

## **Apartment Support Associate (ASA)**

### **Job Requirements: Applicants must**

- Be bondable
- Have own, reliable and dependable transportation
- Have basic computer skills, own a personal computer and have internet access.
- Be physically able to lift up to 50 lbs., be able to climb a step ladder and be able to take down and clean ceiling light fixtures
- Be willing and able to answer property cell phone and handle emergency calls 24 hours/day, 7 days a week along with handling evening and weekend rental calls.
- Have good customer service skills
- Be neat and clean in appearance and dress appropriately for assigned tasks as directed by management
- Be able to work independently and demonstrate good time management and organizational skills
- Be able to read and follow instructions
- Be able to meet reporting requirements and deadlines in a timely manner

### **Job Function**

- Responsible for day-to-day operations, support and security of the apartment complex
- Works as a team with the MSA (Maintenance Support Associate) assigned to the property

### **Directly Reports To:**

- General Manager, Operations Manager and Assistant Operations Manager

### **Duties and Responsibilities**

- **Cleaning:** All cleaning equipment and supplies are at the expense of the property. Petty cash is provided for the purchasing and replenishment of required cleaning supplies at a local Dollar General, Walmart or other approved retail establishment. Vacuums and other cleaning equipment is required to be maintained regularly and operated in a responsible fashion to maximum the useful life of the equipment.
  - **Common area cleaning** tasks are to be performed a minimum of twice a week in order to maintain the appearance and marketability of the property as well as to prevent any accumulation of dirt and subsequent deterioration of property. The common area cleaning

Property: \_\_\_\_\_

schedule shall be approved and revised as needed by the Operations Manager/Assistant Operations Manager. Common area cleaning consists of:

- Laundry Equipment, Areas and or Laundry Rooms
  - Community Buildings (if applicable)
  - Office Areas (if applicable)
  - Closets and storage sheds
  - Parking lots, dumpster enclosures, walks, grounds and all other applicable exterior amenities
  - Interior hallways and stairwells
  - Exterior stairwells and entries
  - Any and all common areas
- **Apartment cleaning** is to be performed in a timely, detailed manner after a tenant has vacated and maintenance work has been completed. The goal is to turn each unit over in a very marketable, clean condition and to establish the cleaning standard and expectation of how the apartment is to be maintained and vacated by a tenant thereafter.
- **Maintenance**
    - Maintenance personnel make all required material and supply purchases beyond the cleaning and office supplies that are purchased by the ASA from petty cash. An approved Vendor List is provided by the maintenance department. Vendors may be contacted directly by the ASA if the ASA has previously been authorized to do so or if directed by management level personnel to do so when the need arises. Other maintenance duties required of the ASA are as follows:
      - Change all light bulbs as needed in common area
      - Provide Vendors access to apartments, closets, storage areas or other locked areas as needed
      - Assist the maintenance management personnel in trouble shooting maintenance issues.
      - Respond immediately to any emergencies that occur in an attempt to prevent and mitigate damage to buildings and equipment. Notify maintenance management personnel of any maintenance emergencies immediately.
      - Post advance notice to tenants for maintenance inspections and Vendor related work
      - Assist maintenance personnel as needed
      - Participate in pest control measures as needed

- **Apartment Marketing**

A property cell phone is provided. The cell phone number is used for all marketing and advertising. The ASA is responsible for taking evening and weekend rental calls in addition to daytime rental inquiries.

- Place and remove “For Rent” yard signs, as needed
- Receive prospect phone inquiries and prequalify prospects
- Schedule and show apartment to prospects in a timely manner
- Make follow-up phone calls to prospects, as needed
- Hand out and receive completed applications. Scan and send applications to main office for immediate processing as received
- Receive and deposit security deposits from approved applicants
- Help main office staff process paperwork from prospective tenants
- Post and distribute marketing flyers in community as directed by supervisor
- Verify that rental ads are running in local papers
- Participate and assist with special marketing events
- Assist in developing and implementing marketing plans and activities, including but not limited to completing competitive property information sheets and city information sheets, etc.

- **Turnover Procedure**

- Receive written “Move-Out-Notice”, notify main office staff immediately and send copy of same to office.
- Schedule and perform a “Pre-Move Out Inspection” of apartment with the MSA (Maintenance Support Associate) to determine & then coordinate/schedule work needing to be completed on unit after tenant vacates. Hand out pre move-out cleaning checklist to tenant.
- Secure Apartment after move out:
  - Accept keys
  - Turn off heat, unless directed otherwise
  - Turn A/C off (if applicable).
  - Shut off refrigerator and prop door(s) open
  - Close and latch all windows
  - Turn all faucets off firmly
  - Shut off water heater (if applicable)
  - Remove trash and perishables
  - Have turnover work scheduled and complete final cleaning so that the apartment is in “rent ready” condition within 5 business days after the date the tenant has vacated

- **Move in Procedure**

- Set up move-in appointment with new tenant when notified by office that new move-in paperwork is ready. Advise the new tenant of monies that must be paid at the date of move-in and that utilities must be in the tenant's name before they will be allowed to move-in.
- Conduct new tenant move-in meeting, execute lease and all other leasing documents as provided by the office
  - Verify utilities have been transferred in tenant's name prior to execution of paperwork and check to see that new tenant has brought appropriate money due and payable.
  - Prepare and sign move-in inspection report with tenant
  - Review water shut-offs and operation of appliances and other apartment features
  - Review rules and regulations, lease and all other leasing documents with tenant. Sign and date all paperwork with tenant.
  - Show tenant common area amenities, where to pay rent and how and where to submit a service request card for non emergency maintenance needs.
  - Explain to tenant how to report an emergency vs. a non emergency and the difference between the two.
  - Dispense keys to new tenant
  - Make copies of paperwork to retain. Notify office of move-in and then submit all new tenant paperwork to main office within 24 hours.
  - Assist office in any other duties as assigned to execute leasing and initial income certifications documents, where applicable.

