

Software Guide for REINZ Residential Property Management (RPM) Awards

This guide explains how to get the required quantitative metrics from your property management software.

You can run reports for:

- Your whole portfolio, or
- Individual property managers, teams, pods, or offices (using the same reports with filters).

IMPORTANT: To demonstrate Portfolio Retention, you will need to indicate for each metric whether the numbers provided are actual or estimates. Judges prefer actual figures, but estimates are acceptable where actuals are not available.

Palace

Portfolio Performance

Go to: Insights → Portfolio → Portfolio Summary Report

Filter options:

- Company: leave as Combined
- Individual: select from list
- Office/Pod: select from Management Group

IMPORTANT:

- This report only covers **two months at a time**.
- You will need to download **six reports** to cover the full year, export to Excel, and calculate the annual averages.

See sample Portfolio Summary Report below:

Portfolio Summary (November 2023)

(Combined)

	November 2023	October 2023
Total Gross Management Fees Collected	\$0.00	\$2,406.67
Total Gross Maintenance Fees Collected	\$0.00	\$0.00
Total Gross Letting Fees Collected (Tenancy)	\$0.00	\$0.00
Total Gross Letting Fees Collected (Property)	\$0.00	\$0.00
Total Gross Inspection Fees Collected	\$0.00	\$100.00
Total Other Fees Collected	\$0.00	\$204.25
Total Fees Collected	\$0.00	\$2,710.92
Average Management Fee (\$ Value / Property)	\$0.00	\$240.67
Average Management Fee (% / Property)	0	9.16%
Number of Owners	8	8
Number of Managed Properties	9	8
Number of Commercial Properties	1	1
Number of Holiday Properties	1	1
Number of Casual Properties	1	0
Average Number of Properties / Owner	1.5	1.25
Average Rent (Weekly)	\$605.20	\$605.20
Properties Won	3	0
Properties Lost	1	0
Number of Inactive Properties	3	3
Number of Inspections Completed	1	0
Number of Inspections Charged	0	3
Number of Open Works Orders	20	20
Number of Properties Let	0	0
Number of Vacant Managed Properties	4	3
Number of Vacant Commercial Properties	0	0
Number of Vacant Holiday Properties	0	0
Number of Vacant Casual Properties	0	0
Vacancy Rate (%)	44.44%	37.50%
Number of Managed Tenants	9	10
Number of Commercial Tenants	2	2
Number of Holiday Tenants	0	0
Number of Casual Tenants	0	0
Overdue Managed Tenants (Up to 6 days)	0	0
Overdue Managed Tenants (7 to 13 days)	0	1
Overdue Managed Tenants (14 to 20 days)	0	0
Overdue Managed Tenants (21 to 27 days)	2	0
Overdue Managed Tenants (28 days and over)	5	3
Total % of Portfolio in Arrears (over 6 days)	77.78%	40.00%
Overdue Managed Tenants (Vacated)	0	0
(Combined)		
Total Gross Rent Received (Managed)	\$0.00	\$20,188.00
Total Gross Rent Received (Commercial)	\$0.00	\$4,980.00
Total Gross Rent Received (Holiday)	\$0.00	\$1,110.00
Total Gross Rent Received (Casual)	\$0.00	\$0.00
Total Rent Received	\$0.00	\$26,278.00

Use this report to:

- Provide the **average Arrears rate** (% of portfolio 7+ days in arrears) between 1 Apr 2025 – 31 Mar 2026.
- Provide the **Vacancy Rate** (%) between 1 April 2025 – 31 March 2026.

Portfolio Retention

Important: To demonstrate Portfolio Retention, you will need to indicate for each metric whether the numbers provided are actual or estimates. Judges prefer actual figures, but estimates are acceptable where actuals are not available.

Total number of properties at 1 April 2025 - you can use the April 2025 Portfolio Summary

Total number of properties as at 31 March 2026 - you can use the March 2026 Portfolio Summary

The following questions can be covered in two reports – the above Portfolio Summary will give you totals and the won and lost reports will give you the breakdown of how they were won or lost.

- How many of the total number of properties as at 31 March 2026 were new in the Awards Year – i.e. obtained after 1 April 2025?
- How many of the total number of properties as at 31 March 2026 have been in your portfolio for longer than the Awards Year – i.e. prior to 1 April 2025? (*This is the same number as the April 2025 number*)
- How many properties were sold during the Awards Year?
- How many properties were transferred to other portfolios?
- How many were owners moving back in?
- How many properties were lost for reasons which are preventable (e.g., the owner chose to self-manage or the property was taken over by a competitor)?

