

Inside a Property Management Agency

My internship at Grant Property began on the 5th of September; where I attended a two-day induction to the company before attending the GEL Summit on the 7th as an ambassador. My previous experience with Grant Property before the opportunity of this internship had only been as a tenant the year before and, as with many Property Management Agencies, I did not really know what went on to run such a business. I wasn't aware of how many areas there were in operation, and how the Property Managers and Letting Support who I had contact with during my tenancy formed just one of the many departments that work together to give the best possible result for their clients, and accommodation and service to their tenants.

We were introduced to representatives from the various departments within Grant Property, and given detailed, in-depth, and interesting breakdowns into what their role in business was, its importance and the way in which they worked with and synergised with other departments in order to succeed. From the use of the newest I.T. and its importance in the everyday working of all departments but especially the Marketing and Social Media side; attracting new clients and tenants and allowing for quick and easy communication of information, to the Buying Team and Placing team; which work and securing properties that fit the GP business model and 'place' the clients to invest in those properties which fit their investment plans respectively. Even the roles of the legal and accounting teams (which do not feature to tenants such as I was) play a huge part in making sure the business continues to operate at such a standard, and can swiftly deal with new challenges brought in by legislative changes or prevent shortages of cash or late payment repercussions to the business' creditors.

Timely and accurate information passed between all the departments at Grant Property help to allow it to operate so efficiently. Each department both rely on and help one another, and as I found from my induction many members of the staff have had experience in more than just their current role. This diversity of knowledge and appreciation of tasks, roles, and timelines of your fellow departments is what I believe allows Grant Property to maintain the level of business they do and continue to grow. Not only that but from both my experience in-house and as a customer, I have always found the staff to be informative, approachable and readily able to answer questions, which can only be a benefit to return business from tenants. These characteristics are what have lead Grant Property to managing over 1200 properties, and in maintaining 95% occupancy in the cities in which they operate.

My experience as an intern has only just begun, and I have only skimmed-the-surface of what else I can learn and benefit from. From this experience I am excited to become more immersed in the various aspects of the business, and take the time to get a deeper insight into the way the operate, individually and in tandem with one-another.