



## Awards Entry Pack 2024

## TESTIMONIAL FROM PREVIOUS WINNERS

*“Being recognised by a professional body like RPMA is an honour and significant in respect to demonstrating high standards of excellence in the industry. The award was a good opportunity to promote our dedication to a high level of service. We achieved a better execution rate with landlord enquiries when our email signature was amended to include/advertise the rewards received during correspondence.”*



- Courtney Belgrave  
Propertyscouts New Plymouth Director

*“Applying for the RPMA property Manager Awards was an easy task. Whenever I get the opportunity I use this to build my reputation within my network and clients. Having the prestige of the award has enabled me to build my reputation in the industry and progress my business faster than I believe I would have without this recognition.”*



- Karl Jackson  
Pukeko Rental Managers Eastern Suburbs (Auckland) Director

## CONTENTS

About the Awards

Award Categories

Rules and Conditions

- Eligibility
- Submission Documents
- Submission Guidelines
- Closing Date
- Lodgements
- Judging Process
- Disclaimer

Awards Criteria

- Rising Star
- Regional Property Manager of the Year
- NZ Property Manager of the Year
- Contribution to the Industry
- Industry Supplier of the Year

Tips for Submissions

Testimonial From Previous Winners

2024 Awards Entry Form

## ABOUT THE AWARDS

The Residential Property Managers Association of New Zealand is pleased to announce its Annual Awards for those who are 'raising the standards' in residential property management.

The primary reason for the awards is to encourage, recognise and promote excellence and best practice in the residential property management industry.

The Regional Property Manager of the Year & Rising Star awards will be presented regionally on the dates shown on page 7.

The NZ RPMA Property Manager of the Year will be selected from the 16 Regional Property of the Year winners.

Winners and Finalists can promote their status via a custom RPMA Winner or Finalist logo on promotional materials for a period of 12 months.

The Award for Contribution to the Industry can be awarded to someone who has been recognised as making a significant contribution to the property management sector.

The Industry Supplier of the Year is to recognise the significant contribution to the efficiency, cost saving, and overall performance to the property management sector.

## AWARD CATEGORIES

- Rising Star
- Property Manager of the Year
- Contribution to the Industry
- Industry Supplier of the Year

## RULES AND CONDITIONS

### Eligibility

All entrants must at least be a current affiliate member of the Residential Property Managers Association of New Zealand (RPMA).

### Submission Documents

1. A signed and fully completed Entry Form for the category of Award being entered.
2. A written submission for the category of Award being entered.
3. A high resolution digital image of the Award entrant (headshot only).
4. Individual interviews may be conducted by one or more judges to complement written submissions as part of the Award process.

## Submission Guidelines

1. The preferred form of submission is electronic
2. Entrants must address only the criterion set out in the Award and must not exceed any maximum word count specified.
3. 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.
4. Please include any supporting documentation including video, photos of marketing material etc.
5. Once they are lodged, entrants will not be permitted to make alterations to their Award submissions past the closing date.
6. Material submitted that is outside the Award criteria will not be marked.
7. All submissions must be completed personally by the applicant.

## RULES AND CONDITIONS

### Important Dates

### PROPOSED PROGRAMME

	Entries Open	Entries Close	Presentation
<b>Regional Awards</b>			
Northland	16 May 2024	12 July 2024	16 July 2024
Auckland North	16 May 2024	12 July 2024	16 July 2024
Auckland East	16 May 2024	12 July 2024	16 July 2024
Auckland West	16 May 2024	12 July 2024	16 July 2024
Auckland South	16 May 2024	12 July 2024	16 July 2024
Waikato	17 May 2024	12 July 2024	17 July 2024
Bay of Plenty	20 May 2024	12 July 2024	20 July 2024
Gisborne	20 May 2024	12 July 2024	20 July 2024
Hawkes Bay	20 May 2024	12 July 2024	20 July 2024
Taranaki	20 May 2024	12 July 2024	20 July 2024
Manawatu / Whanganui	21 May 2024	12 July 2024	21 July 2024
Wellington	21 May 2024	12 July 2024	21 July 2024
Top of the South	22 May 2024	12 July 2024	22 July 2024
Canterbury	22 May 2024	12 July 2024	22 July 2024
Otago	22 May 2024	12 July 2024	22 July 2024
Southland	22 May 2024	12 July 2024	22 July 2024
<b>National PM Awards</b>			August – RPMA Conference

*Presentations will be made at this year's RPMA Conference*

### Lodgements

Entries may be lodged by:  
Email to: [admin@rpma.org.nz](mailto:admin@rpma.org.nz)

## Judging Process

1. An independent judging panel has been selected by RPMA.
2. Judges will assess the entrants' submissions against the criteria for their particular Award category using marking sheets provided by RPMA.
3. Entrants will be judged against the Award criteria only.
4. Judges will be chosen who are impartial and they will be selected from outside of the Residential Property Managers Association of New Zealand (RPMA).
5. Judgements will not be made on the basis of size or location of management portfolio.
6. Entrants must not contact any of the judges to discuss the judging process.
7. 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 RPMA on submission. Photos and Video may be used for promotional purposes.



# AWARDS CRITERIA

## RISING STAR

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

- Entrant must be a member RPMA
- Entrant must have been in Property management for less than 24 months.

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

## OUTSTANDING PROPERTY MANAGEMENT

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, 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 have assisted with, implemented or been part of. How has this made you a better 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.

## PROPERTY MANAGER OF THE YEAR

This Award is for an individual Property Manager and 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 a member of RPMA.
- Entrant must have 2+ 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.

## RECOGNITION OF CONTRIBUTION TO THE INDUSTRY

### ELIGIBILITY

This award seeks to recognise individuals that have made a significant contribution to the residential property management sector over their careers. They may have, but not necessarily, worked as a managing agent, but equally could be someone who has devoted his or her professional life to the improvement of the sector.

### NOMINATION CRITERIA

Entries for this award can only be made by members of RPMA.

### JUDGING CRITERIA

The judges will be looking for evidence to support your entry in the following areas:

- Summarise the achievements your nominee has made to the residential property management industry
- What has been the defining moment of their career?
- What innovative ideas has he/she introduced?
- Provide evidence of how he/she has provided leadership or inspired others?
- A summary of why you think your nominee should win this award

### Note

Please note that there will be only one winner of this award (no Finalists) and he/she will be announced at the Conference / AGM.

## INDUSTRY SUPPLIER OF THE YEAR

### ELIGIBILITY

This category is open to external suppliers that have made a significant contribution to the efficiency, cost saving and overall performance of a RPMA Member(s) in the last 12 months.

### NOMINATION CRITERIA

External supplier firms can enter themselves for this award, but their entry must be approved by a member of RPMA. Members RPMA may also enter their external suppliers.

### JUDGING CRITERIA

The judges will be looking for evidence to support your entry in the following areas:

- Evidence of your company's value and results achieved for the client. Provide RPMA Members client company name(s) and testimonials
- Description of the service/product provided
- Evidence of client satisfaction
- What sets your company/product apart from anything else on the market
- Evidence of your/the product's innovation
- A summary of why you think you should win this award

## TIPS FOR SUBMISSION

- Please read the Rules and Conditions and Submission Guidelines 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.

## 2024 AWARDS ENTRY FORM

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

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

- Rising Star
- Property Manager of the Year
- Recognition of Contribution to the Property Management Industry
- Industry Supplier of the Year

Entries may be lodged by:

Email to: [admin@rpma.org.nz](mailto:admin@rpma.org.nz)

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 2024 RPMA Awards 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 \_\_\_\_\_