



TRUST HOUSE[®]

Position Description

Position	Tenancy Manager
Site	Support Office
Location	Queen Street, Masterton
Reports to	General Manager - Housing
Direct reports	Nil
Date completed	28/07/2025.

ABOUT TRUST HOUSE

Trust House is a community owned company based in Masterton. The company operates a range of hospitality & commercial businesses across the Wairarapa, Pahiatua, Flaxmere and Porirua.

Trust House owns nearly 500 rental houses across its footprint, providing homes to those in the local community who need them most.

In addition to this, Trust House distributes annual grants to hundreds of community organizations each year. Trust House encourages diversity and inclusion and is committed to equal opportunity in all employment policies and procedures.

BUSINESS PURPOSE

The purpose of this role is to ensure the smooth day to day management of rental properties and tenancies by undertaking essential processes such as property inspections, documentation handling, and tenancy enforcement procedures.

The Tenancy Manager works as part of the Trust House Ltd Support Office team and delivers a customer – focused service to tenants.

POSITION PURPOSE

Reporting to the General Manager Housing, the Tenancy Manager is a senior member of the Housing Division team. The role is responsible for tenancy management and is responsible for undertaking proactive tenancy management responsibilities.

The role champions a people centered approach, focusing on sustaining tenancies, enhancing tenant wellbeing and fostering community leadership.

The tenancy Manager contributes to Trust House's strategic goal of being a responsive, values based driven housing provider in a climate of economic pressure and housing scarcity.

All our tenancies are managed in accordance with the RTA and CHRA guidelines and processes.

KEY ACTIVITIES

Major areas of work.

- Property Management
- Relationship Management
- Health & Safety management
- Tenancy Management.
- Tenancy documentation & RTA compliance.

Key responsibilities

Management & Planning

- Undertaking scheduled or non – scheduled property inspections [including routine managed property inspections] and end of tenancy inspection & documenting issues noted.
- Ensuring tenancy documentation and RTA compliance requirements to a high standard
- Operate with a tenant – first mindset, ensuring housing solutions are culturally responsive, financially sustainable and tailored to individual and whanau needs.
- Actively focus on problem solving when dealing with complaints and queries as per Trust House guidelines and processes to help sustain tenancies.
- Participate and support continuous initiatives including co–design with tenants and community stakeholders.
- Complete all contractually & compliance required reporting

Health & Safety

- To actively support, lead and demonstrate a strong commitment to health and safety management & risk compliance throughout the organization.
- Support the Health & Safety induction of all asset management related new staff and contractors.
- Report current Health & Safety issues and support the development of interventions, training, and awareness.

Operational

- Conduct regular scheduled property inspections as required and help coordinate maintenance and repair activities to uphold property standards. Work with the Asset Manager to prioritize repairs and maintenance that enhance tenant wellbeing and reduce long term costs.
- Undertake recovery of rent arrears without delay and be responsible for tenancy financial processes related to rent irregularities.
- Undertake face to face interactions with tenants in a timely and professional manner to resolve overdue payments and issue standard rent arrears correspondence as required.
- Undertake general administration duties in relation to the position holder's rental portfolio.
- Provide timely support to other Housing Division team members as and when required.

Relationships

- Maintain professional relationships with all internal and external stakeholders and colleagues.
- Develop and maintain sound relationships with the local community including social and other welfare service providers and agencies.
- Facilitate tenant engagement activities that build trust, community connections and feedback loops.
- Maintain professional working relationships with iwi, Māori service providers and culturally specific organisations to support inclusive tenancy practices.

KEY WORKING RELATIONSHIPS

Internal	General Manager – Housing General Manager – Building & Infrastructure Asset Manager Housing Division team members & Support Office Staff
External	Tenants Contractors and Consultants Ministry of Social Development and other social / community support agencies.

FINANCIAL DELEGATIONS

Nil, however may raise purchase orders or commit the company to expenditure related to tenancy matters in consultation and with the approval of the GM Housing.

DECISION MAKING AUTHORITY

As delegated from time to time by the General Manager - Housing.

SKILLS AND ABILITIES

Required

- A sound knowledge of the Residential Tenancy Act, the Building Act and related regulations and codes of practice.
- At least 5 years previous successful tenancy or rental related operations experience.
- Current Class 1 Drivers license
- Sound working knowledge of building repair & maintenance
- Strong relationship management skill & ability across all walks of life and cultural backgrounds.

Desirable

- Formal property / rental management qualification and / or Certification as a Housing professional with the Australasian Housing Institute [AHI], or a willingness to work towards accreditation.

ASSOCIATED DOCUMENTS

Attached is the Trust House statement in respect of our Values, Leadership, Expertise, Smart Thinking, Influence and Positive Culture for all employees.

SIGNATURE

Position Holders name:

Position Managers name:

Signature

Signature

Date / /2025

Date / /2025

Trust House statement in respect of our Values, Leadership, Expertise, Smart Thinking, Influence and Positive Culture for all employees

Values

The Trust House values reflect the way in which we work with others no matter where and what we do. Our 5 key values are:

- Respect
- Innovation
- Sustainability
- Collaboration
- Empathy

Leadership

Trust House values the ability of our people as well as those who demonstrate the ability to demonstrate the ability to grow and develop other team members with empathy, respect, technical skill and knowledge thereby helping the Trust House team to be the best they can

Expertise

We expect all of our team members to do the best they can to minimize waste, get the best use of our resources and work in a collaborative and safe way every day. We also expect our team members to share their ideas, skills and experience with others and to demonstrate a logical, structured and planned approach to our tasks and challenges.

Smart thinking

Trust House asks all of our team members to think and work through problems and challenges in a clever and innovative way. We support unique and innovative ways of working and implore team

members to have an open mind when it comes to new ideas and solutions to make life easier, more productive, and effective.

We value inquisitive thinking when it comes to solving problems as well as a strong sense of not giving up or walking away from problems.

Influence

Trust House supports and values the ability of team members to use their skill, ability, integrity, experience and knowledge to positively influence others when facing challenges and change at work. We expect our leaders to be able to be able to run effective meetings, deliver and implement new concepts, policies and processes as well as being able to use sound facilitation skills to ensure team members are “get on board” with changes in direction or difficult or complex issues.

Positive culture

We all have a role to play in making Trust House a great place to work which extends to respecting and valuing others, having fun, genuinely respecting our peers and work mates as well avoiding negativity while at work. We value an environment which embraces positivity, open and honest communication, and challenges poor behavior.