RPM Scorecard Report

<DATE>

RPM / Property	<Month Year> Financials		Sales Process								Pricing		Customer Satisfaction			Service Process					People	
BENCHMARK	-1%	12.9%	18%	100%		10%	100%				New	Renew	4.1	4.1	4.1	70%	95%	Budget	90%	4.0	35	0
	NRI	AR %	Occ Goal	4Hr %	GC/Avai	Win %	Oct Rnw	U	R	E	New	Renew	CSAT	Office	Service	0	0-14%	Net Turn	Timely	SR Qlty	Avg Hr	OT
Regional Property Manager/Property Name	0.2%	2.3%	13%	92%	1	11%	75%	39	105	220	-0.4%	6.5%	4.0	4.3	3.8	88%	96%	$511	93%	4.3	36.5	51
Property Name	-11.0%	2.8%	8%	100%	1	13%	92%	5	22	39	-5.3%	3.9%	3.9	2.5	3.0	50%	75%	$983	100%	4.5	35.4	0
Property Name	-5.2%	2.2%	0%	99%	1	16%	68%	2	17	41	-15.8%	0.0%	3.2	3.4	3.8	88%	100%	$619	70%	4.0	35.0	0
Property Name	-18.8%	11.3%	-10%		0		0%	1	0	3	-15.8%	2.8%	4.0					$977	0%		30.0	0
Property Name	0.1%	1.9%	17%	53%	4	5%	45%	4	5	20	6.9%	7.0%	4.0	2.5	2.5	80%	100%	$481	71%	4.4	35.6	0
Property Name	5.5%	1.1%	0%	100%	1	0%	54%	5	7	19	0.9%	4.7%	4.3	4.7	4.3	100%	100%	$991	89%	4.8	36.9	0
Regional Property Manager	-6.6%	2.6%	2%	88%	1	12%	68%	17	51	122	-3.8%	3.5%	3.8	3.4	3.6	80%	95%	$763	84%	4.4	35.4	0
Regional Property Manager/Property Name	1.0%	1.3%	15%	97%	1	10%	74%	21	58	125	-1.6%	4.7%	4.0	4.5	4.0	73%	100%	$447	96%	4.6	34.1	0
Regional Property Manager/Property Name	2.9%	3.3%	13%	94%	1	8%	54%	49	65	180	14.4%	7.8%	3.9	3.9	3.9	91%	91%	$946	88%	4.3	38.7	39
Regional Property Manager/Property Name	-1.7%	2.8%	13%	90%	1	11%	80%	43	133	263	-3.3%	2.7%	4.0	4.3	4.1	74%	85%	$1,643	88%	4.2	36.7	28
Regional Property Manager/Property Name	6.7%	1.9%	24%	94%	1	9%	57%	33	50	125	16.3%	7.2%	4.2	3.8	4.4	100%	100%	$549	95%	4.6	36.3	18
Regional Property Manager/Property Name	-0.6%	1.6%	8%	95%	2	4%	74%	21	59	123	0.0%	5.0%	4.3	4.1	3.5	81%	100%	$1,074	95%	4.6	37.0	4
Regional Property Manager/Property Name	0.1%	2.3%	15%	93%	1	12%	81%	36	95	179	6.8%	5.9%	4.2	4.3	3.9	94%	100%	$1,018	90%	4.4	38.1	35
