



NOMINATED AWARDS
RECOGNISING ACHIEVEMENT



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**STEP 1**

Carefully read all Terms & Conditions and Criteria for the relevant category you are submitting an entry for.

**STEP 2**

Put together your written submission in a word document.

**STEP 3**

Ensure you have all evidence and/or statistics are ready to attach to your entry.

**STEP 4**

To submit your nomination, please head to tenancy.co.nz/tmc_2023/tmc-awards

**STEP 5**

Complete the online form.

**STEP 6**

Attach your written lodgement and any evidence and/or statistics you have.

**STEP 7**

A copy of your submission will be sent to you.

RECOGNITION PERIOD

1st April 2022 – 31st March 2023

NOMINATION CLOSE DATE

Saturday 30th September 2023 by 5.00^{pm}

CONFERENCE DATE

14th November 2023
at Shed 10
89 Quay Street, Auckland Central

TMC NOMINATED AWARDS

TERMS & CONDITIONS OF ENTRY

- 1 You can either nominate yourself or be nominated by someone else.
- 2 The competition period is 1st April 2022 – 31st March 2023
- 3 At the time of the awards presentation nominees must be working for the company under which they entered.
- 4 To qualify, all entries must be submitted and received by 5.00^{pm}, Saturday 30th September 2023.
- 5 One entry per nomination. Entries with multiple nominees on them will not be considered.
- 6 No alterations will be permitted to entries once they have been received.
- 7 The judges' decision is final, and no correspondence will be entered into.
- 8 It is strongly recommended that you attend the Tenancy Master Class Conference if you are a finalist so you can accept your award in person.

NOMINATED BY TENANCY.CO.NZ AWARDS

Trusted Partner of the Year
Elite Partner of the Year
Business Partner of the Year
Master Class Agent of the Year – Winner
Master Class Agent of the Year – Runner-Up
Peanut Award

NOMINATED INDEPENDENT OFFICE AWARDS

Property Manager of the Year
Excellence in Growth
Letting Agent of the Year
Administrator of the Year
Manager of the Year
Pod/Team of the Year
Small Office of the Year
Medium Office of the Year
Large Office of the Year

NOMINATED FRANCHISE OFFICE AWARDS

Property Manager of the Year
Excellence in Growth Year
Letting Agent of the Year
Support Person of the Year
Manager of the Year
Pod/Team of the Year
Small Office of the Year
Medium Office of the Year
Large Office of the Year

TRUSTED, ELITE & BUSINESS PARTNER OF THE YEAR

These categories are split into three awards:

- 1 Trusted Partner of the Year
- 2 Elite Partner of the Year
- 3 Business Partner of the Year

To qualify for these awards, tenancy.co.nz will be looking at a number of different criteria such as tidyness of portal account, percentage of portfolio compliance within the TPS Portal and Master Class results.

All Partners automatically qualify for their respective partnership award.

PEANUT AWARD

Tell us the most outrageous, funniest, silliest, or unusual work story to win this award.

The winner will have their story read out at the Awards Evening.

PROPERTY MANAGER OF THE YEAR

This category is split into two awards:

- 1 Property Manager of the Year – *Independent*
- 2 Property Manager of the Year – *Franchise*

These awards recognise an individual from an independent and a franchise owned property management company who excels in the field of property management.

Nothing is too hard for this passionate individual – they go above and beyond for their peers, their tenants and their landlords. They are constantly bringing a good attitude to the office, and exceeding expectations is the cornerstone of their profession.

EXCELLENCE IN GROWTH

This category is split into two awards:

- 1 Business Development Manager of the Year – *Independent*
- 2 Business Development Manager of the Year – *Franchise*

These awards recognise an individual from an independent and a franchise owned property management company who stands out and excels in the field of business development.

This individual is a “hunter”. They are not shy of picking up the phone and drumming up new business. They consistently show outstanding achievements in the area of rent roll growth.

LETTING AGENT OF THE YEAR

This category is split into two awards:

- 1 Letting Agent of the Year – *Independent*
- 2 Letting Agent of the Year – *Franchise*

These awards recognise an individual from an independent and a franchise owned property management company who excels in the field of letting properties.

This individual is a go-getter and knows what is required of them to get the job done well. They show impeccable self-presentation. They have outstanding time management and a keen eye for a good tenant.

SUPPORT PERSON OF THE YEAR

This category is split into two awards:

- 1 Support Person of the Year – *Independent*
- 2 Support Person of the Year – *Franchise*

These awards recognise an individual from an independent and a franchise owned property management company who excels in the field of property management support.

This individual is next-level organised. They not only have their ducks in a row, but probably have your ducks in a row too. This person constantly goes the extra mile when it comes to supporting the property management team.

MANAGER OF THE YEAR

This category is split into two awards:

- 1 Manager of the Year – Independent
- 2 Manager of the Year – Franchise

These awards recognise an individual from an independent and a franchise owned property management company who stands out and excels in the field of management.

This individual is a leader in every meaning. They inspire their teams to thrive for the best and lead by example. They understand there is a difference between leadership and management, and that people are the core of everything.

POD/TEAM OF THE YEAR

This category is split into two awards:

- 1 Pod/Team of the Year – *Independent*
- 2 Pod/Team of the Year – *Franchise*

These awards recognise group of individuals from an independent and a franchise owned property management company who stands out and excels in the field of customer experience.

This group are a force to be reckoned with. They work together succinctly and have plenty of inside jokes. They are the A-Team, love their professions and learn off each other.

OFFICE OF THE YEAR

This category is split into six awards:

Independent Office Awards

- 1 Small Office of the Year
- 2 Medium Office of the Year
- 3 Large Office of the Year

Franchise Office Awards

- 4 Small Office of the Year
- 5 Medium Office of the Year
- 6 Large Office of the Year

Each award for Office of the Year recognises property management offices in the industry who demonstrate excellence in growth, income, outstanding performance and continued improvement to the services and products.

These offices are ahead of the curve and are leaders in the property management industry. They are early adopters and love trying new undertakings to better their service and products to their clients.

**INDEPENDENT PROPERTY MANAGER OF THE YEAR
FRANCHISE PROPERTY MANAGER OF THE YEAR**

The criteria is broken down into two parts, being a written submission and then statistics/examples requested for the **recognition period: 1st April 2022 – 31st March 2023**

WRITTEN SUBMISSION

Please complete a written submission that addresses the questions below. These can be answered in any order or format you choose, providing each question is covered. In your submission, please include things such as:

- Times where the entrant has turned a negative situation into a positive situation.
- Examples of outstanding customer experience given to customers.
- What procedures or standards were followed that make the entrant the best in their field?
- How were legislative changes handled to ensure that both the entrant and clients are kept up to date.
- What training courses has the entrant completed during the recognition period?
- Describe any goals and achievements that the entrant has made over the recognition period.
- Why does the entrant deserve to be the Property Manager of the Year and what makes them the best?

EVIDENCE SUBMISSION

Please provide evidence of the statistics below for the entrant's property management portfolio. For the recognition period, 1st April 2022 – 31st May 2023:

- Total portfolio fee income
- Portfolio average management fee
- Number of completed lets
- Average vacancy rate
- Average arrears 7+ days (current tenancies only)
- Supply training certificates and marks of any training undertaken

Other evidence:

- Properties under management 1st April 2023
- Properties under management 31st March 2023
- Internal testimonials
- External testimonials
- Any other evidence to support your entry



INDEPENDENT EXCELLENCE IN GROWTH OF THE YEAR FRANCHISE EXCELLENCE IN GROWTH OF THE YEAR

The criteria is broken down into two parts, being a written submission and then statistics/examples requested for the **recognition period: 1st April 2022 – 31st March 2023**

WRITTEN SUBMISSION

Please complete a written submission that addresses the questions below. These can be answered in any order or format you choose, providing each question is covered. In your submission, please include things such as:

- Times where the entrant has turned a negative situation into a positive situation.
- Details of the growth in new business or income that the entrant has personally achieved for their office during the recognition period.
- What are the entrant's top sources of new business and what they have done to ensure these sources continue to provide them with new business?
- Details around any promotions, campaigns or initiatives the entrant has developed and implemented to help achieve new business growth.
- Describing how the entrant works with other areas of their business to help generate new business leads.
- Any learnings and development the entrant has undertaken during the competition period.
- Describe a time/times the entrant has provided outstanding customer experience when generating and converting new business?
- Why does the entrant deserve to win the Excellence in Business Development award? What makes them the best?
- If the entrant's office does not have a sales department, how did the entrant build leads for the business i.e. did they use external sales offices or other means? Alternatively, if the entrant's property management office is connected to or part of a sales office, how did the entrant strengthen relationships with the sales office to generate new business?
- Details on how the entrant implemented a telemarketing or other cold/warm calling strategy to generate new business.
- Describe procedures, processes or standards the entrant follows that makes them the best in their field?
- What training courses has the entrant completed during the recognition period?
- Describe any goals and achievements that the entrant has made over the recognition period.
- Why does the entrant deserve to win the Excellence in Growth Award?

EVIDENCE SUBMISSION

Please provide evidence of the items below for the entrant's property management business or portfolio.

- Details on the average management fee signed
- Total income provided to the office by the new business
- Examples of any marketing campaigns, promotions or initiatives the entrant has developed and implemented.
- Examples of anything that can help show the entrant's excellence in business development.
- New managements net
- New management gross
- Number of appraisals completed in the recognition period
- Internal testimonials
- External testimonials
- Supply training certificates and marks of any training undertaken for the recognition period
- Any other evidence to support your entry

**INDEPENDENT LETTING AGENT OF THE YEAR
FRANCHISE LETTING AGENT OF THE YEAR**

The criteria is broken down into two parts, being a written submission and then statistics/examples requested for the **recognition period: 1st April 2022 – 31st March 2023**

WRITTEN SUBMISSION

Please complete a written submission that addresses the questions below. These can be answered in any order or format you choose, providing each question is covered. In your submission, please include things such as:

- Times where the entrant has turned a negative situation into a positive situation.
- Explain how the entrant implemented innovative ways of showing potential tenants properties.
- Details on how the entrant handled both high and low numbers of potential tenants when letting properties.
- Details on how the entrant goes above and beyond during busy periods and/or quiet periods such as holidays or covid etc.
- How did the entrant work with the property managers or BDM to convert potential business?
- What training courses has the entrant completed during the recognition period?
- Describe any goals and achievements that the entrant has made over the recognition period.
- Why does the entrant deserve to win the Letting Agent of the Year Award?

EVIDENCE SUBMISSION

Please provide evidence to support the above written submission that could include:
For the recognition period, 1st April 2022 – 31st May 2023:

- Numbers of properties let per month
- Average vacancy rates
- Average time on market
- Fastest let the entrant made

Other evidence:

- Any testimonials that have been submitted about the entrant
- Internal testimonials
- External testimonials
- Supply training certificates and marks of any training undertaken for the recognition period
- Any other evidence to support your entry

**INDEPENDENT SUPPORT PERSON OF THE YEAR
FRANCHISE SUPPORT PERSON OF THE YEAR**

The criteria is broken down into two parts, being a written submission and then statistics/examples requested for the **recognition period: 1st April 2022 – 31st March 2023**

WRITTEN SUBMISSION

Please complete a written submission that addresses the questions below. These can be answered in any order or format you choose, providing each question is covered. In your submission, please include things such as:

- Times where the entrant has turned a negative situation into a positive situation.
- Describe times the entrant went above and beyond their job description to support team members and/or the business.
- Has the entrant developed any internal systems that to help improve efficiencies?
- What training courses has the entrant completed during the recognition period?
- Describe any goals and achievements that the entrant has made over the recognition period.
- Why does the entrant deserve to win the Support Person of the Year Award?

EVIDENCE SUBMISSION

Please provide evidence to support the above written submission that could include:

- Internal testimonials
- External testimonials
- Supply training certificates and marks of any training undertaken for the recognition period
- Any other evidence to support your entry

**INDEPENDENT MANAGER OF THE YEAR
FRANCHISE MANAGER OF THE YEAR**

The criteria is broken down into two parts, being a written submission and then statistics/examples requested for the **recognition period: 1st April 2022 – 31st March 2023**

WRITTEN SUBMISSION

Please complete a written submission that addresses the questions below. These can be answered in any order or format you choose, providing each question is covered. In your submission, please include things such as:

- Times where the entrant has turned a negative situation into a positive situation.
- Describe how the entrant implemented successful strategies.
- Was the entrant effective in the delivery of these successful strategies?
- How has the entrant maintained and/or increased staff satisfaction?
- What measures were put in place to monitor the effectiveness of these strategies?
- What TPS products or collateral did the entrant use to help implement their strategies?
- What training courses has the entrant completed during the recognition period?
- What has the entrant done in terms of effective leadership for the company?
- Describe any goals and achievements that the entrant has made over the recognition period.
- Why does the entrant deserve to win the Manager of the Year Award?

EVIDENCE SUBMISSION

Please provide evidence to support the above written submission that could include:

- Marketing collateral
- Written strategies
- A summary of the results of the strategies
- Internal testimonials
- External testimonials
- Supply training certificates and marks of any training undertaken for the recognition period
- Any other evidence to support your entry

**INDEPENDENT POD/TEAM OF THE YEAR
FRANCHISE POD/TEAM OF THE YEAR**

The criteria is broken down into two parts, being a written submission and then statistics/examples requested for the **recognition period: 1st April 2022 – 31st March 2023**

WRITTEN SUBMISSION

Please complete a written submission that addresses the questions below. These can be answered in any order or format you choose, providing each question is covered. In your submission, please include things such as.

- How many people are in the entrant's pod, and a breakdown of the roles/titles of each member.
- Give us a brief description of what each team member does.
- Times where the entrants turned a negative situation into a positive situation.
- Explain how the entrants worked together during the recognition period to get outstanding results.
- What training courses has the entrant completed during the recognition period?
- Describe any goals and achievements that the entrants have made over the recognition period.
- Why do the entrants deserve to win the Pod/Team of the Year Award?

EVIDENCE SUBMISSION

Please provide evidence to support the above written submission that could include:
For the recognition period, 1st April 2022 – 31st May 2023:

- Total portfolio fee income
- Portfolio average management fee
- Number of completed lets
- Average vacancy rate
- Average arrears 7+ days (current tenancies only)

Other evidence:

- Properties under management 1st April 2023
- Properties under management 31st March 2023
- Testimonial from a landlord
- Testimonial from a tenant
- Supply training certificates and marks of any training undertaken for the recognition period
- Any other evidence to support your entry



- INDEPENDENT OFFICE OF THE YEAR SMALL** (1-100 Managements)
- INDEPENDENT OFFICE OF THE YEAR MEDIUM** (101-400 Managements)
- INDEPENDENT OFFICE OF THE YEAR LARGE** (400+ Managements)
- FRANCHISE OFFICE OF THE YEAR SMALL** (1-100 Managements)
- FRANCHISE OFFICE OF THE YEAR MEDIUM** (101-400 Managements)
- FRANCHISE OFFICE OF THE YEAR LARGE** (400+ Managements)

The criteria is broken down into two parts, being a written submission and office statistics for the **recognition period: 1st April 2022 – 31st March 2023.**

WRITTEN SUBMISSION

Please complete a written submission that addresses the questions below. These can be answered in any order or format you choose, providing each question is covered.

- What are the key achievements of your property management office over the recognition period?
- Provide details surrounding the growth in properties under management over the competition period and how this has been achieved (e.g. organic vs acquisition, promotions etc).
- Provide details surrounding the growth in your rent roll revenue over the competition period and how this has been achieved (e.g. changes in rent, changes in fees, review of team structure etc).
- How does your office provide a superior customer experience to both tenants and landlords?
- What procedures or standards do you follow that makes your office the best in your field?
- Discuss the learning and development your office has undertaken during the recognition period. Do you have plans for further learning and professional development?
- How does your office handle legislative change and ensure that both staff and clients are kept up to date?
- How is legislative compliance managed, checked and audited in your office?
- In an industry that is currently non-regulated, how does your office attempt to self-regulate and operate in a compliant manner that provides trust to your customers? (e.g. audited trust account, staff audits etc)
- Do you measure your customer satisfaction? Please describe how this is done in your office and what your findings have been?
- Why does your office deserve to be the Property Management Office of the Year? What makes you the best?

EVIDENCE SUBMISSION

Please provide evidence of the statistics below for your property management business, that could include:

For the recognition period, 1st April 2022 – 31st May 2023:

- Total office property management fee income (through all sources)
- Total number of lost managements
- Total number of new managements to your office
- Number of completed lets
- Average vacancy rate
- Average arrears 7+ days (current tenancies only)

Other evidence:

- Properties under management 1st April 2022
- Properties under management 31st March 2023