

LPMA NZ
Awards Entry Pack
2019



Leading Property
Managers Association

Contents

About the Awards	3
Award Categories	4
Rules and Conditions	5
• Eligibility	
• Submission Documents	
• Submission Guidelines	
• Closing Date	
• Lodgements	
• Judging Process	
• Disclaimer	
Awards Criteria	7
• Rising Star	
• Property Manager of the Year	
• Excellence in Corporate Support	
• Excellence in Business Development	
• Evan's Award - Innovation	
• Excellence in Customer Service	
• Property Management Company of the Year	
Tips for Submissions	16
2018 Awards for Excellence Declaration	17

About the awards

The Leading Property Managers Association is pleased to announce its 8th Annual Awards for Excellence in Property Management, recognising and celebrating the industry's elite top performers across New Zealand.

These Awards for Excellence aim to encourage, recognise and promote excellence, innovation and best practice in the property management industry. To be recognised as a finalist or winner of an LPMA NZ Award for Excellence is a very prestigious achievement for commitment and integrity within our profession.

The Awards will be presented at the LPMA NZ Annual Gala Dinner in Auckland on Thursday, 5th September 2019 at the Cordis Auckland.

LPMA NZ Award winners and finalists are able to benefit from extensive promotion opportunities and exposure by being able to promote their Awards logo citing their win on their promotional materials for a period of 12 months.

Award Categories

Rising Star

Property Manager of the Year

Excellence in Corporate Support

Excellence in Business Development

Evan's Award - Innovation

Excellence in Customer Service

Property Management Company of the Year

Rules & Conditions

Eligibility

All entrants must be current members of Leading Property Managers Association New Zealand (LPMA). Should an individual Award entrant cease being employed by an LPMA firm prior to the Awards Presentation Gala, their entry will be withdrawn from the Awards.

Submission Documents

- A signed and fully completed Entry Form for the category of Award being entered.
- A written submission for the category of Award being entered.
- A high resolution digital image of the Award entrant (headshot only). For agency entrants, a team photo or agency logo is suitable.

Individual interviews may be conducted by one or more judges to complement written submissions as part of the Award process.

Submission Guidelines

The preferred form of submission is electronic. Entrants must address only the criterion set out in the Award and must not exceed any maximum word count specified.

Entrants are requested to present the Award submission as follows:

- Include the relevant question before each response (this is NOT included in word count).
- Arial, single line spacing, 12 point font, printed on single sided A4 paper, and stapled (not bound) if posting. If emailing, submissions should be submitted as a single PDF.
- Include a word count figure at the end of each response.
- Ensure the entrant's name and award category is placed in the footer of every page.
- Please include any supporting documentation including video, photos of marketing material etc.

Once they are lodged, entrants will not be permitted to make alterations to their Award submissions past the closing date. Material submitted that is outside the Award criteria will not be marked. All submissions must be completed personally by the applicant, the department manager or principal of the business.

Rules & Conditions

Closing Date

5pm, Friday the 9th of August 2019.

Reporting Period:

1st July 2018 - 30th June 2019

Lodgements

Entries may be lodged by:

Email to: ashley.giles@lpma.com

Post - Attn: Ashley Giles, LPMA, PO-Box 78-291 Grey Lynn, Auckland NZ 1245

Judging Process

An independent judging panel has been selected by LPMA. Judges will assess the entrants' submissions against the criteria for their particular Award category using marking sheets provided by LPMA. Entrants will be judged against the Award criteria only. Judging will be blind, the name of the applicant or company will not be made known to the judges at any point. Judgements will not be made on the basis of size or location of the agency. Entrants must not contact any of the judges to discuss the judging process. The judges' decisions are final and no correspondence or discussion will be entered into.

Disclaimer

All entries will be acknowledged and become the property of LPMA NZ on submission.

Photos & Video may be used for promotional purposes.

Awards Criteria

Rising Star

This Award for Excellence is for an individual working in a residential property management business in the area of leasing or property management for less than 2 years and recognises the outstanding achievements of that individual.

- Entrant must be an employee of a current LPMA NZ Member Firm
- Entrant must have been in Leasing or Property management for less than 24 months.
- Entrant must NOT be the Principal or Licensee of the business (unless the entrant is a Full Time Property Manager)

To enter this award, entrants will be required to lodge a written submission addressing the areas set out below.

