Organizational Roadmap

Grace Property Management

This is a list of the most common tasks and responsibilities of a property management company. It can function as a "table of contents" for what must get done in your business

	Position	KRA (Key Result Area)	Name	Measure of Success
1	Property Manager	Resident Relations		Receive 1 written compliment and no complaints per month
2	Property Manager	Owner Relations		Receive no complaints per month
3	Property Manager	Security Deposit Returns		Complete security deposit return within 45 days of move-out
4	Property Manager	Prepare / List New Properties for Rent		Bring vacant units back to full rent-ready condition and advertised within 20 days of move-out
5	Property Manager	Assist DA with delinquent rent collection		Any tenant more than 45 days delinquent should have a court date set
6	Property Manager	Maintenance Coordination		Have each work order labeled as 'Completed' or 'Cancelled' in Rentvine within 45 days of the time the work order was created
7	Property Manager	Prospective Owner Follow Up		Attempt initial contact on the same day of lead receipt, and make a second contact within two weeks of lead receipt
8	Director of Leasing	Inquiries		Return ALL inquiries in like kind, the same business day the inquiry was received.
9	Director of Leasing	Schedule Showings		Set showings with ONLY prequalified prospects
10	Director of Leasing	Showing Presentation		Get each property rented with no more than 6 showings
11	Leasing Consultant	Application Processing		Have ALL applications processed within 24 hours of receipt and notification made to applicant
12	Leasing Consultant	Lease Signing		Have lease signed and security deposit paid by 9:30am next business day after the approved applicant has been notified of approval
13	Leasing Consultant	Move in Coordination		No problems or complaints from residents regarding the move in process
14	Director of Accounting	Drive the Collection of Delinquent Rent		Collect 98% of all rents due by the last day of each month
15	Director of Accounting	Closeout Monthly Accounting Cycle in Rentvine		Accurately close out the Client Trust & AM LLC accounts per monthly close schedule
16	Director of Accounting	Paperwork Review		Complete all paperwork within individual items deadline
17	Administrative Accountant	Create Batch Bank Deposits & Post them Daily into Rentvine		Make daily deposits of all payments to bank and enter as needed to Rentvine
18	Administrative Accountant	Prepare Demand Notices		Create demand notices per monthly close-out schedule or as needed
19	Administrative Accountant	Process NSF Payments		Daily post NSFs and create demand notices as needed
20	Administrative Accountant	Prepare Security Deposit Refund/Balance Due Statements		Complete all security deposit return statements within 48 hours of receipt

21	Administrative Accountant	Drive Ex-Resident Collection Process		Collect $800 by the last day of each month
22	Office Assistant	Open Office / Greet Office Visitors		Greet each visitor immediately as they enter the office and make eye contact
23	Office Assistant	Receive and distribute mail to office team members		Distribute mail daily within 2 hours of receipt
24	Office Assistant	Renewal Checklists		Have the checklist completed within 24 business hours of receiving it
25	Office Assistant	Track and Order Office Supplies		Always have the needed supplies on hand so the office never runs short on any supplies
26	Resident Services Coordinator	Resident Relations		Receive one compliment and no complaints monthly
27	Resident Services Coordinator	Data Entry for New Resident Leases		Complete your checklist items on the New Lease Checklist within 1 business day of receipt
28	Resident Services Coordinator	Lease Renewal Process		Have lease renewals signed and back from the resident 30 days prior to the lease expiration date.
29	Resident Services Coordinator	Resident Move-Out Coordination		Work the turnover checklist and complete each item no later than the required date given on the turnover checklist
30	Accounts Payable Coordinator	Create Grace QuickBooks/Enterprise Bank Checks		Have all GM bills paid within 5 business days after given approval
31	Accounts Payable Coordinator	Close Grace QuickBooks Account		Have all deposits entered and the account in balance by the last day of each month
32	Accounts Payable Coordinator	Pay Bills from Client Trust Checking Account		Have all Client Trust account bills paid within 5 business days after given approval
33	Administrative Assistant	Vendor Re-invoicing		Re-invoice all 3rd party vendor invoices within 48 hours of receipt
34	Administrative Assistant	Payroll		Have accurate PM commission numbers to the VPO by the 15th day of each month
35	Inspection Coordinator	Property Inspections		Fully complete the weekly inspection process on no less then 10 properties by end of business day each Friday
36	VP - Operations	Employee Hiring		Have fully vetted new team members ready to start work before the date they are needed
37	VP - Operations	Employee Team Member Coaching		Conduct weekly one-on-one meetings with each direct report.
38	VP - Operations	Company Payroll		Have accurate payroll numbers completed by the last day of each month
39	VP - Operations	Facilities Management		All facilities shall be viewed as 'professional' and 'excellent' by the President
40	VP - Operations	System Management		Strategically implement systems and ensure their perfect execution by all team members
41	VP - Operations	Paperwork Review/Approval		Review and approve all paperwork within 48 hours of receipt
42	VP - Operations	Personal Leadership / Management Development		Attend no less than 1 business leadership conference annually and read 1 business / leadership book per month.
43	VP - Property Management	PM Hiring		Have fully vetted new PM's ready to start work before the date they are needed.
44	VP - Property Management	PM Team Member Coaching		Conduct weekly one-on-one meetings with each PM
45	VP - Property Management	Paperwork Review/Approval		Review and approve all paperwork within 48 hours of receipt
46	VP - Property Management	Client Conflict Resolution		No public negative online reviews or comments
47	VP - Property Management	Personal Leadership / Management		Attend no less than 1 business leadership conference annually and read 1 business /

		Development		leadership book per month.
48	VP - Property Management	New Account Oversight		Ensure PMs have achieved their door count goals
49	VP - Property Management	Vendor Oversights		Ensure we have at least 3 vendors for each essential vendor category
50	President	Financial Health		6% quarter over quarter net income growth
51	President	Team Health		Ensure the Purpose Statement and Behavioral Values are clearly understood, embraced, and practiced by all
52	President	Company Growth		6% quarter over quarter increase in the number of doors managed.
53	President	Company Marketing		Complete the monthly marketing checklist
54	President	New Business Development		Research new business development ideas
55	President	Personal Leadership Development		Attend no less than 1 business leadership conference annually and read 1 business or leadership book per month.