

Property Management Team of the Year

APPLICATION FOR PROPERTY MANAGER / PROPERTY TEAM OF THE YEAR:

This award is aimed at the tenant focused, tenant-driven, high service oriented property manager or management team that consistently provides excellence in tenant services.

The individual or team must demonstrate a high level of customer service while working in the commercial real estate property management industry.

AWARDS WILL BE PRESENTED IN TWO CATEGORIES:

- Individual – Property Manager of the Year
- Team – Property Team of the Year

You may enter both categories.

WRITTEN RESPONSE

Section 1-3 below describes the components to be addressed in writing.

A maximum point score for the written responses is 100.

SUMMARY OF JUDGES'

Each application must be accompanied by letters of reference on behalf of the individual or company. Letters must include the occupation, address, and telephone number of the reference as well as their relationship to the applicant. There must be a minimum of two letters of reference with each application. References may be contacted during judging. Electronic emails (feedback from tenants) are also accepted.

Submissions must attain a minimum of 70% or 70 points to be eligible for an award.

CRITERIA

See each individual question for its scoring value. For each category, entrants are to answer the standard questions and provide requested information. The entrant will be disqualified if they do not provide the required information.

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WRITTEN RESPONSES

(50 points)

1. Tenant Satisfaction Section: (25 points)

A. Outline your company's tenant satisfaction plan. You should include details and/or descriptions on:

- Your company's goals and objectives that ensure **tenant satisfaction**,
- Systems in place that measure how you're doing at accomplishing the goals and objectives.
- How you obtain tenant input in developing **tenant satisfaction** goals and objectives.
- How the tenant services representative contributes to **tenant satisfaction**.
- Staff training that supports **tenant satisfaction**. How often is this training offered to staff?
- Describe the system or procedures for handling tenant complaints.
- What systems or procedures are in place to solicit tenant feedback and suggestions?

B. What do you & your company do to demonstrate: (10 points)

- A commitment to achieving tenant satisfaction goals and objectives maintained by many levels of their organization.
- A recognition/reward program for employees who excel at tenant service.

C. How do you or your company: (10 points)

- Handle tenant calls re: building maintenance/service needs.
- Consistently deliver dependable service.
- Make tenants and suppliers want to recognize and acknowledge the benefits of working with you or your company.
- Make it easy and convenient for tenants and suppliers to do business with you.
- Deliver on promises in a timely manner.
- Ensure tenant retention.

D. Above and beyond: (5 points)

- What innovative or unique thing(s) does your company do that distinguishes you from other companies?

(50 points)

2. Building Maintenance and Management section

A. Staff management is a vital part of an excellent team. Listed below are some activities that build teams and show excellent management techniques. Describe or demonstrate how your company incorporates any of the activities below that apply:

- Team building exercises or retreats,
- Staff training and professional development programs utilized to improve staff and keep them current,
- Community or charity involvement your company/team participate in,
- Staff fitness plans or benefits,
- Employee mentorship programs
- Succession planning for promotion or retirement.

B. Describe how your company manages and maintains your building with reference to:

- The building/company's capital plan.
- Cost reduction measure to introduce energy cost savings and BOMA BEST for operations,
- Maintaining tenant satisfaction when equipment or services are off line for repair/replacement and maintenance.
- Innovations you incorporate to ensure the building is well maintained.

(10 points)

3. Bonus points Section

A. Describe how your company managed tenant satisfaction and met expectations during an extra-ordinary time such as:

- e.g.
1. Maintaining service/satisfaction during renovations, maintenance or repair.
 2. Meeting tenant expectations, need and demands during staff shortages caused by illness or vacant position.
 3. Unexpected damages or disasters resulting from water damage, vandalism or fire.
 4. Give other examples of times your team performed in an extra-ordinary manner.

*Property Team of the Year
Application*

Return this completed form with your written responses and the application fee of \$100 to:

BOMA Edmonton
#870 EPCOR Tower
10423 – 101 Street
Edmonton, AB T5H 0E7

COMPANY NAME

COMPANY ADDRESS

PHONE

FAX

INDIVIDUAL / TEAM MEMBERS

CONTACT NAME

PHONE

Please submit either one digital picture or 5x7 photograph of your property manager and/or management team along with a logo with your application. Digital file preferred – .jpeg or .tiff format (jimensink@bomaedm.ca). Submissions must be received by the end of January.

We are forwarding our \$100 application fee as follows:

- Cheque enclosed
- Invoice
- Credit Card # Type (circle one) VISA MasterCard American Express

○ _____ Expiry Date: _____/_____/_____

Signed _____

Print Name: _____