

## KEY PERFORMANCE INDICATORS

### HOA Management Company

Position	Key Performance Indicator	Frequency
Director of Community Management	Obtain 90.0% or better client retention versus same month in prior year	Monthly
	Obtain 95.0% business process adherence	Monthly
	Obtain 10% or less employee turnover	3 Month Average
	Obtain gross revenue growth of 10% per quarter versus same quarter in prior year	Quarterly
	Obtain 12.0% net margin	3 Month Average

Community Manager	Obtain 100% client retention	Monthly
	Achieve 97% business process adherence	Monthly
	Obtain 25% gross profit in assigned client portfolio	Monthly

Community Specialist	Obtain 99% flawless board packets	Weekly
	Achieve 99.% flawless home owner correspondence	Weekly
	Obtain 97% billing of reimbursed expenses	Monthly

Compliance Coordinator	Obtain 100% on-time community inspections	Weekly
	Achieve 99% flawless home owner correspondence	Weekly
	Obtain no moving vehicle violations	Weekly