

systems implementation guide



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welcome

Welcome to ireviloution intelligence property management business solutions. As the name suggests ireviloution intelligence is the intelligent solution to establishing compliant and consistent leasing and property management operational and customer service standards. We are the first and only complete all-encompassing and universal solution for property management and we are delighted that you have made the decision to become an ireviloution member agency.

getting started

So let's get started. The USE (Unique Solutions Establishment), is our practical compendium for benefiting from ireviloution intelligence designed processes, resources and training. It has been designed to assist you with establishing, amalgamating and inaugurating the ireviloution intelligence system of policies, processes, resources, training and services into your business regardless of whether you are a start-up or an existing property management business. And regardless of how small or large your business is or if you have been in business for 1 day or several decades, ireviloution intelligence will assist you with revolutionizing your property management business. The key to success is implementation of every facet of the ireviloution intelligence systems and resisting the impulse to take any short cuts. Follow the processes, guides and manuals step-by-step, process-by-process, policy-by-policy. You will be delighted with the change to your business, culture, and team morale and client experience.

membership login

As soon as your member registration has been completed, you will receive a member login with password. This login is shared by all property management team members and should not be shared with any other staff including the sales team. The password is your license to use ireviloution intelligence resources.

Should any team members leave your agency or the login and password is compromised in any way, you are obligated to notify ireviloution intelligence and a new password will be issued as soon as practically possible.

honor pledge

All current and future team members who have access to or who use the ireviloution intelligence resources in any way must sign the 'Honor Pledge'. The 'Honor Pledge' is found within the member resource library under the 'management section within the induction category. This document protects your license, your use of the ireviloution intelligence intellectual property and that of other ireviloution intelligence member agents. The protection of intellectual property and your license is a serious matter and all steps must be taken to ensure integrity and protection of the intellectual property at all times.

All team must be made aware of the consequences if they breach their 'Honor Pledge' and the terms and obligations of your member license agreement.

website navigation

Once you have received you member login, we encourage you to visit the member resource library and discover the wealth of resources available to you. There is a resource for every conceivable task, policy, and process and in fact anything that you are required to perform, complete, accomplish and achieve in property management.

Once you enter the member resource area, you will notice the resources are divided into two sections. These sections are Management and Operational.

By clicking on the relevant section, you will then notice numerous categories and within these categories are the resources relevant to that particular category. The member resource area has been designed so that you can navigate with ease to find whatever resource is required.

Under each section you will find:

management

This section is for use mainly by the business owner and team leader providing resources for management, growth and development of business and team operations.

Business by design: Business by design contains forms along with ideas and recommendations on how to get started on building a property management business.

Budgets and business plan: Budgets and business plan contains samples and templates to prepare your annual and long-term operational business plans.

Performance and bonus: Performance and bonus contains forms, tools and samples for creating incentive plans, monitoring and measuring productivity and performance as well as ideas about preparing salary and incentive plans.

Policies and procedures: Policies and procedures manuals contains a collection of 5 manuals covering everything from understanding processes and resources, change management through to day-to-day service and operations.

Recruitment and interview: Recruitment and interview contains forms, sample recruitment advertising, role description samples and forms along with all the tools required for recruitment and interview.

Induction: Induction contains the tools and forms required for induction including an induction TrackMate™ and 90-day induction planner.

Rent roll purchase: Rent roll purchase contains tools, forms and letters for the purpose of rent roll acquisition.

Tracking spreadsheets: Tracking spreadsheets contains a series of tracking tools Trackers™, required to manage various items such as management keys, file archives, mail, signs, plus more.

Meetings: Meetings contains the sample meeting schedules and tips for conducting team and individual meetings.

Employee leave request forms: Employee leave request forms contain the various forms required for individual team members to apply for vacation time, sick leave and other types of required leave.

Employee warning and termination: Employee warning and termination contain sample letters, forms and tools required for termination or resignation of employees.

Productivity and performance trackers: Productivity and performance trackers contains the various tools required to track performance, productivity and results. These trackers form part of ireviloution intelligence's unique task tracking system the TaskTracker™ and PortfolioTracker™.

Ideal week schedules: Ideal week schedules contains a complete catalogue of pre-prepared OWNs. For every property management role and for every size agency from start-up to super-size agency.

Training schedules: Training schedules contains pre-prepared training schedules for every property management role and for every size agency. From start-up to super-size agency.

Video instructional scripts: Video instruction scripts contain samples of introduction, instruction and induction scripts for new employees, property owners and tenants. The scripts

can be used to create your own videos. A tips and advice sheet on how to film and distribute your videos is also contained in this section.

operational

This section is for use by the entire property management team providing resources for day-to-day operations.

Communiqué: Letters (the letters have been sub categorized for ease of use along with having identification as to whether the letter is for an owner, tenant, etc.).

Compliance: Forms and documents for compliance and best practice.

Maintenance: Forms and documents for contractors/vendors and tradespeople along with tenant maintenance reporting forms.

New managements: Management prospectus and supporting forms and documents for establishing and completing new managements.

Prospecting and marketing: Prospecting contact matrixes, sample scripts, letters and ideas for purposeful and triumphant prospecting.

Tenant welcome: Welcome guide and supporting forms and documents for establishing and completing new tenants.

Tenant forms: Tenant application and supporting forms.

