



JOB POSTING

JOB TITLE:	Property Services Assistant
REPORTS TO:	Property Manager
WAGE RANGE:	\$28.49 - \$32.39 per hour.
STARTING WAGE:	\$28.49 per hour.
COMPETITION NUMBER:	2026 – 08
POSTING DATE:	APRIL 21, 2026
CLOSING DATE:	MAY 5, 2026

THIS POSTING IS FOR ONE (1) PERMANENT FULL-TIME POSITION.

Reporting to the Property Manager (PM), the Property Services Assistant works to support successful tenancies by ensuring properties are clean, well-maintained, and safe for tenants, staff, and visitors.

Who We Are: London & Middlesex Community Housing (LMCH) provides 3,282 housing units across 32 properties to more than 5,000 people. Those who call LMCH home are a diverse cross-section of individuals including families, seniors, adults, and new Canadians, all of whom are living with limited income. At LMCH, we believe that housing is the foundation of a better tomorrow.

Mission: To provide clean, safe and well-maintained homes, to meet the needs of the people we serve in our communities.

Vision: To build inclusive communities where safe, affordable, and accessible housing is the foundation for positive change.

Why you should apply to LMCH.

- Ontario Municipal Employees Retirement System (OMERS) Pension
- Group benefits, including health and dental, for full-time employees
- Employee, Dependent and Optional Life Insurance
- Employee and Family Assistance Program
- Wellness, & Wellbeing Program



LMCH Values:

To	Collaborate
To be	Accountable
To be	Responsive
To promote	Equity

1. PURPOSE OF JOB:

Primarily field-based, the PSA provides support for the full spectrum of services provided to our sites including but not limited to, operations and maintenance, contract services, vacant unit refresh/restore, etc., delivery of units following restoration and turnover, with a focus on vacancy coordination. This is a unionized position.

2. DUTIES & RESPONSIBILITIES:

- Work collaboratively as part of a multi-disciplinary service delivery team focused on the successful delivery of LMCH’s Vision, Mission, and Strategic Plan.
- Demonstrate and promote a customer service attitude with all staff, tenants, vendors, and the general public.
- Participate in regular building inspections/audits with respect to tenant units, common areas, landscape, and the general grounds, for the purposes of repair and restoration quality control. Complete restored unit inspections and sign off all units identified as rent-ready. Develop, in conjunction with the PSM and the Director, an improved system of administration leveraging the property management software to maximize efficiency and cooperate with Property Services and Tenant Services to improve the method of unit inspection using tools created. Liaise with Tenant Placement to facilitate early viewings where units can be shown prior to paint and clean.
- Work with the PSM to identify trends and issues adversely affecting the efficient operation of the portfolio and develop solutions to improve overall performance. Monitor standards, recommend process improvements, and work with Maintenance Repair to develop standards, methods, and improve process.
- Work collectively with staff and tenants to resolve problems/concerns and develop scope of work related to maintenance issues ensuring that emergencies are addressed or escalated in a timely and effective manner.

- Schedule, coordinate, process, and expedite the steps in the refresh/restoration of all LMCH vacant units, preparing them for new occupancy.
- Assist the PSM in meeting specified vacancy KPIs geared to minimizing the Corporation's idle inventory.
- Ongoing monitoring of the progress of restoration work and communication as required with various LMCH staff and contractors to ensure timely completion. This includes using judgment on the escalation of issues to Managers for additional decisions or support. Liaise with contractors and LMCH to discuss concerns and resolve problems, including setting up and documenting meetings.
- Participate in recording ingoing and outgoing condition of units using an improved inspection process.
- Monitor and maintain an appropriate inventory of keys, arranging for replacement and reparation of key sets and locks. Cancel entrance fobs for outgoing tenancies. Complete a monthly audit of the key log.
- Efficiently co-ordinate all steps involved in the unit refresh/restoration process, ensuring timely and cost-effective unit turnover in alignment with identified standards. Work with Tenant Placement to ensure prompt delivery of units to reflect demand, urgent transfers, and sufficient variety of type and location.
- Create all work orders in the turnover of vacant units and coordinate with the PSMs to effectively deploy forces for restoration projects including debris removals, pest inspections and treatments. Provide Restoration Records to on-site staff for all new vacancies.
- Recall, reschedule, or cancel contractors as required and log deficiencies using a non-compliance report (NCR).
- Adopt best practices, create and maintain detailed, appropriate document management for the portfolio using both digital and hardcopy formats as required.
- Ensure all required licenses are displayed as required with additional digital or hardcopies maintained in the maintenance office.
- Ensure the completeness of statutory records, such as Fire Logs, ESA documentation, etc. with any non-compliance to be appropriately escalated for resolution. Ensure all site-specific manuals and logs are always complete, current, and available in the maintenance office. Ensure adherence to current LMCH Policies and Procedures. Maintain move-out records in Yardi Enterprise (or current system employed) and in a paper filing system.
- Maintain an expert level of knowledge relating to every aspect of the sites and buildings.
- Schedule and facilitate annual inspections such as fire alarm system inspection, tenant unit inspections, BCA (building condition assessment audits), ACM (asbestos containing materials) audits, etc.