Regional Property Manager/Property Name	-1.2%	3.4%	-6%	88%	1	5%	83%	3	24	49	6.2%	6.0%	4.2	4.7	2.3	100%	100%	$462	96%	4.9	36.5	0
Regional Property Manager/Property Name	-5.5%	3.8%	5%	85%	0	3%	51%	13	22	63	13.5%	7.6%	3.9	4.0	4.0	50%	70%	$551	100%	4.7	37.4	21
Regional Property Manager/Property Name	-0.2%	19.5%	4%	0%	1	19%	46%	14	11	39	2.7%	3.7%	4.2	4.0	3.3	14%	29%	$2,582	100%	4.9	37.8	58
Regional Property Manager/Property Name	2.2%	1.7%	50%	92%	2	9%	66%	13	19	47	-3.9%	4.7%	4.5	4.5	5.0	89%	100%	$503	96%	4.8	38.7	27
Regional Property Manager/Property Name	3.5%	2.0%	4%	88%	2	6%	68%	21	26	70	20.4%	13.1%	4.2	4.8	4.6	20%	70%	$1,062	77%	4.3	39.6	34
Regional Property Manager/Property Name	2.0%	0.3%	57%	77%	4	8%	53%	13	21	60	8.0%	8.4%	4.3	4.6	2.8	89%	100%	$302	93%	4.5	39.0	16
Regional Property Manager/Property Name	-11.9%	0.4%	11%	92%	1	7%	62%	4	8	19	4.9%	3.7%	4.1	4.8	4.4			$736	88%	4.2	40.9	9
Regional Property Manager/Property Name	1.2%	1.1%	14%	96%	1	11%	69%	24	74	176	7.1%	6.3%	4.1	4.5	4.2	68%	86%	$474	87%	4.3	38.8	82
Regional Property Manager/Property Name	-0.1%	1.4%	7%	97%	2	4%	62%	6	28	65	-0.7%	7.7%	4.4	3.0	3.3	85%	100%	$473	85%	4.4	35.6	16
Regional Property Manager/Property Name	0.2%	1.4%	16%	93%	1	10%	65%	33	59	140	11.4%	7.9%	4.2	4.3	4.1	90%	95%	$369	86%	4.5	37.2	27
Regional Property Manager/Property Name	-1.3%	1.4%	14%	96%	1	12%	67%	15	70	143	6.3%	7.0%	4.1	3.8	3.2	86%	100%	$286	82%	4.5	37.4	43
Regional Property Manager/Property Name	0.0%	1.4%	3%	97%	1	11%	47%	33	24	86	24.8%	13.1%	4.5	4.4	4.0	90%	100%	$337	95%	4.9	37.0	5
Regional Property Manager/Property Name	1.4%	0.8%	1%	91%	2	5%	86%	13	59	109	-1.2%	11.3%	4.1	4.3	3.8	80%	93%	$476	93%	4.3	37.0	34
Regional Property Manager/Property Name	-2.3%	2.3%	11%	90%	1	14%	81%	12	52	97	10.0%	4.3%	4.4	4.3	4.0	75%	94%	$655	96%	4.9	37.5	19
Grand	-0.2%	2.6%	11%	92%	1	9%	69%	476	1113	2500	4.6%	6.5%	4.1	4.2	3.9	78%	91%	$723	90%	4.5	37.2	0

