

# Resident Manager Responsibilities Summary

## **Be Available for:**

- Required to work 5-15 hours/week
- Keep mobile phone in readiness to receive calls, including tenant requests and emergency calls. Be prepared to deal with emergencies by phoning relevant agencies or repair people as necessary, from list given by owner.
- Maintain set of keys to all units, and be prepared to open doors for locked-out tenants or open doors for emergency workers or in case of emergency.
- Be prepared to flip blown circuit breakers as necessary.
- Be prepared to post and serve notices as directed by owner or workers, including eviction notices if necessary.
- Be ready to call workmen and oversee completion of repairs including (most commonly) roofer work, plumbing leaks, and appliance repairs.
- Post, update, inform renters of rules and regulations and enforce these rules. Obtain owners' prior approval for all enforcement activities.

## **General Maintenance Duties:**

- Manage heating system and adjust to tenants needs. Bleed heating system valves weekly.
- Walk all hallways and all external areas daily. Note any repairs needed and report these to owners.
- Make minor repairs, replace light bulbs, smoke detectors and batteries.
- Keep records of all expenses incurred and report these within the week incurred.
- Clean common interior areas as well as all outside areas of building if necessary between regular cleanings.
- Maintain garden strip in front, water as necessary.

## **Upon Tenant Turnover:**

- Accept calls from prospective renters, make appointments, show units, and take deposits and applications.
- Report hours worked each week to owners. Get approval from owners before working more than 5 hours during one week.
- Meet new tenants, change intercom phone numbers for new tenants, be prepared to remind new tenants of rules and regulations
- Maintain list of tenants at front door intercom.
- Do final walkthrough with departing tenant, call appropriate workers for necessary repairs, most commonly cleaning, blinds, painting.
- Do preliminary walkthrough with new tenant, make list of further repairs needed, call appropriate workers

## Rules and Regulations for Apartment Access

- All apartment access by Resident Manager will be done in a manner that is in accordance with all applicable laws, regulations and lease terms.
- In addition, before accessing any apartment, Resident Manager will give at least 24 hours' notice to renter of the apartment, posted to the apartment door in writing (except in the case of emergencies).
- Apartment access for non-emergency matters will always be between the hours of 8:00am and 6:00pm unless requested by the renter or by owners.
- Any keys in the Resident Manager's possession will not be handed out to any service person or other person except the current renter unless specifically requested by owners.
- If Resident Manager has a master key, that key will not be duplicated or given out to anyone.
- Resident Manager will inform owners of any issues, complaints or concerns that arise from requested or actual access to renters' apartments or storage areas.