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Property Management Efficiency Scorecard

**Evaluate operations and find ways to
improve them.**



BuildingEngines

A JLL company



Unlock the hidden ROI of efficient property management

Happier tenants. Better-performing teams. Higher NOI.

It all comes down to operational efficiency. And making operations more efficient starts with knowing exactly where you stand.

Use our Efficiency Scorecard to take the first step. Each item on the checklist is worth one point. Tally up your score and use our grading system to see how your operations stack up — and where you'll find opportunities to improve them.



Property Management Efficiency Scorecard

Operational efficiency

- ☐ Have you implemented a system for managing work orders and preventive maintenance effectively?
- ☐ Have workflows been streamlined to maximize efficiency?
- ☒ Do you use a comprehensive property management platform that addresses your management needs?

Tenant relations

- ☐ Have you established a systematic way to promptly respond to tenant issues?
- ☐ Do you have a process for capturing tenant feedback and service ratings in real time?
- ☐ Are there communication channels for tenants to directly contact the property management team?

Cost efficiency and optimization

- ☐ Do you have a system to prevent additional expenses on costly repairs due to neglected upkeep?
- ☐ Have you implemented technology solutions to boost service efficiency and do more tasks faster?

OpEx reduction

- ☒ Are you optimizing the value derived from existing staff and resources?
- ☒ Have you reduced operational expenses as much as possible with existing solutions?

Revenue maximization

- ☒ Are you capturing all revenue from billable services and ensuring no opportunities are missed?
- ☒ Do you have a clearly defined system for billing services and mark-ups?
- ☐ Are you regularly tracking and analyzing the effectiveness of your property management?
- ☐ Do you have key performance indicators (KPIs) that align with your property management objectives?

Sustainability

- ☐ Does your property employ energy-efficient practices, such as using LED lighting and Energy Star-rated appliances, to reduce overall energy consumption?

- ☐ Have you implemented an efficient HVAC system, and do you conduct regular inspections and maintenance to ensure it's operating at optimum energy-saving levels?

Future preparedness

- ☐ Have you considered upcoming trends in the property management field?
- ☐ Are you equipped to adapt your processes as technology and industry trends change?

Compliance

- ☐ Are all properties meeting local and federal regulations?
- ☐ Is there a systematic process for tracking Certificate of Insurance (COI)?
- ☐ Are tenant compliances being monitored and managed effectively?

Continuous improvement

- ☐ Are there processes in place for regular review and improvement of property management strategies and procedures?

Tally your score

For every item you checked off, give yourself a point. Use the guidelines below to assess your final score.

Score 17-22: Strong

Congratulations, you're in great shape! Keep the momentum going by **assessing your technology stack**, closing gaps with **new software applications**, and keeping up with **industry trends**.

Score 9-16: Good

You've made significant strides and it's paying off, but there's still room for improvement. Learn how **the right technology** can help boost both efficiency and NOI.

Score 1-8: Needs Attention

Your processes could use a closer look. Make note of the points you missed and prioritize fixing those specific gaps. A comprehensive property management **software platform** can help.

As a reminder, your score is just a guide. Every property and portfolio is unique and may require a personalized approach. After all, efficient property management isn't a one-off, but an ongoing process of improvement and evolution.

Key benefits of property management software

- Streamlined workflows via mobile app
- Seamless tenant communications
- Prioritized work orders
- Real-time incident reporting
- Centralized database of materials, costs and tenant communications
- Faster work order completion rates
- Billbacks and reports that ensure tenant compliance



Conclusion

Take the next step for efficient operations

A well-managed property directly translates to happier tenants, optimized operational expenses, and increased profitability. By adopting streamlined workflows, leveraging technology, and focusing on both proactive and reactive measures, you can significantly elevate the value of your portfolio.

Remember, your success hinges not just on having an efficient system in place, but also on continuous assessment and improvement. Efficient property management isn't just a strategy you implement, it's an ongoing commitment to operational excellence, tenant satisfaction, and revenue growth. And it's a journey that becomes much easier with the right technology stack.

To experience this transformative potential firsthand, we invite you to take a self-guided tour of Prism by Building Engines. The journey to efficient property management begins with a single step. Take yours today.

[Take the tour →](#)

What customers have to say about Prism by Building Engines:

“

Response time has improved with Prism. We have taken the turnaround time from 48 hours down to 24 hours.

Tina Silverio

GM, Blanchard Plaza in Seattle

“

Prism keeps a paper trail and keeps the tenants notified on the progress of work orders, rather than simply saying that a work order is either open or closed. It's a much better way of communicating with tenants.

Maricela Fregoso

GM, The Grove in Charlotte, NC

About Building Engines

Building Engines, a JLL company, improves net operating income and performance across the world's most successful commercial real estate (CRE) portfolios. Our customers increase property management efficiency, deliver the best tenant experience, and reduce operating costs with Prism – the industry's most innovative and powerful building operations platform. Today, more than 1,000 customers—including Beacon Capital Partners, Brixmor, and SL Green—rely on Building Engines to manage critical operational needs across more than four billion square feet and 35,000 properties worldwide.

About JLL

For over 200 years, JLL (NYSE: JLL), a leading global commercial real estate and investment management company, has helped clients buy, build, occupy and invest in a variety of commercial, industrial, hotel, residential and retail properties. A Fortune 500 company with annual revenue of \$20.9 billion and operations in over 80 countries around the world, our more than 103,000 employees bring the power of a global platform combined with local expertise. Driven by our purpose to shape the future of real estate for a better world, we help our clients, people and communities SEE A BRIGHTER WAYSM. JLL is the brand name, and a registered trademark, of Jones Lang LaSalle Incorporated. For further information, visit jll.com.



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