



LONDON & MIDDLESEX
COMMUNITY HOUSING

JOB POSTING

JOB TITLE: Property Services Manager
REPORTS TO: Director of Property Services & Asset Management
COMPETITION NUMBER: 2021-12
POSTING DATE: June 2, 2021
CLOSING DATE: June 23, 2021

THIS IS A FULL-TIME PERMANENT NON-BARGAINING UNIT POSITION

Who We Are: London & Middlesex Community Housing (LMCH) provides 3,282 housing units across 32 properties to more than 5,000 people. Those who call LMCH home are a diverse cross-section of individuals including families, seniors, adults, and new Canadians, all of whom are living with limited income. At LMCH, we believe that housing is the foundation of a better tomorrow.

Mission: LMCH provides and maintains homes in a safe and supportive environment to meet the needs of the people we serve in our communities.

Vision: LMCH envisions healthy homes and communities in London and Middlesex. Leading by example, LMCH will help make a difference and positively impact lives using housing as the foundation.

LMCH Values:

WE CARE

Collaboration	Commitment
Accountable	Accessible
Respect	Responsive
Equity	Excellence

1. PURPOSE OF THE JOB:

Reporting directly to the Director of Property Services & Asset Management, the Property Services Manager is responsible for the effective supervision and support of the on-site maintenance and office administrative team within the assigned Portfolio. The Property Services Manager will ensure that all maintenance issues are addressed and completed within LMCH-defined time frames and service standards. The Property Services Manager, as part of a



multi-disciplinary tenant-focused team will demonstrate a commitment to excellence in customer service for both tenants and their direct reports.

2. KEY DUTIES/RESPONSIBILITIES:

- Coordinate, monitor, and support the activities and successes of on-site Maintenance Repairpersons and Property Services staff with respect to: preventative maintenance; corrective maintenance; life safety systems maintenance; and project work.
- Participate in the design of performance standards for all direct reports and complete annual performance reviews, including identification of staff development opportunities.
- Provide leadership in addressing all staff grievances, performance issues, discipline etc. Provide input into the development of proposals for future collective bargaining.
- Participate in the BCA (building condition assessment) process for all properties within their portfolio to ensure the assessment accurately represents the condition of the properties.
- Work with the Vacancy Coordinator to ensure the prompt and efficient return of vacant units to available inventory within LMCH-defined parameters.
- Supervise, monitor, and audit maintenance logs to identify maintenance patterns that could lead to service improvement opportunities.
- Lead regular property inspections of tenant suites, common areas, building exteriors, and landscaped areas, ensuring all deficiencies to LMCH standards are immediately addressed and corrected.
- Monitor and evaluate private contractor performance to ensure all contractual obligations are being met or exceeded, moveout records, etc. to ensure compliance with benchmarks, policies, procedures, acts, and laws.
- Manage contracts through: the issuance of requests for quotations; awarding and administering contracts; overseeing work being performed; and approving invoicing.
- Identify and document all potential risk management concerns and implement immediate effective corrective action
- Champion, implement, and maintain safe work practices at all sites.
- Responsible for ensuring compliance with all regulatory and legislative standards, relevant codes, by-laws, and property standards as appropriate for the sites within their portfolio.



- Demonstrate and promote excellence in customer service with all staff, tenants, and public.
- Collaborate with all LMCH staff, tenants, and tenant groups to resolve problems and deal with emergencies in a timely and effective manner.
- Participate in the preparation of annual budget requests for operations and capital expenditures by providing recommendations (with supporting documents) and offering feedback throughout the process to sign-off.
- Actively participate as a part of a multi-disciplinary service delivery team focusing on the successful achievement of LMCH Mission & Values.
- Remain current with new technologies, systems, and procedures related to property management.
- Participate in the rotational on-call requirement for the after-hours answering service and respond to emergencies such as floods, fires, and illegal acts.
- Other duties as assigned.

3. EDUCATION, EXPERIENCE, & QUALIFICATIONS:

- Post-secondary education in fields such as Business Administration, Social Housing, Property Management and/or Facilities Management and/or five (5) years of Property Management experience.
- Five (5) years of experience in property administration/operations.
- Four (4) years of process & personnel managerial experience preferably within a unionized environment.
- Knowledge of multi-residential real estate including a broad understanding of finance, leasing, legal, construction, and tenant relations requirements of managing property including all relevant legislation.
- Effective written and verbal communication skills.
- Highly flexible with solid interpersonal skills that allow one to work effectively in a diverse team-based working environment and with a diverse tenant base.
- Strong organizational and analytical skills.
- Ability to manage and complete multiple projects within designated time frames.
- Computer literacy, including effective working skills of MS Word, Excel, and Outlook required; familiarity with Yardi Property Management software an asset.



- Financial and budgeting skills/experience.
- Must be able to attend all London area properties within 30 minutes.
- Valid driver's license and access to a vehicle for daily use.

4. WE CARE PHILOSOPHY:

The incumbent contributes and supports the overall culture and working environment of the agency by:

- Having a working knowledge of cultural, social, and demographic patterns relating to vulnerable priority populations.
- Committing to harm reduction and low-barrier service, as well as non-violent crisis intervention, de-escalation, and supporting citizens.
- Committing to work in a diverse, interdisciplinary setting.
- Understanding and being sensitive towards the belief systems of other groups, the complexity of those facing poverty, and their individual unique strengths and needs.
- Setting an example of a strong work ethic and positive team attitude.
- Working with diverse communities with sensitivity, creativity, innovation, language and cultural understanding in a non-judgmental manner.

5. POLICE RECORDS CHECK and VULNERABLE POSITION SCREENING:

This position requires the successful candidate submit a current Police Records check from their local police service. A current LMCH employee who is the successful candidate for this position must also provide this document *unless* it is already on file and *not* more than one year old.

6. SALARY & BENEFITS:

Competitive Annual salary with comprehensive health benefits and a defined benefit pension plan.

Normal working hours are 8:30 A.M. to 4:30 P.M. Monday to Friday, with some work required outside of this schedule from time to time. Participation in the rotational on-call requirement for emergencies is expected.

WHAT'S NEXT:



Once you apply, we'll review your resume and cover letter to determine if your skills and experience match the qualifications for the role.

Only qualified candidates will be contacted for next steps.

If you move forward, the process may include an interview, written/practical test, and reference check.

Here's your chance to bring your knowledge and expertise to our team and contribute to providing better homes and better neighbourhoods. When submitting your cover letter and resume, be sure to tell us about your skills and qualifications that are a match to those specified in the job posting.

A cover letter and resume must be received by June 23, 2021.
Late applications will not be considered.

Please send your cover letter and resume to the attention of:

Sara Allen
Human Resources Assistant
London & Middlesex Community Housing
1299 Oxford Street East, Unit 5C5 London, ON, N5Y 4W5
E-mail: employment@lmhc.ca

London & Middlesex Community Housing (LMCH) is committed to equity in employment. Our goal is a diverse, inclusive, and barrier-free workplace that reflects the communities we serve.

We will provide reasonable accommodation to applicants with disabilities at all stages of the hiring process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005. Please advise if you require an accommodation during the selection process.

Thank you for your interest in London & Middlesex Community Housing!