

Balanced scorecard of the Community Scheme

Name of Scheme

Date of assessment

Core Areas of Measurement

Score out 10

0-1 – Very Bad

1-3 – Poor/Weak

4-6 – Average

7-8 – Good

9-10 – Very Good

/Excellent

Cash on hand/liquidity	
Levy collection/outstandings/arrears	
Control of expenditure/financial control	
State of property/gardens/buildings/facilities	
Level of Compliance	
Retention of Investment/property values	
Level of reserves	
Effectiveness/availability/applicability of Trustees/Directors	
Effectiveness of Managing Agents/Admin	
Safety/Security of property/estate/complex	
Responsiveness of Estate Management/Employees/Managing Agents	
Owner/resident relationship with Trustees/Directors/Estate Management	
Readiness for disasters/continuity of service providers/contractors	
Meetings/minutes/notices/AGM	
Resident/owner compliance with Conduct/House Rules	
Total	