Report Metrics & Definitions

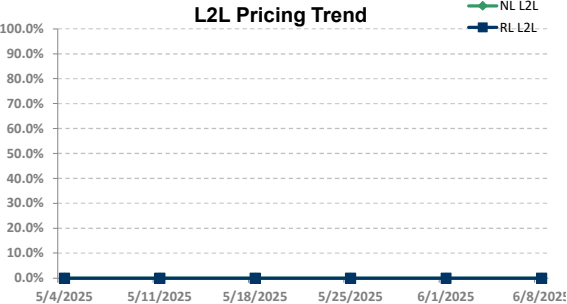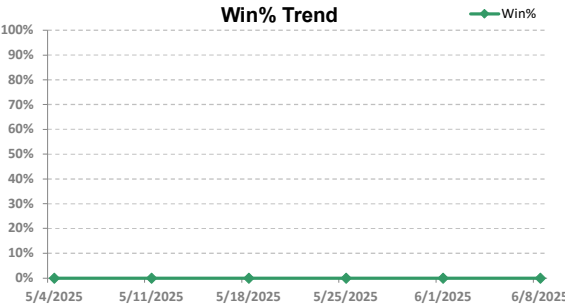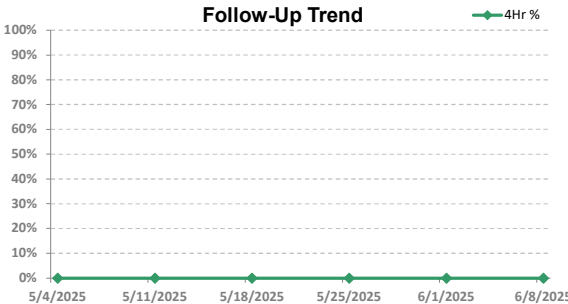| Category	Metric	Benchmark	Calculation
Current Month Financials	EGI	0%	Prior full month EGI vs. Budget
	COE	0%	Prior full month COE vs. Budget, with a positive number indicating less pend than budgeted
	NRI	-1.5% to 0%	Current month NRI vs. Budget
	AR%	20% to 2.5%	Current month accounts receivable as a percentage of EGI
Sales Process	Occ Goal	100%	Based on the "Add'l Move Ins w/ Apps" field (Column T) from the Daily Sales. The percentage compares the beginning report from the month to the current additional needed
	4Hr %	100%	% of guest cards created last week followed up (via phone if possible) within 4 business hours of the guest card creation.
	GC/Avai		Number of guest cards created last week divided by available units.
	Win %	10%	Number of guest cards won last week divided by number of guest cards created.
	NM Rnwl	100%	Based on the "Add'l Renewals Needed" field (Column M) from the Daily Renewal Report. The percentage compares the beginning report from the month to the current additional needed.
	U / R / E		Number of Unknowns / Renewals / Expiring in following month (tied to renewal goal month).
Pricing	New		The lease to lease pricing change (comparison of prior lease on each unit to the current lease) for all new leases which started last week.
	Renew		The lease to lease pricing change (comparison of prior lease on each unit to the current lease) for all renewals which started last week.
Customer Satisfaction	CSAT	4.00	The average overall impression and overall satisfaction score for surveys returned last week
	Office	4.00	The average office team satisfaction score from surveys returned last week.
	Service	4.00	The average service team satisfaction score from surveys returned last week.
Service Processes	0-7%	70%	Percentage of the turns made ready last week which were completed in 7 days or fewer.
	0-14%	95%	Percentage of the turns made ready last week which were completed in 14 days or fewer.
	Net Turn	Budget	Last month's net cost per turn: (Turn expense + Turn Capital - C&D) / Total Turns. Red Dot indicates over budget.
	Timely	90%	Percent of residents responding that SR was completed in a timely manner for SR completed last week.
	SR Qlty	4.00	Percent of residents responding that SR was completed to their satisfaction.
	PO %		Percentage of EPRO PO's from last week that were created prior to invoice date.
	Prmry%		Percent of spend last week (in categories with contracts) completed through the primary vendor.
People	Avg Hr	35	Average hours worked per hourly employee during the last payroll period available
	OT	0	Total number of overtime hours worked during the last payroll period available

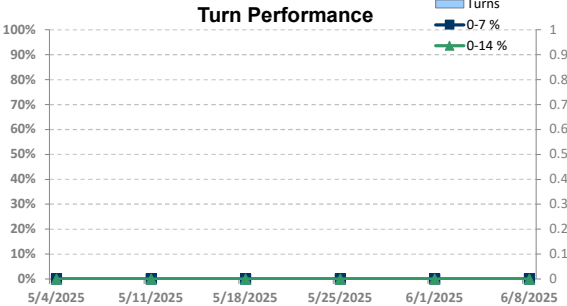# RPM Scorecard Details(Selection on Right)