- **Annual Tenant Income Recertification: Recertification Packets**

- Receive monthly list of resident recertification packets from main office
- Follow up with residents to see that "Recertification Packets" are completed/signed within specified timeframe
- Once completed by tenant, pick up and mail back to office
- Contact and provide continual follow up with residents to obtain verification information
- Assist office with processing and executing tenant recertification papers, leases, and/or lease addendums. Inform tenant of new rental amount (if applicable).
- Update tenant binder with new rental amount information (aka "blue binder")

- **Interim Tenant Income Recertifications: Change of Income / Change of Occupancy**
  - Give tenant “Resident Information Change Sheet” or “Addendum to Lease-Change of Occupancy” form.
  - Send completed form to Granger office immediately upon receipt.
  - Contact and provide continual follow up with residents to obtain verification information (if needed)
  - Assist office with processing and executing tenant recertification papers, leases, and/or lease addendums. Inform tenant of new rental amount (if applicable).
  - Update tenant binder with new rental amount information (aka “blue binder”)
  
- **Rent and Income Collection**
  - Receive current month rent roll from office prior to 1<sup>st</sup> day of month
  - Collect and record rent received. Reconcile differences between amounts owed and collected and follow up with tenant and/or office. Use endorsement stamp provided.
  - Prepare and make bank deposits and submit legible scanned copy of bank deposit ticket to office on same day. Mail pink (or middle deposit copy) to office with bank receipt attached (when available).
  - Responsible for following up and getting rent from tenants that have not voluntarily paid amount owed when due by knocking on doors, using door hangers and calling tenants on the phone. Stay on top of balances owed until collected.
  - Request and receive copies of 3 Day Unpaid Rent Notices by computer for tenants with outstanding balances on the date indicated by the ASA calendar. Personally serve 3 Day Notices to tenants and keep office informed of date served and status.
  - File Forcible Entry and Detainer Action at county courthouse when directed to do so and assist/appear in court as trained/directed by supervisor.
  
- **Resident Relations**
  - Inspect each new tenant’s apartment one month after move-in
  - Enforce Rules and Regulations and lease provisions. Keep supervisor informed of issues and requests for notices in regard to noncompliance and lease termination.
  - Monitor and schedule use of common areas (where applicable).
  - Plan and initiate resident activities as requested (if applicable)
  - Conduct specialized tenant surveys (as requested)
  - Handle tenant complaints and problems immediately

Property: \_\_\_\_\_

- Respond to tenant emergencies in a timely fashion in order to maintain the safety and well being of residents. Complete incident report as needed
- Provide admittance to apartments during reasonable daytime hours if tenants lose keys and are locked out.
  
- **Reporting Requirements**
  - Maintain weekly rental activity log as directed
  - Keep main office regularly informed of Vacancy Status Report updates and submit a complete weekly update to be received by office no later than 10am each Friday.
  - Inform office of actual move-in and move-out dates as they occur and no later than 24 hours after that occurs.
  - Submit petty cash reports, and all other required reports and paperwork on a timely basis to the office as required
  - Maintain a snow/ice log for the property for insurance purposes
  - File an Incident report with main office for any personal injury or damage to premises
  
- **Other Duties and Responsibilities Required**
  - Salt application as necessary for all sidewalks and entry ways as needed and responsible for clearing any minor snow accumulations under 1”
  - Conduct periodic apartment inspections with maintenance personnel or as directed to check for tenant lease violations or to determine if a tenant has vacated.
  - Assist any agencies or vendors requiring apartment entry or project access.

### **Purchasing & Contracts**

- Any purchases, over \$10 and for anything other than for regular office supplies or for purchases from preapproved cleaning supply list, must be approved in advance by supervisor or by upper management personnel. Petty cash funds are to be used for office supplies, cleaning supplies, laundry equipment operational checks, cleaning or refunds and other minor incidental purchases.
- Commitments to agencies or vendors for expenditures or contracts and the signing of contracts by the ASA are strictly prohibited.

### **ASA'S Residence (if applicable):**

- If the ASA terminates voluntarily, the residence shall be vacated the last day of employment. The residence must be cleaned and any items above normal wear and tear remedied or such charges to do so will be withheld from the last payroll. If termination is involuntary, the apartment shall be

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vacated with 30 days from date of termination. Rent will begin to accrue effective the day of termination at market rate. Any charges incurred by the ASA may be withheld from salary.

**Work Schedule**

- The ASA is not required to work a set number of hours, but rather expected to perform duties as required and to be available as needed. Management reserves the right to determine set hours for specific tasks when deemed necessary and appropriate to do so.

**Absence from Project**

- If ASA will not be available or out of the area to conduct work at the project for more than a day or overnight the office shall be notified.
- Planned absences for more than 3 days need to be requested two weeks prior to dates being requested.

**Compensation**

- Effective Date: \_\_\_\_\_
- T &L Properties agrees to compensate \_\_\_\_\_ for performing the above described duties:
  - Annual Cash Salary: \_\_\_\_\_
  - Will provide mobile phone service

\_\_\_\_\_  
Property

\_\_\_\_\_  
Apartment Support Associate

\_\_\_\_\_  
T&L Properties LLC  
Date \_\_\_\_\_

\_\_\_\_\_  
Date \_\_\_\_\_