



NATIONAL AWARDS 2020

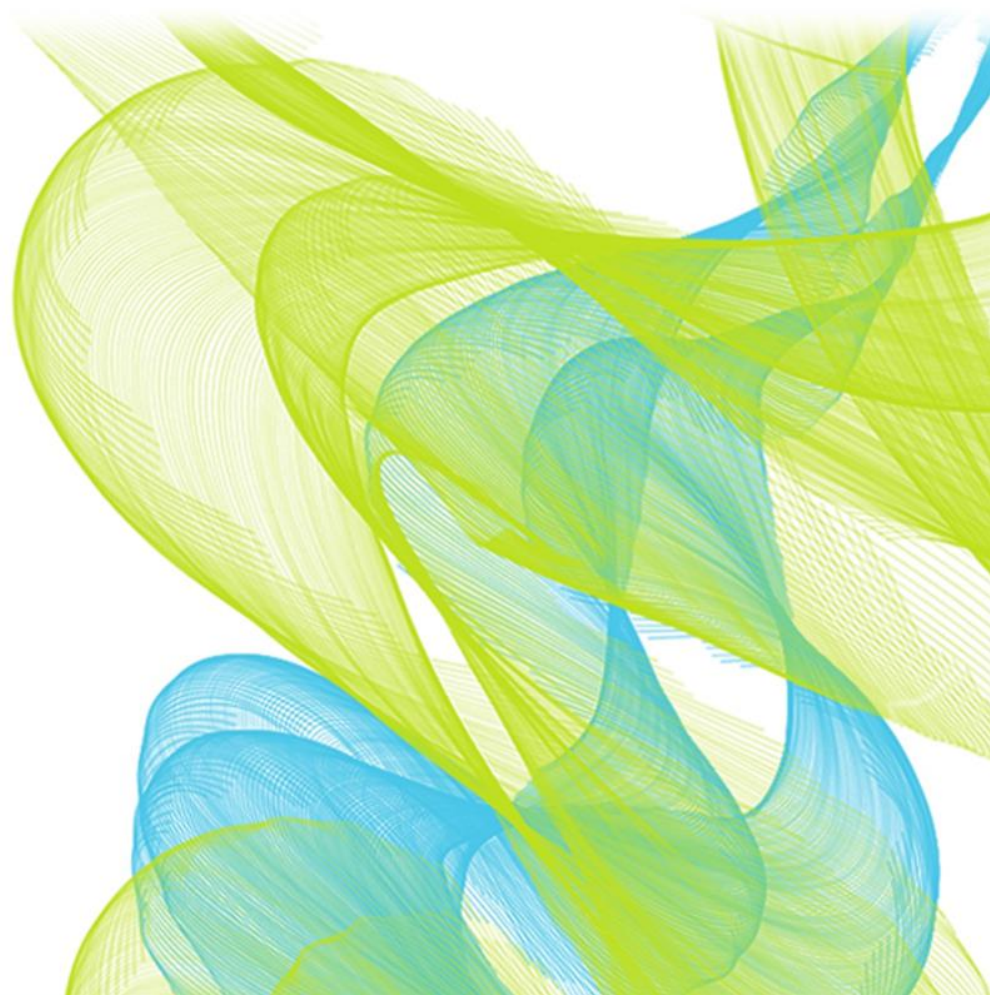
Awards Submission

CLOSES FRIDAY 22 MAY

In partnership with



ppm.group.com.au



INTRODUCTION

Welcome to the PPM Group's National Property Management Awards submission.

The PPM Group's *National Property Management Awards* 'Best of the Best' are held in conjunction with their National Property Management Conference each year in June on the Gold Coast. The awards are open to every agency and property management team member practicing within Australia.

There are two parts to our submission process:

Part 1 – Nomination Entry Form and Submission Requirements 'Rules, Terms & Conditions'

Part 2 – Award Summary Checklist and Submissions for each individual category

AWARDS DINNER

Date: Saturday 18 July, 2020

Venue: QT Hotel, Gold Coast

WELCOME TO THE PPM GROUP

The PPM Group is a national company that has specialised in property management procedural systems, learning resources, consulting, training, due diligence and rent roll sales since 2000. The PPM Group has also hosted a National Property Management Conference since 2003. With more than 8000 property managers subscribed to our database we are recognised as one of the leading property management companies in Australasia.

THE 'BEST OF THE BEST' AWARDS IN PARTNERSHIP WITH RENT.COM.AU

Receiving an award is one of the most sought-after career goals for property management team members and agencies around the nation.

