

Position Description: Property Tenancy Officer

Business Group	Assets and Infrastructure
Reports To	Property Team Leader
Direct Reports	Nil
Date	January 2026
Budget Responsibility	Nil
Financial Delegation	Nil

Business Group of Structure



Purpose of the Position

The Property Tenancy Officer is responsible for the provision of efficient and effective administration, maintaining Council's lease portfolio and properties database, leasing management including correspondence. The position is also responsible for leading the leasing and tenant management of the Social Housing portfolio for the Timaru District Council. This includes the operational and some

capital asset projects associated with a range of buildings to prescribed operational budgets.

Key Relationships / Customers

External	Internal
Members of the public	Property Team
Tenants	Unit Managers
Contractors and Consultants	Customer Services Team
Residential Tenancy Services	Finance Team

Position Responsibilities

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

Tenancy Management

1. Maintain a full database of all leases and tenancies (commercial and residential) for Council's parks, reserves, buildings, social housing and other miscellaneous properties.
2. Undertake administration and correspondence tasks relating to Social Housing, Commercial Properties, Rangitata Hut Transfers and Aged Debtors.
3. Manage social housing portfolio to target full occupancy.
4. Build and maintain strong relationships with tenants, stakeholders, contractors and other services to ensure tenants satisfaction.
5. Receive and review applications for council units, manage tenant waitlist, prioritise tenant applications and determine new tenants when vacancy occurs ensuring potential tenants are vetted to minimise Council risk.
6. Ensure all documentation including Tenancy Agreements, Bond Lodgments, and Automatic Payment forms are completed and inform finance to create new tenant billing set up.

7. Process and document bond payments to Bond Centre and ensure that tenant records information is current and accurate.
8. Be responsible for tenant vacating processes confirming arrangements and final payments in writing. Undertake assessment of any repairs required and process bond refund.
9. Assist in managing tenancy disputes and follow through issues under the rules/guidance of the RTA of tenant responsibilities including attending and overseeing tribunal hearings when necessary.
10. In conjunction with the Finance Team, monitor rent/lease payments and other tenant/leasee liable payments (e.g. repairs) for arrears/debts. Regularly and proactively check and follow-up all cases of late or non-payment to ensure arrangements are in place to repay arrears and issue breach notices as necessary.
11. Prepare new leases, renewals, rent reviews and variations for current leases as required.
12. Assist Property and Insurance Officer with leasing reviews.
13. Maintain the Trespass Notices Register.
14. Work in conjunction with the Facilities Maintenance Coordinator and Assets & Insurance Officer as required, and cover for that person during leave periods, within agreed delegations.
15. Provide leasing-related budget information to Council units.
16. Process Land Information Memorandums (LIM) requests related to leases when required.

Housing Asset Management

17. Arrange and coordinate quarterly inspections, identification of renewal and maintenance works and assist with implementation of these projects within the approved annual budgets for social housing units.
18. Manage any cleaning, maintenance, repairs and landscape maintenance with contractors to ensure social housing properties are well maintained and meet the requirements of the Residential Tenancies Act. Ensure contract arrangements are in place with approved contractors to provide both routine and emergency response to maintenance requests.

19. Assist with monitoring social housing expenditure to ensure budget compliance.
20. Be available to assist TAS to provide appropriate responses to calls after hours and provide an emergency response if required.

Other

21. Actively engage in setting own goals and objectives.
22. Ensure knowledge is current on housing regulations and legislative standards.
23. Assist with other duties as reasonably required by the Property Team Leader.
24. Take responsibility for ensuring Council information, data and records are stored with appropriate accessibility in designated systems, using processes and tools as described in the current Information Management Policy.
25. To actively contribute to health, safety and wellbeing through working safely, taking responsibility for keeping self and colleagues free from harm, reporting all incidents and hazards promptly and knowing what to do in the event of an emergency.
26. To be actively involved in Civil Defence Emergency Management when required.
27. To live the COSI values; Customer Focus, One Team, Success and Integrity and consciously support a team culture that is consistent with the overall organisations values and above the line behaviours.
28. Commitment to the principles of the Treaty of Waitangi.

Formal Qualifications / Training / Experience

Minimum Qualification	NZQA Level 4 Certificate in a related field
Desired Qualification	NZQA level 4 certificate in Residential Property Management.
Minimum Experience	Three years' property related experience.
Desired Experience	Three plus years' property related experience. Experience working within the Residential Tenancies Act 1986

Key Competencies / Skills / Knowledge

- Understanding of Residential Tenancies Act 1986.
- Understanding of the Health and Safety at Work Act 2015.
- Effective administration and workload management skills with the ability to work under pressure to compelling deadlines.
- Previous experience in contract management; able to monitor contract performance measures, undertake contract audits to ensure compliance with regulations, including health and safety and risk management.
- Excellent communication and interpersonal skills, able to communicate clearly, respectfully and deliver verbal and written information in a logical and concise manner.
- Self-reliant, flexible, innovative and has the ability to adapt to undertake a wide range of administrative tasks, including able to operate property management and maintenance system.
- Skilled in financial management of routine and project budgets.
- Excellent analytical and problem-solving skills with a high attention to detail.
- Ability to build and maintain effective working relationships, ability to manage conflict situations in a professional manner and negotiate satisfactory outcomes.
- Able to work well as part of a team and influence others at all levels of the organisation.
- Ability to maintain confidentiality and neutrality with a high level of honesty, integrity and a trustworthy manner.

General Manager Assets and Infrastructure	Property Tenancy Officer
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Date

Date