

GEORGETOWN HOUSING AUTHORITY

Title: Assistant Property Manager - Stonehaven

Supervisor: Manager – Stonehaven

Duties and Responsibilities

- Prepares application packets and takes applications for property. Assists applicants in filling out application, reviews applications and determines bedroom size needed.
- Maintain waiting list current for prospective residents. Prepares file folders for new applicants. Maintains all client records on computer.
- Submits requests and/or makes phone calls to verify applicant employment and income, checks for criminal history and transmits information on applicants with criminal history to appropriate personnel.
- Determines final eligibility of applicants to be selected as residents. Provides pre-occupancy orientation for new residents; explains lease and briefs them on Authority policies and procedures governing their possession and continued occupancy of the unit and assigns selected applicants to available units. Monitors and evaluates compliance with Authority policies and procedures and HUD/Agency occupancy standards.
- Provides paperwork on former residents that re-apply for housing.
- Assists with all routine correspondence to applicants.
- Performs clerical duties such as answering telephone, filing and mailing correspondence.
- Responsible for communicating with the general public, other agencies and organizations and prospective residents on requirements for admissions and eligibility.
- Accurately calculates residents' family income. Determines the correct amount of monthly rent, eligibility, and qualifications for earned income disallowances.
- Collects rent, security deposits, and other charges. Documents all funds collected and deposits funds into bank daily. Reviews account receivable reports daily and conducts documented collection activities for all delinquent accounts.
- Maintains rent roll and monitors delinquent rent roll, issues delinquent notices and late payment charges on time, and initiates eviction process when warranted.
- Performs move-in/move-out inspections, documenting all damages and repairs required and ensures all repairs are accomplished. Reviews accounts and makes any necessary adjustments or refunds of deposits. Monitors maintenance work orders and applies charges when necessary.
- Performs initial housekeeping inspections and all quarterly housekeeping inspections of assigned apartments and prepares and processes all needed work orders. Prepares all inspection notices.
- Schedules, tracks, and monitors vacant apartments ensuring that the apartment's safety, make-ready, and cleaning are all performed adequately. Inspects completed make-ready apartments and approves prior to occupancy of the apartment, minimizing down/make-ready time during the vacancy process to within 20 days or less.
- Performs annual recertification of residents and enters data into the computer database. Ensures all re-certifications are completed on time. Monitors, prepares, and distributes all required notices.
- Accurately calculates interim adjustments and enters information into computer database. Prepares and distributes all interim adjustments and notices.
- Interviews and counsels residents concerning lease violations.
- Prepares and processes lease terminations and recommends filing of forcible retainers. Represents the Housing Authority for lease related violations in court.
- Serve as a referral source for social and medical services, neighborhood safety and enhancement, and employment services.

- Provide education and information to residents on health, safety and community services.
- Prepare monthly reports detailing types of services delivered and success of referrals.
- Make home visits to residents, assist with setting up home support services, and follow up on cases.
- Facilitate resident councils and tenant organizations and coordinate and attend meetings.
- Develop, coordinate, plan and evaluate activities and special events for residents.
- Prepare monthly activity calendars and newsletters
- Performs other duties as assigned by supervisor.