

# Shopping Centre Performance Checklist



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Commercial Real Estate Online

# Major Retail Shopping Centre Performance - by John Highman

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

Checklist for Agents designed by John Highman

*'This is a checklist approach for listing commercial investment property for property management. It will help you cover all the key issues and show your professionalism as an agent. Consider the issues and topics and write in your strategies before connecting to the client at the presentation.'*

– John Highman

Property Name:.....

Property Address:.....

Date of Compilation: .....

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I.1 Tenant types

I.2 Permitted use

I.3 Clustering of tenants

I.4 Tenant meetings

I.5 Lease and occupancy management

I.6 Expiry profiles over the next 2 years

I.7 Relocations and renovations

## 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

### 3.6 Risk and injury

## 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

### 4.10 Tenant active matters

## 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

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### 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

## I0 Operating Costs

I0.1 Costs by category

I0.2 Comparisons by property type

I0.3 Recovery ratios

I0.4 Benchmarks

I0.5 KPIs' for property performance

I0.6 Budget establishment

I0.7 Historic operating costs

I0.8 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

11.10 Cleaning

11.11 Security

## I2 Tenant Mix

### I2.1 Clustering

### I2.2 Vacancies

### I2.3 Product offering

### I2.4 Missing tenant types

### I2.5 Full tenant mix review

### I2.6 Priority tenants

### I2.7 Anchor tenants

### I2.8 Specialty tenants

## I3 Marketing

### I3.1 Signage rules

### I3.2 Tenant marketing contributions

### I3.3 Annual marketing plan

### I3.4 Naming rights

### I3.5 Marketing plan for the centre

## I4 Rentals

### I4.1 Market rent

### I4.2 Net versus Gross rents

### I4.3 Incentive structures

### I4.4 New tenant rents

### I4.5 Existing tenant rents

## I5 Vacancy mgt

I5.1 Upcoming vacancies

I5.2 New vacancies

I5.3 Pop up tenants

I5.4 Vacancy marketing

I5.5 Vacancy reduction plan

## I6 Risk Mgt

I6.1 Assessment

I6.2 Emergence responses

I6.3 Tenant generated risk

I6.4 Property generated risk

I6.5 Public protection

I6.6 Training for fire and safety

I6.7 Signage for emergencies

I6.8 Natural environmental events

I6.9 Risk management plan

I6.10 Insurance system and responses

I6.11 Environmental risks



## I7 Sales tracking and growth

I7.1 Sales by tenant

I7.2 Sales by merchandise group

I7.3 SWOT the sales patterns by tenant

I7.4 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

18.6 Regular essential services reporting

18.7 Major works and minor works

18.8 Health and safety

18.9 Risk management

18.10 Cleaning and housekeeping

18.11 Security

18.12 Air conditioning

18.13 Lighting

18.14Capital works programs

18.15Water and sewer

18.16Power supplies and services



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