OUTSTANDING PROPERTY MANAGEMENT OR LEASING

- What steps have you taken over the past 12 months to be the best in your field? (Maximum of 300 words)

SERVICE TO CLIENTS AND CUSTOMERS

- Give 2 examples of how you have personally displayed outstanding service to landlords and tenants over the past 12 months. (Maximum 250 words)

KNOW YOUR NUMBERS

- Property Managers, list your portfolio size at the beginning of the 12 month period, vs the end. Details on your arrears rate, your average letting time, number of weekly viewings (for letting agents), New Managements and any other information to support your application. If available, please show the benchmarking data for your organisation.

CONTRIBUTION OR INNOVATIONS TO YOUR TEAM / COMPANY

- In the last 12 months, specify any ideas or innovations you has assisted with, implemented or been part of. How has this made you a better Letting Agent or Property Manager (maximum 300 words)

AWARD ENTITLEMENT

- In a 60 second video, describe your achievements and why you should receive this award. If you are unable to produce a video, this can be made in writing (maximum 200 words).

Property Manager of the Year

This Award for Excellence for an individual Property Manager recognises the outstanding achievements of that individual in residential property management.

ELIGIBILITY

- To enter this award, entrants will be required to lodge a written submission addressing the areas set out below.
- Entrant must be an employee of a current LPMA NZ Member Firm
- Entrant must have two + years experience in a residential property management capacity
- To enter this award, entrants will be required to lodge a written submission addressing the areas set out below.

EXCELLENCE IN PROPERTY MANAGEMENT

- Briefly outline what you see as the most important responsibility of your role. What steps have you taken over the past 12 months to be the best in your field? (Maximum 200 words)

SERVICE TO CLIENTS AND CUSTOMERS

- Give examples of how you have displayed outstanding service to landlords and tenants over the past 12 months and why you believe these are significant. (Maximum 500 words)

KNOW YOUR NUMBERS

- Detail your portfolio statistics; Average rent, Average Management Fee, New Business won, Properties lost, Average time of tenancy, Average time on market (letting). Tell us how you achieved these results. (Max 400 words)

SUPPORTING OR TEACHING OTHERS

- Describe how you've supported another less experienced property manager within your team or outside your business over the past 12 months. (Maximum 250 words)

AWARD ENTITLEMENT

- In a 60 second video, describe your achievements and why you should receive this award. If you are unable to produce a video, this can be made in writing.

Excellence in Corporate Support

Professional, efficient and innovative office support staff is vital to a successful residential property management business.

The Excellence in Corporate Support Award recognises an outstanding individual working in corporate/office support, including administration, office management, reception, customer service and personal assistants.

ELIGIBILITY

- Entrant must be an *employee* of a current LPMA NZ *Member Firm*
- To enter this award, entrants will be required to lodge a written submission addressing the areas set out below.

To enter this award, entrants will be required to lodge a written submission addressing the areas set out below.

EXCELLENCE IN CORPORATE SUPPORT

- What steps have you taken over the past 12 months to be the best in your field? In your answer, please provide examples) of skills you feel are required to make an outstanding corporate support professional and demonstrate how you have used these skills in your job function and the outcomes achieved.
- You may choose to refer to any of the following areas: customer service, dealing with difficult people, risk reduction, process optimisation, relations with fellow staff, paperwork, time management, organisation skills, use of technology, new initiatives you have undertaken, supporting the team's culture. (Maximum 500 words)

PROFESSIONAL DEVELOPMENT AND CAREER GOALS

- What professional development have you undertaken over the past 12 months? Describe also your career goals for the next 12 months and what strategies you have put in place to achieve them. (Maximum 250 words)

SUPPORTING YOUR TEAM'S CULTURE

- Describe how you've supported the culture within your team over the past 12 months. (Maximum 250 words)

AWARD ENTITLEMENT

- In a 60 second video, describe your achievements and why you should receive this award. If you are unable to produce a video, this can be made in writing.

Excellence in Business Development Individual Award

This Award for Excellence is for an individual *Business Development Manager* or *Property Manager* and recognises their outstanding achievements in the area of rent roll growth.

Entrants for this award are required to demonstrate how they have differentiated themselves from others in the residential property management industry through marketing and service delivery. Submissions should include evidence of innovation, clear and differentiated branding, and effective use of marketing resources.

ELIGIBILITY

- Entrant must be an *employee* of a current LPMA NZ *Member Firm*
- To enter this Award, entrants will be required to lodge a written submission addressing the areas set out below.

KNOW YOUR NUMBERS

- Provide specific details of the organic growth you have personally achieved in your agency's rent roll over the past 12 months, including evidence of your figures and a report showing the number of properties managed 12 months ago and the number managed today. Describe how and why you were able to achieve this result. (Maximum 500 words)
- Provide a summary of the top 5 sources of new managements you have personally achieved over the past 12 months. (Maximum 500 words)
- Provide details of your conversion rate i.e. the percentage of new business opportunities you converted to signed management agreements. (Maximum 200 words)
- Produce a 60 second video of **how you sell your agencies strengths and points of difference in the marketplace**. If you are unable to produce a video, this can be made in writing.

MARKETING

- Provide 3 samples (only) of your property management marketing materials.
- Provide details of the success (or otherwise) of these marketing materials. (Maximum 250 words)

Evan's Award - Innovation

Dedicated to Richard and Pauline Evans who faithfully lead the LPMNZ team for over 10 years until 2018. Richard & Pauline's endless vision for LPMNZ was beyond its years which is why we feel this Innovation Award is aptly named after their involvement in the organisation.

LPMA NZ is a community committed to property management excellence and this award epitomises an integral part of why LPMA NZ was brought together – to learn, share and move the industry forward.

This Award for Excellence for an LPMA NZ *Member Firm* recognises the outstanding achievements of that Firm in the areas of innovation, particularly of the member's ability to pioneer new services or products or provide thought leadership and execute on their vision to successfully impact revenue/profitability/growth and/or successful customer satisfaction.

ELIGIBILITY

- Entrant must be an LPMA NZ *Member Firm*
- To enter this Award, entrants will be required to lodge a written submission addressing the areas set out below.

EXCELLENCE IN INNOVATION 2018

- Please detail the top innovations (Maximum 3) you have implemented in the past 12 months. Please provide details of the positive impact to your business, your service or the broader property management community. (Maximum 500 words per innovation)
- Please describe why your business deserves the innovation award, (Maximum 250 words)
- Please include links to video, include print materials, screenshots of new software implemented or other evidence that showcase your innovations & results.

KNOW YOUR NUMBERS

- Detail the financial impact your top 3 innovations have had on your business. If they are intangible benefits, list in your own words the benefits to your team, business or the wider community.

Excellence in Customer Service

This Award for Excellence for an LPMA NZ *Member Firm* recognises the outstanding achievements of that Firm in the areas of customer service to both landlord clients and tenants.

ELIGIBILITY

- Entrant must be an LPMA NZ *Member Firm*
- To enter this Award, entrants will be required to lodge a written submission addressing the areas set out below.

SERVICE TO LANDLORD CLIENTS

- Provide examples of how your agency has displayed outstanding service to landlord clients over the past 12 months (maximum 250 words).
- Describe how your agency achieves any points of difference when delivering service to landlord clients (maximum 250 words).
- Provide an example of a serious complaint your agency has received from a landlord client over the past 12 months and what you did to resolve the complaint (maximum 250 words).
- Provide evidence as to customer satisfaction, for example your customer satisfaction score or regular client surveying results or evidence of client referral business.

SERVICE TO TENANTS

- Provide examples of how your agency has displayed outstanding service to tenants over the past 12 months. (Maximum 250 words)
- Describe how your agency achieves any points of difference when delivering service to tenants. (Maximum 250 words)
- Provide an example of a serious complaint your agency has received from a tenant client over the past 12 months and what you did to resolve the complaint (maximum 250 words).
- Provide evidence as to tenant customer satisfaction, for example your customer satisfaction score or regular tenant surveying results or evidence of tenant referral business.

Property Management Company of the Year

An LPMA NZ Member Firm that has achieved outstanding commercial success, innovation and advancements in the industry will be honoured with this Award.

As with previous years, the judges may choose to award a Small office of the year, and a Large Office of the year category or may choose to award one overall winner.

Submissions should demonstrate initiative and a willingness to undertake bold new ventures. They should also include evidence of sustainable growth, commercial success, a robust team culture and ongoing team professional development and a commitment to customer service that are outstanding for the size of the entrant's operations.

