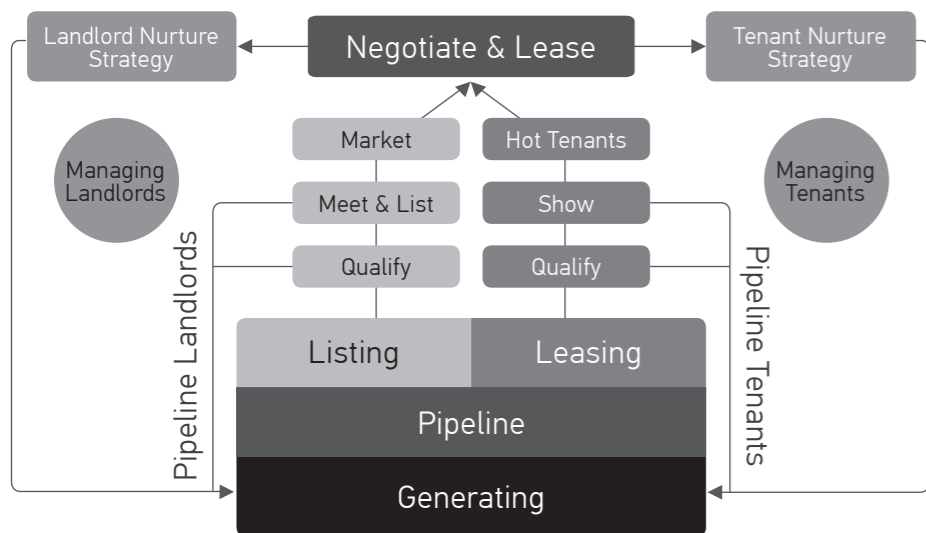


PM Performance Zone™



8 Key Goals of Property Management

- 1 Powerfully generate management opportunities into pipeline
- 2 Nurture those relationships so they are ready to list
- 3 Differentiate and win the management
- 4 Exceptional leasing strategy
- 5 Outstanding landlord relationships
- 6 Brilliant tenant relationships
- 7 Operational excellence through teamwork
- 8 Have fun and enjoy the ride

Your Showup Checklist

Who are you being?

- Reliability, Honesty & Integrity
- A sincere desire to help people
- Hardworking, Organised & Proactive
- Energy & Engaging Personality
- Staying cool under fire
- Courageous to handle small things before they become big
- Self-motivated, Committed – taking responsibility
- Enhancing Connections & Relationships
- Willing to Grow & Improve
- Team Player

Your Impact Checklist

- Creating Raving Fans
- Working Your Plan
- Positive Expectancy
- Anticipative Thinking
- "Can do" Problem Solver
- Supportive of others
- Understanding Your Contribution
- Mastering Your Ideal week/month
- Active Participation in Growth
- Embracing Technology

Creating Raving Fans

How to see complaints as a marketing opportunity.

<p>1</p> <p>LISTEN</p> <ul style="list-style-type: none"> • Stop what you are doing • 30 Second Rule • It's not personal • Think Sensitive Client • Remember sea breeze 	<p>2</p> <p>APOLOGISE</p> <ul style="list-style-type: none"> • You don't have to be wrong to say you're sorry! • Sorry to hear that's happened • For any inconvenience • We don't want this for any clients
<p>3</p> <p>ASK & CLARIFY</p> <ul style="list-style-type: none"> • Seek first to understand • Tell me more • So that I can help you best • What would you like me to do now? 	<p>4</p> <p>SUGGEST</p> <ul style="list-style-type: none"> • Based on what we've discussed... • Here's my recommendation... • Can I walk you through the process... • I think the next step is... • Remember under-promise and over-deliver
<p>5</p> <p>AGREE</p> <ul style="list-style-type: none"> • Are you okay with this? • Is that okay with you? • Do you agree on that timeframe? • I think this is the best way... yes? • Here's what I'm going to do now... 	<p>6</p> <p>FOLLOW UP</p> <ul style="list-style-type: none"> • Own the issue until resolution • Ask for support early if you're stuck • Action what needs to be done • Keep the client in the loop • Ensure the issue has been resolved



Property Manager Growth Plan

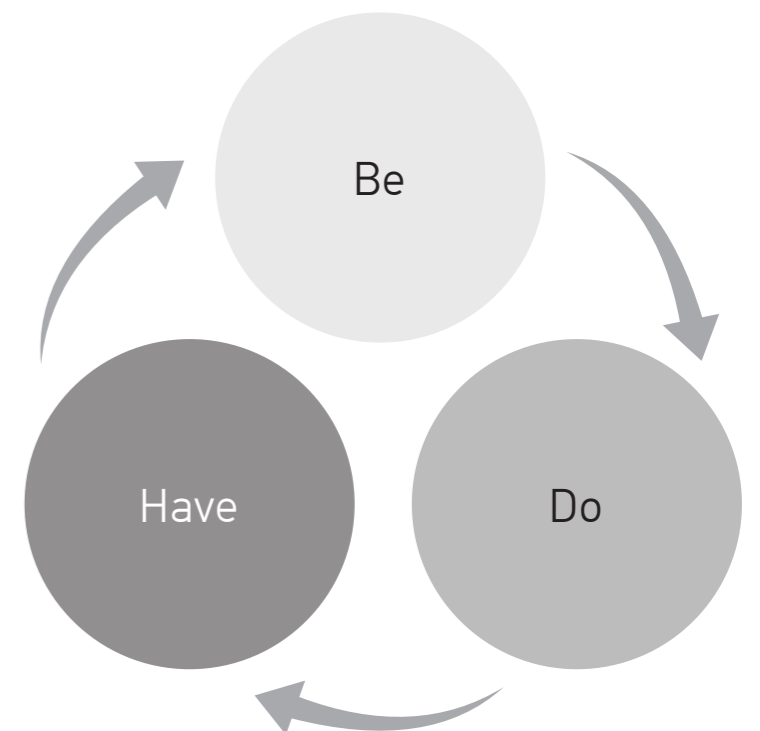
For:

Date: / /

“

The best way to predict the future is to invent it!

”



Personal Goals

KPI	Current	Target	Due
Properties Managed			
New Business: Listing/Referrals			
Arrears (% No, \$)			
Over 14 Days Vacant			
# Periodic Leases			
Maintenance Tasks			
New Authorities			
Lease Expires			
Rent Reviews			
Routine Inspections			
Good News Calls			

Opportunity

Professional Goals

Challenges

<p>Relationship Building</p> <hr/> <hr/>	<p>New Business</p> <hr/> <hr/>
<p>Landlord Wow</p> <hr/> <hr/>	<p>Tenant Wow</p> <hr/> <hr/>

Business Goals

Learning

<p>Focus - Improve Client Experience</p> <hr/> <input type="checkbox"/> <hr/> <input type="checkbox"/> <hr/> <input type="checkbox"/> <hr/> <input type="checkbox"/>	<p>Focus - Efficiencies + Increase Productivity</p> <hr/> <input type="checkbox"/> <hr/> <input type="checkbox"/> <hr/> <input type="checkbox"/> <hr/> <input type="checkbox"/>
<p>Focus - Improve Culture + Support</p> <hr/> <input type="checkbox"/> <hr/> <input type="checkbox"/> <hr/> <input type="checkbox"/> <hr/> <input type="checkbox"/>	<p>Focus - Solutions Based Approach</p> <hr/> <input type="checkbox"/> <hr/> <input type="checkbox"/> <hr/> <input type="checkbox"/> <hr/> <input type="checkbox"/>

Key Upgrades

Support/Coaching