TrackMates™: Checklists for relevant and required tasks.

search function

The search function found towards the top right hand corner of the member resource library is a handy tool to search for and find all resources and documents relevant to the task in question. Like all search functions, you can simply enter a task or the name of a document and it will display any resource that falls within the search net.

formula for success

ireviloution intelligence's goal is to create success and we are only successful if the property management business, the business owner, the team and the property owner achieves success, along with the tenant finding maximum peace and quiet enjoyment of the rental property.

Therefore, it is important to understand the formula for success. Success leaves clues and there is no shortcut to success. Success is not easy but it is simple if understood. So consequently, we created a formula to help you to understand the elements necessary to achieve complete success, fulfilment and prosperity for all concerned.

The formula for success is:

$p+r+t=ABC$

processes + resources + training = AGENCY BY CHOICE

Having established the formula, it is important to understand why each element of the formula is critical to success and why one element alone or even two out of the three elements will not achieve success without the other element in place.

processes

Processes alone will not create success. Nor will processes that are created without thought and careful planning and understanding of the task. Within a task there is a multitude of tasks and many team members who work on that one particular task. A process for each and every task must be designed and developed taking into consideration every infinitesimal detail along with the outcome and objectives of the required task. Each process leads to the next process ensuring there is no breakdown in execution of the task, risk of incompleteness or non-compliance or damage to the agency brand and reputation. Each process ensures the agency achieves maximum performance and efficiency, which in turn generates optimal profits and productivity.

resources

Resources alone will not make a difference. It is simply not good enough to develop a few checklists, forms and documents. Resources are the apparatus to ensure consistency of operations and service standards ensuring that each process is followed with absolute exactness, precision, thoroughness and meticulousness. Resources also provide the means to measure, monitor and manage in order to achieve the agency goals, targets and objectives. Each resource supports the next resource leading to the next step of the task and objective for the final outcome.

training

Training alone will not make a difference. Just as broad range, spasmodic, random or haphazard training will not make a difference. The training must be relevant, teaching the property management team and individual the how and why of property management. The training must be practical, teaching the student how to use the resources by guiding them through each and every process. The training must teach the student what the outcomes and objectives are for each and every task they are required to perform in their day-to-day duties. The training must have the ability to measure the student's understanding and comprehension of the learning objectives before they are employed to perform the tasks. It is not good enough to attend training with no clear learning outcomes and objectives that does not teach the student how to perform their role to the highest standards and results. Each training course supports the use and management of the resources and the processes that must be followed. Training must be purposeful, measurable and relevant.

agency by choice

By combining these three extremely critical elements of the formula and ensuring one element supports the remaining two elements, you will achieve success and therefore will become the Agency By Choice in your market area. The agency will be recognized as the preferred agency for property owners, for tenants requiring property and for teams looking for a supportive and successful agency to work within.

processes + resources + training = AGENCY BY CHOICE

ireviloution intelligence has researched other industries, observed and worked within every sector of the real estate industry to design the one true formula for success. There are no shortcuts and after 20 years of researching, observing, learning, developing, testing and establishing you now have the key to ensuring your property management business is the most recognized and respected business within your market area.

policies

Policies are the 'glue' that brings everything together and ensures everyone, business owner, team, property owners, tenants and maintenance teams know each other's as well as their rights, responsibilities and obligations. Policy takes into consideration agency processes, legislation, culture, service and operational standards and industry codes of conduct. ireviloution

intelligence has created sample policies that can be easily adapted to include the legislation your agency is governed by, your agency culture, your industry code of conduct, presentation and dress standards as well as the vision, values and targets set for the property management business. These policies once adapted can be easily adopted and integrated to the agency operational and client service standards.

acronymic terminology

irevilution intelligence has created our own language in an effort to further promote positive change within the property management industry by adding a little 'spice' to every day operations. We encourage you to learn these terms and resource names when using the resources or undertaking a task by referring to the resource or task with the acronym. Our acronymic terms are as follows:

ACHIEVE™	Achieve challenge harvest inspire empower visualize engage Individual team members' annual goals and aspirations planner
AIM™	Achieve inspire mentor Annual individual one-to-one planning meeting
CAN™	Customized achieving notations guardian Policies and procedures manual
CARE™	Cheerfully activating responsive enthusiasm Weekly random client care and cheer call
CLIMB™	Career leadership inspired momentum benchmarks Individual team member induction five-year career path growth and development plan
DEMO™	Demographic evaluation market overview Market demographic profiler
GEMS™	Gorgeous evoking marketing subtleties Hidden treasures within a property
KAPI™	Key analysis performance indicator Key performance indicator
MAPS™	Minimum action performance standards Minimum performance standards
MATE™	Motivate amicable team enthusiasm Monthly team meeting and training
OWN™	Optimal week navigator Ideal week and time management guardian
PACE™	Prospect appraise convert evaluate Weekly growth team meeting agenda
PEAK™	Performance enhancing achievement keys Individual team member career path
PERFORM™	Productivity empowering reform for outstandingly remarkable management guardian Systems manual
PLAN™	Plan lead achieve nourish Annual team planning meeting
REV™	Review evaluate visualize Individual one-to-one monthly review and mentor meeting
SELF™	Self-evaluating listen form Individual team member monthly self-evaluating form
SHOW™	Selling homes obscured wonders

Property open for inspections

STAT™

Strategic tactical analysis of territory
Comparative market analysis

TASC™

Team allocation stream chart
Team work flow chart

TLC™

Treasured lifetime client
Database of entire agency past, present and prospective clients

