

Tips and Tricks

From Property Management & Me

KPIs

by Melanie Poole



“We are a service-based business. So we need to be rewarding for our customer service. I set 10 KPIs, they each pay a commission and then if they hit all 10, they also get a bonus on top of that. Plus I've got another bonus KPI on the side.”



Rent arrears

Less than x%



Tasks

Number completed per month



Water arrears

Less than x%



Rent reviews

Number completed per month



Lease renewals

Number completed per month



Outstanding Reminders

Less than x per month



Active Jobs

less than x weeks since created



Google Reviews



Inspections

Number completed per month



Leads



Bonus commission

Leased in under x days

“Our team is now financially rewarded for maintaining consistent workflow, good procedures and quality service, resulting in more business growth and happier staff.”

— Melanie Poole