Other helpful report

- Agency Insights → Fees Earned Reports (for fee breakdowns)

PropertyMe

Portfolio Performance

Go to: **Reports** → **Business Insights** → **Agency Insights (by month)**
Run the report for the **full year**.

See sample reports below.

All Reports

Standard
Custom

Property Details

- Property Key List Report
- Rent Increase
- Rent Increase - History
- Rent Review by Manager
- Sales
- Tasks
- Tenant Arrears
- Tenant Arrears (Including Past Tenants)
- Tenant Arrears by Invoice
- Tenant Arrears by period
- Tenant Bonds
- Tenant Details
- Tenant Details (Current Tenants with Paid to Dates)
- Tenant Rent Arrears (Current Tenants)
- Tenant Rent Arrears Only (Including Past Tenants)
- Vacancies

- Onboarding - Owner Payment Intervals
- Onboarding - Split Owner Payments
- Onboarding - Tenant Direct Debit
- Owner Financial Summary Statements
- Recent Receipts (All - Inc Reversals)
- Recent Receipts (Not including reversals)
- Transaction Audit
- Transactions
- Transactions - Reversals (Current Month)
- Trial Balance

Business Reports

- Agency Insights By Month
- Agency Revenue By Month
- Portfolio Fees - Monthly Projection
- Portfolio Fees - No Fees Set
- Rent Roll Recurring Income
- Rental Statistics
- Revenue by Property

Agency Insights By Month

From 1/04/2025 to 30/03/2026
Values are exclusive of GST

Name	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Active properties	31	31	30	33	34	35	38	40	39	41	39	37
Rental properties	31	31	30	33	34	35	37	39	39	41	39	37
Sale properties	0	0	0	0	0	0	0	0	0	0	0	0
Owners	28	27	27	30	31	32	34	36	36	38	36	33
Avg. rent by month	\$3,108	\$3,028	\$3,017	\$3,001	\$3,008	\$3,007	\$2,991	\$3,011	\$3,043	\$3,035	\$3,027	\$3,055
Managements gained	4	1	1	1	1	3	1	0	0	0	0	0
Managements lost	1	1	2	0	0	1	0	1	0	0	1	1
Net managements gained/lost	3	0	-1	1	1	2	1	-1	0	0	-1	-1
Avg. management fees %	6.2%	7.2%	7.5%	7.5%	7.2%	7.5%	7.5%	7.3%	7.2%	7.2%	7.4%	7.6%
Avg. management fees \$ by month	\$213.16	\$235.53	\$234.93	\$236.17	\$230.01	\$227.69	\$225.24	\$229.32	\$232.92	\$231.87	\$230.51	\$232.35
Est. management fees \$	\$4,299.39	\$6,011.51	\$6,017.94	\$6,493.30	\$6,467.02	\$6,536.87	\$7,328.45	\$7,569.49	\$8,530.82	\$8,546.20	\$7,500.41	\$8,058.39
Tenancies	27	26	26	27	28	30	32	35	37	37	36	35
New tenancies	5	2	2	1	3	4	3	3	2	3	1	2
Expired tenancies	5	5	3	4	3	4	4	4	4	5	6	6
Properties not for re-let	0	1	0	2	1	1	1	1	1	1	1	1
Avg. tenants in rent arrears (3+ days)	12	2	2	1	1	1	1	1	2	2	2	1
Avg. rent arrears rate % (3+ days)	49%	8%	7%	2%	2%	2%	3%	2%	6%	5%	5%	3%
Avg. tenants in rent arrears (7+ days)	11	1	0	0	0	0	0	0	0	0	0	0
Avg. rent arrears rate % (7+ days)	42%	3%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Avg. tenants in rent arrears (14+ days)	9	0	0	0	0	0	0	0	0	0	0	0
Avg. rent arrears rate % (14+ days)	35%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Vacant properties	4	2	2	4	5	2	1	2	1	2	1	1
Vacancy rate %	13%	7%	7%	13%	15%	6%	3%	5%	3%	5%	3%	3%

Use this report to:

- Provide the **average Arrears rate** (% of portfolio 7+ days in arrears) between 1 Apr 2025 – 31 Mar 2026.
- Provide the **Vacancy Rate** (%) between 1 April 2025 – 31 March 2026.

