

REAL ESTATE INSTITUTE OF THE ACT

2024

*Awards for
Excellence*

SATURDAY, 31 AUGUST 2024

HOTEL REALM, CANBERRA

NOMINATION PROSPECTUS



allhomes
Corporate Partner



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2024 REI ACT AWARDS FOR EXCELLENCE

The Real Estate Institute of ACT (REI ACT) is pleased to announce the thirtieth annual Awards for Excellence recognising the real estate industry's top performers across ACT. These Awards aim to encourage, recognise and promote excellence and best practice in the real estate profession.

The awards will be presented at a Gala Dinner on **Saturday 31st August 2024** at the Hotel Realm.

IMPORTANT DATES

Wednesday 1st May 2024

NOMINATIONS AND SUBMISSIONS OPEN for ALL categories.

Sunday 16th June 2024

NOMINATIONS CLOSE - completed and signed entry forms and payment where applicable for ALL chosen categories must be received by 4:00pm via email to reception@reiact.com.au.

Monday 8th July 2024

SUBMISSIONS CLOSE - entry submissions answering set criteria must be received via the online submission platform by 5:00pm. Late entries **WILL NOT** be considered.

WHO CAN ENTER?

Please read all instructions prior to entering.

Before you nominate – make sure you (or the person/team you're nominating) are eligible. Agency principals or shareholders may nominate for individual awards. Parties are welcome to nominate themselves or be nominated by others.

Entrants must be:

- a financial Institute Member (as defined in the REI ACT Constitution), or
- employed by an Institute Member, or
- in the case of the Solicitor of the Year, Conveyancer of the Year and Service Provider of the Year entrant must have conducted work for a REI ACT member.



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HOW TO ENTER

Please read all instructions prior to entering.

1. Complete the nomination form. Email completed nomination form/s to reception@reiaact.com.au (where applicable) for ALL chosen categories by 4:00pm Sunday 16th June 2024.
2. Follow the instructions to register and access the online submission form. Note, no refund (if applicable) of nomination fee will be given for withdrawal of nominations after Sunday 16th June 2024.
3. Complete the answers to the criteria question directly into the relevant fields in the online submission platform. You cannot upload your answers in PDF, Word or any other format. Unless specifically stated, no attachments are allowed. **All examples and answers must be from within the period 1st July 2023 to 30th June 2024.** Examples outside of this period will not be considered.
4. By 5:00pm on **Monday 8th July 2024:**
 - a. Submit your entry through the online portal.
 - b. Send through a high-resolution digital headshot, team photo or company logo and a 100-word (maximum) personal/company biography (must be presented in a word document). **These are to be emailed to reception@reiaact.com.au.**

Any submission after 5:00pm will be disqualified, and submissions outside the portal will not be considered. Applications cannot be edited once submissions are closed.

PENALTIES

Any attempts to contact judges about an application will result in disqualification.

Notes: All entries become the property of the REIACT on submission. No responsibility for loss or misdirection of entries will be accepted by the REIACT or its representatives. Photos may be used for promotional purposes. Finalists are not permitted to use their status in any internal or external marketing. Entrants are also not permitted to advertise their entry into the awards. Use of previous year's REIACT awards in any publicity is not permitted.



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JUDGING

A judging panel will be appointed. Each panel will be composed of three individuals, who may or may not be directly involved in the real estate industry inside or outside the ACT.

Judges may include members who are currently, or were previously practising in real estate, from a relevant REI Chapter, external specialists (e.g. in the areas of news media etc.); and entrants from sponsors, and/or interested members of the public, where relevant.

Every effort will be made to ensure that judging panels do not have any conflict of interest, and that the award and judging processes are transparent. Judges will be required to declare any possible conflict of interest and to commit to confidentiality in a signed statement. Judges may not have any formal association with the nominated agency or individual.

The REI ACT and the judging panels reserve the right to not give an award in a category, should an appropriate standard for representing Excellence not be reflected in submissions.

Judging will occur in two phases

- a) online submission
- b) panel interview (nominated awards only)

ONLINE SUBMISSION JUDGING

For all nominated awards except the Solicitors, Conveyancers, Community Housing awards and the President's Award, a judging panel will be appointed.

Judges will assess the nominee's submission against the criteria for their category. Entrants will not be assessed against the performance of other entrants in the category. Assessments will not be made on the basis of sales volume, size or location of company.

Judges will assess each nominee independently from other members of the judging panel and will provide their decisions to the REI ACT through the online judges' portal. These will then be tallied by an independent auditor to determine the results in each category.



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PANEL INTERVIEW - SOLICITOR OF THE YEAR AND CONVEYANCER OF THE YEAR, AND COMMUNITY HOUSING SECTOR PROPERTY MANAGER

Entrants will be interviewed by a panel of 3 judges with a set of standard questions, each of which will attract equal value. Each judge will attribute marks independently and not confer with other judges on the panel. The results will be tallied by an independent auditor.

In the event of a tied result, the judging panel will be reconvened to decide on a winner.

Entrants must not contact any of the judges to discuss the judging process. Such contact may exclude them from consideration for an award.

The judges' decision is final and no correspondence or discussion will be entered into.

PRESIDENT'S AWARD

The judge for the President's Award is the REIACT President, who may seek assistance in the judging process, at his/her discretion, from REIACT Past Presidents.

The President will consider the professional abilities and achievements of entrants, as well as relevant legislative, market and industry knowledge; commitment to ongoing professional development; leadership in the industry including commitment to the professional development of others; highest professional and ethical standards; and participation in the Real Estate Institute's activities and/or contribution to the work of the Real Estate Institute of ACT.



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TIPS FOR ENTRANTS

These tips are here to help you make the most of your application. They include general advice on your submission, as well as feedback on previous entrants.

Do not duplicate any previous entries

Your submission needs to be unique. Duplicate, or rehashed submissions will not be considered.

What did you achieve? Be clear and concise, and make sure it's relevant

The goal of the REIACT Awards for Excellence is to foster excellence and best practice. Entrants should address those aspects of their professional practices that exemplify excellence and achievement in the profession.

Provide examples of any claims you make so the judges can understand and appreciate your achievements. For example, it is not sufficient to say: "I provide strong leadership to other staff members in my agency." A fuller response might be: "An example of the way I provided leadership to other staff members in my agency is my establishment of a mentoring program matching new and junior staff members with more experienced practitioners, which includes regular meetings with the mentor to discuss problems, brainstorm ideas and reach solutions."

- Look at what the question is asking, address all criteria and provide the exact number of specific examples where asked.
- Answer directly, and in detail. Do not submit an abridged version.
- Describe how you know you've achieved strong results – how did you measure success? E.g. Identify what tools or measures were used.
- Use acronyms sparingly. If you do use acronyms, explain what they are and use only where necessary.
- Articulate what techniques were used to achieve your results, and outline why they were significant or important.

It has to be within the time period required

The submission period for the 2024 Awards for Excellence relates to achievements during the period **1st July 2023 to 30th June 2024**. Any examples that relate to achievements outside of this period – no matter how good – will not be considered.



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Tell it straight—don't exaggerate

Be realistic about your achievements and ensure that your claims about sales success can be substantiated—demonstrate what you've achieved. Provide examples which demonstrate best practice and professionalism. Be specific about what you or your agency achieved – rather than what the broader agency 'brand' has achieved.

Professionalism—spelling and grammar matter!

Get the basics right—grammar, punctuation, presentation, and make sure you proofread. Neglecting any of these can have a serious impact on your application. It is expected the REI ACT Award entrants respect both state and federal REIs' contribution to recognise excellence and highlight professional practice and as such, entrants should take care in endorsing any products or services which are in direct conflict with their REI.

First person

Talk about what you've done and write in the first person. For example "I've taken my client through an amazing real estate experience." Use testimonials where appropriate.

And of course—don't leave it too late!

The closing date for lodgement of submissions is **5:00pm, Monday 8th July 2024**. Late entries WILL NOT be accepted.



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AWARDS CATEGORIES

The award categories are below followed by the entrant fee in brackets:

AGENCY AND TEAM AWARDS

1. **Commercial Agency of the Year*** (\$1500)
2. **Large Residential Agency of the Year***, 21 (inclusive) or more people. May have multiple offices within the ACT (\$1500)
3. **Medium Residential Agency of the Year***, 11 to 20 people, individually owned and operated on a single office site (\$550)
4. **Small Residential Agency of the Year***, 10 people (inclusive) or fewer (\$365)
5. **Community Service Award** (\$330)*
6. **Innovation Award** (\$330)*
7. **Marketing and Communications Award** (\$330)*
8. **Project Property Marketer of the Year** (\$330)
9. **Residential Property Management Team of the Year** (\$500)*
10. **Residential Sales Team of the Year** (\$500)*
11. **Service Provider of the Year** (\$330)
12. **Strata Management Agency of the Year** (\$500)
13. **Sustainability Leadership Award - Agency** (\$330)*

INDIVIDUAL AWARDS

14. **Achievement Award** (\$220)*
15. **Business Development Manager of the Year** (\$220)*
16. **Buyers' Agent of the Year** (\$220)*
17. **Commercial Property Manager of the Year** (\$220)*
18. **Commercial Salesperson of the Year** (\$330)*
19. **Leasing Consultant of the Year** (\$220)
20. **Operational Leadership Person of the Year** (\$330)*
21. **Operational Support Person of the Year** (\$220)*
22. **Property Marketer of the Year** (\$330)*
23. **Residential Property Manager of the Year** (\$220)*
24. **Residential Salesperson of the Year** (\$330)*
25. **Rookie of the Year** (\$220)
26. **Strata Manager of the Year** (\$220)
27. **Sustainability Leadership Award – Practitioner*** (\$220)
28. **Community Housing Sector Property Manager** (no fee)
29. **Conveyancer of the Year** (no fee)
30. **Solicitor of the Year** (no fee)
31. **REI ACT President's Award** (no fee)*

*Note: Awards with a * attached denotes categories whose winners are eligible for entry in the REIA National Awards for Excellence.*



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AGENCY AND TEAM AWARDS

Commercial Agency of the Year *

Large Residential Agency of the Year *

Medium Residential Agency of the Year *

Small Residential Agency of the Year *

Community Service Award *

Innovation Award *

Marketing and Communications Award *

Project Property Marketer of the Year

Residential Property Management Team of the Year *

Residential Sales Team of the Year *

Service Provider of the Year

Strata Management Agency of the Year

Sustainability Leadership Award – Agency *

*Note: Awards with a * attached denotes categories whose winners are eligible for entry in the REIA National Awards for Excellence.*



Commercial Agency of the Year

This award recognises excellence in agency practice. It covers the commercial sector, including small, medium and large agencies. The agency may have multiple offices in the ACT but may not be a multiple city or national franchise group. An office within a franchise may enter this category provided it is made clear the entry and all claims against the selection criteria relate only to that specific office. This award is not judged on sales figures.

The submission must include an online statement addressing the following criteria:

SIGNIFICANT ACHIEVEMENT

Specify the agency's two most significant achievements during the submission period. Outline why you believe these were significant, how you achieved success and how it contributed to business improvement. The type of examples you may consider include growth (both in size and revenue), expansion through additional staff, outstanding results, implementation of systems, introduction of new services, use of technology, significant sales and/or property listings etc.

Achievements can include progressing or building upon projects, services etc. commenced prior to the submission period and/or previously submitted to the Awards for Excellence program. Where this is the case, specific details of what new results and improvements have been achieved must be highlighted.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of client testimonials, marketing material or other evidence. You may upload up to three pages and all supporting material must relate to the submission period.

BUSINESS PLAN

State three main priorities in your business plan and include an explanation for choosing these priorities.

SUPPORTING MATERIAL: You may choose to upload a copy of your business plan.

PROFESSIONAL DEVELOPMENT

Outline the professional development strategies that you used during the submission period to develop your staff to their maximum potential and how these have improved business performance. Provide details of future professional development plans. *No attachments or hyperlinks allowed.*

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MARKETING

Highlight the most successful marketing strategy you employed during the submission period.

SUPPORTING MATERIAL: You may upload up to three pages and all supporting material must relate to the submission period.

SERVICE TO CLIENTS

Provide one example of how your agency has displayed outstanding service to clients during the submission period. Describe how your agency achieves a point of difference when delivering excellent service to clients. *No attachments or hyperlinks allowed.*

ADDITIONAL INFORMATION TO BE PROVIDED:

Provide the following details about the agency; size of team; number of offices; geographic coverage of the agency; services delivered (e.g. sales, property management, strata management etc.) and the percentage of business attributable to each service.

NOTE: This information will not be scored. It will simply be used by the judges to better understand the entrant's business model.



Large Residential Agency of the Year

This award recognises excellence in agency practice in the residential sector, where a single trading entity employs 21 or more people, including admin and the principal. The entrant can be an independent or a franchise office operating from a single location under its own license OR a trading entity with multiple offices in different locations operating under a single license and aggregating its offices into a single entry. This award is not judged on sales figures.

Note: If an independent or franchise business operates from multiple offices in different locations under a single license and employs more than 21 people including the principal, then they must aggregate and enter the Large category.

The submission must include an online statement addressing the following criteria:

AGENCY ACTIVITY

Provide details of how your overall business performance has improved over the submission period. Outline any year-on-year improvement (e.g. percentage increase in sales, percentage increase in rent roll etc.). Explain what strategies you have employed to achieve this success.

SUPPORTING MATERIAL: Including, but not limited to data feeds, audited statements, third party independent data provider endorsements etc. You may upload up to 10 pages and all supporting material must relate to the submission period.

SIGNIFICANT ACHIEVEMENTS

Specify the agency's two most significant achievements during the submission period. Outline why you believe these were significant, how you achieve success and how it contributed to business improvement. The types of examples you may consider include growth (both in size and revenue), expansion through additional staff, outstanding sales or property management results, implementation of systems, introduction of new products or services, use of technology etc.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of client testimonials, marketing material or other evidence. You may upload up to three pages and all supporting material must relate to the submission period.

BUSINESS PLAN

State three main priorities in your business plan. Explain their purpose and how you are working to achieve them.

SUPPORTING MATERIAL: You may choose to upload a copy of your business plan.

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PROFESSIONAL DEVELOPMENT

Outline the professional development strategies the agency used during the submission period to develop staff to their maximum potential and how these have improved business performance. Provide details of future professional development plans. *No attachments or hyperlinks allowed.*

MARKETING

Highlight the most successful marketing strategies you employed during the submission period.

SERVICE TO CLIENTS

Provide two examples of how your agency has displayed outstanding service to your clients during the submission period. Describe how your agency achieves a point of difference when delivering excellent service to clients. *No attachments or hyperlinks allowed.*

ADDITIONAL INFORMATION TO BE PROVIDED:

Provide the following details about the agency: size of team; number of offices; geographic coverage of agency; services delivered (e.g. sales, property management, strata management etc.) and the percentage of business attributable to each service.

NOTE: This information will not be scored. It will simply be used by the judges to better understand the entrant's business model.



Medium Residential Agency of the Year

This award recognises excellence in agency practice in the residential sector, where a single trading entity employs between 11 and 20 people including the principal and operates from a single location under its own license. The entrant can be an independent trading entity or a single franchise office owned and operated under its own license. This award is not judged on sales figures.

Note: If an independent or franchise business operates from multiple offices in different locations under a single license and employs fewer than 21 people in total, including the principal, then they must choose a single office location and enter that office in the Medium or Small category dependent on appropriate staff numbers.

The submission must include an online statement addressing the following criteria:

AGENCY ACTIVITY

Provide details of how your overall business performance has improved over the submission period. Outline any year on-year improvement (e.g. percentage increase in sales, percentage increase in rent roll etc.). Explain what strategies you have employed to achieve this success.

SUPPORTING MATERIAL: Including, but not limited to data feeds, audited statements, third party independent data provider endorsements etc. You may upload up to 10 pages and all supporting material must relate to the submission period.

SIGNIFICANT ACHIEVEMENTS

Specify the agency's two most significant achievements during the submission period. Outline why you believe these were significant, how you achieve success and how it contributed to business improvement. The types of examples you may consider include growth (both in size and revenue), expansion through additional staff, outstanding sales or property management results, implementation of systems, introduction of new products or services, use of technology etc.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of client testimonials, marketing material or other evidence. You may upload up to three pages and all supporting material must relate to the submission period.

BUSINESS PLAN

State three main priorities in your business plan. Explain their purpose and how you are working to achieve them.

SUPPORTING MATERIAL: You may choose to upload a copy of your business plan.

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PROFESSIONAL DEVELOPMENT

Outline the professional development strategies the agency used during the submission period to develop staff to their maximum potential and how these have improved business performance. Provide details of future professional development plans. *No attachments or hyperlinks allowed.*

MARKETING

Highlight the most successful marketing strategies you employed during the submission period.

SERVICE TO CLIENTS

Provide two examples of how your agency has displayed outstanding service to your clients during the submission period. Describe how your agency achieves a point of difference when delivering excellent service to clients. *No attachments or hyperlinks allowed.*

ADDITIONAL INFORMATION TO BE PROVIDED:

Provide the following details about the agency: size of team; number of offices; geographic coverage of agency; services delivered (e.g. sales, property management, strata management etc.) and the percentage of business attributable to each service.

NOTE: This information will not be scored. It will simply be used by the judges to better understand the entrant's business model.



Small Residential Agency of the Year

This award recognises excellence in agency practice in the residential sector, where an agency employs a maximum of 10 people including the principal and where the business entity operates from a single location under its own licence. This award is not judged on sales figures.

The submission must include an online statement addressing the following criteria:

AGENCY ACTIVITY

Provide details of how your overall business performance has improved over the submission period. Outline any year-on-year improvement (e.g. percentage increase in sales, percentage increase in rent roll etc.). Explain what strategies you have employed to achieve this success.

SUPPORTING MATERIAL: Including, but not limited to data feeds, audited statements, third party independent data provider endorsements etc. You may upload up to 10 pages and all supporting material must relate to the submission period.

SIGNIFICANT ACHIEVEMENTS

Specify the agency's two most significant achievements during the submission period. Outline why you believe these were significant, how you achieve success and how it contributed to business improvement. The types of examples you may consider include growth (both in size and revenue), expansion through additional staff, outstanding sales or property management results, implementation of systems, introduction of new products or services, use of technology etc.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of client testimonials, marketing material or other evidence. You may upload up to three pages and all supporting material must relate to the submission period.

BUSINESS PLAN

State three main priorities in your business plan. Explain their purpose and how you are working to achieve them.

SUPPORTING MATERIAL: You may choose to upload a copy of your business plan.

PROFESSIONAL DEVELOPMENT

Outline the professional development strategies the agency used during the submission period to develop staff to their maximum potential and how these have improved business performance. Provide details of future professional development plans. *No attachments or hyperlinks allowed.*

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MARKETING

Highlight the most successful marketing strategies you employed during the submission period.

SERVICE TO CLIENTS

Provide two examples of how your agency has displayed outstanding service to your clients during the submission period. Describe how your agency achieves a point of difference when delivering excellent service to clients. *No attachments or hyperlinks allowed.*

ADDITIONAL INFORMATION TO BE PROVIDED:

Provide the following details about the agency: size of team; number of offices; geographic coverage of agency; services delivered (e.g. sales, property management, strata management etc.) and the percentage of business attributable to each service.

NOTE: This information will not be scored. It will simply be used by the judges to better understand the entrant's business model.



Community Service Award

This award recognises the outstanding contribution of individuals or agencies involved in community service.

The submission must include an online statement addressing the following criteria:

COMMUNITY SERVICE ACTIVITIES

Detail the community service activities you have been involved in during the submission period. Include details of how the funds were raised, the time spent and the amount of monies raised or contributed by an agency (NOT their franchise) or an individual and the community service in receipt of the donated or contributed monies.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of letters of appreciation, media clippings, photos etc. You may attach up to 5 pages. Alternatively, you may wish to upload a short video (1-2 minutes) showcasing your community service activities.

PERSONAL MOTIVATION

Provide a rationale for your involvement in this community service program. What made you choose the causes you are involved with?

COMMUNITY BENEFIT

Outline the measurable outcomes achieved and how the community service activities have made a difference to the wider community.



Innovation Award

This award recognises innovation in the industry. Entrants must be agencies, not individuals.

The submission must include an online statement addressing the following criteria.

The following statements must also be addressed:

- I have not entered this particular innovation into the award before
- I have entered this particular innovation into the awards before

If option 2 has been selected explain the new ideas or concepts you have implemented in the first criteria to ensure this innovation meets the definition of a “newly introduced idea or product”.

INNOVATION

Outline the essential elements of the innovation made in your business and its contribution to the success of your business during the submission period. Briefly explain any research undertaken to determine whether the innovation would be worthwhile and factors taken into consideration. Include dates relevant to the development timeline and a description of how the innovation has improved your business efficiency.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of case studies or examples that support the success of the innovation. You may upload up to 5 pages and all supporting material must relate to the submission period.

ORIGINALITY

Explain why your innovation is unique and how it differs from current industry systems, services and/or products. If your innovation builds upon an existing system, service or product, explain how you have progressed or enhanced it so it is uniquely different.

FUTURE

Outline how you believe the innovation will assist your business in the short term (next 12 months) and the longer term (next 5 years). *No attachments or hyperlinks allowed.*

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INNOVATIVE PROCESS

Explain the innovative process. Include work undertaken internally by your staff and work conducted by external service providers. *No attachments or hyperlinks allowed.*

BENEFITS

Outline the benefits of the innovations you have introduced to consumers, your business, your employees and/or the wider real estate industry. Detail what methods or tools are used to measure the success of the innovation. *No attachments or hyperlinks allowed.*



Marketing & Communications Award

This award recognises excellence in marketing, advertising or communications. Entrants must be agencies, not individuals.

The submission must include an online statement addressing the following criteria:

MARKETING AND COMMUNICATIONS STRATEGY

Provide a summary of your overall marketing and communication objectives and strategies during the submission period and demonstrate how this ties into your overall business plan.

SKILLS

Provide examples of two advertisements (print or electronic) or brochures you have prepared during the submission period and/or provide your website address and describe its features. Describe key aspects of your marketing and advertising procedures that you feel set you apart in the industry. It would be advantageous to outline why you have selected specific media channels, e.g. print, social media, newsletters, etc. Attachments should be less than 5MB each.

ACHIEVEMENTS

Outline how your communications strategy has contributed to business achievements for your agency during the submission period. Information in this section could include how you track your engagements with clients, measurable financial results and increased branding awareness in the marketplace. *No attachments or hyperlinks allowed.*

COMPLIANCE WITH LEGISLATION

Outline how your communication activities comply with relevant ACT legislation. Have there been any changes to your strategy in the past 12 months? *No attachments or hyperlinks allowed.*

BENEFIT TO INDUSTRY AND CONSUMERS

Describe how your communications strategy/activities provide benefits to both consumers and to the wider real estate industry. How have the market conditions changed your strategy? *No attachments or hyperlinks allowed.*



Project Property Marketer of the Year

This award for excellence recognises outstanding achievement by agencies in project property marketing.

The submission must include an online statement addressing the following criteria:

MARKETING CAMPAIGN

Outline your best marketing campaign of a residential, business or commercial property development during the submission period. Clearly detail the marketing and sales strategy of the property developed by your agency and the work that you personally carried out. Stipulate if a conjunction agent was involved and if you sold the property or someone else did.

You may choose to include the following information: details of the property; agency listing presentation; any research conducted; marketing strategies used; number of days on market; copies of ads; website links; media editorial; brochures; independent supporting evidence of the sale price achieved; any follow up after settlement.

SUPPORTING MATERIAL: You may wish to upload up to 10 pages of supporting material.

RESEARCH

Outline the research you conducted to determine the best marketing strategy to employ for your client. List any external providers you used to obtain such information. *No attachments or hyperlinks allowed.*

MARKETING

Outline a unique component of your marketing strategy that you used during the submission period that had a significant impact on the sale result. *No attachments or hyperlinks allowed.*

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CAMPAIGN OUTCOME

What contributing factors played a role in the success of the marketing campaign and subsequent sale? Did the sale price of the property exceed the estimated selling price?

Examples of contributing factors may include:

- Market conditions
- A statement identifying how the campaign met objectives (or has met objectives to-date);
- Details of any additional editorial or media coverage received (copies of relevant documents can be submitted as evidence);
- Details of all website placement and electronic media used referencing any costs associated with this;
- Details of any other forms of marketing or promotional activities undertaken.

No attachments or hyperlinks allowed.

PROFESSIONAL DEVELOPMENT

Outline any professional development activities you have undertaken in the submission period and how they have improved your performance. Describe how this improved performance will help you achieve your future goals. The types of activities outlined may include both formal and informal professional development; for example, compulsory Continuing Professional Development courses, in-house training, coaching, role playing sessions etc. *No attachments or hyperlinks allowed.*



Residential Property Management Team of the Year

This award for excellence recognises outstanding achievement by teams in residential property management.

Team definition: minimum of two team members working under the name of the lead property manager.

The submission must include an online statement addressing the following criteria:

TEAM PERFORMANCE

Provide details of how overall team performance has improved over the submission period. Explain what strategies were employed to achieve this improvement. *No attachments or hyperlinks allowed.*

SIGNIFICANT ACHIEVEMENT

Specify the team's most significant achievement during the submission period. Outline why you believe it was significant and how you achieved success. The type of examples you may consider include achieving retention or significant growth for the rent roll, managing complex rental situations, innovative approaches which have led to greater efficiencies or results, effective marketing techniques etc.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of client testimonials, marketing material or other evidence. You may upload up to three pages and all supporting material must relate to the submission period.

BUSINESS DEVELOPMENT

Provide details of the business development strategies the team have used during the submission period. Explain how the strategies have resulted in the growth and development of the property management business. Highlight any year-on-year improvement.

SUPPORTING MATERIAL: Including, but not limited to, data feeds, audited statements, third party independent data provider endorsements etc. You may upload up to five pages and all supporting material must relate to the submission period.

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CULTURE

Describe the strategies and activities used during the submission period to build an outstanding team culture. *No attachments or hyperlinks allowed.*

PROFESSIONAL DEVELOPMENT

Outline any professional development activities you have undertaken during the submission period and how they have improved your performance. The types of activities outlined may include both formal and informal professional development; for example, compulsory Continuing Professional Development courses, in-house training, coaching, role playing sessions etc. *No attachments or hyperlinks allowed.*

ADDITIONAL INFORMATION TO BE PROVIDED:

Provide the following details about the team: size of team and roles; size of rent roll (less than 500, 500-1000, more than 1000); property types within rent roll; and geographic coverage of rent roll.

NOTE: This information will not be scored. It will simply be used by the judges to better understand the entrant's role and responsibilities.



Residential Sales Team of the Year

This award for excellence recognises outstanding achievement by teams in residential sales. This award is not judged on sales figures.

Team definition - minimum of two team members working under the name of the lead agent.

The submission must include an online statement addressing the following criteria:

TEAM ACTIVITY

Provide details of the following key business metrics for the submission period; size of team and roles; ratio of appraisals to listings; ratio of listings to sales; geographic coverage of your agency. How do these metrics compare to 12 months ago? Outline any year-on-year improvement.

SUPPORTING MATERIAL: Including, but not limited to, data feeds, audited statements, third party independent data provider endorsements etc. You may upload up to 10 pages and all supporting material must relate to the submission period.

SIGNIFICANT ACHIEVEMENT

Specify the team's most significant achievement during the submission period. Outline why you believe it was significant and how you achieved success. The types of examples you may consider include achieving a significant sale for the local area, an innovative approach to the sales process, effective marketing techniques etc.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of client testimonials, marketing material or other evidence. You may upload up to three pages and all supporting material must relate to the submission period.

INNOVATION

Detail any innovative sales strategies or techniques introduced during the submission period and how they have contributed to the success of the team. Outline how you believe these will assist the team in the short term (next 12 months) and the longer term (next five years). *No attachments or hyperlinks allowed.*

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CULTURE

Describe the strategies and activities used during the submission period to build an outstanding team culture. *No attachments or hyperlinks allowed.*

BUSINESS CHALLENGES AND RISK MANAGEMENT

Give at least two examples of challenges or major risk management issues that you have encountered during the submission period, explain how you overcame them. Include details of a difficult client or sale expectations. *No attachments or hyperlinks allowed.*

PROFESSIONAL DEVELOPMENT

Outline any professional development activities undertaken by the team during the submission period and how they have improved the team's performance. The types of activities outlined may include both formal and informal professional development; for example, compulsory CPD courses; in-house training, coaching, role playing sessions etc. *No attachments or hyperlinks allowed.*

ADDITIONAL INFORMATION TO BE PROVIDED:

Provide the following details about the agency; size of team; number of offices; geographical coverage of agency; services delivered and the percentage of business attributable to each service.

NOTE: This information will not be scored. It will simply be used by the judges to better understand the entrant's business model.



Service Provider of the Year

This award recognises excellence in service providers to the real estate sector. It can be single or multi-sited companies operating within the ACT. Service providers include, but are not limited to:

- Mortgage Providers
- Building Inspection Services
- Maintenance Services
- Photography Services
- Styling Services
- Interior Design Services
- Accounting Services

The submission must include an online statement addressing the following criteria:

COMPANY ACHIEVEMENTS

Outline the key achievements of the company during the submission period.

BUSINESS PLAN

State the main priorities in your business plan and include an explanation for choosing these priorities. You may like to attach a copy of your business plan or strategic goals

PROFESSIONAL DEVELOPMENT

Describe professional development strategies that you used during the submission period to develop your staff to their maximum potential. Highlight future goals you wish to achieve in developing your staff in the future. *No attachments or hyperlinks allowed.*

MARKETING

Highlight the most successful marketing strategies you employed during the submission period.

Outline why you believe your advertising has maximum impact for attracting new customers or retaining existing clientele. Upload relevant supporting material, maximum 5 pages.

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SERVICE TO CLIENTS

Give examples of how your company has displayed outstanding service to clients during the submission period. Describe how your company achieves a point of difference when delivering excellent service to clients. *No attachments or hyperlinks allowed.*

BUSINESS CHALLENGES AND RISK MANAGEMENT

Give at least two examples of challenges or major risk management issues that you have encountered during the submission period and explain how you have overcome them. Include details of a difficult client or assignment and explain what resources you drew on to resolve the difficulties and exceed your client's expectations. *No attachments or hyperlinks allowed.*



Strata Management Agency of the Year

This award for excellence recognises outstanding achievement by a Strata Management Agency.

The submission must include an online statement addressing the following criteria:

SIGNIFICANT ACHIEVEMENTS

Specify the agency's two most significant achievements during the submission period. Outline why you believe these were significant, how you achieved them, and how they contributed to business improvement. The types of examples you may consider include growth (both in size and revenue), expansion through additional staff, outstanding results, implementation of systems, introduction of new services, use of technology, significant sales and/or property listings etc. Achievements can include handling of complex strata projects, services etc commenced prior but completed during the submission period.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of client testimonials, marketing material or other evidence. You may upload up to three pages.

BUSINESS PLAN

State three main priorities in your business plan and include an explanation for choosing these priorities.

SUPPORTING MATERIAL: You may choose to upload a copy of your business plan.

PROFESSIONAL DEVELOPMENT

Outline the professional development strategies that you used during the submission period to develop your staff to their maximum potential and how these have improved business performance. Provide details of future professional development plans. *No attachments or hyperlinks allowed.*

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SERVICE TO CLIENTS

Provide one example of how your agency has displayed outstanding service to clients during the submission period. Describe how your agency achieves a point of difference when delivering excellent service to clients. *No attachments or hyperlinks allowed.*



Sustainability Leadership Award - Agency

This award recognises excellence in furthering sustainable outcomes in Australian real estate practices.

The submission must include an online statement addressing the following criteria:

SIGNIFICANT SUSTAINABILITY ACHIEVEMENTS

Please describe your agency's key sustainability strategies, initiatives, or projects over the submission period. This may but not be limited to include emissions reductions or offsets implemented in your business, people and culture initiatives, a project of significance for sustainable home (this may include sales campaigns, a development project or property management), cybersecurity, an energy-based project, a staff, or consumer awareness program; or a coordinated sustainability strategy incorporating various initiatives across your business.

This section should ideally articulate how your initiative is helping to contribute to Australia's commitment to implementing the Sustainable Development Goals and/or Australia's Net Zero 2050 and what the overall impact your strategy, initiative or project will make over time.

In other words, what is your big picture 'why'.

SUSTAINABILITY PLANNING AND PERFORMANCE

Sustainability is defined as: 'The ability of the organisation to exist and operate over its planned lifetime.'

Please describe how you have developed an overarching strategy or project plan to coordinate your agencies approach to achievements in sustainability over your planned lifetime. In short, what process did you undergo internally to define what your sustainability strategies, initiatives or projects will be. In this section you may articulate your agency's vision, mission, purpose, stakeholder management, strategy development, implementation, and reporting approach.

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REPORTING YOUR SUSTAINABLE IMPACT

Describe how you plan on meaningfully reporting the impacts of your initiative and progressively improving: how, when, frequency, format, and how you will ensure accuracy of reporting data.

This should also describe your approach to making incremental improvements based on the reported data sets. Highlight your agency's point of difference and demonstrate commitment to creating lasting sustainability impacts over 'greenwashing.' In short, how do you report or how will you report and be transparent about your sustainability outcomes and commit to continuous improvement.

ADDITIONAL INFORMATION TO BE PROVIDED:

Please attach any supporting strategies, reports, accreditation, or certifications in support of your entry in PDF format. There is no limit to supporting documentation.



REAL ESTATE INSTITUTE OF THE ACT

Awards for Excellence

SATURDAY, 31 AUGUST 2024

HOTEL REALM, CANBERRA

INDIVIDUAL AWARDS

Achievement Award *

Business Development Manager of the Year *

Buyers' Agent of the Year *

Commercial Property Manager of the Year *

Commercial Salesperson of the Year *

Leasing Consultant of the Year

Operational Leadership Person of the Year *

Operational Support Person of the Year *

Property Marketer of the Year *

Residential Property Manager of the Year *

Residential Salesperson of the Year *

Rookie of the Year

Strata Manager of the Year

Sustainability Leadership Award – Practitioner *

Community Housing Sector Property Manager

Conveyancer of the Year

Solicitor of the Year

REIACT President's Award *

*Note: Awards with a * attached denotes categories whose winners are eligible for entry in the REIA National Awards for Excellence.*



Achievement Award (New to the Industry)

This Award for Excellence recognises outstanding newcomers to the Industry. Entrants must have held their licence or registration for no more than two years at the time of nominating for this award. They may work in either the residential or the commercial sectors, and in either sales or property management.

The submission must include an online statement addressing the following criteria:

YOUR ROLE AND RESPONSIBILITIES

Briefly outline your role and your most important responsibilities. Describe your personal contributions to the success of the agency and explain why these made a difference.

SUPPORTING MATERIAL: You may wish to provide a written reference from your Principal or Direct Manager detailing the contribution you have made to the agency over the last 12 months. You may upload two pages.

SIGNIFICANT ACHIEVEMENT

Specify your most significant professional achievement during the Submission Period. Outline why you believe it was significant, how you achieved your success, and how it you develop in your role. The types of examples you may consider include a significant sale, ensuring retention or outstanding rent roll growth, an innovative approach to a situation that led to greater efficiencies or results, effective marketing and technologies, quality customer service etc.

SUPPORTING MATERIAL: You may wish to include client testimonials, marketing material or other evidence. You may upload up to two pages and supporting material must relate to the submission period.

INITIATIVE

Describe a situation where you have demonstrated initiative. Explain the reasons for undertaking the initiative, how it contributed to your overall success and how it impacted the agency you work for. *No attachments or hyperlinks allowed.*

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BUSINESS CHALLENGES AND RISK MANAGEMENT

Give at least two examples of challenges or major risk management issues that you have encountered during the submission period and explain how you have overcome them. Include details of a difficult client or assignment and explain what resources you drew on to resolve the difficulties and exceed your client's expectations. *No attachments or hyperlinks allowed.*

PROFESSIONAL DEVELOPMENT

Outline any professional development activities you have undertaken in the submission period and how they have improved your performance. The types of activities outlined may include both formal and informal professional development; for example, compulsory Continuing Professional Development courses, in-house training, coaching, role playing sessions etc. *No attachments or hyperlinks allowed.*



Business Development Manager of the Year

This award recognises excellence in business development management and it is intended for individuals working in small, medium and large agencies; and independent or franchise agencies in residential or commercial real estate.

The submission must include an online statement addressing the following criteria:

SIGNIFICANT BUSINESS DEVELOPMENT ACHIEVEMENTS

Give three examples of outstanding business development achievements during the submission period and explain why you believe these are significant. You may wish to upload your KPI achievements or a written reference from your principal or direct manager.

BUSINESS CHALLENGES AND RISK MANAGEMENT

Give at least two examples of challenges or major risk management issues that you have encountered during the submission period and explain how you have overcome them. Include details of a difficult client or assignment and explain what resources you drew on to resolve the difficulties and exceed your client's expectations. *No attachments or hyperlinks allowed.*

GENERATING LEADS

As a BDM can you show creative initiatives for lead generation you undertook to get new business. Upload supporting material (maximum of 5 pages).

FOSTERING RELATIONSHIPS

In your role as BDM please give an example of how you have fostered and maintained your relations with clients. *No attachments or hyperlinks allowed.*

PRODUCTIVITY IN THE WORKPLACE

As a BDM have you increased engagement or productivity in the workplace and how? *No attachments or hyperlinks allowed.*

COMMITMENT TO PROFESSIONAL AND ETHICAL STANDARDS

Give two examples of how you have displayed a commitment to professional and ethical standards of practice during the submission period. *No attachments or hyperlinks allowed.*



Buyers' Agent of the Year

This award recognises excellence in buyers' agency practice and is intended for individuals.

Eligibility:

- Entrants must be a REI ACT Institute Member
- Entrants must not operate as a franchise group
- Entrants must operate as an exclusive buyers' agency, i.e., they do not list or sell property

The submission must include an online statement addressing the following criteria:

BUILDING RELATIONSHIPS

Outline the techniques and strategies you use to build effective working relationships with sales agents.

SIGNIFICANT ACHIEVEMENT

Specify your single most significant achievement during the Submission Period. Outline why you believe this was significant, how you achieved success, and how it contributed to business improvement.

The types of examples you may consider include growth (both in size and revenue), expansion through additional staff, outstanding results, implementation of systems, introduction of new products or services, use of technology etc.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of client testimonials, marketing material or other evidence. You may upload up to 3 pages.

