

Key Performance Indicators (KPIs) for Asset Management Teams

1. Financial Performance

- **Net Operating Income (NOI) Growth** – Year-over-year and budgeted NOI improvements.
- **Budget Variance Analysis** – Monitoring revenue and expense deviations from the budget.
- **Expense Management & Controllable Costs** – Tracking property operating expenses.
- **Cash Flow Management** – Ensuring sufficient liquidity for operations and reserves.
- **Rent Growth vs. Market Trends** – Analyzing rental increases relative to market benchmarks.

2. Operational Metrics

- **Occupancy & Lease-Up Performance** – Tracking physical and economic occupancy.
- **Rent Collections & Bad Debt Reduction** – Monitoring delinquencies and bad debt write-offs.
- **Turnover & Maintenance Costs** – Managing unit turnovers and associated costs.
- **Work Order Completion Times** – Measuring efficiency in addressing maintenance requests.
- **Tenant Retention Rates** – Evaluating lease renewal success.

3. Regulatory Compliance

- **LIHTC Compliance Scores** – Ensuring adherence to Low-Income Housing Tax Credit regulations.
- **HUD Inspections & REAC Scores** – Maintaining high HUD property inspection ratings.
- **Bond & Lender Requirements** – Meeting financial and regulatory obligations.
- **Annual Financial Audits** – Ensuring audit compliance and clean financial statements.
- **Fair Housing Compliance** – Tracking fair housing training and regulatory adherence.

4. Capital Planning & Execution

- **CapEx Budget vs. Actuals** – Managing capital expenditures within budget.
- **Unit Renovation & Rehab Project Tracking** – Monitoring project timelines and budgets.
- **Reserve Fund Adequacy** – Ensuring sufficient capital reserves for future projects.
- **Energy Efficiency & Sustainability Initiatives** – Implementing cost-saving green measures.

5. Stakeholder Engagement & Reporting

- **Investor & Lender Reporting Timeliness** – Meeting deadlines for financial reporting.
- **Accuracy of Financial & Operational Reports** – Ensuring data integrity in reporting.
- **Property Management Performance Reviews** – Evaluating third-party management effectiveness.
- **Community Impact & Social Responsibility Metrics** – Measuring the social impact of housing initiatives.

Tracking these KPIs enables asset management teams to optimize financial performance, ensure regulatory compliance, and enhance operational efficiency. Regular assessment of these indicators supports data-driven decision-making and long-term portfolio success.