Weekly Cubicle Review Questions – of Key Performance Indicators (KPI)

Show me your **KPI** list on your cube wall. Any questions?
Show me the Service Guarantee on your cube wall. Any questions?

Show me your internet home page – it should be the Prorentals Staff Only website. Show me how you would find a procedure on Arrears (should use Ctrl-F and click on link – no need to close Find window).

Show me where you keep your blank New Enquiry forms.
Show me all the direct lines and mobile numbers of fellow staff members programmed into our mobile phone.

What do you say when a caller asks for another PM's mobile number? What do you say when they ask for your number?

Show me an application you have recently approved. Now show me the documentary evidence that the owner has approved all the various terms of the tenancy agreement.

Are you sitting on any applications? Do you have any applications that have been processed and given to you, but not yet approved by the owner? Do you have any approved occupant applications that you need to process?

Do you have an ideal week plan?

When was the last time you actioned an item that you found from reading the Inspection Officer's daily reports.

What was the last PI Insurance issue that you reported? Are there any you have not yet reported?

Have you completed your Induction Checklist?

KPI: Portfolio Size: Achieve and maintain a portfolio of 200 properties

How many properties do you manage? Open up REACH and show me.
What is your guess for the percentage of these that you did the listing presentation, versus existing managements that were given to you?
What is your plan to achieve your number one **KPI** and when do you plan to achieve it?
Has your portfolio grown over the last month?
What is our current new business promotion?
Are you aware that we pay out management fees? Tell me how this works.
How did your last listing presentation go?
How many FTGMs have you got on the vacancy list? Show me in REACH.
What was the source of these FTGM's?
Are you taking over any properties from other agents?
Are you working on any other leads? i.e. enquiry that you are trying to set up a listing presentation, listing presentation that you have done but not yet received the PAMD etc.
Are you able to show me what listing presentations you have done and the percentage that were successful.

<u>Trick Question</u>

SETUP: What can we do without a signed PAMD? (Absolutely nothing).

PUNCHLINE: Great, so how do you know you have a signed PAMD on each of the properties in your portfolio?

Do you understand that if we do not have a signed PAMD on all of them that you are responsible?
Have you checked the PAMDs on the properties that you were given or
 re-distributed? You must read all your PAMDs – old ones plus new ones – how do you propose to do this?

KPI: Arrears: No more than 1% of tenants greater than 7 days
                              No more than 10% of all tenants

Explain to me how your arrears tray system works, by going through the lifecycle of an arrears issue.
Have you read the various website procedures on arrears management?
Do you always contact every tenant every day they are on the list?
At what stage do you notify the owner of the arrears problem? i.e. when you issue a Form 11 or later?
Do you caution the tenant when a Form 11 has been issued so they do not get a shock when they open the mail?
What are the current arrears promotions for property managers and how do you qualify for a reward?

KPI: Vacate Inspections: Within 1 business day of tenant returning the keys

Show me your vacate letter, preferably from a live file.
Show me how you calculate the amount of rent up to vacate date.
Do you make a pre-vacate call to the tenant? What do you say?
What do you look for on a vacate inspection?
How do you update the condition report?
How would you ask a tenant to go back and clean again?

KPI: **Bonds refunded/claimed:**   **Within 1 business day of vacate inspection or**
Receipt of final tradesman invoice

Show me your vacate files that are still outstanding.
What items are you waiting on to finalise these files?
Is the tenant aware of the reasons for the delay?
Do you have any bonds that you have not yet claimed? Why?
Are you aware that it is our office policy to claim the bond immediately upon vacating if there is any amount at all owing?
How would you decide what amount to claim in this case?
Regarding rental references for your vacated tenants, do you ever give out verbal references? Why is this bad? Do you ensure that you keep the reference and the signed authority to release the information? Where is this filed?

KPI: **Workspace:**   **Maintain at all times a clean and tidy workspace with all items sorted and folders/trays labelled.**
Keep bins free of spills/stains and empty office bins on request.

What do you need to improve about your workspace?
Do you require any additional stationery items?

KPI: **Saturday Evaluation:**   **Achieve a rating of at least 7 out of 10 from the Senior staff member on duty.**

Does your Saturday Commander provide you with feedback on your Saturday performance?

KPI: **Start Time:**   **Be seated at your desk on or before the start time 95% of the time.**

How often would you say you are late?

KPI: **Voicemail Greeting**   **Have the correct voicemail greeting every time It is tested.**

How often would you say it is wrong?