

JOB DESCRIPTION

JOB TITLE	Residence Manager, Park Quadrant Residences
REPORTS TO (role)	Property Manager, Taylor and Martin
OVERALL PURPOSE OF THE ROLE: Ensuring the common areas of the development are monitored and maintained to required standards, including those of cleanliness, security and safety. Acting as the first point of contact for onsite matters and guidance, including compliance with development standards, escalating to the Property Manager as appropriate on completion of any relevant fact finds. Represent Taylor and Martin on site and deliver the varied responsibilities of the role in a professional and service oriented manner.	
KEY RESPONSIBILITIES: Monitoring security of the development, resolve immediate issues where appropriate and highlight any issues/consistent failures to Property Manager Daily walk round Ensure front and garage access doors are closed and locked Reset emergency buttons at garage access doors twice per day as minimum, if breached. Reprogram front door fobs in compliance with Aspx system and overall security requirements On installation, monitor CCTV footage to enhance development security. Be aware of and monitor the services delivered by communal Cleaning Contractor and Garden Maintenance Contractor to ensure compliance with agreed contract Provide ad hoc support between visits to maintain required standards, e.g. hard brushing garden areas and front stairs Receive Royal Mail deliveries and distribute to relevant properties on a daily basis between Monday to Friday. Manage the development refuse and recycling arrangements in accordance with Glasgow City Council uplift schedule Present bins for collection and then return to bin stores Sweep and mop bin stores when empty Act as liaison with Glasgow City Council Refuse Department, as required. General supervision of common areas to include, but not limited to: Litter picking across development and immediately visible street area Gritting entrances on a weather dependent basis Hard brushing relevant areas Spot picking weeds Ad hoc cleaning to maintain standards Disabled parking permits displayed on cars parked in relevant bays Check the risers for water ingress Supervision and adjustment of relevant timers and settings: Review and adjust electrical timers in accordance with agreed requirements Review and adjust communal hallway heating settings in accordance with agreed requirements Take and record relevant meter readings, including EV chargers, and provide to nominated parties As on-site representative of T&M, highlight required repairs, compliance/non-compliance with standards plus oversee maintenance and repairs in conjunction with the Property Manager Identifying maintenance and repairs to maintain standards across development and display initiative in recommending solutions Monitor fire doors/exits are clear and free of hazards If non-compliance with development requirements identified, escalate to Property Manager for action, e.g. front gardens not maintained. Liaise with T&M contract resource when on site to ensure maintain development security, access, safety and cleanliness standards. Provide assistance with securing space in front of building for removals (new or exiting) to minimise disruption for others.	

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