

AWARDS
2020
GUIDEBOOK

PROPERTY MANAGEMENT TEAM
OF THE YEAR

AWARDS OF
EXCELLENCE

APPLICATION FOR PROPERTY MANAGEMENT TEAM OF THE YEAR:

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

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

Please note that a team is not eligible to win the award in consecutive years.

WRITTEN RESPONSE

Section 1-3 below describes the components to be addressed in writing. A maximum point score for the written responses is 100.

CRITERIA

Each application must be accompanied by a written submission (per 'Written Responses' section, below), and letters of reference on behalf of the company.

Letters of reference 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% (i.e. 70 points) to be eligible for the award.

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 things 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 offline 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:

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.