

# Ben Lemel AIRPM Independent property manager

to find out more click on: <http://benlemel.com/Introduction.aspx>

## STRENGTHS

- Flexible and responsive working attitude.
- Dynamic, articulate and analytical. I love a good challenge!
- Logistics and negotiation.
- Able to anticipate issues and resolve concerns and improve efficiency.
- Ensures mutual co-operation and good working relationships at all levels, cultures and sectors.
- Managing budget and ensuring best value.
- AIRPM

## PROFESSIONAL EXPERIENCE

June 2011 - December 2011 **Maunder Taylor**

**Property Manager.** Responsible for managing high end portered developments located at Hyde Park Gardens, Hampstead Heath, Finchley, Maida Vale and Hendon.

2010 – 2011 **GCS Property Management Limited**

**Property Manager.** GCS Property Management is a Weybridge based Company specialising in providing estate management services to residential developments in Surrey & Middlesex.

- Responsible for monthly visits and reports to all 25 developments within my portfolio.
- Budget preparation based on previous expenditure.
- Insurance claims; advising on responsibility and ensuring comparison quotations.
- Section 20 procedures.
- Attending meetings, ensuring agreed actions are completed.
- Dealing with all incoming telephone calls and e-mails from tenants and client residential Directors.
- Inspection of minor works on completion from external contractors.
- Enforcing performance standards of internal cleaning, gardening and window cleaners etc. Buildings and DNO Insurance (in correspondence with insurance company).
- Maintenance of the structural part of all buildings within my portfolio and ensuring integrity (building strength) via a professional eye if needed.
- Ensuring non household waste is not left within refuse areas and keeping internal communal areas clear of obstruction.
- Resolving car parking issues, tracing leaking overflow pipe responsibility and the maintenance of communal facilities (smoke alarms, electronic gates, door entry systems, line painting and communal door key replacements).
- Ensuring that asbestos surveys and Fire Risk assessments are up to date.
- Good response time to telephone messages and e-mails.
- Use of PROPMAN software.

2006 – 2010 **The English Courtyard Association (Cognatum)**

(not-for-profit organisation which provides and manages high quality retirement housing).

### **Regional Manager**

I was responsible to deliver an accountable and cost effective housing management service to over 200 residents occupying properties across ten developments. I communicated regularly with residents who are over 55 years. They have a wealth of knowledge and expertise in many areas, so I am fortunate to have a great deal of patience, empathy and understanding.

- Responsible for an annual budget in excess of £750k.
- Managing a team of 42 staff and where necessary deal with disciplinary matters.
- Recruitment, training and induction of staff.

- Management of a budget for each development and monitor expenditure.
  - Providing a responsive and helpful service to each development.
  - Organise and implement major works such as external and internal redecorations, road resurfacing and structural building repairs under the requirements of the Section 20 consultation.
- Giving reassurance, support and promoting confidence to over 200 elderly residents.
  - Some live independently, others require professional care.
  - Regular contact with relatives of residents during difficult periods and liaising with professional care services.
  - Annual budget presentation to all residents across ten developments. I contributed to the progress of the company in the development of new policies and initiatives.
  - I produced ten development reports with photographs, every six weeks, they were used as a positive example to other staff indicating how reports should be done.
  - Handling contract renewals for services such as gutter and drain cleaning, lift maintenance, window cleaning and pump maintenance.
  - Collection of service charge arrears.
  - Assisting in solicitors' pre contract enquiries.
  - Handling breaches of the lease.
  - Site visits (every six weeks) and inspections.
  - Residents' meetings.
  - Dealing with repairs and maintenance
  - Enforcing performance standards of cleaning, gardening etc.

2003 - 2005 **ShawTrust Charity** (national charity which supports disabled and disadvantaged people to prepare for work, find jobs and live more independently).

**Project Manager.** The Lewisham Mobile Gardening Company.

I recruited and trained disadvantaged people from all sections of society (disadvantaged: people with learning difficulties). My role involved being knowledgeable of vulnerable people's rights and employment law legislation. Some staff were isolated and unsupported when they were not at work, so I had to know and have contact with all professional support services available for disadvantaged and vulnerable people.

- Won internal support with inspiring presentation of objectives and benefits.
- Helping people with learning difficulties integrate with people in the local community and live independently.
- Marketing ideas that created an extra funding stream for the sustainability of the project.
- Maintained good working relationships with senior management in the housing and social care sector.
- I have awareness training in mental health, depression, dementia, schizophrenia and substance misuse.

This role included a great deal of advocacy work. If vulnerable staff had difficulty with external organisations or complaints regarding employment issues, I would attend meetings with them, supporting and explaining so they were able to communicate their own decisions. If they had communication difficulties I would speak on their behalf. One of my staff was deaf so I learned to finger spell so we could communicate with each other!

Additional experience includes: Client Liaison and Strategic Partnerships for **Total Media Solutions** (Website design agency). Supervisor for **Informa IBC UK Conferences**.

#### **VOLUNTEER ACTIVITIES:**

**HOPE Charity** (Hope for Children). I secured appointments with business people who are in charge of CSR (corporate social responsibility). Fundraising for my son's school, dressing up as Santa Clause on several occasions!

**EDUCATION & TRAINING** 1977 – 1983 **Belfairs High School**. I have furthered my skills and personal development over the years through training in Time Management, Employment Law, Customer Care, Mental Health awareness, Professional letter writing, Health & Safety, Disciplinary procedures, Managing Safely, Management Skills Development, Managing Staff within the Law (disability, race and sex discrimination), MS word & Excel.

References: 'I have no doubts about his commitment, willingness to learn and adapt and sheer dedication to the role.'

He will build on his current skills and develop further as his experience grows’.

Charles Clayton MCIOB, MIRPM

Managing Director, Cognatum.

*“I have known Ben for many years now. He is one of the most honest, sincere contacts I have and is always very passionate about whatever he is working on. He is efficient and shows commitment to which ever job he is tasked with and has a fantastic personality. A great addition to any team with a golden heart!”*

Charlotte Harverson

Tel 07748 283315

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Thank you for your consideration.