SERVICE TO CLIENTS

Provide an example of how you have provided outstanding service to a client. Describe how you managed the client's acquisition from start to finish, considering the client's brief, market conditions, due diligence undertaken and the strategies used in negotiation/auction preparation. Outline the challenges or risks you encountered and explain how you overcame them.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of information presented to the client, written testimonials etc. You may upload up to three pages and all supporting material must relate to the submission period.

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APPRAISALS

Provide an appraisal of a property that you have presented to a client. The appraisal should be uploaded in PDF Format.

SUPPORTING MATERIAL: You may upload up to three pages.

LEADERSHIP

Describe how you provide leadership in the industry. Outline any activities you have personally undertaken during the submission period to raise the profile of buyers' agents and professional standards.

PROFESSIONAL DEVELOPMENT

Outline any professional development activities you have undertaken during the submission period and how they have improved performance. Provide details of future plans for professional development and how you consider these will help to achieve your goals. *No attachments or hyperlinks required.*



Commercial Property Manager of the Year

This award recognises excellence in commercial property management and is intended for individuals rather than agencies. It covers individuals working in small, medium and large agencies and independent or franchise agencies.

The submission must include an online statement addressing the following criteria:

PROPERTY MANAGEMENT PORTFOLIO AND RESPONSIBILITIES

Please confirm whether you practice as an individual with your own specific portfolio. Please state the number of properties in your personal portfolio and list your responsibilities to its management.

Note: This information will not be scored. It will simply be used by the judges to better understand the entrant's roles and responsibilities.

SIGNIFICANT ACHIEVEMENT

Give at least two examples of outstanding achievements during the submission period and explain why you believe these are significant. Your examples must focus on properties and means for achieving success, not volume or value. It may be a business development activity and/or a property management activity.

SUPPORTING MATERIAL: You may wish to upload supporting material in the form of client testimonials, marketing material or other evidence. You may upload up to three pages and all supporting material must relate to the submission period.

BUSINESS CHALLENGES AND RISK MANAGEMENT

Give at least two examples of challenges or major risk management issues that you have encountered during the submission period for example rental disputes, repairs and maintenance issues, termination and ACAT and explain how you have overcome them. Include details of a difficult client or assignment and explain what resources you drew on to resolve the difficulties and exceed your client's expectations. *No attachments or hyperlinks allowed.*

INNOVATION

Describe any new ideas and innovative procedures / services you have implemented during the submission period in your business and its contribution to your success. This may include customer service enhancements, cost savings, business efficiencies, staff satisfaction or any other value add to the real estate profession. Describe if this has contributed to your positioning and differentiation in the marketplace. *No attachments or hyperlinks allowed.*

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COMMITMENT TO QUALITY CLIENT SERVICE

Give at least two examples of how you have displayed outstanding service to clients during the submission period and explain why you believe these are significant. Provide an example of how you have achieved a point of difference in the delivery of excellent service to clients.

No attachments or hyperlinks allowed.

PROFESSIONAL DEVELOPMENT

Outline any professional development activities you have undertaken during the submission period and how they have improved your performance.

The types of activities outlined may include both formal and informal professional development; for example, compulsory Continuing Professional Development courses, in-house training, coaching, role playing sessions etc. *No attachments or hyperlinks allowed.*

LEADERSHIP AND CONTRIBUTION TO THE INDUSTRY

Provide two examples of how you support and/or provide leadership to other staff in your agency or in the industry in general during the submission period. Explain how you have contributed to the industry and why you think these contributions will improve your agency practice and its standing within the real estate industry. Discuss the ways commercial property managers complement other property professionals in meeting consumer needs. *No attachments or hyperlinks allowed.*



Commercial Salesperson of the Year

This award recognises excellence in selling and listing and is intended for individuals working as principals, licensed agents or sales consultants; in the commercial sector; small, medium and large agencies; and independent or franchise agencies. This award is not judged on sales figures.

The submission must include an online statement addressing the following criteria:

PROFESSIONAL DEVELOPMENT

Outline any professional development activities you have undertaken in the submission period and how they have improved your performance.

The types of activities outlined may include both formal and informal professional development; for example, compulsory Continuing Professional Development courses, in-house training, coaching, role playing sessions etc. *No attachments or hyperlinks allowed.*

SALES ACTIVITY

Provide details of how your sales performance has improved during the submission period. Outline any year-on-year improvement (e.g. percentage increase in sales). Explain what strategies and processes you have employed to achieve this improvement.

SUPPORTING MATERIAL: May include but not limited to, data feeds, audited statements, third party independent data provider endorsements etc. You may upload up to five pages and all supporting material must relate to the submission period.

SIGNIFICANT LISTING ACHIEVEMENT

Specify your most significant listing and/or sales achievement during the submission period. Outline why you believe it was significant and how you achieved success.

The types of examples you may consider include a significant sale, a complex situation that made the sale challenging, an innovative approach to the sale, effective marketing techniques that attracted attention etc.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of client testimonials, marketing material or other evidence. You may upload up to 3 pages and all supporting material must relate to the submission period.

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QUALITY CLIENT SERVICE

Provide two examples of how you have displayed a commitment to quality client service during the submission period. Describe how you achieve a point of difference when delivering outstanding service to your clients. *No attachments or hyperlinks allowed.*

INNOVATION

Describe any new ideas and innovative procedures/services you have implemented in your business and its contribution to your success, positioning and differentiation in the marketplace. Ensure examples are time specific to the submission period. *No attachments or hyperlinks allowed.*

LEADERSHIP AND CONTRIBUTION TO THE INDUSTRY

Provide two examples of how you support and/or provide leadership to other staff in your agency or in the industry in general during the submission period. Explain how you have contributed to the industry and why you think these contributions will improve your agency practice and its standing within the real estate industry. *No attachments or hyperlinks allowed.*



Leasing Consultant of the Year

This award recognises excellence in leasing and it is intended for individuals working in small, medium and large agencies; and independent or franchise agencies in residential or commercial real estate.

