/N9/N11) with the assistance of Tenant Support worker staff.
- Experience with attending and hearing cases at the Landlord and Tenant Board
- Assist with unit inspections, unit turnovers, maintain keys and logs
- Assist with lease signings, income verification, rent calculations and intake as required
- Respond to tenant inquiries by phone and in person as required
- Provide daily problem solving and support the Director of Housing, Property and Maintenance Managers on tenant related issues
- Lead, manage, coach, and develop the housing team
- Review and implement new market, RGI, affordable rents on turnover/skip/eviction
- Review and approve/decline completed applications, assignments and sublets
- Negotiate, sign, and approve rental increases and lease terms aligning with market conditions and company policy
- Ensure a high level of service is provided to residents while maintaining a high retention rate
- Identify opportunities to improve service levels and implement programs, initiatives, and improvements
- Monitor annual operating expenses and execute operating plans in alignment with budgetary and financial goals
- Highly collaborative management and working style

**REQUIREMENTS**

- 3-5 years of experience in Residential Property Management working in a supervisory capacity preferred
- Completion of a university degree or college diploma program in a related field, or equivalent experience
- Experience in the non-profit housing sector an asset
- Excellent attention to detail
- Experience with budgeting and financial reporting
- Superior verbal and written communication, interpersonal and organizational skills
- Outgoing and adaptable to working in a fast paced and changing environment
- Detailed knowledge with RGI calculation and Housing Services Act, preferred
- Experience with the Residential Tenancies Act and Landlord & Tenant Board, preferred
- Excellent computer skills, with experience in Microsoft Excel, Word and Database Management.
- Understanding of the Residential Tenancies Act, Employment Standards Act, Human Rights Code, Fire Code, Building Standards Code, and Occupational Health & Safety Act
- Experience with Arcori property management software will be considered an asset
- Exceptional leadership skills, including ability to motivate, coach & develop direct reports
- Coordination of all property related matters
- Professionalism, flexibility and ability to work both in a team-oriented environment and independently
- Strong negotiation, analytical and problem-solving skills
- Criminal background check required
- Must have a valid G driver's license and automotive insurance with minimum liability of \$1,000,000.
- Strong supervisory and dynamic leadership skills

**Please submit your cover letter with your resume and 3 references no later than 4:30 pm October 26, 2023.**

**Brantford Native Housing**

**Attention: Cheri Martin, Office Administrator**

**email: [cmartin@brantfordnativehousing.com](mailto:cmartin@brantfordnativehousing.com)**

**Only candidates selected for interview will be contacted.**