

Cell no: +27 (0) 84 256 8369
Email: terenceswindon72@gmail.com

2 Tobies Gardens, Heloise Street
Birchleigh North
Kempton Park, 1618
South Africa

TERENCE SWINDON

EXPERIENCED ESTATE MANAGER

A highly organized and detail-oriented Estate Manager with over 2 years' experience providing thorough estate support. Dedicated and focused, able to prioritize and complete multiple tasks and follow through to achieve project goals.

Able to exhibit confidentiality, discretion, tact, diplomacy and professionalism when dealing with owners, tenants and directors. Able to grow positive relationships with owners, tenants and directors. Ideal candidate to render estate management and support skills.

PERSONAL ATTRIBUTES

- Strong work ethic & self-starter
- Factual, systematically, logical & precise
- Eager to share knowledge
- Shrewd decision maker in area of expertise
- Friendly, confident, loyal, versatile & observant
- Motivated by challenges
- Practical, realistic & pragmatic
- Ability to work independently or as part of a team
- Professional & lead by example
- People orientated & fair judgement
- Dependable, responsible contributor committed to excellence and success

KEY SKILLS

- Excellent communication skills, able to liaise confidently with owners, tenants and directors
- Dedicated and focused; able to plan, prioritize and complete multiple tasks and follow through to achieve project goals
- Experience & knowledge of Microsoft Office, PowerPoint, Excel, Outlook
- Good understanding of Director level responsibilities
- An excellent level of attention to detail
- Able to work on own initiative and to tight deadlines
- Ability to build & maintain relationships at all levels

CAREER SUMMARY

June 2014 – to date	Estate Manager	Trafalgar Property Management
April 2013 – May 2014	Store Manager	Engineered Linings
January 2013 – March 2013	Warehouse Supervisor	Suzuki Motor Company
June 2012 – November 2012	Site Manager	<u>METSO MINRALS</u>
February 2011 – May 2012	Warehouse Supervisor	<u>BELL EQUIPMENT</u>
April 2010 – February 2011	Store Man	<u>BELL EQUIPMENT</u>

PROFESSIONAL EXPERIENCE

Trafalgar Property Management – June 2014 To Date

1. DUTIES

- a) Day to day service delivery
- b) Managing ad hoc facilities and infrastructure projects (road upgrades, storm water, etc.) and ensuring ongoing general maintenance of the HOA owned facilities
- c) Compiling the required maintenance and operational reports and submitting them to relevant parties
 - Ensures uninterrupted service delivery in terms of Security and safety; controlled traffic; access control; compliance with building regulations and rules; noise control; control of pets; maintenance of the landscape; state of repair of roads and pathways.
 - Assists in setting and enforcing performance standards and SLA's for contractors.
 - Monitors the quality of service delivery and enforces performance in accordance with agreed standards.
 - Encourages constant improvements in service delivery through better systems controls and ways of working
 - Accepts responsibility for projects mandated by the HOA board
 - Identifies and proposes ad hoc projects to the directors

- Sources and recommends preferred contractors and obtains approval from the directors
 - Conducts a weekly inspection of the estate
 - Identifies ongoing maintenance needs of all facilities including HOA owned properties
 - Responds to all maintenance and repair requests in respect of the above facilities
 - Schedules and arranges the relevant repairs within budget and within parameters set by the directors
 - Attends all HOA meetings and ensures accurate minutes are recorded
 - Submits necessary maintenance reports
 - Provides input for budgets re planned maintenance projects
- d) General control over the maintenance and upkeep of all parks, play areas and gardens on the estate through contracted service providers;
- Ensure that all parks, play areas and gardens are maintained to the required standards prescribed by the HOA
 - Ensure that the estate meets all the prescribed environmental requirements
 - Sources and manages service delivery from approved contracted service providers
 - Ensures that all service providers meet the performance standards in terms of their SLA
 - Ensuring that the Gardening services are being
 - Implements the requirements of the SLA and imposes penalties in terms thereof when necessary

