



Job Title: Community Associate
Reports to: Senior Lettings & Community Manager
Working Hours: 17.5 hours per week
Based: Guildford

About us:

Habito Co-Living is a new-to-the-market community-focused living solution that redefines rental spaces for a modern, connected lifestyle. Habito offers more than just a place to live, it's a carefully curated environment where residents can thrive together.

Habito's spaces feature thoughtfully planned common areas, sustainable amenities and conveniences aimed at reducing stress and enhancing daily life. With designer interiors and a commitment to creating positive environmental and social impacts, Habito Co-Living is about transforming city living into a more fulfilling, sociable and eco-friendly experience.

We are committed to fostering a positive and collaborative work environment where each staff member is valued, equipped with tools for professional growth and motivated by a shared mission to enhance the overall living experience for our residents. Through a culture of continuous improvement, open communication and a strong sense of community, we aim to create a workplace where every team member feels fulfilled, motivated and proud to contribute to the success of our residents and the company as a whole.

Purpose of the role:

Our Community Associates play a crucial role in driving the success of our vibrant co-living developments.

The primary purpose of this role is to attract and secure new residents, facilitate a seamless lettings process and contribute to building a welcoming, inclusive community. They will promote Habito's co-living ethos by creating a thriving environment where residents feel connected, supported and truly at home.

Reporting directly to the Senior Lettings & Community Manager, our Community Associates help ensure the development achieves its occupancy targets while delivering an outstanding resident experience through efficient administration and memorable customer service.

What you will do:

- Deliver exceptional customer service, ensuring all prospective residents feel welcomed and well-informed.
- Conduct engaging and informative property tours, ensuring prospective residents feel welcomed and well-informed while showcasing available units, shared facilities and the benefits of co-living.
- Act as the first point of contact for inquiries via phone, email and in-person, building rapport with potential residents and understanding their needs to tailor the viewing experience.
- Coordinate and schedule appointments efficiently while maintaining accurate records of viewings, inquiries and follow-ups.
- Support the leasing team by gathering feedback from prospective residents, assisting with marketing efforts and sharing insights into customer preferences.
- Ensure a thorough understanding of the leasing process to accurately advise potential customers on next steps and guide them through securing a residence.

Key responsibilities (including, but not limited to):

Viewings and Sales Support

- Lead property tours with enthusiasm and confidence, effectively showcasing the unique features and benefits of co-living at Habito.
- Provide clear and comprehensive information on the community, tenancy terms and application process while reinforcing the value of living at Habito.
- Maintain a thorough understanding of the leasing process to offer accurate guidance to prospective residents.
- Ensure a thorough handover following any viewing to enable the wider team to convert leads into bookings, achieving targeted leasing numbers.
- Promote available apartments and shared spaces through online property portals, social media channels and local partnerships.

Customer Engagement and Relationship Building

- Assist the wider team in delivering on-site resident events, ensuring they are well-organised, engaging and contribute to fostering a strong community atmosphere.
- Act as a brand ambassador, ensuring prospective residents receive a warm, informative and engaging experience.
- Tailor the viewing experience based on the specific needs and preferences of potential residents, ensuring a thorough understanding of the customers price point, preferred room type and lease length ahead of conducting the viewing.
- Follow up with prospects to answer additional questions and encourage progression through the leasing process.

Resident Onboarding and Community Integration

- When required, assist the Lettings & Community Associates to process rental applications, ensuring all documentation (e.g. references and Right to Rent checks) is completed in line with UK tenancy regulations.
- Following up on receipt of required documentation, contract returns and required payments.
- Coordinate move-ins, ensuring residents receive a warm welcome and are fully briefed on amenities, house rules and the co-living community culture.
- Support the wider team in planning and delivering resident events that foster connections and create a strong sense of community.

Administrative and Compliance Support

- Assist the wider team in processing tenancy agreements and related documentation in accordance with company policies and UK housing regulations.
- Support in maintaining accurate records of enquiries, applications, lettings and renewals using property management software (full training provided).
- Help ensure compliance with GDPR, Right to Rent and other legal requirements in all aspects of lettings and resident management.
- Assist in monitoring occupancy rates and lead-to-lease conversions, providing updates to the Senior Lettings & Community Manager and General Manager.

Property Operations and Team Support

- Support the team in conducting pre-move-in inspections to ensure apartments are rent-ready and meet high-quality standards.
- Assist maintenance and housekeeping teams by assisting with light cleaning duties as and when required.
- Assist maintenance and housekeeping teams by logging and following up on resident concerns.
- Help coordinate regular inspections of communal spaces to ensure cleanliness, safety and adherence to house rules.
- Aid in registering, securing and correctly issuing residents' post and parcel deliveries.
- Collaborate with the management team to help resolve complaints, issues, or disputes.
- Support the wider team in maintaining a safe and secure environment for residents and colleagues.

Team Collaboration and Development

- Work closely with other team members to share feedback, improve processes and contribute to the success of the property.
- Participate in team meetings, training and development programs to stay updated on industry trends, legal changes and best practices.
- Provide occasional support for both the Senior Lettings & Community Manager and the General Manager on special projects or initiatives as required.

What you'll bring:

- A passion for customer service and creating positive experiences.
- Excellent interpersonal skills with the ability to build strong relationships quickly.
- Confidence in leading property tours and answering questions in a knowledgeable and engaging manner.
- The ability to think on your feet, use initiative and handle objections professionally.
- A proactive, self-motivated approach to work with a strong team spirit.
- Excellent verbal and written communication skills.
- Good organisational skills with attention to detail.
- A solid understanding of the leasing process or a willingness to learn quickly to effectively guide potential residents.
- Experience in sales, hospitality, retail, or a customer-facing role is desirable but not essential.
- A willingness to assist in the occasional support of community events and resident engagement activities.
- Flexibility to work evenings and weekends as needed to accommodate viewing appointments.

Other

The foregoing will involve irregular hours, days and duration of attendance and is not intended to be an exhaustive list of duties of the post. You may be asked to carry out other tasks which are comparable with your duties. Tasks of a similar nature may be allocated, not least of which shall be those seen as contributing to the general overall development of the service provided.

From time to time, the post holder may be expected to be contactable out of work hours in case of emergency.