Portfolio Retention

Important: To demonstrate Portfolio Retention, you will need to indicate for each metric whether the numbers provided are actual or estimates. Judges prefer actual figures, but estimates are acceptable where actuals are not available.

Total number of properties at 1 April 2025 you can refer to Agency Insights report

Total number of properties as at 31 March 2026 you can refer to Agency Insights report

The following questions can be covered in two reports – the above Agency Insights report will give you totals and the managements won and lost reports will give you the breakdown of how they were won or lost.

- How many of the total number of properties as at 31 March 2026 were new in the Awards Year – i.e. obtained after 1 April 2025?
- How many of the total number of properties as at 31 March 2026 have been in your portfolio for longer than the Awards Year – i.e. prior to 1 April 2025? (This is the same number as the April 2025 number)
- How many properties were sold during the Awards Year?
- How many properties were transferred to other portfolios?
- How many were owners moving back in?
- How many properties were lost for reasons which are preventable (e.g., the owner chose to self-manage or the property was taken over by a competitor)?

Other helpful report

- Fees Projection Report (Agency Insights may also cover this)

Property Tree

Most information is in:

Trust & Reports → **Statistics Report** (set the full date range). That has the fees collected too (for whatever filters they use)

If using **Agora**, this can also be used.

See sample Statistics Report below:

IMRI Account - Demo Use Only		333 George Street, Sydney, NSW, 2000, AUSTRALIA Ph: 02 9999 9999 Fax:	
Statistics Report (Excl.GST)			
Filters		Period: 1/04/2025 - 25/03/2026	
Trust Name:	All Trusts	Portfolio:	All Users
Property Type:	Residential and Commercial	Business Role:	None
Calculate Arrears As:	Period		
Arrears From:	7 day(s)		
Property Management			
As At 25/03/2026 9:18 AM			
Number of Active Managements (not Archived)		118	
- Properties in Change of Ownership		1	
- Common Properties		5	
- Properties Lost (not Archived)		1	
- Management Authority not yet Commenced		0	
Number of Properties Under Management		111	
- Properties currently Leased (Income Generating)		89	
- Properties Leased and Vacating		3	
- Properties with Leases with no End Date (excl Vacating)		1	
- Properties with Leases Expired (excl Vacating)		38	
- Properties with Current Leases (excl Vacating)		47	
- Properties with Leases Expired as % of Properties Leased		44.19%	
- Properties Vacant (not Income Generating)		22	
- Properties Vacant with Future Lease Start Date		0	
- Properties Vacant and Not for Relet		1	
- Properties Available for Rent		21	
Vacancy Rate		18.92%	
Number of Active Tenancies (not Archived)		105	
- Tenancies Vacated not yet Archived		15	
- Tenancies Vacating/Vacated in Rent Arrears		3	
- Tenancies not Vacating in Rent Arrears		28	
Amount of Rent Arrears (not Vacating/Vacated Tenancies)		\$114,957.76	
Amount of Total Rent Arrears		\$120,387.41	
Rent Arrears Rate: not Vacating/Vacated Tenancies		26.67%	
Rent Arrears Rate: Total		29.52%	
Avg Weekly Rent Amount		\$677.91	
Avg Management Fee %		12.96%	
Outstanding Routine Inspections		47	
Overdue Rent Reviews		39	
Outstanding Maintenance Jobs 14+ Days			
- Open		34	
- Quote Request		7	
- Work Order		114	
- Invoiced		2	
Total Outstanding Maintenance Jobs Not Closed 14+ Days		157	
For Period: 1/04/2025 - 25/03/2026			
Total Properties Lost		2	
Total Properties Gained		14	
- Tenanted Properties Gained		1	
- Vacant Properties Gained		13	
Net Properties Gained / Lost		12	
New Tenancy Leases Started		16	
Existing Tenancy Leases Renewed		29	
Managements Archived		0	
Routine Inspections Closed		7	

This report will give you the following information for Portfolio Performance:

- Provide the **average Arrears rate** (% of portfolio 7+ days in arrears) between 1 Apr 2025 – 31 Mar 2026.
- Provide the **Vacancy Rate** (%) between 1 April 2025 – 31 March 2026.

Portfolio Retention:

Important: To demonstrate Portfolio Retention, you will need to indicate for each metric whether the numbers provided are actual or estimates. Judges prefer actual figures, but estimates are acceptable where actuals are not available.

Total number of properties at 1 April 2025 - you can use the Statistics Report.

Total number of properties as at 31 March 2026 - you can use the Statistics Report.

The following questions can be covered in two reports – the above Statistics Report will give you totals and the managements won and lost reports will give you the breakdown of how they were won or lost.

- How many of the total number of properties as at 31 March 2026 were new in the Awards Year – i.e. obtained after 1 April 2025?
- How many of the total number of properties as at 31 March 2026 have been in your portfolio for longer than the Awards Year – i.e. prior to 1 April 2025? (*This is the same number as the April 2025 number*)

The gained and lost is under Trust and Reports too – and had some filters / column selections that can be exported plus categories for gained/lost.

- How many properties were sold during the Awards Year?
- How many properties were transferred to other portfolios?
- How many were owners moving back in?
- How many properties were lost for reasons which are preventable (e.g., the owner chose to self-manage or the property was taken over by a competitor)?

Keyhook

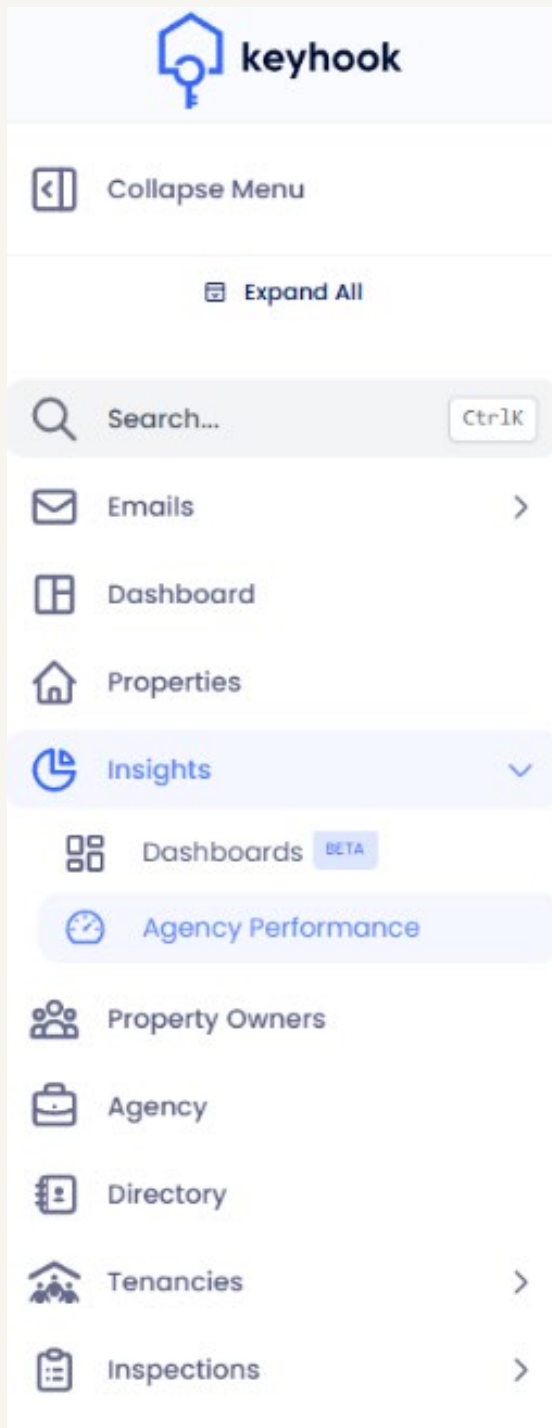
Most information is in:

Insights → Agency Performance

(There is also an Awards dashboard coming soon.)

Select the required date range.

- First tab: Company
- Second tab: Portfolio view



See a sample copy of the report below:

