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Automated KPI Report Definitions

REST Professional now includes three automated Key Performance Indicator KPI reports. These new reports provide the ability to benchmark and improve efficiency within your business. Reports provided are:

- Property Manager KPI Report
- Team KPI Summary
- Office Benchmarks and KPI Summary

The reports bring together property portfolio information making it easy to identify areas that are performing and those that require attention.

The reports are automatically generated on a weekly and monthly basis in Microsoft Excel format. When generated, an email notification will be sent to a designated email address containing a link to the reports location on your network.

This document details the definitions of each of the fields displayed in those reports.

Definitions

- Current Tenant is defined as a tenant that is attached to an active property and does not have vacate date or the vacate date is not past the report end date.
- Manager is defined as a Property Manager; not an Other Manager.

Property Manager KPI Report

The Property Manager KPI Summary Report provides both detailed & summarised information about an individual property manager's portfolio within the following sections: Active Properties Summary, Management's Gained/Lost and Net Gain, Financial Summary, Vacancy, Arrears, Inspections, Rent Review, Leasing New Business & Renewals and Property Maintenance.

Listed below are the definitions of each of the fields displayed in this report.

KPI Description	Definition
Property Manager KPI's for [Manager] XX/XX/20XX - XX/XX/20XX	Displays the Managers full name and the date range of the report; weekly or monthly
Active Properties Summary as at XX/XX/20XX	This section displays values as at the report end date
Active Properties Residential - Tenanted	Number of Active Residential Properties with a Current Tenant as at the report end date
Active Residential Vacant	Number of Active Residential Properties without a Current Tenant as at the report end date
Active Properties Residential Total	Sum of Active Residential Properties Tenanted and Active Residential Properties Vacant
Active Properties Commercial - Tenanted	Number of Active Commercial Properties with a Current Tenant as at the report end date

Active Commercial Vacant	Number of Active Commercial Properties without a Current Tenant as at the report end date
Active Properties Commercial Total	Sum of Active Commercial Properties Tenanted and Active Commercial Properties Vacant

Active Properties Industrial - Tenanted	Number of Active Industrial Properties with a Current Tenant as at the report end date
Active Industrial - Vacant	Number of Active Industrial Properties without a Current Tenant as at the report end date
Active Properties Industrial Total	Sum of Active Industrial Properties Tenanted and Active Industrial Properties Vacant

Active Properties Tenanted Total	Sum of Active Residential Properties Tenanted and Active Commercial Properties Tenanted and Active Industrial Properties Tenanted
Active Properties Vacant Total	Sum of Active Residential Properties Vacant and Active Commercial Properties Vacant and Active Industrial Properties Vacant
Active Properties Total	Sum of Active Properties Tenanted Total and Active Properties Vacant Total

Active Properties Common	Number of Active Common Properties
Active Owners Total	Total Number of Active Owners that are attached to a Residential, Commercial or Industrial Property, excluding Common and Holiday Properties. Owners with multiple managers will be included in each managers report
Active Properties per Owner	Active Properties Total divided by the number of Active Owners Total

Managements Gained XX/XX/20XX - XX/XX/20XX	This section excludes Holiday properties
Managements Gained	Sum of all properties that have a Management Gained Date within the report period
Total Rent	Sum of Rent for the Managements Gained within the report period; the total of Monthly Rent in the detailed information section
Average Management Fee	Average Management Fee for the Managements Gained; the total of Management Fee % in the detailed information section, divided by the Managements Gained
Total Letting fees	Sum of Letting Fees for the Managements Gained within the report period; total of Letting Fees in the detailed information section, GST exclusive
Managements Gained detailed information	Lists Property details of each Management gained within the report period
Column 1 - Property Address	Address line 1, 2, Suburb, and State
Column 2 - Property Alpha	Property Details > Alpha Index

Column 3 - Owner	Owner Details > Name
Column 4 - Monthly Rent	Tenants monthly Rent Amount = If a tenant is attached to the property, GST exclusive Property monthly Base Rent Amount = If tenant is not attached to the property, GST exclusive
Column 5 - Management Fee %	Tenant Details > Rental Tab > Commission %
Column 6 – Monthly Management Fee $	Projected monthly Management Fees charged on the Tenant's Rent, GST exclusive
Column 7 - Letting Fee	Actual let fee amount charged to the property, GST exclusive
Column 8 - Authority Start	Property Details > Gained/Lost tab > Authority Start Date
Column 9 - Gained Date	Property Details > Gained/Lost tab > Management Gained Date
Column 10 - Gained Reason	Property Details > Gained/Lost tab > Gained Reason
Column 11 - Gained Comment	Property Details > Gained/Lost tab > Gained Comment
Column 12 - Referred By	Property Details > Gained/Lost tab > Referred By
Column 13 - Comment	Property Details > Gained/Lost tab > Referral Comment
Column 14 - Original Lease Date	Tenant Details > General Tab > Original Lease date
Column 15 - Vacant	No = Property has a Current Tenant attached Yes = Property doesn't have Current Tenant attached

