Lettings Officer Role Description

To manage all aspects of plot rentals on behalf of Bustardthorpe Allotments Association CIO including:

Database administration
- Keep information updated as plotholders or their contact details change.
- Dispose of old versions, including out-dated plotholder tenancy agreements, which contain personal data in line with Data Protection legislation.

Waiting List administration
- Keep the waiting list database up-to-date.
- Input information as received by email or notes through the shop.
- Contact potential plotholders for missing information such as email address or mobile phone number.
- Provide Secretary with new plotholders contact details forms.

Bustardthorpe Lettings email account
- Check this on a regular basis.
- Respond to emails.
- Forward emails to other trustees where further information/decisions are needed.

General Admin
- File electronically all communications, scans of documents or emails.

Plot inspections
- Walkabout to be done monthly between April and October, to check plots are kept in accordance with the current tenancy agreement.
- Appropriate warning / termination notices to be sent out to plotholders whose plots are not in accordance with the current tenancy agreement.

Trustees Meetings
- Provide a report on the current situation regarding waiting lists, plot occupancy and vacancies.

Annual Report for Charities Commission
- Provide data for inclusion in annual report.

Reviewed:
By Jim Poyner
13.02.2026

Bustardthorpe Allotments Association Charitable Incorporated Organisation (BAACIO)
Bishopthorpe Road, York, North Yorkshire, YO23 2QA

Registered Charity No: 1211930