| PERSPECTIVE | KRA | OUTPUT / OBJECTIVE | KPI | WEIGHT | TARGET / STANDARD | PERFORMANCE MEASURE | TRACKING SOURCE |
|---|---|---|---|---|---|---|---|
| FINANCIAL | Rental Revenue Optimisation | Achieve annual rental revenue target | Total rental revenue collected (Rands) | 20% | 5 = ≥90%<br>4 = 81% - 90%<br>3 = 71% - 80%<br>2 = 65% - 70%<br>1 < 65% | Rent billed | Billing & finance reports |
| FINANCIAL | Collection Efficiency | Improve collection rate from tenants | % Collection rate achieved | 20% | 5 = ≥90%<br>4 = 81% - 90%<br>3 = 71% - 80%<br>2 = 65% - 70%<br>1 < 65% | Collections analysis | MDA system, finance statements |
| FINANCIAL | Vacancy Management | Reduce overall portfolio vacancy rate of lettable units | % Reduction in portfolio vacancies | 10% | 5 = ≥15% reduction<br>4 = 12–14%<br>3 = 10–11%<br>2 = 5–9%<br>1 = <5% | Vacancy reports, occupancy audits | Property portfolio reports |
| FINANCIAL | Operational Cost Optimisation | Reduce operational costs | Rand value of cost savings achieved | 10% | 5 = ≥100%<br>4 = 89% - 100%<br>3 = 81% - 88%<br>2 = 60% - 80%<br>1 < 60% | Cost comparison reports | Financial reports |
| FINANCIAL | Utility Cost Recovery | Recover utilities billed to tenants | % Utility cost recovered from tenants | 10% | 5 = ≥95% recovery<br>4 = 90–94%<br>3 = 85–89%<br>2 = 80–84%<br>1 = <80% | Utilities billing vs collections | Utility recon & tenant billing statements |
| INTERNAL PROCESSES | Tenant Vetting and Onboarding | Implement strict verification protocols for new tenants | % of new tenants vetted with no breach in first 6 months | 10% | 5 = 100% vetting + 0 defaults<br>4 = 95% + 1 default<br>3 = 90% + ≤2 defaults<br>2 = 85% + ≤3 defaults<br>1 = <85% vetting or >3 defaults | Application logs, breach reports | Tenant screening, contract repository |
| INTERNAL PROCESSES | Lease Compliance Monitoring | Ensure tenants adhere to lease obligations | % tenants monitored for compliance | 10% | 5 = 100% leases reviewed annually<br>4 = ≥98%<br>3 = ≥95%<br>2 = ≥85%<br>1 = <85% | Lease audits | Lease tracker, compliance reports |
| CUSTOMER / STAKEHOLDER | Landlord-Tenant Relationship Management | Improve satisfaction and reduce disputes | % of tenant complaints resolved within SLA | 10% | 5 = ≥95% resolved within SLA<br>4 = 90–94%<br>3 = 85–89%<br>2 = 80–84%<br>1 = <80% | Complaints register | CRM or tenant engagement logs |

**NB: The appointed Service Provider is expected to achieve a minimum of 70% on the rental revenue collected in order to claim the full commission percentage.**