TRAK™

Training review accolades and kudos
Mid year team plan and review meeting

WAKE™

Welcome awaken keen enthusiasm
Daily team focus and awakening meeting

WIN™

Words invoking novelty
Weekly team manage and monitor meeting

ii Tracking System

TRACKER™

Tactical Responsive Accountability Compliance Keepers Examination and Review
ireviloution intelligence unique task tracking system

ActualFactualFeedbackTracker™

Property owner feedback recording and management system
Tracker to monitor feedback on property available for rent and report to property owner

ArchiveTracker™

Archived file management system
Tracker to manage archived paper files and documents

FuelTracker™

Fuel expenses management system
Tracker to manager fuel costs

PortfolioTracker™

Agency targets and achievements individual and sum total management system
Tracker to manage portfolio and sum total agency KAPI targets and results

KeyTracker™

Management key movement and storage management system
Tracker to manage movement of keys

MailTracker™

Mail recording and postage management system
Tracker to manage mail and monitor postage expenses

SignTracker™

Sign location and management system
Tracker to manage movement and placement of rental signs

PolicyTracker™

Policy, registration and license expiry management system
Tracker to manage insurance policies, team registration, maintenance licenses, etc.

TrackMate™

Task checklist
Task management, efficiency and consistency

TaskTracker™

TrackMate tracking system
Monitoring and measuring productivity, efficiency and completion

manuals

Within the member resource library under management and located in category Policies and Procedures, you will find several manuals. These include:

PERFORM™ - Productivity Empowering Reform for Outstanding Remarkable Management guardian *(This manual is your day-to-day guide to each and every task performed and required in property management. The manual works side-by-side with resources in particular TrackMates™, TaskTracker™, PortfolioTracker™ and audits.)*

CAN™ - Customized Achieving Notations guardian *(This manual assists with creating standards for customer service and experience and assists with managing agency culture, vision, values, targets, objectives and goals.)*

PILLAR™ - Pillars Intensifying Loyalty Longevity and Retention *(This is your manual for change when undergoing operational restructure and service reengineering if you have an existing property management business. If you are a start-up property management business, this is your step-by- step guide in setting up your new property management business and creating a business by design.)*

RAP™ - Recommended Agency Policy *(This manual has been designed to assist with preparation of your agency policy and should be edited and added to, to assist with ensuring the agency is compliant and conforms to relevant legislation and local law.)*

USE™ - Unique Systems Establishment *(This manual is your guide to understanding everything ireviloution intelligence has to offer, including our unique management systems. The manual guides you through the simplest and most effective methods on how to establish and implement ireviloution intelligence into your day-to-day property management service and operations.)*

audits (analysis)

Audits form a critical component of the processes ireviloution intelligence has researched, developed and designed. These audits are operational and not to be confused with financial audits. Audits are your method to analyse every area of your property management business from performance, productivity and profitability to consistency, completion and compliance. The business analysis is undertaken daily, weekly and monthly, concluding with a monthly compliance audit to record achievements against targets. Operational audits are also conducted every 4 months as well as the final annual audit. Details of how to conduct and analyze and record the data gained from the audits can be found in the PERFORM as well a complete Operational Training Program being dedicated to this crucial process that must be conducted as and when required.

change

Regardless of whether you have an existing property management business or are in the process of starting up, ireviloution intelligence will stretch and challenge your thinking. We also encourage you to challenge all the advice that is given to you by well-meaning property management business owners and property managers. You can't start a business with bits and pieces, some resources from here, part of a process from there, a training course every now and then and so on. This is your business and you only have to look back over the history of the industry to see that businesses, even ones that appear solid and successful are struggling. Why? Because they did not follow a holistic solution when establishing their business. Change takes courage. We encourage you to be a leader of positive change in the industry. Recruit new people to the industry. Be like Richard Branson and hire for attitude then train for skill. The tools, techniques and resources are now at your fingertips. Stay focused and disciplined and you will reap the rewards of being recognized as an agency of choice and employer of choice. As well you will have a steady monthly income and rock solid asset. This is your business, don't

let anyone else steer your ship to success. Remember, there are no shortcuts to success. The journey to success is worth every challenge, every failure and every victory. Ireviloution intelligence is a turnkey solution based on the McDonald's business model of consistency and the Disney business model of culture by design.

your choice

The choice is yours. You choose the property management software, systems, training, resources, processes and policies that meet with your culture, vision for your business and values. Many business owners make the ill-fated decision to change software in order to keep their team happy. Review the software available and select the software after careful consideration on the long-term functionality and effectiveness, taking into careful consideration short and long-term costs. And stay with that software unless it is truly appearing to be a poor decision. Most property managers are only familiar with one brand and so they will encourage the business owner to change the trust accounting software to the brand they are familiar and comfortable with. If that person leaves the business owner is stuck with software that is not what they wanted. Quite often when a new recruit is employed the new recruit promotes different software and so the vicious cycle of changing software occurs. Don't go with the most popular, go with the software, in fact. all supporting tools that suit your business and stick with it.

consistency

The only way to ensure consistency is to be disciplined in the use of ireviloution intelligence processes, resources and training. There is no variation. Don't allow your business to be derailed and destroyed by property managers who will not change and who will only do things their way. Consistency promotes retention and retention of team leads to retention of business as well brand and service consistency.

