

Organizational Road Map



Grace Property Management
www.PropertyManagementSystem.org

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 PM business. For more information watch video #29 - "5 Steps to Organize your PM Business" and download samples of the full System Manuals

	KRA (Key Result Area)	Position	Name	Measure of Success
1	Resident Relations	Property Manager		Receive 1 written compliment and no complaints per month
2	Owner Relations	Property Manager		Receive no complaints per month
3	Security Deposit Returns	Property Manager		Complete security deposit return within 45 days of move-out
4	Prepare / List New Properties for Rent	Property Manager		Bring vacant units back to full rent-ready condition and advertised within 10 days of move-out
5	Assistant DA with delinquent rent collection:	Property Manager		No residents should be more than 30 days delinquent
6	Show vacant units outside office geographic area and after hours/weekends	Property Manager		Show outside area vacant properties as needed to ensure they are rented within 30 days of being advertised
7	Maintenance Coordination	Property Manager		Have all maintenance requests initiated by residents completed within 4 business days of the time a request is made
8	Phone Inquiries	Director of Leasing		Return ALL phone calls the same business day the message was left
9	Schedule Showings	Director of Leasing		Set showings with ONLY qualified prospects
10	Email Inquiries	Director of Leasing		Return all E-mails the same business day the e-mail was received
11	Showing Presentation	Director of Leasing		Get each property rented with no more than 4 showings
12	Application Processing	Director of Leasing		Have all applications processed within 24 hours and notification made to applicant
13	Lease Signing	Director of Leasing		Have lease signed and deposit paid within 12 hour after the applicant has been approved and notified
14	Move in Coordination	Director of Leasing		No problems or complaints from tenant regarding the move in process
15	Other	Director of Leasing		Be happy to take on other duties as assigned by the DO and perform them diligently
16	Create Batch Bank Deposits	Director of Accounting		Daily deposit all payments to bank
17	Post the Daily Bank Deposit Into App Folio	Director of Accounting		Daily enter all deposits to App Folio
18	Prepare 3-day Notices	Director of Accounting		Daily create needed 3-day notices
19	Drive the Collection of Delinquent Rent	Director of Accounting		Collect 95% of all rents due by the last day of each month
20	Process NSF Payments	Director of Accounting		Daily post NSFs and create 3-day notices
21	Closeout Monthly Accounting Cycle in App Folio	Director of Accounting		Closeout the Trust B Account monthly accounting cycle accurately per the timeline given by the DO
22	Drive Ex-Resident Collection Process	Director of Accounting		By the last day of each month, collect 5% of total collection balance due
23	Other	Director of Accounting		Be happy to take on other duties as assigned by the DO and perform them diligently
24	Open Office / Greet Office Visitors	Resident Services Coordinator		Greet each visitor immediately as they enter the office and make eye contact
25	Receive and distribute mail to office team members	Resident Services Coordinator		Distribute mail daily within 2 hours of receipt
26	Resident Relations	Resident Services Coordinator		Receive one compliment and no complaints monthly
27	Data Entry for New Resident Leases	Resident Services Coordinator		Enter new leases into the App Folio software within 1 business day of receipt
28	Lease Renewal Process	Resident Services Coordinator		Have lease renewals signed and back from the resident 30 days prior to the lease expiration date
29	Resident Move-Out Coordination	Resident Services Coordinator		Work the turnover checklist and complete each item no later than the required date given on the turnover checklist
30	Repair Requests	Resident Services Coordinator		Forward all repair requests to the appropriate Property Manager within 2 business hours of receipt

31	Track and Order Office Supplies	Resident Services Coordinator	Always have the needed supplies on hand so the office never runs short on any supplies
32	Other	Resident Services Coordinator	Be happy to take on other duties as assigned by the DO and perform them diligently
33	Vendor Re-Invoicing	Accounts Payable Coordinator	Re-invoice all 3rd party Vendor invoices within 48 business hours of receipt
34	Create Grace QuickBooks Checks	Accounts Payable Coordinator	Have all GM bills paid by each Friday
35	Close Grace QuickBooks Account	Accounts Payable Coordinator	Have all deposits entered and accounts in balance by the last day of each month
36	Pay Bills from B Checking Account	Accounts Payable Coordinator	Have all B account bills paid by each Friday
37	Other	Accounts Payable Coordinator	Be happy to take on other duties as assigned by the DO and perform them diligently
38	Property Inspections	Assistant Property Manager	Fully complete the weekly inspection process on no less than 10 properties by end of day Friday
39	Vendor Relations	Assistant Property Manager	Ensure we have at least 3 vendors for each required category
40	Lease Violation Process	Assistant Property Manager	Successfully resolve lease violation within 10 business day of violation being reported
41	Filing	Assistant Property Manager	Have the "To-be-Filed" box empty each Friday
42	Other	Assistant Property Manager	Be happy to take on other duties as assigned by the DO and perform them diligently
43	Prospective Owner Marketing	New Account Specialist	Complete the Monthly Marketing Checklist (template 1o) each month.
44	Prospective Owner Follow Up	New Account Specialist	Make personal phone call contact to each owner lead within 1 hour from the time the inquiry is submitted.
45	Lease Only Services	New Account Specialist	Have 1 'lease-only' client per month.
46	A La Cart Services	New Account Specialist	Provide almost any property management service request upon request; for a fair price.
47	Sign Up Process	New Account Specialist	Have new account files completed within 24 hours of new owner requesting to work with GM.
48	Hiring	Director of Operations	Have fully vetted new team members ready to start work before the date they are needed
49	Team Member Coaching	Director of Operations	Provide monthly feedback so that each team member always knows how they are performing
50	Payroll	Director of Operations	Have accurate payroll numbers completed by the last day of each month
51	Facilities Management	Director of Operations	All facilities shall be viewed as 'professional' and 'excellent' by the President
52	System Management	Director of Operations	Strategically implement systems and ensure their perfect execution by all team members
53	Paperwork Review/Approval	Director of Operations	Review and approve all paperwork within 48 hours of receipt
54	Personal Leadership / Management Development	Director of Operations	Attend no less than 1 business leadership conference annually and read 1 business / leadership book per month.
55	Other	Director of Operations	Be happy to take on other duties assigned by President and perform them diligently
56	Financial Health	President	Achieve 6% quarter over quarter net income growth
57	Team Health	President	Ensure the Purpose Statement and Behavioral Values are clearly understood, embraced, and practiced by all
58	Company Marketing	President	Archieve 3% quarter over quarter increase in the number of doors managed.
59	New Business Development	President	Research and implement at least two new business development plans per year
60	Personal Leadership Development	President	Attend no less than 1 business leadership conference annually and read 1 business or leadership book per month.
61	Other	President	Happily perform other duties as assigned by the CEO