



Rental Operations Readiness Scorecard



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As rental portfolios grow, day-to-day operations often become more complex without anyone consciously choosing that complexity. Spreadsheets, email threads, and disconnected tools tend to accumulate over time, making it harder to stay organized, maintain visibility, and follow consistent processes.

The statements in this scorecard are based on recurring patterns we've seen over years of working with property managers and landlords across different portfolio sizes.

What This Scorecard Shows

This scorecard helps you understand how clear, consistent, and manageable your rental operations are today. It highlights where manual work, disconnected tools, and inconsistent processes may be costing you time and visibility, and offers practical ways to simplify operations and improve rent predictability.

This is an exploratory exercise, not a diagnosis.

What You'll Learn

By completing this scorecard, you will:



Identify areas of your rental operation that are creating unnecessary admin and friction



Understand where centralization and light automation could save time



Gain clarity on how more consistent workflows support confidence and compliance



See how modern rental platforms can reduce manual follow-ups and improve predictability

How to Complete the Scorecard

Each section reflects common operational challenges faced by property managers and landlords as portfolios grow. These challenges are often addressed by simplifying workflows, centralizing information, and introducing automation where it matters most.

Read each statement and check the box if it reflects your current operations. There are no right or wrong answers. The goal is to surface areas where your workflows may be creating unnecessary complexity or slowing you down.

Tip: Don't overthink your answers.

These questions are directional and meant to spark reflection.

Key Areas Covered

1. Admin & Time Management

Focus: reducing manual work and saving time.

- We rely on spreadsheets or manual processes to track key rental tasks.
- Administrative work takes up a significant part of our week.
- We often duplicate the same information across multiple tools.

2. Tools & Systems

Focus: centralization and clarity.

- We use multiple tools to manage applications, leases, payments, and inspections.
- There is no single place to see the full picture of a tenant or property.
- Team members use different processes depending on the task.

3. Visibility & Organization

Focus: confidence and control.

- It is hard to get a real-time view of what needs attention across properties.
- We rely on manual follow-ups to stay on top of tasks and deadlines.
- Important information is sometimes missed or delayed.

4. Payments & Predictability

Focus: rent collection and cash flow.

- Rent collection requires manual follow-up or reminders.
- Late payments are common and difficult to track.
- We do not have a consistent system for recurring payments.

5. Consistency & Records

Focus: clarity and continuity.

- Processes vary between properties or team members.
- Documents and records are stored in different places.
- It is difficult to quickly find information when needed.

Understanding Your Results

Count the number of statements you checked. Your total offers a directional view of how clear, consistent, and manageable your rental operations are today, and where small changes could have the biggest impact.

If this scorecard highlighted areas that feel harder than they should be, you're not alone. Many property managers reach this point when manual processes and disconnected tools start to create unnecessary friction.

Pendo is one way teams explore simplifying day-to-day rental operations by bringing applications, leases, inspections, payments, and tenant records into one place.

What This Indicates

Tier 1: Manual & Fragmented

10–15 boxes checked

Rental operations rely heavily on manual work, spreadsheets, and disconnected tools. Administrative effort is high, visibility is limited, and processes vary across properties or team members. As portfolios grow, this often leads to reactive follow-ups and bottlenecks.

What to focus on next

Reducing manual work and centralizing key rental tasks. Start by standardizing workflows, consolidating information, and introducing basic automation to regain time and visibility.

Tier 2: Partially Centralized

5–9 boxes checked

Some processes are centralized, but key tasks still require manual work or switching between tools. Visibility has improved, but gaps remain, especially as volume increases.

What to focus on next

Identifying where manual steps still exist and simplifying them. Connecting tools, improving workflow consistency, and automating repetitive follow-ups can support continued growth.

Tier 3: Streamlined & Scalable

0–4 boxes checked

Rental operations are organized, consistent, and largely centralized. Manual work is minimized, visibility is high, and workflows support predictable outcomes as the portfolio grows.

What to focus on next

Maintaining consistency as you scale and continuing to optimize. Refining automation, reporting, and rent-collection workflows can help preserve efficiency as volume increases.