Our prestigious 'Best of the Best' awards event in partnership with rent.com.au, will recognise outstanding achievement on a national level.

The Awards aim to encourage, recognise and promote excellence in the areas of service delivery, systems, technology, marketing, business development, leasing, personal achievement and best industry practices.

The Award winners and finalists will gain exceptional media exposure, as well as media releases, trophies and award logos for marketing and promotional opportunities.

All award categories will be judged by industry experts who have knowledge of property management and will be appointed by the PPM Group.

PPM Group team members will not take part in the judging process.

AWARD CATEGORIES

- Property Manager of the Year
- Business Development Manager of the Year
- Leasing Consultant of the Year
- Property Management Support Team Member of the Year
- Property Management Client Service Award of the Year (*Agency*)
- Property Management Agency of the Year (*Small and growing – less than 400 properties*)
- Property Management Agency of the Year (*Larger – greater than 400 properties*)
- Property Management Digital Presence of the Year (*Agency*)

PART 1

NOMINATION ENTRY FORM & SUBMISSION REQUIREMENTS

PART 1 NOMINATION ENTRY FORM

The PPM Group are inviting nominations for each property management award category. The Awards are exclusive to 'Residential' property management. If you or someone you know would like to participate in the Awards, we request that the below information is completed as an expression of interest.

This Nomination Entry Form should be returned **as soon as possible** prior to the completion of the submission to confirm your participation in the Awards.

There is no fee to enter the Awards.

All nomination entry forms are to be emailed to awards@ppmgroup.com.au

IMPORTANT DATES

PART 1 – Nomination Entry Form | Return 'as soon as possible' prior to the submission close date

Award Submissions Close | Friday 22 May 2020

Awards Presentation | Saturday 19 July 2020, QT Hotel, Gold Coast

If you or your agency are entering multiple awards, you are required to tick the below categories. You do not have to submit a nomination entry form for each category if it is relating to the one agency.

NOMINATION DETAILS

Enter the agency details in the text fields below

Agency Name:

Principal Name:

Best Contact Person:

Telephone: ()

Mobile:

Contact Email:

Agency Address:

State:

Postcode:

Website:

NOMINEE NAMES & AWARD CATEGORIES

(X nominated Award/s)

Enter the nominee name/s in the text fields below that your agency will be entering

- Property Manager of the Year
Nominee Person/s:
- Business Development Manager of the Year
Nominee Person/s:
- Leasing Consultant of the Year
Nominee Person/s:
- Property Management Support Team Member of the Year
Nominee Person/s:
- Property Management Client Service Award of the Year *(Agency)*
Nominee Agency:
- Property Management Digital Presence of the Year
Nominee Agency:
- Agency of the Year *(Small and growing – Less than 400)*
Nominee Agency:
- Agency of the Year *(Larger – Greater than 400)*
Nominee Agency:

PART 1 SUBMISSION REQUIREMENTS

RULES, TERMS & CONDITIONS

1. The Awards are open to all 'Residential' property management team members and agencies of Australia.
2. Late entries after the closing date, Friday 22 May 2020, will not be accepted.
3. There is no entry cost associated with the submission. However, associated costs with the preparation of the submission and attending the Awards dinner will be the responsibility of the nominee.
4. All award categories will be judged by industry experts who have knowledge of property management and will be appointed by the PPM Group. PPM Group staff will not take part in the judging process.
5. Judges may include current PPMsystem members (not involved in the Awards), industry property management team members, industry service providers or award sponsors.
6. Judges will assess the submissions based on the responses to questions and the Award statistics & information (where applicable).
7. All judges will be assessing the submissions independently from other judges.
8. Judgements will not be made based on the size of the agency, rent roll size, number of team members employed or location of the agency.
9. The PPM Group will collate the judges' points for each question and the winner will be determined by the highest collective points from all judges.
10. The PPM Group's decision is final based on the judges' point scoring and no correspondence or discussion will be considered.
11. You may be required to make yourself available for a telephone interview (if requested).
12. Entrants should not contact any judge to discuss the process. Contacting a judge to discuss the submission will result in exclusion from the Award.
13. No changes to the submission or additional documents will be accepted after the closing date.
14. All submission entries will become the property of the PPM Group.
15. No submissions will be returned to the entrant.
16. If submissions in a category do not meet the criteria or there are insufficient nominations, at the discretion of the PPM Group there will be no award made.
17. All photos submitted may be used for promotional purposes.
18. The property management department and/or employees must not have any prior criminal convictions or have been engaged in any activity that would jeopardise the professionalism of the Award.
19. All award finalists must attend the 2020 PPM National Property Management Awards Gala Dinner on 21 June 2020 being held at TBC, Gold Coast.
20. The contact information collected by the PPM Group for the Awards will be used for administrative and judging purposes. Personal information will not be used or disclosed (to any third parties) for any other purposes outside of the Awards.
21. If the Award statistics and information is not provided (where requested) the submission will not be accepted or judged.