growth through retention

Numerous companies will promote various programs on how to win new business and build your rent roll. Do not allow yourself to be lulled into a false sense of security. There are no shortcuts to growth just as there are no shortcuts to success. There is absolutely no sense in building business only to see the business walk out the door along with further damage to your brand and reputation. The fastest and easiest way to grow your business is through retention. The only way you will have retention is by following all the processes that ireviloution intelligence has developed. Incentives that promote retention must be designed to promote growth through retention and a true incentive for each team member to perform and achieve, not just the designated growth manager. Incentives plans can be found within the management section of the member resource library under the category of business plans.

prospecting

Within the member resource library there is a full category dedicated to prospecting. Just like growth, there are no shortcuts for prospecting. To be successful with prospecting and convert to new business, prospecting must be consistently persistent and persistently consistent. You will find in the library tools, tips and techniques. You will also find a matrix for a 12-month prospecting plan for the 8 different categories of clients that property manager's work with. As each category is different and has different needs, it stands to reason that they need to be prospected to differently and purposefully. Along with the resources you will find a complete training program within the management training program that has been dedicated to purposeful and successful prospecting. So start mining and prospect to new, existing and previous clients. You have the goldmine there already. It just needs to be mined properly and purposefully. Purposeful prospecting is a great way to turn landmines into gold mines. Happy, rewarding and enriching prospecting!

training

It is important that every member of your team, including you (the business owner) completes the training. The training should be completed in as minimal time as possible. Each student has 3 attempts to pass the assessment with an 80% pass mark. You, the business owner, are 100% in control of your team's training. Each time a student sits a course and completes the training you will receive emails confirming they have completed and will be notified as to whether or not they have passed the assessment. The training is purposeful and assists you with creating career paths for your team. You are now able to recruit, grow and nurture your team from receptionist (meet and greet manager) through to portfolio manager. You will also be able to move team from within the business, to cover for days away and vacation time by employing a temporary contractor for reception and moving the receptionist to a coordinators position.

When new recruits are employed we believe that it makes business sense when hiring them to have as a condition of employment, (laws prevailing) which they must complete and pay for the relevant training. In order to promote longevity and loyalty we recommend that you reimburse a portion of the training (say 50%) after 12 months' employment and the remaining 50% after 2 years of faithful employment. The other option would be to employ the team member at a reduced salary until their probation period is completed along with their training and once you are satisfied that you are happy to offer them full time employment you can increase their salary at that time. This way reducing their commencement salary has covered the training costs. The choice is yours, however in order to protect your business, no team member should be working without completing the training regardless of their experience or previous service with your company.

As a further benefit, it is important to remember that ireviloution intelligence training is purposeful and teaches your team, the systems and processes used in your business. As the training is online, you have reduced costs of downtime in sending the team out of the office for expensive training and workshops that have no relevance or purpose for your business.

ireviloution intelligence recommends that you have a set time for training to be completed for each individual team member, please refer to training schedules below. We also recommend that the student sits in a quiet area, away from distractions and that a headset is used to gain maximum focus and lesson retention. The student should be encouraged to take copious notes and allow enough time, without being rushed to complete the course and assessment. If the student fails the assessment they will need to wait for an hour until they can re-take the assessment.

Once the training is completed we further recommend that the students visit the course numerous times over the next 12 months to continue to learn the lessons from the course until they have internalized the methods and processes used by the agency. Over the course of the year, through the performance of the student and their monthly reviews, you will be in a position to understand where the student (team member) needs further support and therefore, will be able to guide them as to what training needs to be repeated.

Don't forget to download the certificates after completion and promote the training on the team member's profile.

training schedules

Training schedules have been designed to assist with encouraging the students to complete training in a timely and efficient manner, especially when there are several team members to complete the training in the same agency. The samples have been designed for use regardless of whether you have one team member or more, regardless of whether you are a start-up or a small, medium or large agency already in business. There is a training schedule to suit every team member, every role, and every style of team structure in every size business.

The training schedules have been designed to be signed off by the, Business Owner, Team Leader or person who is assigned in a supervisory role for when the student completes each group of assigned courses. As each student completes the training the assigned Supervisor will receive an email directly from the ii International Property Management Academy confirming completion and results of assessment.

ireviloution intelligence encourages you to set the training times and manage the schedule ensuring each team member completes the required course as per his or her set time.

The courses can usually be completed within 8 weeks. We recommend following the training schedule and assigning the time to complete. Once the training is completed your team will be more productive, efficient and as a result more time will naturally be generated.

ideal weeks – OWN™

The OWN™ (Optimal Week Navigator) is ireviloution intelligence comprehensive version of an ideal week. Whilst every property management business and every team structure is different we have prepared some samples for various size teams and team structures. These samples can be found under the management section of the member resource library within the category of Ideal Week Schedules. We encourage use of OWN™ as soon as possible and furthermore encourage you to guide, manage and discipline your team to form a habit of working within the framework of a designed workflow week. You will also find a course dedicated to time management within the operational training programs.

There is an OWN™ for every role, every style of team structure and every size agency.

The OWN™ has been designed to create maximum productivity and efficiency. You will notice that where there are 2 or more Portfolio Managers, the OWN™ has been designed so that when one Portfolio Manager is on the office, the other is out of the office conducting inspections and onsite meetings. This allows for maximum efficiency and for the Portfolio Manager's to share a vehicle, thus reducing operating costs. If you have an agency branded vehicle, it ensures the vehicle is out on the road in your market area and not sitting car-park being unused and unnoticed.