2. ADMINISTRATION

- SIMS – regular updating of SIMS.
- Finger prints – taking of fingerprints and loading details of owners, spouses, family members, domestic workers, gardeners, au pairs, drivers etc. Amend details when required, add or remove persons when required.
- Communication – attend to all queries received either by phone or email.
- Attending meetings between residents and the board.
- Assist with the planning of estate events such as Easter Egg hunts, Halloween, Christmas

3. BUILDING CONTRACTORS

- a) Ensuring that all building plans comply with statutory regulations and estate rules
- b) Monitoring and control of all building sites during construction and opening of stands during the pre-construction phase
- c) Ensuring compliance with statutory regulations and requirements
- Advise residents, architects, contractors on regulatory requirements and estate rules
 - Inspect building sites from inception to completion and ensure compliance throughout
 - Recommends release of building penalties and pavement deposits to relevant parties
 - Monitors adherence to statutory building regulations and estate rules governing building and construction
 - Ensures all unoccupied stands are kept clean in accordance with estate standards
 - Safe keeping of all approved plans
 - Confirms that contractors and potential contractors comply fully with all statutory regulations and requirements in terms of the OHS Act
 - Obtain the necessary documentation and certificates to confirm compliance
 - Liaise with local council authorities re municipal services (water, sewerage, electricity)

4. PLANNING

- Accepts the strategic priorities from the Board and develops annual goals for implementation

- Monitors ongoing performance against the agreed targets and goals and institutes remedial action as appropriate
- Consults and recommends tools and system processes to improve performance
- Calls for action on performance failures.
- Assesses existing systems and develops revised or new fit-for-purpose systems

5. LEGAL COMPLIANCE

- Ensures that all estate policies, procedures and practices comply with legal and environmental requirements as well as with estate rules
- Ensures that adequate policies are in place to guide residents, staff and contractors and that there are penalties defined for serious transgressions
- Monitors that the various structures and constitutions comply with Company law and with any other statutory requirements
- Ensures that the relevant parties comply with the OHS and regulations and legislation
- Assisting with compliance issues. Sending letters of non compliance. Assisting with the issuing of fines and retaining accurate and up to date records.

6. BOARD MEMBERSHIP

- Participates in meetings of the HOA Board of Directors
- Contributes to all decision making and makes representations on behalf of his management team and areas of responsibility
- Implements relevant Board decisions Submits written Reports and Proposals to the Board and provides information on queries raised
- Communicates Board decisions and minuted feedback to the management team for information and action as appropriate

7. RISK MANAGEMENT

- Conducts a structured risk analysis and institutes appropriate action to prevent risk factors or minimize the potential consequences
- Reports all significant risk factors to the directors and obtains approval for action or reports on preventive action already instituted
- Monitors the integrity of data and records
- Monitors the security of technology systems in place
- Ensures that all safety measures and equipment are in good function order and are adequate to protect assets, people and facilities.

Engineered Linings - April 2013 To May 2014

- **Stock Receiving** checking and booking in of new stock received
- **Stock Dispatch** distribution of stock to various sites and liaise with transport companies
- **Stock Taking** monthly stocktaking
- **Fleet Management**, management of company vehicles
- **Liaising with customers** continuous communication with various sites on their necessary requirements
- **Health and safety** responsible for health and safety to some extent
- **System control** electronic stock control of materials

Education / Qualifications / Courses

2013	Accident / Incident Investigation	Action Training Academy
2013	Health and Safety Representatives Training Course	OHSLAC
2013	Safety Harness: Working at Heights Rescue	Rigging Academy SA
2013	OHS ACT 85/1993 Construction Regulations	OHSLAC
2013	OHS ACT 85/1993 Awareness and Overview Training Course	OHSLAC
2012	Project Management Diploma	Academy of York
1996	Matric (Grade 12)	Hoërskool Uniondale

PERSONAL DETAILS

Full name: Terence Swindon ID Number: 7709045061081
Languages: English, Afrikaans Location: Gauteng, South Africa
Drivers: Code 08 B

REFEREES

Available on request