



Awards Entry Pack 2025

TESTIMONIAL FROM PREVIOUS WINNERS

“Being part of a professional community like RPMA provides landlords with confidence in our services. Collaborating with fellow property managers and attending the RPMA conference and awards is essential for my professional growth and the continued success of my business.

I am honored to have been awarded both Wellington and New Zealand Property Manager of the Year 2024/2025. This industry recognition has strengthened my confidence in expanding my services and further establishing myself as a leader in the property management industry!”



Stacey Matete

Rent Ready Property Management Director
New Zealand Property Manager of the Year
Property Manager of the Year - Wellington

“Being a recipient of the Auckland Property Manager of the Year 2024 has been a great experience for me. To be recognised for all the effort that I put into my business was a special moment. The award has also allowed me to showcase the excellent service I provide to new prospective clients.”



Karl Jackson

Pukeko Rental Managers Eastern Suburbs (Auckland) Director
Property Manager of the Year - Auckland

“I am truly honored to have been awarded the RPMA Rising Star Award. This recognition means so much to me, not only as a validation of the hard work and dedication I’ve poured into my journey as a property manager and business owner but also as a reminder of the incredible support and inspiration I’ve received along the way.

Being awarded the Rising Star Award has given me an extra boost in my career. It is a powerful reminder that when you stay focused, believe in yourself, and put your mind to something, you are capable of achieving so much. This award has not only reinforced my confidence but has also inspired me to continue pushing boundaries and striving for excellence.

My passion for people and my commitment to improving the reputation of our industry have been my guiding principles, and this award affirms that I am on the right path. Thank you for this incredible honor. I am excited to continue to contribute to a more positive image of property management. I look forward to all the opportunities and challenges ahead, inspired by this milestone.”



Heidi Kafaltis-Kotzé

Propertyscouts Riverside Director

New Zealand Rising Star

“Winning the RPMA Property Manager of the Year Award for Top of the South was a huge honour. It’s great to be recognised by the industry and to celebrate the hard work that goes into property management. I’d encourage any property manager to put themselves forward—it’s a great way to reflect on your achievements and push yourself to the next level.”



Pauline Johnson

Pauline's Property Management Director

Property Manager of the Year – Top of the South

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

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2025 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

Awards: Property Manager of the Year
Rising Star

Regional Awards	Entries Open	Entries Close	Presentation
Northland	1 April 2025	30 May 2025	15 June 2025
Auckland North	1 April 2025	30 May 2025	15 June 2025
Auckland East	1 April 2025	30 May 2025	15 June 2025
Auckland West	1 April 2025	30 May 2025	15 June 2025
Auckland South	1 April 2025	30 May 2025	15 June 2025
Waikato	1 April 2025	30 May 2025	15 June 2025
Bay of Plenty	1 April 2025	30 May 2025	15 June 2025
Gisborne	1 April 2025	30 May 2025	15 June 2025
Hawkes Bay	1 May 2025	30 June 2025	15 July 2025
Taranaki	1 May 2025	30 June 2025	15 July 2025
Manawatu / Whanganui	1 May 2025	30 June 2025	15 July 2025
Wellington	1 May 2025	30 June 2025	15 July 2025
Top of the South	1 May 2025	30 June 2025	15 July 2025
Canterbury	1 May 2025	30 June 2025	15 July 2025
Otago	1 May 2025	30 June 2025	15 July 2025
Southland	1 May 2025	30 June 2025	24 July 2025 – RPMA Conference

Contribution to the Industry	1 May 2025	30 June 2025	24 July 2025 – RPMA Conference
Industry Supplier Award	1 May 2025	30 June 2025	24 July 2025 – RPMA Conference

Lodgements

Entries may be lodged by:

Email to: 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 6.
- 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.

2025 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

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 2025 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 _____