- Complete pre-moveout inspections of units where tenants have provided lease termination dates.
- Monitor trends, realign, and use additional resources needed to maintain vacancy KPI compliance and minimize the Corporation's idle inventory.
- On an on-going basis, track inventory of vacant units to be restored.
- For each unit visit, develop a scope and initiate the restoration process using the defined documentation and dispatch the work to the appropriate site staff. Complete the development of the restoration package to ensure the flexible scheduling of the restoration crew.
- Coordinate LMCH staff, City of London staff, and external contractors. Responsible for ensuring efficient back charging of tenant damage or neglect. Support tenant admin in recording ingoing and outgoing conditions using the improved inspection process.
- Coordinate with the Manager responsible for Vacancy Coordination and PSMs to effectively deploy forces for restoration and minor construction projects.
- Assist the Director as required.
- Perform other related activities as necessary or as assigned.

3. EDUCATION, EXPERIENCE, & QUALIFICATIONS:

- Post-secondary diploma / certificate.
- Previous experience (minimum of two years) in a property management environment.
- Experience in managing small projects including: small construction, complete building pest control, Fire and life Safety Programming.
- Superior telephone manners and strong interpersonal skills.
- Superior time management skills, multitasking skills, and the ability to prioritize tasks with minimal supervision.
- Excellent customer service skills.
- Strong problem identification and problem resolution skills.
- Ability to follow through and complete overlapping projects.
- Highly effective teamwork skills.
- Strong analytical and mathematical skills.
- Computer literacy, including effective working skills of MS Word, Excel and email required.
- Familiarity with Yardi (or derivatives such as InSite) software considered an asset.
- Experience working in Rental/RGI buildings (i.e., Not just office-based) considered an asset.



- Must possess a valid driver's license, have access to a reliable vehicle, and carry adequate insurance. Travel will be required within the City of London and/or County of Middlesex.

4. WE CARE PHILOSOPHY:

The incumbent contributes and supports the overall culture and working environment of the agency by:

- Having a working knowledge of cultural, social, and demographic patterns relating to vulnerable priority populations.
- Committing to harm reduction and low-barrier service, as well as non-violent crisis intervention, de-escalation, and supporting citizens.
- Committing to work in a diverse, interdisciplinary setting.
- Understanding and being sensitive towards the belief systems of other groups, the complexity of those facing poverty, and their individual unique strengths and needs.
- Setting an example of a strong work ethic and positive team attitude.
- Working with diverse communities with sensitivity, creativity, innovation, language and cultural understanding in a non-judgmental manner.

5. POLICE RECORDS CHECK:

This position requires the successful candidate submit a current Police Records check and Vulnerable Sector Screening from their local police service. A current LMCH employee who is the successful candidate for this position must also provide this document *unless* it is already on file and *not* more than one year old.

6. SALARY & HOURS OF WORK:

Hourly rate range \$28.49 - \$32.39 per hour (Band 4) with comprehensive health benefits and OMERS pension plan.

Normal working hours are 8:30 AM to 4:30PM, Monday to Friday with some work required outside of this schedule from time to time.

WHAT'S NEXT:

1299 Oxford St. E., Unit 5C5 | London, ON N5Y 4W5 | 519-434-2765 | care@lmch.ca



Once you apply, we'll review your resume and cover letter to determine if your skills and experience match the qualifications for the role.

Only qualified candidates will be contacted for next steps.

If you move forward, the process may include an interview, written/practical test, and reference check.

Here's your chance to bring your knowledge and expertise to our team and contribute to providing better homes and better neighbourhoods. When submitting your cover letter and resume, be sure to tell us about your skills and qualifications that are a match to those specified in the job posting.

A cover letter and resume must be received by 4:30pm, May 5, 2026.
Late applications will not be considered.

Please send your cover letter and resume to the attention of:

Spencer Harrold
Human Resources Assistant
London & Middlesex Community Housing
1299 Oxford Street East, Unit 5C5 London, ON, N5Y 4W5
E-mail: employment@lmch.ca

London & Middlesex Community Housing (LMCH) is committed to equity in employment. Our goal is a diverse, inclusive, and barrier-free workplace that reflects the communities we serve.

We will provide reasonable accommodation to applicants with disabilities at all stages of the hiring process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005. Please advise if you require an accommodation during the selection process.

Thank you for your interest in London & Middlesex Community Housing!