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# Property Management

Key Performance Indicator	Description	Metric
Tenant Debt	Percentage of tenants 1 day or more overdue	<5%
Lease owner instructions	Number of owners that have not been sent a lease renewal request	<0
Lease Renewal	Number of leases not renewed 30 days prior to expiry	<0
Expired Leases	Number of leases that have past end date and not renewed	<0
Properties not being marketed	Number of properties within 30 days of vacate and not being marketed	<0
Overdue periodic inspections	Number of properties with an overdue periodic inspection	<10
Missing inspection date	Number of properties with a missing inspection date	<0
Tenant Invoices	Number of tenant invoices that are 30 days or greater	<0
Overdue quotes	Number of unactioned quotes over 21 days	<4
Overdue work orders	Number of work orders greater than 30 days	<4
Letting fees	Number of new tenants without letting fees	<0
Security deposit	Number of new tenants without a security deposit	<0
Aging task management	Number of overdue tasks	<0
Overdue task management	Number of tasks older than 60 days	<0

## Growth & Leasing

Key Performance Indicator	Description	Metric
Days on market new business	Number of days vacant for for new business properties	<21
Days on market	Number of properties on market greater than 30 days	<0
Days on market re-let	Number of days vacant for existing properties	<4
New Applications	Number of applications not processed within 24 hours	<0
Approved applications	Number of applications not approved or declined with 4 days	<0
New customer leads	Number of verified new leads added to database	>30
New business calls	Number of new business calls	>60
New business listing presentation	Number of listing presentations to new clients	>23
New business clients	Number of signed new business clients	>15
New business commission	Number of new properties listed below 8.5%	<0
Sales CMA	Number of new CMA's done on sale properties	>10
Mortgage referrals	Number of new business mortgage referrals	>5

# Administration

Key Performance Indicator	Description	Metric
No owner payment details	Number of owners with missing payment details	<0
Part owner funds on hold	Number of owners with part funds on hold	<2
Tenant Invoices	Number of tenant invoices that are 30 days or greater	<0
Unreceipted rent cheque	Number of unreceipted rent cheques	<0
Unreceipted security deposits	Number of unreceipted security deposits	<0
Trust/Escrow adjustments	Number of transaction help in the adjustments account	<0
File Audit	Property management file audits	>10
Weekly KPIs	Number of staff that haven't submit weekly KPI results	<0
Owners account enquiries	Owner account enquiries greater than 7 days	<0
Contractor invoice	Number of unpaid contractor invoices over 30 days	<0
Utility Invoices	Number of unpaid utility invoices over 30 days	<0
Key audit	Number of missing or unallocated keys	<0
Overdue Keys	Number of keys past return date	<0

# Leadership

Key Performance Indicator	Description	Metric
Company profit	Profit percentage	>25%
Company KPI	Collated team performance KPI	>3
One-on-one reviews	Number of overdue one-on-one reviews	<0
Customer complaints	Number of customer complaints	<2
Overdue customer complaints	Number of unresolved customer complaints greater than 7 days	<0
Executing business plan actions	Number of actions executed from the business plan	>5
Weekly team meetings	Number of cancelled team meetings	<0
Workplace safety complaints	Number of workplace safety issues unresolved	<0
Workplace safety	Number of workplace accidents reported	<0
Workplace harassment	Number of workplace harassment complaints	<0
Team member performance	Number of underperforming team members	<0
Performance management	Number of underperforming team members not being performance managed	<0
Position descriptions	Number of team members without position descriptions	<0