Level Conventional

Financial Results

Revenue Trend
— Actual
— Budget

Expense Trend
— Actual
— Budget

A/R Trend
— Actual

Sales Process

Follow-Up Trend
— 4Hr %

Win% Trend
— Win%

L2L Pricing Trend
— NL L2L
— RL L2L

Service Process

Per Turn COE Trend
— Turn Exp Act
— Turn Exp Bud

Per Turn Cap Trend
— Turn Cap Act
— Turn Cap Bud

Turn Performance
Turns
— 0-7 %
— 0-14 %
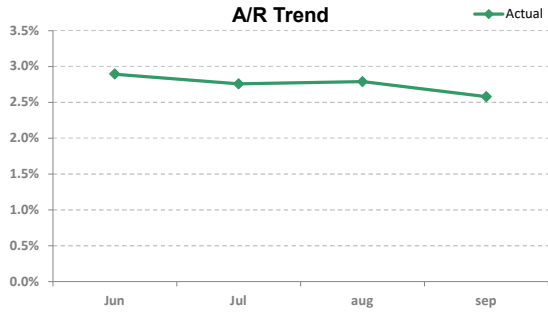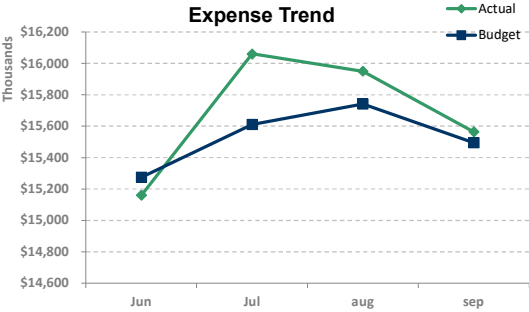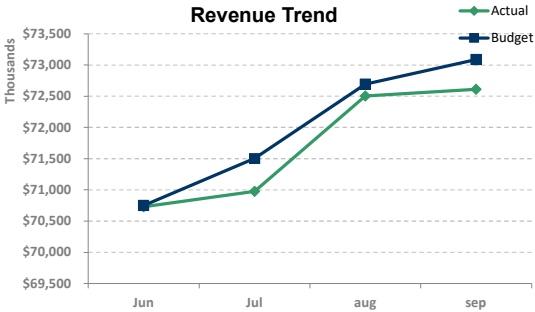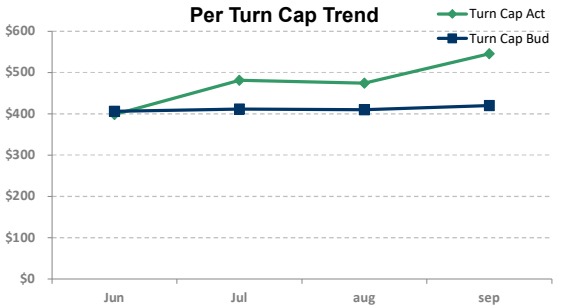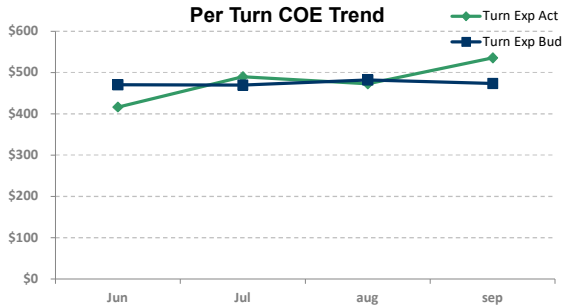
Customer Service

CSat
4.00

CSat Components (T6 Wk Avg)
Move Out
Post-Rnwl

Maintenance Surveys
— Timeliness (0-100%)
— SR Quality (1-5)

Chart 1 (x-axis labels): 5/4/2025 0.00 | 5/11/2025 0.00 | 5/18/2025 0.00 | 5/25/2025 0.00 | 6/1/2025 0.00 | 6/8/2025 0.00

Chart 2 (y-axis labels): SR | Pre-Rnwl | Move In | Prospect
Chart 2 (x-axis): 0.00 | 0.20 | 0.40 | 0.60 | 0.80 | 1.00

Chart 3 (left y-axis): 0.00 | 0.10 | 0.20 | 0.30 | 0.40 | 0.50 | 0.60 | 0.70
Chart 3 (right y-axis): 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70%
Chart 3 (x-axis): 5/4/2025 | 5/11/2025 | 5/18/2025 | 5/25/2025 | 6/1/2025 | 6/8/2025