

	Strand of Work
1	<p><b>Property and Land enquiries</b></p> <p>Number of Enquiries (internal and external) sent to the general email inbox by the public and other service departments. To measure the timescale of response as well as completed enquiries, fees invoiced and payment received.</p>
2	<p><b>To achieve Market Rent and Market Value</b></p> <p>Review rents periodically and align with current market trends or as per the lease</p> <p>Lease renewals</p>
3	<p><b>Rate of Return</b></p> <p>Economic rate of return, measured against local and other nearby local authorities. Case officers to follow the valuation process.</p>
4	<p><b>To invoice, collect rent and manage debt</b></p> <p>To invoice all rent and collect rent. Percentage of rents to be collected [* invoiced] within 4 weeks of the due date.</p>
5	<p>To invoice and collect debt. Excluding special payment arrangements and arrears with solicitors and litigation cases (i.e.</p>
6	<p><b>Dilapidation</b></p> <p>In-house and external appointed agents within 1 month of expiry date</p>
	<p><b>Service Charges</b></p> <p>Invoiced and recouped</p>
	<p>To optimise use of the Council's Assets in accordance with the Asset Management Strategy</p>

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**Asset Appraisal**

**Tenant turn around**

**Break notices considered**

**Letting and managing void spaces.**

**Occupancy rating**

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	<b>Void incidents recorded (i.e. fire/water/weather damage, break ins, vandalism)</b>
<b>Property Database System, Abavus</b>	<b>To upload and keep updating non-residential agreements (lease, licence, TAW, wayleaves, easements, side letters, Landlord consents)</b>

**Detailed KPI**

Number of enquiries.

Acknowledgement of receipt within 5 days

Substantive response within 30 days

Number of invoices raised and paid by external enquirers. Need to allow for appeal against being charged

Number of Rent Reviews due

Number of Rent Reviews completed

Number of Lease Renewals

Number of Lease Renewals. Aim LR completed within year of S25 Notice/S24 Notice where ABC tenant TAW exceeding 6 months. Leases to be negotiated.

Agreed rent/fee to be within 15%

Under or over the ERV Unless other concessions/terms/benefits agreed in favour of ABC

Number of invoices paid in full within 30 days once received. Invoices raised by Finance, to meet quarterly. Allow for discrepancies in calculation and delays in payment. To collate data from external agents.

Amount of debt. To collate data from external agents

% change of debt amount from last recording. Overall collection of debt owed. Increased or decreased

To review all end of lease events where renewal not contemplated. Must allow for resource

Amount charged and recouped as a 90% to allow for appeals and miscalculations

Every 3 - 5 years (or as and when the Asset Management Strategy is reviewed) review of portfolio to identify assets to be appraised for it's usefulness, social value, higher rental receipts, optimisation, development purposes, alternative use.

Based on number of tenants vacating. Measured against whole comercial portfolio/all assets. To identify properties in less demand or problematic to let.

Amount of break notices due against how many considered whether to exercise or not. Measured as a %

To manage vacant units as per the vacant property procedure. How many vacant units are there and how many are being managed and reviewed under the asset appraisal process.

Number of assets occupied

% of assets occupied

Liabilities and costs incurred as a result of void management not recoverable by insurance

How many current and new agreements have been uploaded (either uploaded or monitored by Estates)

Performance Indicator/Target	Q1 (Apr - Jun)
Number	N/A
95%	N/A
80%	
80%	N/A
Number	N/A
Number	N/A
Number	N/A
Number	N/A
Number	N/A
70%	N/A
£	£
80%	%
£	£
%	%
95%	%
Charged, £ Recouped, £ _____ % recouped	Charged, £ Recouped, £ _____ % recouped
Number	N/A

Number	N/A
100%	N/A
Number of units differentiated between retail, office/shed, industrial, community (including land), agriculture	Retail _____ Office _____ Industrial ____ Community ____ Agriculture ____
Number of units occupied out of how many units in the portfolio at the time of review	Retail ____/____ Office ____/____ Industrial ____/____ Community ____/____ Agriculture ____/____
85%	Retail _____ Office _____ Industrial ____ Community ____ Agriculture ____



100%	N/A
Number	N/A

Summary notes
To be measured monthly
To be measured monthly
To be measured monthly
To be measured monthly
To be measured annually
To be measured annually
To be measured annually
To be measured annually
To be measured annually
£
%
%
Charged, £ Recouped, £ _____ % recouped

Retail \_\_\_\_\_

Office \_\_\_\_\_

Industrial \_\_\_\_\_

Community \_\_\_\_\_

Agriculture \_\_\_\_\_

Retail \_\_\_\_/\_\_\_\_

Office \_\_\_\_/\_\_\_\_

Industrial \_\_\_\_/\_\_\_\_

Community \_\_\_\_/\_\_\_\_

Agriculture \_\_\_\_/\_\_\_\_

Retail \_\_\_\_\_

Office \_\_\_\_\_

Industrial \_\_\_\_\_

Community \_\_\_\_\_

Agriculture \_\_\_\_\_