Remember, the OWN™ is designed to generate more time, create efficiency through task sharing and reduce operational costs. As your business grows and changes, don't forget to change the OWN™ being used by each team member, to the relevant role, team structure and size of business operations.

tracking system

ireviloution intelligence has developed a unique system of task tracking comprising of the TrackMate™, TaskTracker™, PortfolioTracker™ and Trackers™. Our tracking system creates the ability to monitor every task through to completion, maintain consistency and ensure compliance. They also provide the capability to measure performance, productivity and efficiency in order to ensure individual team members are meeting targets and the agency is meeting targets and budget estimates. The Trackers™ also form the foundation for operational audits and recording current and long-term agency achievements and statistics.

checklists – TrackMates™

No property management business can operate without checklists and this is where a lot of unnecessary problems along with loss of business and team has occurred directly as a result of having no or inefficient checklists. Many checklists are basic when they must be comprehensive. ireviloution intelligence checklist system are referred to as TrackMates™ and they have a section dedicated to them within the operational section of the member resource library. ireviloution intelligence TrackMates™ are comprehensive, dissected into tasks and roles to ensure efficiency of task sharing and are signed off by the person in charge. The TrackMates ensure consistency, completion and compliance. There is a TrackMate™ for every relevant task requiring tracking and sharing. Don't forget to follow the PERFORM™. Each team member will also learn how to follow and complete tasks through the various training courses.

TaskTracker™

The TaskTracker™ is a spreadsheet that is used for cross-referencing tasks against the property management software, TrackMates™ and paper files. The TaskTracker™ measures performance, productivity and efficiency and assists with ensuring compliance and completion whilst maintaining consistency with task sharing. All TrackMates™ and relevant tasks are recorded and logged on the TaskTracker™. A new TaskTracker™ is commenced each month. The person assigned to manage the property management team is responsible for checking all tasks and TrackMates™ and signing off when confirmed the task is 100% completed. The TaskTracker™ is a vital component of your management processes. The TaskTracker™ is located in the management section of the member resource library under the category of Productivity and Performance Trackers

PortfolioTracker™

The PortfolioTracker™, like the TaskTracker™ is a critical tool is providing you with instant information as to the state of your business both financially and operationally. It measures achievements against targets and provides a year to date total of all critical data, statistics, income and critical numbers and factors. With the PortfolioTracker™ you have the critical data and numbers at your fingertips and truly have the ability to manage your business by making the right decisions, regardless of whether you are in the office or away on vacation. The PortfolioTracker™ is located in the management section of the member resource library under the category of Productivity and Performance Trackers.

Trackers™

Within the member resource library under management and Tracking Spreadsheet you will find a series of Trackers™ that should be set up on each team members computer desk top as soon as possible after your membership login details are received. All Trackers™ assist with methods of best practice and compliance and will negate the need to ever have another messy manual book in your agency again. The Trackers™ are:

PolicyTracker™ - Is for recording insurance policy renewal dates for maintenance contractors and a property owner, work license renewal dates for the property management team and maintenance contractors.

MailTracker™ - Is for recording movement and details of mail on a month-by-month basis, including recording cost of postage each month. As well as logging details of all documents posted you can also manage the cost of postage to ensure the mail expense does not become excessive.

KeyTracker™ - Is for recording and managing the movement of management keys. This Tracker™ also has a hand section to book keys for inspection, maintenance and other property visits, to ensure the keys are never handed out when they are required for other pre-booked purposes.

ArchiveTracker™ - Is for recording archived files using a box number system providing quick reference and ease of finding the required file should the need ever arise. Also assists with destroying files when the legislated term for keeping them expires

ActualFactualFeedbackTracker™ - A log for recording all enquiries on all properties available for rent. This information logs all relevant information and provides the tool to provide actual factual feedback to the property owner to support them in making decisions about their property.

FuelTracker™ - A log to assist with managing fuel usage and ensure maximum savings are gained by understanding how the fuel is being used.

SignTracker™ - A log to assist with the management and movement of rental signs.

All Trackers™ should be downloaded to your server, however we recommend you check for updated versions regularly. The Trackers are located in the management section of the member resource library under the category of Tracking Spreadsheets.

resources

Most resources, except those mentioned in this compendium must never be saved to your server, hard-drives, USB devices, individual computers or any other device. It is imperative that you train the team to download resources as and when required. Some resources, for example TrackMates™ should be printed to the recommended paper color-coding system. To ensure TrackMates™ are always available for the team as soon as they require them, it is recommended that as part of your Friday audits, you appoint one person as responsible for topping up the supplies of TrackMates™ for the week ahead. The TrackMates™ must never be copied from the current printed resources. Always download and print directly from the member resource library to ensure you are always using the current version.

new resources

From time to time new resources are added to the member resource library. We encourage you to check regularly for new resources. New resources will have 'New' in a starburst for the first few weeks, so you can be sure to see what has been newly developed and added to the existing extensive library.

resource version numbers

All resources have a version number recorded on the bottom left hand corner. Every time a resource is updated or has any changes made, a new version number is added to the member resource library. Please always ensure that you are using the latest version. Hence another reason why it is of vital importance that you always download direct from the library and never save to your server unless you have been advised to save a particular resource by ireviloution intelligence.

copyright

You will notice that every resource and process, in fact the entire system is copyrighted. It is imperative for the protection of intellectual property for you and other ireviloution intelligence members that the copyright and file name is never removed from the forms, documents and resources. Failure to use the copyright or removal, could cause system vulnerability and result in legal action. Please ensure that all new and existing team members are aware of this. Even letters and forms that we have permitted to be downloaded to your server must always carry the file name and copyright symbol.

A member of the ireviloution intelligence team may carry out spot and random audits on your files and should a breach of copyright be noticed, legal action could pursue to protect the interests of all member agents. This must be conveyed to your team.

powered by ireviloution

As a licensed ireviloution intelligence member agency you are permitted to use the ireviloution intelligence logo on your documents, advertising, marketing, vehicle branding and website. Our public relations and marketing division will be happy to provide you with the logo – 'powered by ireviloution intelligence'. We encourage use of this logo as more and more clients will be searching for the agency that licenses and administers ireviloution intelligence systems, processes and training.

communiqué – form letters

Within the member resource library in the operational section and under the Communiqué category, you will find a plethora of every conceivable letter along with a selection of accompanying forms that are required for property management. It is recommended that you download the letters and merge the fields to your property management trust accounting data program. We strongly recommend that the letters be saved in the exact same style of reference. We also remind you that the letters must always include reference to ireviloution intelligence and the resource reference identification, version number and copyright must remain on the bottom left hand corner. When new versions of a letter have been saved to the system you will be advised in the monthly communication member email. New letters are also being added from time to time. We will advise you if any new letters or forms are added to this category.

In order to save and merge the letters in a timely manner, we recommend that you assign at least one team member to save and prepare merge fields. Once that person has been appointed we recommend that you assign a number of letters (for example 10 per day) and check for completion and accuracy each day. Within 3 weeks, if done each day, all letters will be set up and ready for use.

management prospectus

Under this category you will find a comprehensive management prospectus. The prospectus is thorough and very detailed as it is essential that your services, responsibilities, obligations and expectations are clearly defined. This document has been designed so that you can customize it to suit your brand and the service you offer. We recommend you too use all the resources within this section to create and assemble your own professionally presented and packaged property management prospectus highlighting your areas of expertise, service, standards, and culture. This should be done as soon as possible after becoming an ireviloution intelligence licensed agent.

tenancy welcome

Within this category, there is a comprehensive selection of resources, forms and documents to provide your tenants with a professionally presented package of information. This assists tenants with understanding theirs, yours and the property owner's rights, responsibilities, obligations and expectations. As with the management prospectus, the tenant welcome information has been designed so that you can customize and ensure your brand, culture and service standards are included to make this package unique to your brand. Prepare these forms and documents as soon as possible and have your tenant welcome pack ready to welcome your tenants to your managed properties and agency.

video instructional scripts

Our video instructional script samples are an exciting inclusion to our member resource library. The video instruction scripts contain samples of introduction, instruction and induction scripts for new employees, property owners and tenants. The scripts can be used to create your own agency videos. The scripts are samples only and will form the foundation for creating your own customized and individual agency video series. Your videos can be produced for little or no cost by inviting supporting alliance partners to promote their service and products that relate to the particular video. For example, a utilities connection company could place logos on the tenant's instruction and induction videos. We recommend that the videos are located within a protected area of your website. When you have for example, a new tenant, you can email the link to the website with a password for access. The tenant can then e-sign to confirm they have watched the video and understand all parties' rights responsibilities and obligations. ireviloution intelligence can provide a professional script writing service by emailing cara@ireviloution.com.

consulting

ireviloution intelligence offers you as much or as little input from us as you require. By following the guides and manuals you are in a position to manage change within your current business operations or establish a new property management service. Change is simple but it is not easy. Change through re-engineering of processes and restructure of team and service requires courage, determination and focus. There are no shortcuts to change and each step must be followed diligently and purposefully. Whilst you can work through change by following the guides and manuals we also offer a consulting service that can be tailored to suit your needs. Most agencies find consulting assists with guiding them through change to keep them on track and on target. We are happy to offer you a consulting service that is tailored to your individual business requirements.

mentoring

Mentoring is different to consulting in that mentoring is personal and specific to the person being mentored. We offer a selection of mentoring options for both leadership and business development. Please refer to our website and call us to discuss the mentoring package that best suits your requirements.

prognosis – diagnostic operational report

A business and operational prognosis is a unique and comprehensive report created by ireviloution intelligence. This report highlights the agencies real strengths and potentials as well as deficiencies, non-compliance, inconsistencies and areas of concern. The report is a diagnostic report detailing every element of your property management business and operational service standards. Once the information is researched and analyzed, our ireviloution intelligence consultant will provide you with strategies and solutions to take immediate action for business change, re-engineering and restructure that is effective and provides immediate results. This report is very helpful in creating the operational business plan.

operational business plan

Many agencies make the mistake of having a business plan however the business plan does not create the blueprint, or as we like to say 'the purpleprint', to achieving the agency goals, targets and long term vision for the agency. An operational business plan creates the how with real strategies, targets and objectives that are achievable and measurable. The operational business plan is created and written by understanding through analysis the real potential market and incorporating actual averages and market demographics and statistics.

other services

ireviloution intelligence offers a numerous other supporting services to assist you with designing and establishing a service, culture, team and brand that is truly by design. These services are:

Due diligence – Tells the whole story about the rent roll you may be considering purchasing, providing you with peace of mind before making a significant financial investment, that if not researched properly could also impact your current business operations and brand. The report is comprehensive and is a diagnostic operational report supported with reports and thorough analyses of the information extracted on the business under consideration.