ELIGIBILITY

- Entrant must be a current LPMA NZ *Member Firm*
- Entrant must have been operating a residential property management business for more than 2 years

To enter this Award, entrants will be required to lodge a written submission addressing the areas set out below.

AGENCY ACHIEVEMENTS

- Outline your agency's key achievements in residential property management over the past 12 months. (Maximum 250 words)

BUSINESS PLAN

- State the main priorities in your current business plan and explain the reason for choosing these priorities. (Maximum 200 words)

Property Management Company of the Year

RENT ROLL GROWTH

- Provide specific details of the organic growth in your rent roll over the past 12 months (i.e. a report showing the number of properties managed 12 months ago and the number managed today). Describe how your agency was able to achieve this result. (Maximum 250 words)
- If applicable provide specific details of any acquisition over the past 12 months and how this has enabled your business. (Maximum 100 words)

SERVICE TO LANDLORD CLIENTS

- Provide 2 examples including evidence of how your agency has displayed outstanding service to landlord clients over the past 12 months. Describe how your agency achieves a point of difference when delivering excellent service to landlord clients. (Maximum 500 words)

PROFESSIONAL DEVELOPMENT

- Describe the key activities your agency undertook over the past 12 months to develop your staff to their maximum potential. (Maximum 200 words)
- Describe your agency's goals for developing your staff over the next 12 months. (Maximum 200 words)

KNOW YOUR NUMBERS

- Has the profitability of your business improved over the last 12 months? Please state by what percentage and how you achieved this. (Maximum 200 words)
- Has the total value of your Rent Roll improved over the last 12 months? Please state by what percentage and how you achieved this. (Maximum 200 words)

TEAM CULTURE

- Describe your team culture and how you maintain and foster this culture. (Maximum 200 words)

ELIGIBILITY

Produce a video of your office, your team and any other part of your organisation you feel would be reflective of you being New Zealand's Best Property Management Business in 2018.

Tips for submission

- Please read the Rules and Conditions on Page 5.
- Please make sure that you are entering the correct Award Category
- Give yourself plenty of time to prepare your submission
- Complete all of the information correctly on the Entry Form. Please note, one form is required for each Award Category entered.
- Either upload video to a youtube account, or supply in compressed quicktime format. Posted entries should supply a USB if required.
- Read the award submission a number of times to ensure you have adequately addressed the award criteria
- Supply the information as succinctly as possible
- Demonstrate professionalism and attention to detail – this includes spelling, punctuation and grammar
- Host your video submissions on a private youtube channel where you can share the link in your application, or attach as a compressed .MOV or similar file.
- Ask a person you respect to read through your submission
- Speak to your Trust Account Software provider if you have trouble producing the reports required for the “Know your Numbers” sections of your application.
- Correctly address hard copy and/or electronic copy - seek a receipt response.
- If you haven't heard from us to advise your nomination has been accepted, please contact us to check we received your submission.

2019 AWARDS FOR EXCELLENCE

DECLARATION

Name _____

Company _____

Address _____

Phone _____ Fax _____

Email _____

Which Award are you entering? (You can enter for multiple awards via the one entry form)

- Rising Star
- Property Manager of the Year
- Excellence in Corporate Support
- Excellence in Business Development
- Innovation Award
- Excellence in Customer Service
- Property Management Company of the Year

Entries for all Awards close at 5pm, Friday the 9th of August 2019

Winners will be announced at the 2018 LPMA NZ Gala Awards Dinner on 5 September 2019.

Entries may be lodged by emailing to: ashley.giles@lpma.com or posted to Attn: Ashley Giles, LPMA, PO-Box 78-291, Grey Lynn Auckland 1245

Please tick the boxes below, and then *sign* the form below.

- I have attached my Award Submission to this form.
- I meet the eligibility requirements outlined in the 2019 LPMA NZ Awards for Excellence Entry Pack.
- I meet the submission guidelines outlined within this Awards Entry Pack.
- I declare that the Award Submission is entirely my own work.
- The information I have provided is true to the best of my knowledge.
- I acknowledge and agree to the Rules and Conditions.
- I agree, if required to do so provide evidence of my entry.

Entrant's signature _____ Date _____

**LP
LMA**