Managements Lost XX/XX/20XX - XX/XX/20XX	This section excludes Holiday properties
Managements Lost	Sum of properties that have a Management Lost Date within the reporting period
Total Rent	Sum of Rent for the Managements Lost that are within the report period; total of Monthly Rent in the detailed information section, GST exclusive
Average Management Fee	Average of Commission Fee for the Managements Lost; the total of the Monthly Management Fees in the detailed information section, divided by the Managements Lost, GST exclusive
Total Letting fees	Sum of Letting Fees for the Managements Lost that are within the report period; total of Letting Fees in the detailed information section, GST inclusive
Managements Lost detailed information	Lists Property Details of the Managements Lost within the report period

Column 1 - Property Address	Address line 1, 2, Suburb, and State
Column 2 - Property Alpha	Property Details > Alpha Index
Column 3 - Owner	Owner Details > Name
Column 4 – Monthly Rent	Property Details > Financial Tab > Base Rental Amount, GST exclusive
Column 5 - Management Fee %	Tenant Details > Rental Tab > Commission %, GST exclusive
Column 6 – Monthly Management Fee $	Projected monthly Management Fees charged on the Tenant's Rent, GST exclusive
Column 7 - Letting Fee	Property Details > Financial > Letting fee amount (Projected Letting Fee), GST inclusive
Column 8 - Authority Start	Property Details > Gained/Lost tab > Authority Start Date
Column 9 - Lost Date	Property Details > Gained/Lost tab > Management Lost Date
Column 10 - Loss Reason	Property Details > Gained/Lost tab > Lost Reason
Column 11 - Lost Comment	Property Details > Gained/Lost tab > Lost Comment
Column 12 - Lost to Competitor	Property Details > Gained/Lost tab > Lost to Competitor
Column 13 - Gained Date	Property Details > Gained/Lost tab > Management Gained Date
Column 14- Authority Expiry	Property Details > Gained/Lost tab > Authority Start Date
Managements Net Gain XX/XX/20XX - XX/XX/20XX	Managements Gained less the Managements Lost, this section excludes Holiday properties

Financial Summary XX/XX/20XX - XX/XX/20XX	This section is based on the report period
Rent Received for the period	Total rent receipted within the report period, GST exclusive
Management Fees	Commission charged on rent receipted within the report period, GST exclusive.
Letting fees	Letting Fees charged within the report period, GST exclusive
Inspection fees	Fees charged using the Inspection Wizard within the report period, GST exclusive
Sundries & Postage	Sundries and Postage charged against a property's owner within the report period, GST exclusive.

Bank Charges	Bank Charges charged within the report period, GST exclusive
Tenancy Agreement Fees	Tenancy Agreement Fee charged within the report period, GST exclusive

Vacancy Summary as at XX/XX/20XX	This section displays values as at the report end date, excluding common & holiday properties
Vacant - Available	Number of active properties with OK to Relet checked and Property being Renovated not checked and without a Current Tenant attached to the property
Vacant - Not available	Number of active properties with the OK to Relet not checked and/or Property being Renovated checked and without a Current Tenant attached to the property
Vacant Properties Total	Sum of Properties Vacant Available and Not available
Vacant Property Detailed information	Lists Property Details for Properties included in the Vacant Properties Total
Column 1 - Property Address	Address line 1, 2, Suburb, State, and Postcode
Column 2 - Property Alpha	Property Details > Alpha Index
Column 3 - Authority Start Date	Property Details > General Tab > Authority Start Date
Column 4 - Vacancy Status	Available or Not available see definitions Vacant – Available and Vacant – Not Available
Column 5 - Vacate Date	Last Tenant's Vacate date
Column 6 - Days Vacant	Number of Days from the Last Tenant Vacate date to the report end date
Column 7 - Base Rental amount	Property Details > Financial Tab > Base Rental Amount, GST exclusive
Column 8 - Payment Period	Property Details > Financial Tab > Payment Period
Column 9 – Application Taken	Property Details > Financial Tab > Application Taken date
Arrears Summary as at XX/XX/20XX	Amounts are calculated as at the report end date and exclude common & holiday properties; arrears are based on paid to date, not effective paid to date
Tenant in arrears 1 day to 2 days	Number of tenants 1 to 2 days in arrears at the time the report was run
Tenant in arrears 3 days to 6 days	Number of tenants 3 to 6 days in arrears at the time the report was run
Tenant in arrears 7 days to 10 days	Number of tenants 7 to 10 days in arrears at the time the report was run
Tenant in arrears 11 days to 13 days	Number of tenants 11 to 13 days in arrears at the time the report was run