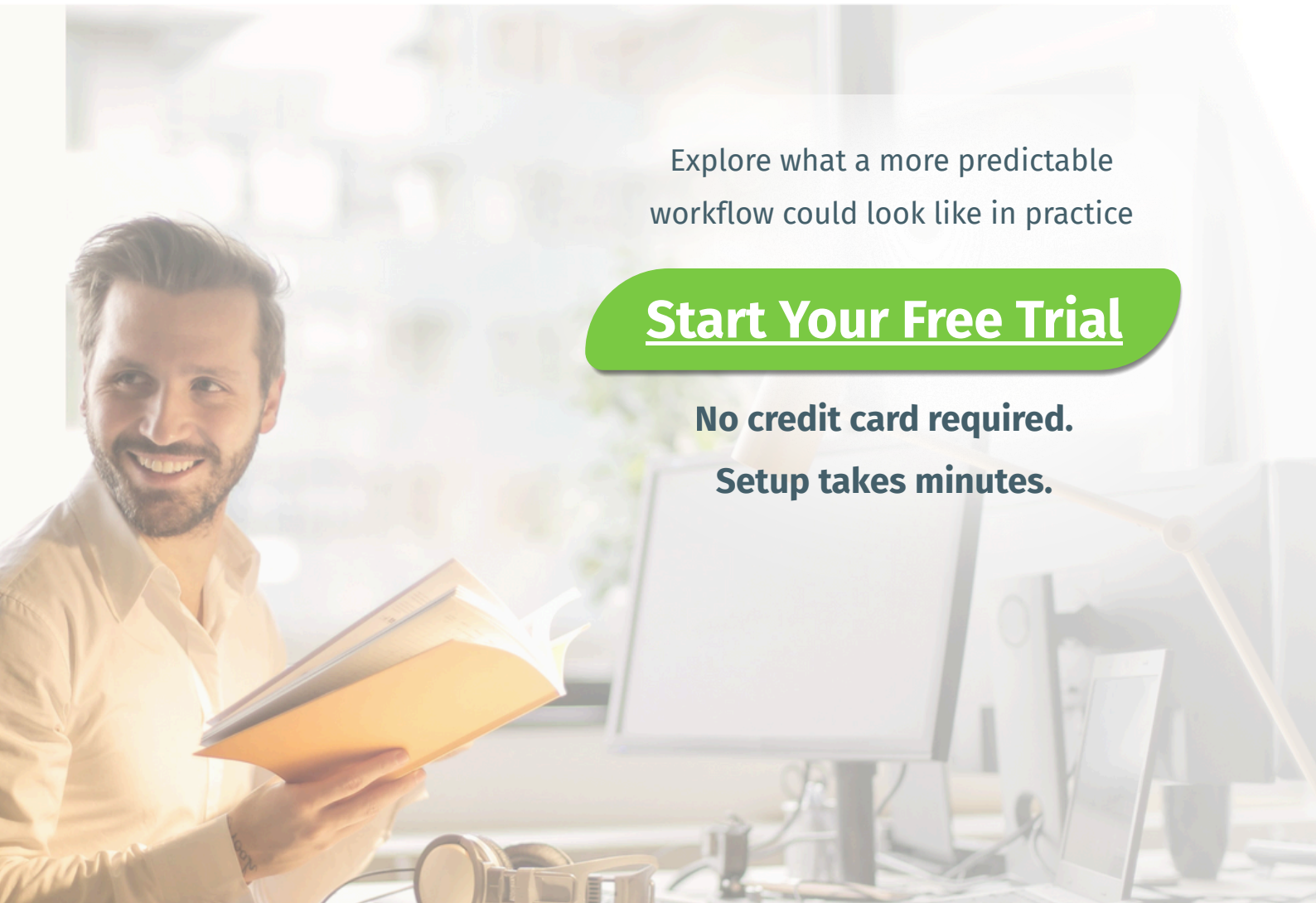


Where to Go From Here

If this exercise surfaced areas you'd like to simplify, there are different ways teams approach improving their workflows.

Pendo is one option that property managers and landlords explore to bring applications, leases, inspections, payments, and tenant records into a single platform.

The Pendo trial is designed to help teams explore what a more centralized and predictable rental workflow could look like, using their own properties and processes.



Explore what a more predictable
workflow could look like in practice

Start Your Free Trial

No credit card required.

Setup takes minutes.