PART 2

AWARD SUMMARY CHECKLIST & SUBMISSION FORMS

PART 2A AWARD SUMMARY CHECKLIST

Award Submissions Close | Friday 22 May 2020

Awards Presentation | Saturday 18 July 2020, QT Hotel, Gold Coast

The Awards are for 'Residential Property Management' and do not include commercial or holiday letting.

All submissions are to be emailed in a **pdf electronic file format** to awards@ppmgroup.com.au

SUBMISSION CHECKLIST:

- 1) Complete the following 'Submission Form/s' for each category you are nominating for and include a copy to the front of your award submission.
- 2) Email a PDF electronic file of your award submission. The submission is to be A4 formatted, in Arial 12pt, 2cm margins, and with 1.5 line spacing.
- 3) Email a high resolution JPEG file head shot for individual awards or a team photo for agency awards with your submission.
- 4) Type each question on the top of the submission answers page and start a new page for each question (one page per question).
- 5) Ensure all pages are numbered.
- 6) Attach all supporting documents at the end of your submission.
- 7) The total submission, including supporting documents, should not exceed 40 pages. You may also email video file links.
- 8) Please retain a copy of your submission as they will not be returned.
- 9) Presentation of the submission is important for first impressions. Does yours stand out?
- 10) Do not include additional information that has not been requested as part of the submission.
- 11) Read the submission several times and ask a third party to proof the document before submitting.

QUESTIONS

Answers should be no more than 400-600 words for each question.

SUPPORTING DOCUMENTS

The PPM Group **strongly** encourages that you include supporting documents for all statements made in your submission as validation and evidence.

FOR EXAMPLE, AND WHERE APPLICABLE

- A letter from the agency Principal or Licensee that verifies your responses and achievements
- Trust account reports such as rent arrears, statistical data, and vacancy rates, etc.
- Photos of the team, fun days, marketing initiatives, learning/educational events or general activities
- Testimonials from clients/landlords and customers/tenants (dated within the last 12 months)
- Editorials of you, your team or agency (dated within the last 12 months)
- Awards achieved personally or within the agency (dated within the last 12 months)
- Internal forms and documents supporting your submission
- Marketing and advertising material examples
- DVD or multi-media examples that you may embrace (only links will be accepted)

PART 2B SUBMISSION FORM FOR PROPERTY MANAGER OF THE YEAR

This award is open to all residential property managers.

Attach this form to the front of your award submission questions in a PDF file when emailing.

NOMINEE DETAILS

Enter details in the text fields below

Nominee Name: _____ Title: _____
 Agency Name: _____
 Principal Name: _____
 Best Contact Person: _____
 Telephone: () _____ Mobile: _____
 Contact Email: _____
 Agency Address: _____ State: _____ Postcode: _____
 Website: _____

GENERAL INFORMATION

How long have you been in the property management industry? years months
 How many properties do you manage? Do you have support staff assistance? How many?

AWARD QUESTIONS

Include the below questions at the top of each individual page of your submission when answering

INCLUDE SUPPORTING DOCUMENTS WHERE POSSIBLE

- 1) Describe your greatest achievement/s during the last 12 months?
- 2) What do you do differently in your day-to-day processes of managing the property, landlord and tenant?
- 3) What has been the greatest challenge that you have faced within the last 12 months and how did you manage to overcome it?
- 4) What professional development training have you undertaken in the last 12 months and what are your career goals and strategic plan to achieve them?
- 5) Why are you entering the Awards? What does winning mean to you and how would you utilise the Award?

DECLARATION

I declare that the information I have provided is true and correct at the time of completion. I agree that I have read and understood the rules, terms and conditions of the Awards. Unless otherwise indicated to the PPM Group, I give permission to use my details and photograph/s as appropriate in promoting the Awards, including placing my profile on the PPM Group’s website, print material or social media. Upon being selected as a finalist, I understand additional information or verification of information may be required. I agree that the Judges’ decision is final.