Tenants in arrears 14 days to 20 days	Number of tenants 14 to 20 days in arrears at the time the report was run
Tenants in arrears 21 days to 27 days	Number of tenants 21 to 27 days in arrears at the time the report was run
Tenants in arrears 28 days or more	Number of tenants 28 or more days in arrears at the time the report was run
Tenants in arrears Total	Total number of tenants in arrears at the time the report was run
Arrears detailed information	Lists Tenant Details for all Tenants in arrears.
Column 1 - Tenant	Tenant Details > General Tab > Short Lease Name
Column 2 - T alpha index	Tenant Details > Tenant Alpha index
Column 3 - P alpha index	Property Details > Alpha Index
Column 4 - Last Payment Date	Tenant Details > Status – F6 > Last Payment
Column 5 - Paid to Date	Tenant Details > First Rental Tab > Paid to Date
Column 6 - Days Overdue	Number of Days between the Paid to date and the Report end date
Column 7 - Rent Amount Overdue	Amount of Rent overdue from the tenants Paid to date to their due to date, less any inhand amount, GST exclusive
Column 8 - Effective Paid to Date	Tenant Details > Status – F6 > Effective Date
Column 9 - In Hand	Tenant Details > Status – F6 > Credit, GST exclusive

Inspections XX/XX/20XX - XX/XX/20XX	Excludes common & holiday properties
Inspections Completed	The sum of active properties that have a Last Inspection Date within the report period
Inspections Not Completed	Total number of tenants with a Next Inspection Date within the report period
Inspections Overdue	Total number of tenants with a Next Inspection Date before start date of the report.
Inspections Detailed Information	Lists Property and Tenant Details for all inspections: Inspections Completed, Not Completed and Inspections Overdue
Column 1 - Property Address	Address line 1, 2, Suburb, State, and Postcode
Column 2 - Property Alpha	Property Details > Alpha Index
Column 3 - Tenant	Tenant Details > General Tab > Short Lease Name

Column 4 - Last Inspection Date	Property Details > General Tab > Last Inspection Date
Column 5 - Next Inspection Date	Tenant Details > Reneg/Inspect Tab > Next Inspection Date
Column 6 - Vacate Date	Tenant Details > General Tab > Vacating Date
Column 7 - Lease End Date	Tenant Details > General Tab > Lease end date
Column 8 - Status	Displays the Property's Status being Completed, Not Completed or Overdue

Rent Reviews XX/XX/20XX - XX/XX/20XX	Excludes common & holiday properties
Tenancies with Rent Review Completed	Total Active Properties with a Last Rent Review Date within the report period
Tenancies with Rent Review Overdue	Total Active properties where the Tenant Rent review date is before the report start date
Rent Reviews detailed information	Lists Tenant Details for rent reviews completed and overdue within the report period
Column 1 - Property Address	Address line 1, 2, Suburb, State, and Postcode
Column 2 - Tenant Alpha	Tenant Details > Alpha index
Column 3 - Tenant	Tenant Details > General Tab > Short Lease Name
Column 4 - Rent Review Date	Tenant Details > Reneg / Inspect > Rent Review Date
Column 5 - Last Rent Review Date	Tenant Details > Reneg / Inspect > Last Rent Review Date
Column 6 - Current Rent	Tenant Details > Rental Tab > Rent > Amount
Column 7 - New Rent	Tenant Details > Reneg / Inspect > Rent > New Amount
Column 8 - Rent Increase %	Percentage increase from Current Rent to New Rent
Column 9 - Rent increase from date	Actual date the new rent will become effective
Column 10 - Status	Displays the Property's Status being Completed or Overdue

Leasing - New, Renewals and Re-leased XX/XX/20XX - XX/XX/20XX	Excludes common & holiday properties
Properties Leased - New Business	Properties with an Original Lease Date within the report period

Properties Re-leased	Properties where the Lease Start Date is within the report period and not the same as the Original Lease Date
Properties Lease Renewed	Previously tenanted properties where the current tenant's Lease Start Date is within the reporting period and later than the Original Lease Date
Properties Rent Increased	Properties with a Reneg Approved date within the report period
Leasing Detailed information	Lists Property and Tenant Details within the reporting period for New Business, Re-leased properties, Renewed properties and properties with Rent Increases
Column 1 - Property Address	Address line 1, 2, Suburb, State, and Postcode
Column 2 - Property Alpha	Property Details > Alpha Index
Column 3 - Tenant	Tenant Details > General Tab > Short Lease Name
Column 4 - Lease End Date	Tenant Details > General Tab > Lease End Date
Column 5 - Original Lease Date	Tenant Details > General Tab > Original Lease date
Column 6 - Lease Start Date	Tenant Details > General Tab > Lease Start Date
Column 7 - Last Rent	Tenant Details > Reneg/Inspect > Rent > Last Amount
Column 8 - Current Rent	Tenant Details > Rental Tab > Rent > Amount
Column 9 - Rent Increase %	Percentage increase from Last Rent to Current Rent
Column 10 - Rent increase from date	Actual date the new rent became effective
Column 11 - Status	Displays the property's Status New Business, Re-leased, Renewed or Rent Increased

