

**critical numbers**

Total number of individual properties managed \_\_\_\_\_  
 Total number of lessors \_\_\_\_\_

**revenue**

Average management fees per month \_\_\_\_\_ (past 4 months)  
 Average letting fees per month \_\_\_\_\_ (past 4 months)  
 Average subscription fees per month \_\_\_\_\_ (past 4 months)  
 Average tenancy renewal fees per month \_\_\_\_\_ (past 4 months)  
 Total average other fees per month \_\_\_\_\_ (past 4 months)  
**Total average fees per month (12-month period)** \_\_\_\_\_

**critical percentage ratios**

Percentage of properties located within local market area \_\_\_\_\_

**ratio of managed properties**

Percentage houses \_\_\_\_\_  
 Percentage apartments/townhouses \_\_\_\_\_  
 Percentage commercial/retail/industrial \_\_\_\_\_

**critical average values**

Average management fee (percentage) per month \_\_\_\_\_  
 Average weekly rental (dollar) \_\_\_\_\_  
 Average rental arrears per month \_\_\_\_\_  
 Average fixed term tenancy agreements \_\_\_\_\_  
 Average vacancy rate per month \_\_\_\_\_  
 Average time properties have been managed \_\_\_\_\_

**critical reports**

Rent Roll Report \_\_\_\_\_  
 Valuation Report x 3 \_\_\_\_\_  
 Owner Report \_\_\_\_\_  
 Property Report \_\_\_\_\_  
 Tenant Report \_\_\_\_\_  
 Arrears Report \_\_\_\_\_ (total)  
 Arrears Report \_\_\_\_\_ (1-7 days)  
 Arrears Report \_\_\_\_\_ (8 days and over)  
 Bond Lodgment Report \_\_\_\_\_  
 Tenancy Expiry Report \_\_\_\_\_ (on and before date of analysis)  
 Tenancy Expiry Report \_\_\_\_\_ (after date of analysis)  
 Rent Review Report \_\_\_\_\_  
 Vacancy Report \_\_\_\_\_ (plus online listing and availability lists)  
 Vacating Tenants Report \_\_\_\_\_  
 Statistics Report \_\_\_\_\_  
 Inspection Report \_\_\_\_\_ (for next inspection cycle)  
 Income Report \_\_\_\_\_

**critical data**

Screen view:  
 Owner data \_\_\_\_\_ (fields)  
 Property data \_\_\_\_\_  
 Tenant data \_\_\_\_\_  
 Creditor data \_\_\_\_\_  
 Maintenance data \_\_\_\_\_  
 Invoice data \_\_\_\_\_

**critical considerations**

Online internet listings (all portals) \_\_\_\_\_  
 Agency window listings \_\_\_\_\_  
 In-agency availability list \_\_\_\_\_  
 Income Report \_\_\_\_\_