Rent roll transfer and transition – Assist with the seamless and smooth transfer and transition of management from the selling agent to the new managing agent. This service assists both agencies and helps to ensure retention after the transfer has taken place. The process is thorough and detailed also providing supporting forms and letters to ensure maximum retention both during and after the transfer process.

Mystery shopping – Secret agent undercover services. The covert operations to secret shop your team is a powerful insight into how your customers experience your service. Assisting you with discovering why listings, sales and rentals aren't skyrocketing and why enquiry is not converting to business.

Purple Emperors Club - An initiative of ireviloution intelligence, the 'Purple Emperors Club' unites leaders of the property management industry to drive positive change. The club was founded to inspire, empower and connect likeminded individuals who have the passion and desire to continually improve this industry, including operational and service standards. It brings together an elite group of Principals, Property Managers and industry professionals who are the hardest working, knowledgeable and committed to moving this industry forward. The club meets every month to exchange ideas and discuss methods of promoting and driving positive change within the industry.

Workshops – Tailored to suit the needs of the company or single agency.

Presentation/Speaker – Jo-Anne Oliveri offers numerous different topics to present at conferences and seminars around the world. Jo-Anne has earned the reputation of being the 'International Guru of Property Management' and has spoken at numerous industry conferences and seminars and is sought after for her knowledge, vision, values and inspirational messages. She teaches through empowering her students and conference attendees and works to drive positive change throughout the world to the property management industry.

recruitment

Recruitment is expensive and time consuming. So many agencies now refer recruitment to specialized recruitment firms. This has proven to be even more expensive for the real estate business owner with no real solution to engaging loyal and long-term recruits. ireviloution intelligence offers real solutions that save you thousands of dollars in recruitment costs and leads to successful recruitment and retention of team. The training is comprehensive and the forms and documents found in the Recruitment and Interview category assist with defining the position required to be filled, advertising, interview and finally selection.

induction

The key to successful recruitment is induction. ireviloution intelligence understands that without induction the chances of the new recruit successfully integrating into and internalizing your business, culture, service standards, processes and observing agency policy is minimal, resulting in loss of team and damage to the brand and in turn loss of clients. Induction is all about helping the new recruit to internalize the agency vision, values and culture rather than memorizing them. A comprehensive selection of forms and documents is located within the resource library under the category of induction. We encourage you to have the courage to manage and induct your new recruits by following the ireviloution intelligence training and processes. It will save you thousands of dollars in recruitment costs, brand damage and potential management loss. The forms and documents for successful induction can be found in the management section within the category of Induction.

recruitment pinboard

In effort to further assist with recruitment, ireviloution intelligence has created a FaceBook page for Principals, Broker Owners and Team Leaders to post their recruitment ads for free. We also encourage property managers to post their desires, career aspirations and requirements for the next position in their property management career. We also encourage you to like the page and visit it frequently.

team structure

Team structure is important and you can save thousands of dollars in salary as well save thousands of dollars by having a business that generates maximum productivity and efficiency. ireviloution intelligence provides solutions and ideas for creating a team by design. By having a team by design you can create career paths for your team, thereby creating the opportunity to recruit and promote from within the team. The resources and training is provided however if you would like further assistance we are happy to provide a tailored consulting service to assist you with creating a team by design.

titles and roles

In creating your business by design a natural consequence will be team by design, it's important to define roles and titles. You will find in our online training a comprehensive explanation of the various roles and titles within property management and how you can create exciting career paths for each team member. By defining roles, you can select the right person with the right natural skills and attitude to work in each designed and designated role. You are also in a position to create a team of maximum efficiency and productivity whilst also assisting with team retention and managing salary costs.

growth matrix

Many property management business owners make the mistake of hiring new recruits when it is too late, in that they have already lost business, managements and team. They then begin to wonder why they can't seem to move past a certain number of properties under management and continue to hit the invisible brick wall. The solution is simple. ireviloution intelligence provides valuable resources in helping you to create a growth matrix so you can manage the growth of your business by understanding what team is required, when they are required along with what role the new team will be required to fill. ireviloution intelligence is happy to consult with you in assisting you with creating your own growth matrix.

new recruits

As with current team, it is important that when any new recruits are inducted into your agency they must complete the 'Honor Pledge' and understand their obligations in not copying, plagiarizing or stealing the IP belonging to ireviloution intelligence and being licensed to you. This protects the resources and training for all licensed member agencies. The new recruits should complete the required online training prior to and as soon as possible after commencing with your agency.

Some agencies require the new recruits to pay for their own training and as incentive to attain loyalty and retention of the new recruit offer an incentive to pay back 50% of the training after 12 months' service and the remaining 50% after two years of loyal service.

Other agencies pay for the training upon hiring, however pay the new recruit at a lesser salary during the probation period, thus covering the costs of training. At the conclusion of the probation period, the property management business owner can then offer the new recruit a permanent position with an increase in salary or terminate depending on the performance of the new recruit.

Some property management business owners choose to pay for training, knowing that they are better off investing in training to ensure the new recruit is properly inducted and trained prior to representing their agency. These property management business owners understand that the costs to the agency both in lost productivity, non-compliance and brand damage far outweighs the cost of proper and comprehensive training.