Property Maintenance	Displays the properties that have maintenance jobs excludes holiday properties
Current Maintenance as at XX/XX/20XX	Lists Property Maintenance jobs with a current status as at the report end date
Pending	Sum of property maintenance with the status Pending as at the report end date
Quote Requests	Sum of property maintenance with the status Quote Requested as at the report end date
Multiple Quotes	Sum of property maintenance with the status Multiple Quotes as at the report end date
Awaiting Approval	Sum of property maintenance with the status Awaiting Approval as at the report end date

Work Orders Sent	Sum of property maintenance with the status Work Order Sent as at the report end date
Owner attending	Sum of property maintenance with the status Owner Attending as at the report end date
Hold	Sum of property maintenance with the status Hold as at the report end date
Finalised Maintenance XX/XX/20XX - XX/XX/20XX	Displays Maintenance Jobs that have been finalised within the report period
Completed	Sum of maintenance where the status has been set to Completed within the report period
Rejected	Sum of maintenance where the status has been set to Rejected within the report period
Property Maintenance Detailed	Lists Property Details for all Property Maintenance Jobs
Column 1 - Property Address	Address line 1, 2, Suburb, State, and Postcode
Column 2 - Property Alpha	Property Details > Alpha Index
Column 3 - Creditor	Property Maintenance > Creditor
Column 4 - Job Status	Status of the property maintenance job as at the report end date
Column 5 - Job Status Date	Property Maintenance > Status Dates tab > Date against the current status
Column 6 - Follow Up Date	Property Maintenance > Follow Up Date
Column 7 - Reported Date	Property Maintenance > Maintenance Details > Reported Date
Column 8 - Reported Method	Property Maintenance > Maintenance Details > Reported Method
Column 9 - Quote	Property Maintenance > Maintenance / Job tab > Quote amount
Column 10 - Invoice	Property Maintenance > Maintenance / Job tab > Invoice amount

Team KPI Summary

The Team KPI Summary Report provides all property managers portfolio information in one report. The report contains all Summary sections from the Manager KPI Summary Report. The report has four columns:

- Property Manager Name
- KPI Descriptions: This column contains headings from the Property Manager KPI Report
- Value: This column displays the values from the revenant Property Manager KPI Report
- Percentage: This column displays Values displayed as a percentage of your rent roll

Using Excel filters, at a glance you can filter by property managers to ensure they are meeting each Key Performance Indicator.

Team KPI Summary - Value Column Definitions

KPI Description	Definition
Team KPI Summary for XX/XX/20XX - XX/XX/20XX	Title displays Team and the date range of the report
Active Properties Residential Tenanted	Number of Active Residential Properties with a Current Tenant as at the report end date
Active Residential Vacant	Number of Active Residential Properties without a Current Tenant as at the report end date
Active Properties Residential Total	Sum of Active Residential Properties Tenanted and Active Residential Properties Vacant
Active Properties Commercial Tenanted	Number of Active Commercial Properties with a Current Tenant as at the report end date
Active Commercial Vacant	Number of Active Commercial Properties without a Current Tenant as at the report end date
Active Properties Commercial Total	Sum of Active Commercial Properties Tenanted and Active Commercial Properties Vacant
Active Properties Industrial Tenanted	Number of Active Industrial Properties with a Current Tenant as at the report end date
Active Industrial Vacant	Number of Active Industrial Properties without a Current Tenant as at the report end date
Active Properties Industrial Total	Sum of Active Industrial Properties Tenanted and Active Industrial Properties Vacant
Active Properties Tenanted Total	Sum of Active Residential Properties Tenanted and Active Commercial Properties Tenanted and Active Industrial Properties Tenanted
Active Properties Vacant Total	Sum of Active Residential Properties Vacant and Active Commercial Properties Vacant and Active Industrial Properties Vacant
Active Properties Total	Sum of Active Properties Tenanted Total and Active Properties Vacant Total
Active Properties Common	Number of Active Common Properties as at the report end date
Active Owners Total	Total Number of Active Owners that are attached to a Residential, Commercial or Industrial Property, excluding Common and Holiday Properties. Owners with multiple managers will be included in each managers report
Active Properties per owner	Active Properties Total divided by the number of Active Owners Total
Managements Gained	Sum of all properties that have a Management Gained Date within the report period
Managements Gained Rent	Sum of Rent for the Managements Gained within the report period; the total of Monthly Rent in the detailed information section
Managements Gained Average Management Fee	Average Management Fee for the Managements Gained; the total of Management Fee % in the detailed information section, divided by the Managements Gained
	Sum of Letting Fees for the Managements Gained within the report period; total of Letting

