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GUIDEBOOK

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PROPERTY MANAGEMENT TEAM  
OF THE YEAR

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**PROPERTY MANAGEMENT TEAM OF THE YEAR GUIDEBOOK AND SUBMISSION APPLICATION**

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This award is aimed at the tenant-focused, tenant-driven, high-service oriented Property Management team that consistently provides excellence in tenant services. A tenant can refer to an office, industrial or retail tenant.

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

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**WRITTEN RESPONSE**

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1. The questions below must be addressed in writing.
2. Limit the response to each section to a single side of a sheet of paper in 12-point type. More material will not be considered.
3. You are welcome to submit electronically - email [info@boma.ca](mailto:info@boma.ca).
4. Do not include additional material unless specifically asked. This will allow the judging process to be fair and equitable for all entrants. Any supplementary information provided by applicants will be treated as proprietary and confidential. The said materials will be solely and exclusively for the judging of this awards category. Judges are bound by a confidentiality and non-disclosure agreement.

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**PRESENTATION TO JUDGES**

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Your presentation to the judges is your opportunity to present your team. Any supporting documentation or items not included in the written submission should be available for judges at the interview presentation.

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**SUMMARY OF JUDGES' SCORING**

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Judging for these awards will be based on the quality of submission by the team, along with the results from the judging score sheets. Submissions must attain a minimum of 70 points to be eligible for an award. The BOMA judging team is a panel of peers, some of whom may have been previous award winners. The judging team's review will be confined to the material and information submitted by the applicant and may be augmented by an interview of the applicant's team. No building tour is required.

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**CRITERIA**

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See each individual question for its scoring value. Entrants are to answer the standard questions and provide requested information. The entrant will be disqualified if they do not provide the required information or support material(s). Any requested materials submitted should be in a PDF format wherever possible.

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## **REQUIREMENTS**

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Each application must be accompanied by a minimum of two (2) recent letters of reference on behalf of the company, sent from tenants or others who can speak to the outstanding service provided by the applicant team. Letters must include the occupation, address, and telephone number of the reference, as well as their relationship to the applicant. References may be contacted during judging, with the permission of the applicant.

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## **WRITTEN RESPONSES TO QUESTIONS:**

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1. Describe and provide evidence of how your company has: (15 points)
  - Developed goals and objectives in regards to tenant satisfaction (provide copy of customer service policy statement),
  - Developed a system to track progress of these goals and objectives to determine when they have achieved them (provide copy/evidence of tracking system),
  - Obtained tenant input in developing these goals and objectives (Provide examples of tenant input whether by survey, newsletter, or other medium.).
  
2. Describe and provide evidence of how your company has: (15 points)
  - Developed a detailed tenant service plan, (provide copy of plan),
  - Provided full-time tenant service representative(s) or Assistant Property Manager (list of personnel assigned exclusively to tenant service as evidence),
  - Monitored and responded to both positive and negative feedback from tenants (include copy of tenant call/complaint tracking system),
  - Conducted regular training programs for your staff (specify frequency and staff job titles), (supply list of training programs, topic title and dates offered as evidence),
  - Stands apart and sets a superior industry standard of excellence in service (a statement from the applicant which specifically addresses why their performance is above an “industry standard”),
  - Developed a centralized communication system for tracking all tenant contacts and follow-ups, (provide description and, where possible, samples, of the communication system for tracking),

- Provided regular tenant appreciation events, (provide a list of events, reason held and dates held),
  - Actively sought customer input to determine new products and services, areas for improvement, and current performance levels, (provide details of media used - e.g. Newsletters, surveys, interviews, etc., and dates conducted),
  - Developed a system that ensures all active tenants are visited or phoned by the tenant service representative (or Assistant Property Manager) a minimum of once per year, and demonstrated tenant focused complaint resolution (provide any policy statement, and record or log of such visits).
3. How has your company shown: (10 points)
- A commitment to achieving tenant satisfaction goals and objectives maintained by many levels of their organization,
  - Development of a recognition/reward program for employees who excel at tenant service (provide policy statement with respect to recognition. Provide details of employee recognition and dates of most recent activity),
4. How does your company: (25 points)
- Consistently deliver dependable service,
  - Tenants recognize and acknowledge benefits of working with you or your company (provide copies of letters/correspondence from tenants),
  - Make it easy and convenient to do business, (how does your company/property management team facilitate tenant business in this building?),
  - Deliver on promises in a timely manner, (describe parameters of timely service used by your team and to what extent did the team meet the stated time parameters),
  - Tenants profess loyalty and respect for you or your company. (Indicate rates of tenant retention and provide copies of tenant correspondence in support of the building/company brand.
5. Provide a description of your overall level of tenant service and provide examples. (25 points)

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## ENTRY FORM

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Return this completed form by email or fax along with payment.  
Applications are due January 31, 2012.  
Final written submissions are due 4:30 pm, March 2, 2012.

BOMA Calgary  
Suite 120 4954 Richard Rd SW  
Calgary, AB T3E 6L1  
(P) 403.237.0559  
(F) 403.266.5876  
(E) lia.robinson@boma.ca

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Management Company: \_\_\_\_\_

Building managed by this team: \_\_\_\_\_

Property Manager (BOMA Member): \_\_\_\_\_  
*(Applications must be submitted by a Calgary member company in good standing)*

Management Company Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Phone: \_\_\_\_\_

Contact Email: \_\_\_\_\_

Team Members: \_\_\_\_\_  
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The \$250 (plus GST) per team registration is paid with:

- Cheque (Invoice me)
- Visa
- MasterCard