The choice is yours.

terminations IP protection

When any team member leaves your agency whether by their own accord or through termination, you have a responsibility to notify ireviloution intelligence so that we can cancel your password and provide you with a new password. This protects the IP for you and all member agencies.

warnings and terminations

From time to time you may have to issue your team with warnings that may result in termination. ireviloution intelligence has a comprehensive selection of forms, letters and TrackMates™ to assist with issuing warnings and terminations for various reasons. The TrackMates™ assist with ensuring all processes are followed, documents issued and signed, keys returned, passwords are changed and every detail is followed to protect the integrity and IP of the agency and the brand.

team meetings

Within the day-to-day operations of a busy property management business there are numerous meetings that are recommended. It is important to understand the purpose of these meetings and follow an agenda to keep the meetings informative, interesting, on track, on time and succinct. These meetings are both team and individual. ireviloution intelligence has provided the resources and advice on how to run the meetings, when to hold the meetings and why you require the meetings. We recommend that the agenda for the weekly team meeting is saved to each team member's computer desktop, so that items requiring discussion or clarification can be added by the team member during the week, rather than allowing them to bring up items for discussion during the meeting.

q&a – video tutorials

Within the man section of the member resource library you will find our video library. The video library contains a growing list of 1 minute tips, tricks and tutes and has been created in response to the many questions we field from Principals, Broker Owners and property management teams. We believe that if one person has a question, chances are many others will have the same question. So to make it easy we encourage you to send in your questions and we will record a response and include it in the library. Like all of our resources the answers to your question can be searched through our search function and if you can't find the answer then please send us an email to info@ireviloution.com and place in the subject line 'Question' or alternatively you can send an email direct from our website.

feedback and ideas

Our success depends upon your success and we are here to create success, therefore we welcome your feedback and ideas. Nothing is too big or too small. If you have any ideas or would like to give us some feedback, we say thank you and look forward to hearing from you. Please send you feedback and ideas via email to info@ireviloution.com and place in the subject line 'Feedback' or 'Idea' or alternatively you can send an email direct from our website.

alliance partners

ireviloution intelligence is both proud and honored to support and promote our alliance partners. We refer to our alliance partners as 'Purple Partners'. Our Purple Partners offer a variety of products and services that support the industry as well as property owners and tenants. We have made careful consideration in agreeing to support and promote our Purple Partners. We needed to ensure they offered value for money, valued their clients and aligned with ireviloution intelligence in having similar values, integrity, ethos and a vision for promoting positive change within the property management industry. Furthermore, we are delighted to advise that ireviloution intelligence receives no referral or special considerations for promoting our partners, thereby insuring any savings are passed directly onto the clients who choose to engage them.

like us on facebook

We love to promote positive change within the property management industry and we love to empower Principals, Broker Owners and Property Managers to love what they do and take pride in their career in property management. We also love to empower property owners and tenants with knowledge so they have a great experience when deciding to invest in and rent property, so please join us in creating an industry ireviloution by driving positive change. Please visit our FaceBook page 'ireviloution intelligence property management business solutions. Like us, share us, and promote us by sharing our positive messages. Together we can drive positive change to the property management industry globally and make property management respected and loved by all. Oh and by the way, we are happy to share your positive photos, stories and experiences too. <https://www.facebook.com/ireviloution>

follow us on twitter

And don't forget to follow us on Twitter as we spread purple love across the world and drive positive change. Don't forget to promote and share our 'tweets' and add your own comment to our 'tweets'. Our twitter page is <https://twitter.com/ireviloution> and <https://twitter.com/JoAnneOliveri>

connect with us on linkedin

While you're there connect with us on LinkedIn and join in our topics of conversations. You can promote and share us on LinkedIn too and encourage as many people as possible to join in and let us together create a force so strong that we do drive positive change to the unloved property management industry. Yes, we can make it loved and respected. <http://www.linkedin.com/in/joanneoliveri>

blogs and media articles

We love writing blogs and media articles and providing comment on various topics and subjects that relate to the property management industry. We provide content for blogs on the following sites:

ireviloution intelligence property management business solutions:
<http://ireviloution.wordpress.com/>

Buildium: <http://www.buildium.com/author/jo-anne-oliveri/>

ActiveRain: <http://activerain.trulia.com/profile/joooliveri>

Real Estate Business Online: <http://www.rebonline.com.au/blogger/49>

Elite Agent Online: <http://eliteagent.com.au/blog/author/jo-anne-oliveri/>

We also regularly have articles posted in the following magazines:

Property Management Journal
SOLD
Leased
Residential Property Manager
Smart Property Investment

disclaimers

And finally our disclaimer encompassing the entire ireviloution intelligence training, resources, processes, services and advice is as follows:

limit of liability disclaimer (for information provided)

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ireviloution intelligence recommends that you seek legal advice and refer to relevant and applicable legislative guidelines and policies.

earnings disclaimer

Earnings Disclaimer: The income examples on this website are just that – examples. They are not intended to represent or guarantee that everyone will achieve the same results. You understand that each individual's success will be determined by his or her desire, dedication, background, effort and motivation to work. There is no guarantee you will duplicate any of the results stated here. You recognize any business endeavor has inherent risk for loss of capital.

ireviloution intelligence license agreement

Please refer to your ireviloution Enterprises license agreement

in conclusion

Enjoy your new path to productivity, efficiency, profitability, retention, loyalty, longevity, consistency, compliance and completion. You are truly on the way to creating a business and service by design and becoming the Agency by Choice in your market area. We wish you to have the courage to change, the belief to persist and the determination and focus to achieve.

And remember, our involvement can be as little or as much as your desire. We are here to help. You have all the trainings, tools, techniques and resources to achieve change and business success. If you need our assistance we can tailor a consulting and mentoring package to suit your needs, regardless of your location. We are global.