Managements Gained Letting Fee	Fees in the detailed information section, GST exclusive
Managements Lost	Sum of properties that have a Management Lost Date within the reporting period
Managements Lost Rent	Sum of Rent for the Managements Lost that are within the report period; total of Monthly Rent in the detailed information section, GST exclusive
Managements Lost Average Management Fee	Average of Commission Fee for the Managements Lost; the total of the Monthly Management Fees in the detailed information section, divided by the Managements Lost, GST exclusive
Managements Lost Letting fee	Sum of Letting Fees for the Managements Lost that are within the report period; total of Letting Fees in the detailed information section, GST inclusive
Managements - Net Gain	Managements Gained less the Managements Lost within the reporting period
Financial - Rent Received for the period	Total rent receipted within the report period, GST exclusive
Financial - Management Fees	Commission charged on rent receipted within the report period, GST exclusive.
Financial - Letting fees	Letting Fees charged within the report period, GST exclusive
Financial - Inspection fees	Fees charged using the Inspection Wizard within the report period, GST exclusive
Financial - Sundries & Postage	Sundries and Postage charged against a property's owner within the report period, GST exclusive.
Financial - Bank Charges	Bank Charges charged within the report period, GST exclusive
Financial - Tenancy Agreement Fees	Tenancy Agreement Fee charged within the report period, GST exclusive
Vacant - Available	Number of active properties with OK to Relet checked and Property being Renovated not checked and without a Current Tenant attached to the property
Vacant - Not available	Number of active properties with the OK to Relet not checked and/or Property being Renovated checked and without a Current Tenant attached to the property
Vacant Properties Total	Sum of Properties Vacant Available and Not available
Tenant in arrears 1 day to 2 days	Number of tenants 1 to 2 days in arrears at the time the report was run
Tenant in arrears 3 days to 6 days	Number of tenants 3 to 6 days in arrears at the time the report was run
Tenant in arrears 7 days to 10 days	Number of tenants 7 to 10 days in arrears at the time the report was run
Tenant in arrears 11 days to 13 days	Number of tenants 11 to 13 days in arrears at the time the report was run
Tenants in arrears 14 days to 20 days	Number of tenants 14 to 20 days in arrears at the time the report was run

Tenants in arrears 21 days to 27 days	Number of tenants 21 to 27 days in arrears at the time the report was run
Tenants in arrears 28 days or more	Number of tenants 28 or more days in arrears at the time the report was run
Tenants in arrears Total	Total number of tenants in arrears at the time the report was run
Inspections Completed	The sum of active properties that have a Last Inspection Date within the report period
Inspections Not Completed	Total number of tenants with a Next Inspection Date within the report period
Inspections Overdue	Total number of tenants with a Next Inspection Date before start date of the report.
Tenancies with Rent Review Completed	Total Active Properties with a Last Rent Review Date within the report period
Tenancies with Rent Review Overdue	Total Active properties where the Tenant Rent review date is before the report start date
Properties Leased - New Business	Properties with an Original Lease Date within the report period
Properties Re-leased	Properties where the Lease Start Date is within the report period and not the same as the Original Lease Date
Properties Lease Renewed	Previously tenanted properties where the current tenant's Lease Start Date is within the reporting period and later than the Original Lease Date
Properties Rent Increased	Properties with a Reneg Approved date within the report period
Maintenance - Pending	Sum of property maintenance with the status Pending as at the report end date
Maintenance - Quote Requests	Sum of property maintenance with the status Quote Requested as at the report end date
Maintenance - Multiple Quotes	Sum of property maintenance with the status Multiple Quotes as at the report end date
Maintenance - Awaiting Approval	Sum of property maintenance with the status Awaiting Approval as at the report end date
Maintenance - Work Orders Sent	Sum of property maintenance with the status Work Order Sent as at the report end date
Maintenance - Completed	Sum of maintenance where the status has been set to Completed within the report period
Maintenance - Owner attending	Sum of property maintenance with the status Owner Attending as at the report end date
Maintenance - Hold	Sum of property maintenance with the status Hold as at the report end date
Maintenance - Rejected	Sum of maintenance where the status has been set to Rejected within the report period

Team KPI Summary - Percentage Definition

KPI Description	Percentage Definition

Team KPI Summary for XX/XX/20XX - XX/XX/20XX	Title displays Team and the date range of the report is weekly and monthly
Active Properties Residential Tenanted	Active Properties Residential Tenanted divided by Active Residential Total
Active Residential Vacant	Active Residential Vacant divided by Active Residential Total
Active Properties Residential Total	Active Properties Residential Total divided by Active Properties Total
Active Properties Commercial Tenanted	Active Properties Commercial Tenanted divided by Active Properties Commercial Total
Active Commercial Vacant	Active Properties Commercial Vacant divided by Active Properties Commercial Total
Active Properties Commercial Total	Active Properties Commercial Total divided by Active Properties Total
Active Properties Industrial Tenanted	Active Properties Industrial Tenanted divided by Active Properties Industrial Total
Active Industrial Vacant	Active Industrial Vacant divided by Active Properties Industrial Total
Active Properties Industrial Total	Active Properties Industrial Total divided by Active Properties Total
Active Properties Tenanted Total	Active Properties Tenanted total divided by Active Properties Total
Active Properties Vacant Total	Active Properties Vacant total divided by Active Properties Total
Managements Gained Average Management Fee	Same value as the Total Column
Vacant - Available	Vacant - Available divided by Active Properties Total
Vacant - Not available	Vacant - Not Available divided by Active Properties Total
Vacant Properties Total	Vacant Properties Total divided by Active Properties Total
Tenant in arrears 1 day to 2 days	Number of tenants 1 day to 2 days in arrears divided by Active Properties Total
Tenant in arrears 3 days to 6 days	Number of tenants 4 days to 6 days in arrears divided by Active Properties Total
Tenant in arrears 7 days to 10 days	Number of tenants 8 days to 10 days in arrears divided by Active Properties Total
Tenant in arrears 11 days to 13 days	Number of tenants 12 days to 13 days in arrears divided by Active Properties Total
Tenants in arrears 14 days to 20 days	Number of tenants 15 days to 20 days in arrears divided by Active Properties Total
Tenants in arrears 21 days to 27 days	Number of tenants 22 days to 27 days in arrears divided by Active Properties Total
Tenants in arrears 28 days or more	Number of tenants 29 days divided by Active Properties Total
Tenants in arrears Total	Tenants in arrears Total divided Active Properties Total
Inspections Completed	Inspections Completed divided by the sum of (Inspections Completed and Not Completed)
Inspections Not Completed	Inspections Not Completed divided by the sum of (Inspections Completed and Not Completed)
Tenancies with Rent Review Completed	Tenancies with Rent Review Completed divided by Sum of (Tenancies with Rent Review Completed and overdue)
Tenancies with Rent Review Overdue	Tenancies with Rent Review Overdue divided by Sum of (Tenancies with Rent Review Completed and Overdue)

Office KPI Summary

The Office KPI Summary Report provides a total of all Property Management portfolios, to compare against industry or your own benchmarks. The report contains the two spreadsheet Office Benchmarks and Office KPI Summary.

Office Benchmark - Value Definition

The **Office Benchmarks** sheet is used to enter your Business financial data which is not captured or recorded in REST Professional software. Two values on this spreadsheet have been pre-populated from REST, the **Total Number of Tenancies** Managed and the **Total Number of Owners Managed**.

Benchmark Description	Benchmark Value
Office Benchmarks for XX/XX/20XX - XX/XX/20XX	Displays the name Office Benchmarks and the date range of the report, weekly and monthly

Operating Profit	Title only
Revenue	Title only
Property Management Commissions	Non REST Data, manual data entry - Commission collected with respect to service charged for Property Management
Recoverables	Non REST Data, manual data entry - Refers to money recovered from clients for Advertising, Marketing, Auctions, Keys, etc.
Other	Non REST Data, manual data entry - Refers to income received from Property Management not included in the above two items
Total Revenue	Sum of 3 Revenue items - Property Management Commissions, Recoverables and Other
Expenses	Title only
Advertising	Non REST Data, manual data entry - All payments made for Advertising or Promotion in Magazines, Newspapers, brochures, etc.
Office Expenses	Non REST Data, manual data entry - All other expenses including equipment, insurance, motor vehicles, professional fees, stationery, etc.
Salaries - Employees	Non REST Data, manual data entry - Payments to employees including, wages, commission, car allowance, telephone allowance, superannuation, FBT, group tax, payroll tax and long service leave
Total Expenses	Excel Calculation - Sum of the 3 expense items listed above
Operating Profit/(Loss)	Excel Calculation - Total Revenue less Total Expenses
Operating Profit/(Loss) per Principal	Excel Calculation - Operating Profit divided by number of principals
Office Team	Title only
Principals	
Property Managers	
Assistant Property Managers	
Leasing Executive	Non REST Data - Includes full time, part time and casual employees. Part time or casual employees should be rounded to .5 of a person.
BDM	
Admin	

Tenancies	Title only
Total Number of Tenancies Managed	REST Calculation - Active Properties Total
Owners	Title only
Total Number of Owners Managed	REST Calculation - Total Number of Active Owners that have an active property attached

Office KPI Summary – Value Definition

The **Office KPI Summar**y sheet provides all agency portfolio information in the one report. The report will display the Summary sections from the Manager KPI Reports as well as some additional Key performance indicators. The Office KPI Summary sheet contains three columns:

- KPI Description: This column contains the headings from the Property Manager KPI Report
- Value: This column displays the value from the Property Manager KPI Report
- Percentage: This column displays the Value as a percentage of your rent roll

KPI Description	Value definition
Office KPI Summary for XX/XX/20XX - XX/XX/20XX	All property managers as per the Team KPI Summary report for the date range of the report
Revenue	Office Benchmark sheet - Total Revenue
Net Advertising	Office Benchmark sheet - Advertising divided by Total Revenue
Office expenses	Office Benchmark sheet - Office Expenses divided by Total Revenue
Salaries Employees	Office Benchmark sheet - Salaries Employees divided by Total Revenue
Operating Profit/(Loss)	Office Benchmark sheet - Operating Profit/(Loss) divided by Total Revenue
Operating Profit/loss per Principal	Office Benchmark sheet - Operating Profit/(Loss) divided by Principals
Operating Profit/(Loss) per Tenancy	Office Benchmark sheet - Operating Profit/(Loss) divided by Active Properties Total
Total Tenancies Managed	Active Properties Total
Tenancies per Property Manager	Active Properties Total divided by Office Benchmark sheet
Properties/Tenancies per Owner	Total Active Properties divided by the Number of Active Owner have an active property
Active Residential Properties Tenanted	Number of Active Residential Properties with a Current Tenant as at the report end date
Active Residential Vacant	Number of Active Residential Properties without a Current Tenant as at the report end date

Active Properties Residential Total	Sum of Active Residential Properties Tenanted and Active Residential Properties Vacant
Active Commercial Properties Tenanted	Number of Active Commercial Properties with a Current Tenant as at the report end date
Active Commercial Vacant	Number of Active Commercial Properties without a Current Tenant as at the report end date
Active Commercial Total	Sum of Active Commercial Properties Tenanted and Active Commercial Properties Vacant
Active Industrial Properties Tenanted	Number of Active Industrial Properties with a Current Tenant as at the report end date
Active Industrial Vacant	Number of Active Industrial Properties without a Current Tenant as at the report end date
Active Industrial Total	Sum of Active Industrial Properties Tenanted and Active Industrial Properties Vacant
Active Properties Tenanted Total	Sum of Active Residential Properties Tenanted and Active Commercial Properties Tenanted and Active Industrial Properties Tenanted
Active Properties Vacant Total	Sum of Active Residential Properties Vacant and Active Commercial Properties Vacant and Active Industrial Properties Vacant
Active Properties Total	Sum of Active Properties Tenanted Total and Active Properties Vacant Total
Active Properties Common	Number of Active Common Properties as at the report end date
Managements Gained	Sum of all properties that have an Authority Start Date within the report period
Managements Gained Rent	Sum of Rent for the Managements Gained within the report period; the total of Monthly Rent in the detailed information section
Managements Gained Average Management Fee	Average Management Fee for the Managements Gained; the total of Management Fee % in the detailed information section, divided by the Managements Gained
Managements Gained Letting Fee	Sum of Letting Fees for the Managements Gained within the report period; total of Letting Fees in the detailed information section, GST exclusive
Managements Lost	Sum of properties that have a Management Lost Date within the reporting period
Managements Lost Rent	Sum of Rent for the Managements Lost that are within the report period; total of Monthly Rent in the detailed information section, GST exclusive
Managements Lost Average Management Fee	Average of Commission Fee for the Managements Lost; the total of the Monthly Management Fees in the detailed information section, divided by the Managements Lost, GST exclusive
Managements Lost Letting Fee	Sum of Letting Fees for the Managements Lost that are within the report period; total of Letting Fees in the detailed information section, GST inclusive

Managements - Net Gain	Managements Gained less the Managements Lost, excluding holiday properties
Financial - Rent Received for the period	Total actual rent receipted against the first rental column within the reporting period
Financial - Management Fees	Commission charged on rent receipted within the report period, GST exclusive.
Financial - Letting Fees	Letting Fees charged within the report period, GST exclusive
Financial - Inspection fees	Fees charged using the Inspection Wizard within the report period, GST exclusive
Financial - Sundries & Postage	Sundries and Postage charged against a property's owner within the report period, GST exclusive.
Financial - Bank Charges	Bank Charges charged within the report period, GST exclusive
Financial - Tenancy Agreement Fees	Lease Preparation Fees charged within the report period, GST exclusive
Vacant - Available	Number of active properties with "ok to relet" box checked and "property being renovated" not checked and with no Current Tenant attached to the property
Vacant - Not available	Number of active properties with "ok to relet" not checked and/or "property being renovated" checked and with no Current Tenant attached
Vacant Properties Total	Sum of Properties Vacant Available and Not available
Tenant in arrears 1 day to 2 days	Number of tenants 1 to 2 days in arrears at the time the report was run
Tenant in arrears 3 days to 6 days	Number of tenants 3 to 6 days in arrears at the time the report was run
Tenant in arrears 7 days to 10 days	Number of tenants 7 to 10 days in arrears at the time the report was run
Tenant in arrears 11 days to 13 days	Number of tenants 11 to 13 days in arrears at the time the report was run
Tenants in arrears 14 days to 20 days	Number of tenants 14 to 20 days in arrears at the time the report was run
Tenants in arrears 21 days to 27 days	Number of tenants 21 to 27 days in arrears at the time the report was run
Tenants in arrears 28 days or more	Number of tenants 28 or more days in arrears at the time the report was run
Tenants in arrears Total	Total number of tenants in arrears at the time the report was run
Inspections Completed	The sum of active properties that have a Last Inspection Date within the report period
Inspections Not Completed	Total number of tenants with a Next Inspection Date within the report period
Inspections Overdue	Total number of tenants with a Next Inspection Date before start date of the report.

