

## **Residential Block Manager AIRPM (Hybrid) Competitive Salary**

A fantastic opportunity has arisen for an experienced **Residential Block Manager** to join us here at Hindwoods and form part of our property management team based in Croydon. We are an established and friendly company with a history that dates as far back as 1886 and we remain one of the few independent firms of Chartered Surveyors not swallowed up by the corporate brands.

Duties include:

- Undertaking regular site inspections of residential blocks in their portfolio ( 20 blocks / 275 units) making sure that there are follow up visits with a site inspection report as necessary
- Identifying and diagnosing potential problems on site whilst carrying out inspections, including any insurance risks existing
- Making sure that the site is compliant with health, safety and fire regulations
- Preparing appropriate service charge budgets and obtaining client approval with sufficient lead time for these to be loaded onto the system and the arising demands issued to leaseholders
- Identifying repairs that need to be undertaken on site, and instructing contractors, making sure that only approved contractors who are instructed on blocks managed by the company are used
- Having a thorough understanding of leases and dealing with lease enquiries
- Prepare and issue LPE1 forms and associated documents with or without the assistance of admin or secretarial support'.
- Dealing with client and leaseholder queries by telephone, email and written communications and ensuring that all call backs and emails etc are dealt with in a timely manner
- Full knowledge and experience of managing S20 procedures, and other matters governed by legislation.
- Ensuring Service Charges and Ground Rents are collected in accordance with the terms of the lease and in a timely manner. Undertaking regular Credit Control exercises

### **Person Specification**

- Solid background in residential Block Management (min 5 years)
- AIRPM qualification is **essential** and MIRPM is highly desirable but not essential (must be prepared to obtain further qualification after joining).
- Evidence of Section 20, LPE1 and Service Charge knowledge in previous roles
- Must have a Full UK Drivers licence with own car

### **Benefits**

- Competitive salary
- Free car parking space
- 23 Days Annual Leave plus bank holidays and additional days (3) over Christmas for office closure
- Full cost of CPD training covered
- Equipment provided - work phone.
- Employee events including Summer and Christmas
- Free Breakfast and hot drinks at work
- Genuine Career Progression
- Mental Health Support Line
- Pension (5% Employee contribution & 3% Employer contribution)
- Hours of work - Monday to Friday 9-5.30

