

## TRUST™ – transparent review understanding strategic targets

agency name:	_____
business owner:	_____
business address:	_____
business owner email:	_____
business owner direct phone:	_____
business owner mobile number:	_____
iiCC:	_____
TRUST™ date:	_____

### TRUST™ – objectives

TRUST™ is the ninth and final platform of consulting by design. It is at this stage that your iiCC should have gained your team's trust and proven that they are truly working towards a win-win outcome for all involved parties. During this final platform your iiCC uses the TRUST™ form to formalize your journey (past, present and future), and review the challenges you have overcome and accomplishments you have achieved along the way. However, rest assured that your iiCC will continue to be an integral part of your business and monitor your progress to ensure continued business growth and success.

### review progress against vision and targets

Your iiCC will assist you to review and compare the following key areas of your property management business. Please complete the following rating business component questions and insert current figures/stats into the property management business review questions. The questionnaire has been designed to help us to help you understand your current awareness level of the status and condition of your property management business.

#### Rating scale:

- 1 Very bad
- 2 Bad
- 3 Very poor
- 4 Poor
- 5 Somewhat satisfactory
- 6 Satisfactory
- 7 Good
- 8 Very good
- 9 Excellent
- 10 Phenomenal

## rating business components

Please rate each business component:

### efficiency

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1	2	3	4	5	6	7	8	9	10

### productivity

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1	2	3	4	5	6	7	8	9	10

### profitability

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1	2	3	4	5	6	7	8	9	10

### consistency

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1	2	3	4	5	6	7	8	9	10

### culture

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1	2	3	4	5	6	7	8	9	10

### client retention

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1	2	3	4	5	6	7	8	9	10

### client repeat business

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1	2	3	4	5	6	7	8	9	10

### team morale

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1	2	3	4	5	6	7	8	9	10

### team retention

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1	2	3	4	5	6	7	8	9	10

### team knowledge

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1	2	3	4	5	6	7	8	9	10

### team salary costs

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1	2	3	4	5	6	7	8	9	10

### property management income

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1	2	3	4	5	6	7	8	9	10

### business growth

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1	2	3	4	5	6	7	8	9	10

## property management business review

Please insert current figures/stats:

Managements	_____
Annual income (management fee)	_____
Annual income (other)	_____
Average monthly income	_____
Average management fee	_____
Other fees	_____
	_____
	_____
	_____
Average weekly rent	_____
Market share	_____
Percentage fixed term tenancies	_____
Arrears percentage	_____
Arrears dollar	_____
Percentage properties inspected as due	_____
Average maintenance processed per month	_____
Average days to rent	_____
Vacancy percentage	_____
Average property distance ratio	_____
Team to property ratio	_____

Monthly salary costs \_\_\_\_\_  
Salary costs percentage of monthly income \_\_\_\_\_  
Management asset value \_\_\_\_\_  
Market asset value multiplier \_\_\_\_\_  
Increase in average weekly rent dollar \_\_\_\_\_  
Increase in average weekly rent percentage \_\_\_\_\_  
Increase in management fee percentage \_\_\_\_\_  
Increase in management fee dollar \_\_\_\_\_  
Increase in asset value multiplier \_\_\_\_\_  
Increase in net profit dollar value \_\_\_\_\_  
Increase in net profit percentage \_\_\_\_\_

**signed:**

Business owner: \_\_\_\_\_ Date: \_\_\_\_\_

iiCC: \_\_\_\_\_ Date: \_\_\_\_\_