Nominee Name: Date: / /

Nominee’s Signature:

Principal Name: Date: / /

Principal’s Signature:

PART 2B SUBMISSION FORM FOR

Business Development Manager of the Year

This award is open to all business development managers or property managers who undertake the role. **Attach this form to the front of your award submission questions in a pdf file when emailing.**

NOMINEE DETAILS

Enter details in the text fields below

Nominee Name: _____ Title: _____
 Agency Name: _____
 Principal Name: _____
 Best Contact Person: _____
 Telephone: () _____ Mobile: _____
 Contact Email: _____
 Agency Address: _____ State: _____ Postcode: _____
 Website: _____

AWARD QUESTIONS

Include the below questions at the top of each individual page of your submission when answering
INCLUDE SUPPORTING DOCUMENTS WHERE POSSIBLE

- 1) Describe your greatest achievement/s during the last 12 months? *(Including your BDM growth statistics)*
- 2) What marketing ideas, strategies and activities have you implemented during the last 12 months?
- 3) If a prospective investor was to contact you and ask, “Why should I choose your property management department to manage their property?”... What would be your response? – What are your points of difference?
- 4) What professional development training have you undertaken in the last 12 months and what are your career goals and strategic plan to achieve them?
- 5) Why are you entering the Awards, what does winning mean to you and how would you utilise the Award?

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Nominee Name: Date: / /

Nominee’s Signature:

Principal Name: Date: / /

Principal’s Signature:

PART 2B SUBMISSION FORM FOR

Leasing Consultant of the Year

This award is open to all leasing consultants or property managers who undertake the role.

Attach this form to the front of your award submission questions in a PDF file when emailing.

NOMINEE DETAILS

Enter the required statistics to the below text fields

Nominee Name: _____ Title: _____
 Agency Name: _____
 Principal Name: _____
 Best Contact Person: _____
 Telephone: () _____ Mobile: _____
 Contact Email: _____
 Agency Address: _____ State: _____ Postcode: _____
 Website: _____

AWARD QUESTIONS

Include the below questions at the top of each individual page of your submission when answering

INCLUDE SUPPORTING DOCUMENTS WHERE POSSIBLE

- 1) Describe your marketing/advertising strategies and activities undertaken to rent properties in the last 12 months?
- 2) Provide three (3) examples of marketing/advertising copy (wording, images or recordings in a link) that you have written or produced to lease a property.
- 3) What reporting, or communication methods do you embrace to keep the landlord updated while the property is vacant and what information do you provide to the landlord during this period?
- 4) What are your agency's points of difference when renting properties and how have you delivered a superior level of service to attract prospective tenants during the last 12 months? *(Include testimonials)*
- 5) Why are you entering the Awards? What does winning mean to you and how would you utilise the Award?

DECLARATION

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Nominee Name: Date: / /

Nominee's Signature:

Principal Name: Date: / /

Principal's Signature:

PART 2B SUBMISSION FORM FOR

Property Management Support Team Member of the Year

This award is open to all property management support team members including receptionists, accounts staff, assistant property managers and administrative staff.

Attach this form to the front of your award submission questions in a PDF file when emailing.

NOMINEE DETAILS

Enter the required statistics to the below text fields

Nominee Name: _____ Title: _____
 Agency Name: _____
 Principal Name: _____
 Best Contact Person: _____
 Telephone: () _____ Mobile: _____
 Contact Email: _____
 Agency Address: _____ State: _____ Postcode: _____
 Website: _____

AWARD QUESTIONS

Include the below questions at the top of each individual page of your submission when answering

INCLUDE SUPPORTING DOCUMENTS WHERE POSSIBLE

- 1) Describe your greatest achievement/s during the last 12 months?
- 1) Describe your position and role within the property management department and why you feel that you are a valued member of the team.
- 2) What has been the greatest challenge that you have faced during the last 12 months and how did you manage to overcome it?
- 4) What professional development training have you undertaken in the last 12 months and what are your career goals and strategic plan to achieve them?
- 5) Why are you entering the Awards? What does winning mean to you and how would you utilise the Award?

DECLARATION

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Nominee Name: Date: / /

Nominee’s Signature:

Principal Name: Date: / /

Principal’s Signature:

PART 2B SUBMISSION FORM FOR

Property Management Client Service Award of the Year (Agency)

This award is open to all agencies with a property management department.

Attach this form to the front of your award submission questions in a PDF file when emailing.

