

monthly operational compliance and chronicling audit

company: _____ month: _____ date: _____ (by 3rd month)
 audit conducted by: _____
 inspection cycle week: _____

MANAGEMENT AGREEMENT/AUTHORITY: Financial Controller

Retained and fully completed signed authority filed for all listed properties _____

TRACKMATE™ Compliance Manager

All TrackMates™ verified and signed off for completion – checked against TaskTracker™ _____

BOND/SECURITY DEPOSITS: Financial Controller

Each and every security deposit transferred and recorded _____

LETTING FEE/LEASING COMMISSION: Financial Controller

Confirm all rented properties for month charged appropriate letting fee _____

Total for month \$ _____

Total number properties rented: _____

TENANCY RENEWAL AND CHANGE OF TENANCY FEE: Financial Controller

Confirm all renewed tenancy terms for month charged appropriate renewal fee _____

Total for month \$ _____

Total number properties renewed: _____

Confirm all change of tenant agreements for month charged appropriate fee _____

Total for month \$ _____

Total number properties change of tenant: _____

Confirm all change of tenancy early terminations for month charged appropriate fee _____

Total for month \$ _____

Total number early terminations: _____

GENERAL: Compliance Manager

Maintenance audit completed _____

Supplier and Maintenance Provider audit completed _____

Property owner liability insurance audit completed _____

Tenancy renewal and rent review audit completed _____

Key audit completed _____

Message and task audit completed _____

Invoice audit completed _____

Property assessment, entry and vacate inspections completed and reports forwarded to property owner _____

Arrears audit completed - high arrears actioned, and stats recorded _____

Vacancy and website audit completed _____

Portfolio management numbers verified, confirmed and accurate _____

COMPUTER FILES: Compliance Manager

Spot audit completed on information entered onto trust accounting computer software _____

Computer log checked for any deletions and/or changes significant or otherwise _____

Individual logins checked for password protection _____

Spot check on team desks to ensure team is logging out when away from their workstation _____

KEYS: Compliance Manager

Key cabinet locked nightly and key stored in secured location _____

Each and every key tagged and recorded on key register _____

Confirm no tags display detail address of property - all keys have company address _____

Each and every property has assigned management keys, and tenant keys if property is currently vacant _____
 Verify all remotes have id and stored in locked cabinet _____
 KeyTracker™ audited and verified accurate _____

MARKETING/ADVERTISING: Compliance Manager

Each and every property website listing checked for accuracy of information and correct use of photos on company website _____
 Each and every property website listing checked for accuracy of information and correct use of photos on all and any other websites _____
 Each and every property listing checked for accuracy of information and correct use of photos in other avenues/forms of marketing and advertising _____
 Marketing invoices checked against charges to property owner _____
 Confirmation property owner has been invoiced for marketing _____
 Confirmation outstanding payments for marketing from property owner _____
 Confirm all marketing/advertising charged to property owner completed _____
 In accordance with authorized marketing schedule _____
 Confirm copies of all marketing/advertising filed on property paper and computer file _____
 Verify and confirm number of properties listed on websites matches report generated by trust account software _____
 Total for month \$ _____
Total number properties advertised: _____

FILES: Compliance Manager

All files bound and filed in order (no loose paper or documents) _____
 Confirm emails, documents, etc. scanned and saved to computer files _____
 Completed files archived and recorded _____
 Confirm no unnecessary files stored with team workspace _____
 Filing cabinets locked nightly and key stored in secure location _____

SIGNAGE: Compliance Manager

SignTracker™ audited and verified (*all signs accounted for*) _____
 Removal of signs completed for rented properties or cancelled managements _____
 Record number of signs currently erected on properties
Amount: _____
 Record number of signs in stock _____
Amount: _____

INVOICES: Financial Controller

Confirm digital solar power usage invoices processed _____
Total for month \$ _____
Total number properties invoiced: _____
 Confirm water usage invoices processed _____
Total for month \$ _____
Total number properties invoiced: _____

PORTFOLIO MANAGERS AND SUPPORT TEAM: Compliance Manager

Weekly and monthly individual Portfolio Managers reports checked and verified _____
 Individual team REV™ meeting conducted and actioned _____
 PEAK™, KAPOWS™ and SELF™ forms for current month and following month discussed, Understood and actioned by relevant team member _____
 Details of ongoing training discussed and booked if necessary _____

CLIENT SERVICE DELIVERY: Compliance Manager

Weekly CARE™ calls made by relevant team member
 Number calls: _____
 All client follow through and feedback completed as necessary _____

TRUST ACCOUNT: Financial Controller

Trust account balanced _____
 All payments, bonds and deposits receipted accurately _____
 Bond trust account balanced _____
 All property owner invoice processed, paid and filed in month folder _____

Confirm no unaccounted payments received at bank in holding pattern awaiting allocation and receipt _____

Verify and confirm marketing payments in balance _____

Verify and confirm marketing refunds transferred to property owner _____

Verify and confirm all applicable property owner in receipt of monthly statement via email _____

BUSINESS: Financial Controller

Confirm each team member has copy of current registration _____

Confirm each team member has file with relevant information (leave, sick day entitlements recorded) _____

Confirm each team member employment agreement and job descriptions current _____

Confirm all signage and notices are in place within business premises as per legislation _____

Confirm all privacy issues are in compliance _____

Confirm all reported complaints are resolved or in process of resolution _____

MISCELLANEOUS: Compliance Manager

Confirm no outstanding matters to finalize _____

NOTES: _____

monthly achievements: critical numbers

critical measures	month achievement	target achievement	previous month comparison
Total number of appraisals			
Total number new managements			
Total new Management Agreements issued			
Total new Management Agreements returned			
Total number of doors			
Total management fee income			
Total let fee income			
Total security deposits banked			
Total tenant application fee income			
Total subscription fee income			
Total tenancy renewal fee income			
Total other income			
Arrears percentage			
Vacancy percentage			
Average weekly rent			
Average management fee percentage			
Management fee total annualised			
Company asset value			

obligatory action items and follow-up

action required	team member	complete date

TrackMate™ verified for completion: _____ Date: _____

Scanned and emailed to Principal/Licensee: Date: _____

Kervello Metrics inputs completed: Date: _____