← Agency Performance								
Agency Portfolio								
8 months selected Export								
	AUGUST 2025	SEPTEMBER 2025	OCTOBER 2025	NOVEMBER 2025	DECEMBER 2025	JANUARY 2026	FEBRUARY 2026	MARCH 2026
Management Fees Collected	\$33,827.64	\$31,884.77	\$37,025.99	\$33,349.33	\$35,291.41	\$38,162.02	\$33,291.22	\$34,825.48
Maintenance Fees Collected	\$166.90	\$80.59	\$209.02	\$74.02	\$260.09	\$187.63	\$144.83	\$166.90
Letting Fees Collected	\$0.00	\$2,173.90	\$4,805.08	\$2,212.28	\$3,913.02	\$1,956.51	\$3,771.23	\$2,511.39
Inspection Fees Collected	\$0.00	\$2,482.00	\$570.00	\$1,117.00	\$1,731.00	\$2,102.00	\$1,795.00	\$1,190.00
Other Fees Collected	\$0.00	\$0.00	\$650.00	\$650.00	\$500.00	\$650.00	\$0.00	\$0.00
Total Fees Collected	\$33,994.54	\$36,621.26	\$43,260.09	\$37,402.63	\$41,695.52	\$43,058.16	\$39,002.28	\$38,693.77
Average Management Fee (\$ / Property)	\$42.43	\$42.24	\$42.11	\$41.77	\$41.94	\$41.95	\$41.95	\$41.60
Average Management Fee (% / Property)	6.68%	6.67%	6.65%	6.62%	6.64%	6.63%	6.63%	6.61%
Number of Owners	158	162	171	172	180	183	186	195
Number of Residential Properties	224	228	237	242	246	253	264	280
Number of Commercial Properties	0	0	0	0	0	0	0	0
Number of Casual Properties	0	0	0	0	0	0	0	0
Total Number of Properties	224	228	237	242	246	253	264	280
Average Number of Properties / Owner	1.43	1.42	1.40	1.39	1.38	1.39	1.42	1.44
Average Rent (Weekly)	\$634.86	\$633.59	\$633.52	\$630.67	\$631.54	\$632.91	\$632.88	\$629.78
Properties Won	7	4	9	5	4	7	11	16
Properties Lost	0	0	1	1	0	0	0	2
Number of Inspections Completed	54	37	44	51	100	72	70	60
Number of Inspections Charged	0	68	15	38	48	61	48	35
Number of Work Orders	32	19	33	37	50	62	49	37
Number of Properties Let	3	10	9	7	8	7	10	10
Number of Vacant Residential Properties	136	124	116	109	104	90	76	72
Number of Vacant Commercial Properties	0	0	0	0	0	0	0	0
Number of Vacant Casual Properties	0	0	0	0	0	0	0	0
Total Number of Vacant Properties	136	124	116	109	104	90	76	72
Vacancy Rate (%)	60.71%	54.39%	48.95%	45.04%	42.28%	35.57%	28.79%	25.71%
Number of Residential Tenants	333	358	381	395	412	435	460	484
Number of Commercial Tenants	0	0	0	0	0	0	0	0
Number of Casual Tenants	0	0	0	0	0	0	0	0
Total Number of Tenants	333	358	381	395	412	435	460	484
Total Rent Received (Residential)	\$478,497.29	\$489,852.83	\$542,307.16	\$499,492.84	\$556,139.25	\$535,222.24	\$499,006.30	\$524,935.92
Total Rent Received (Commercial)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Rent Received (Casual)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Rent Received	\$478,497.29	\$489,852.83	\$542,307.16	\$499,492.84	\$556,139.25	\$535,222.24	\$499,006.30	\$524,935.92

This report will give you the following information for **Property Performance**:

- Provide the **average Arrears rate** (% of portfolio 7+ days in arrears) between 1 Apr 2025 – 31 Mar 2026.
- Provide the **Vacancy Rate** (%) between 1 April 2025 – 31 March 2026.

Property Retention:

Important: To demonstrate Portfolio Retention, you will need to indicate for each metric whether the numbers provided are actual or estimates. Judges prefer actual figures, but estimates are acceptable where actuals are not available.

Total number of properties at 1 April 2025 - you can use the Agency Performance report

Total number of properties as at 31 March 2026 - you can use the Agency Performance report

The following questions can be covered in two reports – the above Agency Performance will give you totals and the managements won and lost reports will give you the breakdown of how they were won or lost.

- How many of the total number of properties as at 31 March 2026 were new in the Awards Year – i.e. obtained after 1 April 2025?
- How many of the total number of properties as at 31 March 2026 have been in your portfolio for longer than the Awards Year – i.e. prior to 1 April 2025? (This is the same number as the April 2025 number)

You can also use Insights → Dashboard widgets to create graphs.

- How many properties were sold during the Awards Year?
- How many properties were transferred to other portfolios?
- How many were owners moving back in?
- How many properties were lost for reasons which are preventable (e.g., the owner chose to self-manage or the property was taken over by a competitor)?