NOMINEE DETAILS

Enter details in the text fields below

Agency Name:

Principal Name:

Best Contact Person:

Telephone: ()

Mobile:

Contact Email:

Agency Address:

State:

Postcode:

Website:

AWARD QUESTIONS

Include the below questions at the top of each individual page of your submission when answering

INCLUDE SUPPORTING DOCUMENTS WHERE POSSIBLE

- 1) What client service strategies or initiatives have you embraced during the last 12 months and how does your service delivery differ to your competitors'?
- 2) Provide two (2) examples of how you have delivered a superior level of service to your landlords and tenants during the last 12 months. *(Include testimonials)*
- 3) What is your client service **mission statement**? *This is a short statement of an organisation's purpose, identifying the goal of its' operations. (As a team work together to come up with something creative)?*
- 4) How does your agency measure and/or monitor the effectiveness and satisfaction of your service delivered to landlords and tenants?
- 5) Why are you entering the Awards? What does winning mean to you and how would you utilise the Award?

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Principal Name: Date: / /

Principal's Signature:

PART 2B SUBMISSION FORM FOR

Property Management Agency of the Year – Small and growing (Less than 400 properties)

This award is open to all agencies with a property management department.

Attach this form to the front of your award submission questions in a PDF file when emailing.

NOMINEE DETAILS

Enter details in the text fields below

Agency Name:

Principal Name:

Best Contact Person:

Telephone: ()

Mobile:

Contact Email:

Agency Address:

State:

Postcode:

Website:

GENERAL INFORMATION

How many residential properties do you manage?

How many PM team members do you employ?

How long has your agency been trading? years

months

AWARD QUESTIONS

Include the below questions at the top of each individual page of your submission when answering

INCLUDE SUPPORTING DOCUMENTS WHERE POSSIBLE

- 1) Describe your department’s greatest achievement/s during the last 12 months.
- 2) What are your agency’s points of difference in your day-to-day processes for managing the property, landlord and tenant?
- 3) How does your service delivery differ to your competitors and how have you delivered a superior level of service to your landlords and tenants during the last 12 months? *(Provide examples)*
- 4) What new training, practices, technologies, systems and processes has your department embraced during the last 12 months and how has this impacted on your agency’s operations, performance and profits?
- 5) What strategies has your department embraced to improve growth, productivity and profitability during the last 12 months?

DECLARATION:

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Principal Name: Date: / /

Principal’s Signature:

PART 2B SUBMISSION FORM FOR

Property Management Agency of the Year – Large (Greater than 400 properties)

This award is open to all agencies with a property management department.

Attach this form to the front of your award submission questions in a PDF file when emailing.

NOMINEE DETAILS

Enter details in the text fields below

Agency Name:

Principal Name:

Best Contact Person:

Telephone: ()

Mobile:

Contact Email:

Agency Address:

State:

Postcode:

Website:

GENERAL INFORMATION

How many residential properties do you manage?

How many PM team members do you employ?

How long has your agency been trading? years

months

AWARD QUESTIONS

Include the below questions at the top of each individual page of your submission when answering

INCLUDE SUPPORTING DOCUMENTS WHERE POSSIBLE

- 1) Describe your department's greatest achievement/s during the last 12 months.
- 2) What are your agency's points of difference in your day-to-day processes for managing the property, landlord and tenant?
- 3) How does your service delivery differ to your competitors and how have you delivered a superior level of service to your landlords and tenants during the last 12 months? *(Provide examples)*
- 4) What new training, practices, technologies, systems and processes has your department embraced during the last 12 months and how has this impacted on your agency's operations, performance and profits?
- 5) What strategies has your department embraced to improve growth, productivity and profitability during the last 12 months?

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Principal Name: Date: / /

Principal's Signature:

PART 2B SUBMISSION FORM FOR

Property Management Digital Presence of the Year

WE WILL NOT BE LOOKING AT THE AGENTS SALES DIGITAL PRESENCE

This award is open to all agencies with a property management department, a website, active social media and a digital footprint.

Attach this form to the front of your award submission questions in a PDF file when emailing.

NOMINEE DETAILS

Enter details in the text fields below

Agency Name:

Principal Name:

Best Contact Person:

Telephone: ()

Mobile:

Contact Email:

Agency Address:

State:

Postcode:

SOCIAL MEDIA PLATFORMS AND WEBISTE

Website:

Facebook:

LinkedIn:

Twitter: (If applicable)

Instagram: (If applicable)

There is no written submission required for this award. Judges will assess the following criteria:

- 1) Branding theme, visual appearance and user friendliness to navigate
- 2) Unique features
- 3) Mobile friendly
- 4) Methods adopted to encourage the collection of contact details
- 5) Content and information provided for landlords and tenants
- 6) Integration of social media
- 7) Display of rental properties
- 8) Relevance of information
- 9) Frequency of posts, emails and releases
- 10) Images, virtual tours and multimedia used

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Principal Name: Date: / /

Principal's Signature: