

Key Performance Indicators	
Number of properties under management	0
Total Management Fees Earned	\$0
Total Letting Fees Earned	\$0
Other Fees Earned	\$0
Total Revenue Earned	\$0

Properties Gained	0
Properties Lost	0
Net Gain	0
Net Annual Management Fees Gained	\$0
Properties Leased	0
Tenants 7+ days in arrears	0
Periodic Inspections completed	0

**Business Development Performance**

Total Number of Properties Gained	0
- leased by us	0
- existing tenant already in place	0
Total Weekly Rent of Properties Gained	\$0
Total Annual Management Fee of Properties Gained	\$0
Monthly Management Fee Gain	\$0
Average Weekly Rent of Properties Gained	\$0
Average Management Fee % of Properties Gained	0.00%
Average Letting Fee of Properties Gained	\$0

Business Development Activity Completed	
Number of Existing Clients contacted	0
Number of Prospecting Phone Calls made	0
Number of Prospecting Letters sent	0
Number of Sales OFI Visitors contacted	0
Number of Private Advertisers contacted	0
Number of Proposals sent	0
Number of Rental Appraisals completed	0
Number of Prospective Landlord Enquiries	0
Number of Referrals from Existing Clients	0
Number of Referrals from Past Clients	0
Number of Referrals from Sales	0
Number of Referrals from Tenants	0
Prospective Clients/Key Contacts put in database	0
Number of 'Tell 50's' completed	0

**Leasing Performance - Re-lets only**

Total Number of Properties Re-let	0
Total Weekly Rent of Properties Re-let	\$0
Total Annual Management Fees of Properties Re-let	\$0
Total Letting Fees of Properties Re-let	\$0
Average Weekly Rent of Properties Re-let	\$0
Average Management Fee % of Properties Re-let	0.00%
Average Letting Fee of Properties Re-let	\$0
Average Lease Term of Properties Re-let (months)	0.0

Number of Long Term Vacancies (6 weeks +)	0
Number of Private Viewings carried out	0
Number of Opens conducted	0
Number of Tenancy Applications received	0
Number of Signboards erected	0
Number of Signboards retrieved	0
Number of Properties Available for Lease	0
Vacancy Rate %	0.00%

**Overall Leasing Performance**

Total number of Properties leased by us	0
Total Letting Fees earned by us	\$0

**Lost Management Performance**

Total Number of Properties Lost	0
Total Weekly Rent of Properties Lost	\$0
Total Annual Management Fees of Properties Lost	\$0
Total Annual Letting Fees Potentially Lost (assume 1 fee p.a)	\$0
Average Management Fee % of Properties Lost	0.00%
Average Letting Fee of Properties Lost	\$0

**Property Managers' Performance**

Repairs and Maintenance	
Number of Repair Requests received	0
Number of Work Orders processed	0
Number of Outstanding Repairs	0

Rent Arrears	
Number of Tenants 7+ days in arrears	0
% of Tenants 7+ days in arrears	0.00%
Number of Termination Notices served	0
Number of Tribunal Applications made	0
Number of Tribunal Hearings attended	0
Number of Tribunal Hearings pending	0

Customer Service	
Number of Landlord Surveys carried out	0
Number of Tenant Surveys carried out	0
Number of Testimonials received	0

Inspections	
Number of Outgoing inspections completed	0
Number of Ingoing Inspections completed	0
Number of Periodic Inspections completed	0

Lease Renewals/Rent Increases	0
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Number of Complaints Received	0
Compensation paid out	\$0

General Communication	
Number of Database updates	0
Number of Telephone Calls received	0
Number of Telephone Calls made	0
Number of Emails received	0
Number of Emails sent	0
Number of Faxes received	0
Number of Faxes sent	0
Number of Letters received	0
Number of Letters sent	0