

## **NAREIM Data Strategy Meeting – May 12**

### **Property Manager Scorecards**

*What metrics should you collect & what systems do you use?*

During the NAREIM Data Strategy meeting, members shared insights into how to drive property manager performance through scorecarding. During roundtable discussions, members also highlighted the metrics they use to evaluate the performance of property managers in relation to data and which systems they use to help track data flows from property management teams to the corporate and investment team.

### **What metrics do you track to evaluate property manager performance?**

- Tenant occupancy & retention – physical and economic, including:
  - Rent payments & renewals
  - NOI
  - Weighted average lease term (WALT)
  - Appraisals
  - Tenant satisfaction
- Data exceptions (missing data), including:
  - Lease abstract completion/Time to enter lease data
  - NAICS code completion
- Meeting deadlines/downtime/turn times
- Lead vs lease/Stale deals report (90-days +)
- ESG and equitability
- Relative performance screening

### **What systems do you use to track and evaluate property manager performance?**

The top three systems used by real estate investment managers (in alphabetical order) included:

- RealPage
- VTS
- Yardi

Other systems (in alphabetical order) included:

- .Net
- 3PM Systems
- Argus
- Chatham
- Conservice
- Excel spreadsheets
- Gut feeling
- Informatica
- Investran
- Kingsley Surveys
- MRI
- PowerQuery/Power BI
- SQL