Tenancies with Rent Review Completed	Total Active Properties with a Last Rent Review Date within the report period
Tenancies with Rent Review Overdue	Total Active properties where the Tenant Rent review date is before the report start date
Properties Leased - New Business	Properties with an Original Lease Date within the report period
Properties Re-leased	Properties where the Lease Start Date is within the report period and not the same as the Original Lease Date
Properties Rent Increased	Properties with a Reneg Approved date within the report period
Maintenance - Pending	Sum of property maintenance with the status Pending as at the report end date
Maintenance - Quote Requests	Sum of property maintenance with the status Quote Requested as at the report end date
Maintenance - Multiple Quotes	Sum of property maintenance with the status Multiple Quotes as at the report end date
Maintenance - Awaiting Approval	Sum of property maintenance with the status Awaiting Approval as at the report end date
Maintenance - Work Orders Sent	Sum of property maintenance with the status Work Order Sent as at the report end date
Maintenance - Completed	Sum of maintenance where the status has been set to Completed within the report period
Maintenance - Owner attending	Sum of property maintenance with the status Owner Attending as at the report end date
Maintenance - Hold	Sum of property maintenance with the status Hold as at the report end date
Maintenance - Rejected	Sum of maintenance where the status has been set to Rejected within the report period

Office KPI Summary - Percentage Definition

KPI Description	Percentage definition
Office KPI Summary for XX/XX/20XX - XX/XX/20XX	All property managers as per the Team KPI Summary report for the date range of the report
Active Properties Residential Tenanted	All Active Properties Residential Tenanted divided by Active Residential Total
Active Residential Vacant	All Active Residential Vacant divided by Active Residential Total
Active Properties Residential Total	All Active Properties Residential Total divided by Active Properties Total
Active Commercial Tenanted	All Active Properties Commercial Tenanted divided by Active Properties Commercial Total

Active Commercial Vacant	All Active Properties Commercial Vacant divided by Active Properties Commercial Total
Active Commercial Total	All Active Properties Commercial Total divided by Active Properties Total
Active Industrial Tenanted	All Active Properties Industrial Tenanted divided by Active Properties Industrial Total
Active Industrial Vacant	All Active Industrial Vacant divided by Active Properties Industrial Total
Active Industrial Total	All Active Properties Industrial Total divided by Active Properties Total
Active Properties Tenanted Total	All Active Properties Tenanted total divided by Active Properties Total
Active Properties Vacant Total	All Active Properties Vacant total divided by Active Properties Total
Managements Gained Average Management Fee	Same value as the Total Column
Managements Lost Average Management Fee	Same value as the Total Column
Vacant - Available	All Vacant - Available divided by Active Properties Total
Vacant - Not available	All Vacant - Not Available divided by Active Properties Total
Vacant Properties Total	All Vacant Properties Total divided by Active Properties Total
Tenant in arrears 1 day to 2 days	All Tenants in arrears 1 day to 2 days, divided by Active Properties Total
Tenant in arrears 3 days to 6 days	All Tenants in arrears 3 days to 6 days, divided by Active Properties Total
Tenant in arrears 7 days to 10 days	All Tenants in arrears 7 day to 10 days, divided by Active Properties Total
Tenant in arrears 11 days to 13 days	All Tenants in arrears 11 days to 13 days, divided by Active Properties Total
Tenants in arrears 14 days to 20 days	All Tenants in arrears 14 days to 20 days, divided by Active Properties Total
Tenants in arrears 21 days to 27 days	All Tenants in arrears 21 days to 27 days, divided by Active Properties Total
Tenants in arrears 28 days or more	All Tenants in arrears 28 days or more divided by Active Properties Total
Tenants in arrears Total	Tenants in arrears Total divided Active Properties Total
Inspections Completed	All Inspections Completed divided by the sum of (Inspections Completed and Not Completed)
Inspections Not Completed	All Inspections Not Completed divided by the sum of (Inspections Completed and Not Completed)

Tenancies with Rent Review Completed	All Tenancies with Rent Review Completed divided by Sum of (Tenancies with Rent Review Completed and Overdue)
Tenancies with Rent Review Overdue	All Tenancies with Rent Review Overdue divided by Sum of (Tenancies with Rent Review Completed and Overdue)

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