



# Major Retail Shopping Centre Performance - A Presentation by John Highman

**Link:** <https://commercial-realestate-training.com/how-to-develop-your-own-presentation-style-in-commercial-property-management/>

This chart is not finite and can be added to based on location, property laws, property type, tenant facts, and landlord requirements.

## 1. Tenants

- 1.1. Tenant types
- 1.2. Permitted use
- 1.3. Clustering of tenants
- 1.4. Tenant meetings
- 1.5. Lease and occupancy management
- 1.6. Expiry profiles over the next 2 years

## 2. Landlord

- 2.1. Reporting strategies
- 2.2. Investment requirements
- 2.3. Fund and income requirements
- 2.4. Lease and tenant guidelines
- 2.5. Communications systems
- 2.6. Asset plan

## 3. Customers

- 3.1. Demographics
- 3.2. Shopping requirements
- 3.3. Shopping patterns
- 3.4. Customer surveys
- 3.5. Community involvement

## 4. Reporting

- 4.1. Income
  - 4.1.1. Net
  - 4.1.2. Gross
- 4.2. Expenditure
- 4.3. Maintenance
- 4.4. Capital works
- 4.5. Vacancies
- 4.6. Lease management
- 4.7. Tenant mix and management
- 4.8. Lease compliance
- 4.9. Risk management

## 5. Budget

- 5.1. Income
- 5.2. Expenditure

5.3. Capital works

5.4. Incentives

5.5. Maintenance

## **6. Capital Expenditure**

6.1. Plan of works

6.2. Current works

6.3. Budget

## **7. Tenant Retention**

7.1. Important tenants

7.2. Important retail types

7.3. Upcoming lease expiries

7.4. Tenant retention plan

## **8. Leases**

8.1. Documentation check

8.1.1. Leases

8.1.2. Licences

8.2. Lease types

8.3. Lease terms and conditions

8.4. Compliance report

8.5. Rent review rules

8.6. Option and renewal rules

8.7. Legal facts pertaining to all leases

8.7.1. Landlord covenants

8.7.2. Tenant covenants

## **9. Business Plan**

9.1. Annual business plan

9.2. Quarterly updates

9.3. Vacancy allowances and projections

9.4. Lease planning

9.5. Tenant planning

9.6. Maintenance planning

9.7. Capital works plan

## **10. Operating Costs**

10.1. Costs by category

10.2. Comparisons by property type

10.3. Recovery ratios

10.4. Benchmarks

10.5. KPIs' for property performance

10.6. Budget establishment

10.7. Historic operating costs

10.8. Approval processes

## **11. Property facts**

11.1. Common area

11.2. Leased areas

11.3. Maintenance plan

11.4. Renovation and refurbishment plans

11.5. Car parking

11.6. Plant and equipment

11.7. Structural

11.8. Risks identified

11.9. Photographic record

## **12. Tenant Mix**

12.1. Clustering

12.2. Vacancies

12.3. Product offering

12.4. Missing tenant types

12.5. Full tenant mix review

12.6. Priority tenants

12.7. Anchor tenants

12.8. Specialty tenants

## **13. Marketing**

13.1. Signage rules

13.2. Tenant marketing contributions

13.3. Annual marketing plan

13.4. Naming rights

## **14. Rentals**

14.1. Market rent

14.2. Net versus Gross rents

14.3. Incentive structures

14.4. New tenant rents

14.5. Existing tenant rents

## **15. Vacancy mgt**

15.1. Upcoming vacancies

15.2. New vacancies

15.3. Pop up tenants

15.4. Vacancy marketing

15.5. Vacancy reduction plan

## **16. Risk Mgt**

16.1. Assessment

16.2. Emergence responses

16.3. Tenant generated risk

- 16.4. Property generated risk
- 16.5. Public protection
- 16.6. Training for fire and safety
- 16.7. Signage for emergencies
- 16.8. Natural environmental events
- 16.9. Risk management plan
- 16.10. Insurance system and responses

## **17. Sales tracking and growth**

- 17.1. Sales by tenant
- 17.2. Sales by merchandise group
- 17.3. SWOT the sales patterns by tenant
- 17.4. Seasonal sales results and plan

## **18. Maintenance Planning**

- 18.1. Contractors
- 18.2. Essential services
- 18.3. Preventative maintenance
- 18.4. Breakdown management
- 18.5. Emergency responses