



Job Title: Lettings & Community Associate
Reports to: Senior Lettings & Community Manager
Working Hours: 20 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 Lettings & 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 whilst promoting 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 Lettings & 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:

- Support both the General Manager and the Senior Lettings & Community Manager in managing the lettings process, from enquiries to move-ins.
- Respond to enquiries, providing excellent customer service and building strong relationships with prospective residents.
- Market available units and conduct property tours, showcasing the co-living lifestyle.
- Assist with the preparation of tenancy agreements, referencing, and know-your-customer checks, ensuring compliance with UK tenancy laws.
- Maintain accurate resident records using property management software and assist in resolving resident concerns or issues, ensuring that any challenges are addressed promptly and professionally.
- Organise resident events and community activities to foster a vibrant, inclusive environment.
- Work closely with the wider team to ensure the development's operations run smoothly, including assisting with marketing initiatives and administrative tasks.
- Collaborate with the Senior Lettings & Community Manager to continuously improve processes, enhance resident experience, and achieve team objectives.

Key responsibilities (including, but not limited to):

Lettings and Marketing Support

- Collaborate with the wider team to develop and execute effective strategies to attract prospective residents, meeting or exceeding occupancy targets.
- Actively promote available apartments and shared spaces through online property portals, social media channels and local partnerships.
- Conduct engaging property tours, showcasing the benefits of co-living, including shared facilities, events and the unique lifestyle offering.
- Respond promptly to enquiries from prospective residents via email, phone, online chat or in person, ensuring a professional and friendly approach.
- Convert prospects and leads into viewing appointments and bookings to achieve targeted leasing numbers.
- Actively understand, update and improve knowledge of community, amenities, units and local area features.

Resident Onboarding and Community Integration

- 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 Duties

- Process tenancy agreements and related documentation in accordance with company policies and UK housing regulations.
- Maintain accurate records of enquiries, applications, lettings and renewals using property management software (full training to be provided).
- Ensure compliance with GDPR, Right to Rent and other relevant legal requirements in all aspects of lettings and resident management.
- Monitor occupancy rates and lead-to-lease conversion, providing regular updates to the Senior Lettings & Community Manager and where appropriate, the General Manager.

Property Operations and Support

- Conduct pre-move-in inspections to ensure apartments are rent-ready and meet high-quality standards to mitigate issues with resident inventories when they move into the property.
- Liaise with the maintenance and housekeeping teams to address any issues raised by residents promptly and professionally, ensuring all activities are logged on the database.
- Coordinate regular inspections of communal spaces to ensure cleanliness, safety and adherence to house rules.
- Ensure Health and Safety compliance in line with the Company's policies and procedures.
- Register, secure and correctly issue residents post and parcel deliveries.
- Assist in resolving complaints, issues or disputes in collaboration with the management team.

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 good level of general education; a degree in property management, marketing, hospitality, or a related field (including any Residential Property qualifications) is a bonus.
- Outstanding customer service skills and previous experience in lettings or property management within the UK housing market is preferred.
- An understanding of UK tenancy laws, Right to Rent requirements, and GDPR compliance.
- Proficiency in using property management software and Microsoft Office packages.
- Knowledge of using online and web tools/resources for gathering and presenting research and information.
- Strong verbal and written communication skills, with the ability to connect with people from all walks of life.
- Cultural awareness and the ability to adapt relationship building, communications, and negotiation skills to suit your audience.
- The ability to influence, adapt at pace and be motivated by exceeding customer service and sales targets.
- Excellent organisational skills, with the ability to prioritise tasks and manage multiple responsibilities efficiently.
- A passion for delivering exceptional service and building strong relationships with residents.
- A collaborative, positive attitude with a proactive approach to working with colleagues at all levels.
- Willingness to work evenings and weekends as required to support property operations and events.

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.

The post holder will be expected to be contactable out of work hours in case of emergency.