The submission must include an online statement addressing the following criteria:

SIGNIFICANT LEASING ACHIEVEMENTS

Give three examples of outstanding leasing achievements during the submission period and explain why you believe these are significant. *No attachments or hyperlinks allowed.*

COMMITMENT TO QUALITY CUSTOMER SERVICE

Give three examples of when you have displayed a commitment to quality customer service during the submission period. Describe how you achieve a point of difference when delivering excellent service to clients. *No attachments or hyperlinks allowed.*

BUSINESS CHALLENGES AND RISK MANAGEMENT

Give at least two examples of challenges or major risk management issues that you have encountered during the submission period and explain how you have overcome them. Include details of a difficult client or assignment and explain what resources you drew on to resolve the difficulties and exceed your client's expectations. *No attachments or hyperlinks allowed.*

SERVICE AND SUPPORT TO YOUR AGENCY AND OTHER STAFF

Outline the most important responsibilities you believe you have to your agency. Describe your personal contributions to the success of the agency and your fellow staff during the submission period, and explain why these made a difference. *No attachments or hyperlinks allowed.*

COMMITMENT TO PROFESSIONAL AND ETHICAL STANDARDS

Give two examples of how you have displayed a commitment to professional and ethical standards of practice during the submission period. *No attachments or hyperlinks allowed.*

PERSONAL MILESTONES AND CAREER GOALS

Describe your career goals and the strategies used to achieve your goals. What strategies do you have in place to further develop your knowledge and skills. *No attachments or hyperlinks allowed.*



Operational Leadership Person of the Year

This award for excellence recognises outstanding individuals working in operational leadership positions. An operational leadership role is defined as a person responsible for controlling or administering an organisation or group of staff. This would include head of department, line/operations manager, supervisor, principal, administrator, director and managing director.

The submission must include an online statement addressing the following criteria:

CONTRIBUTION TO THE AGENCY

Briefly outline your current role and responsibilities. Describe the skills and qualities that make you an outstanding operational leader and explain how you apply these to your role.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of written testimonials, letters of appreciation etc. You may upload up to three pages and all supporting material must relate to the submission period.

SUPPORT FOR TEAM MEMBERS

Provide two examples of the most effective ways you provide support to your team members. Highlight how this support has enabled you to build strong relationships with them.
No attachments or hyperlinks allowed.

CONFLICT RESOLUTION

Provide one example of how you have successfully resolved a conflict with a team worker or a client and how in doing so demonstrated quality customer service during the submission period.
No attachments or hyperlinks allowed.

INITIATIVE

Describe a situation where you have demonstrated initiative. Explain the reasons for undertaking the initiative, the efficiencies that resulted and how this was communicated with the agency and how the agency benefited.
No attachments or hyperlinks allowed.

PROFESSIONAL DEVELOPMENT

Outline any professional development activities you have undertaken during the submission period and how they have improved your performance. The types of activities outlined may include both formal and informal professional development; for example, compulsory Continuing Professional Development courses, in-house training, coaching, role playing sessions etc.
No attachments or hyperlinks allowed.



Operational Support Person of the Year

This award for excellence recognises outstanding individuals working in operational support. Entrants must work in a support position, including (but not limited to) administration, office management, reception, personal assistant etc.

The submission must include an online statement addressing the following criteria:

CONTRIBUTION TO THE AGENCY

Briefly outline your current role and responsibilities. Describe the skills and qualities that make you an outstanding operational leader and explain how you apply these to your role.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of written testimonials, letters of appreciation etc. You may upload up to three pages and all supporting material must relate to the submission period.

SUPPORT FOR TEAM MEMBERS

Provide two examples of the most effective ways you provide support to your team members. Highlight how this support has enabled you to build strong relationships with them.
No attachments or hyperlinks allowed.

CONFLICT RESOLUTION

Provide one example of how you have successfully resolved a conflict with a team worker or a client and how in doing so demonstrated quality customer service during the submission period.
No attachments or hyperlinks allowed

INITIATIVE

Describe a situation where you have demonstrated initiative. Explain the reasons for undertaking the initiative, the efficiencies that resulted and how this was communicated with the agency and how the agency benefited. *No attachments or hyperlinks allowed.*

PROFESSIONAL DEVELOPMENT

Outline any professional development activities you have undertaken during the submission period and how they have improved your performance. The types of activities outlined may include both formal and informal professional development; for example, compulsory Continuing Professional Development courses, in-house training, coaching, role playing sessions etc.
No attachments or hyperlinks allowed.



Property Marketer of the Year

This award for excellence recognises outstanding achievement by individuals in property marketing.

The submission must include an online statement addressing the following criteria:

MARKETING CAMPAIGN

Outline your best marketing campaign of a residential, business or commercial property during the submission period. Clearly detail your involvement in the marketing of the property and the work that you personally carried out. Stipulate if a conjunction agent was involved and if you sold the property or someone else did.

You may choose to include the following information: details of the property, your listing presentation; any research conducted; marketing strategies used; number of days on market; copies of ads; website links; media editorial; brochures; independent supporting evidence of the sale price achieved; any follow up after settlement.

SUPPORTING MATERIAL: You may wish to upload up to 10 pages and all supporting material must relate to the submission period.

RESEARCH

Outline the research you conducted to determine the best marketing strategy to employ for your client. List any external providers you used to obtain such information. *No attachments or hyperlinks allowed.*

MARKETING

Outline a unique component of your marketing strategy that you used during the submission period that had a significant impact on the sale result. *No attachments or hyperlinks allowed.*

CAMPAIGN OUTCOME

What contributing factors played a role in the success of the marketing campaign and subsequent sale? Did the sale price of the property exceed the estimated selling price?

Examples of contributing factors may include market conditions, property features, vendor's motivations, special circumstances etc.

SUPPORTING MATERIAL: You must attach a copy of the Agency Agreement.

PROFESSIONAL DEVELOPMENT

Outline any professional development activities you have undertaken in the submission period and how they have improved your performance.



Residential Property Manager of the Year

This award recognises excellence in property management in the residential sector and covers individuals working in small, medium and large agencies; and independent or franchise agencies. This award is not judged on scale.

The submission must include an online statement addressing the following criteria:

PROPERTY MANAGEMENT PORTFOLIO AND RESPONSIBILITIES

Please confirm whether you practice as an individual with your own specific portfolio and state the number of properties in your personal portfolio and list your responsibilities to its management. *No attachments or hyperlink allowed.*

SIGNIFICANT LISTINGS AND MANAGEMENT ACHIEVEMENT

Give three examples of how you have demonstrated excellence in property management during the submission period and explain why you believe these are significant. Your examples must focus on properties and means for achieving success, not volume or value.

SUPPORTING MATERIAL: You may wish to upload supporting material in the form of client testimonials, marketing material or other evidence. You may upload up to three pages and all supporting material must relate to the submission period.

BUSINESS CHALLENGES AND RISK MANAGEMENT

Give at least two examples of challenges or major risk management issues that you have encountered during the submission period and explain how you have overcome them. Include details of a difficult client or assignment and explain what resources you drew on to resolve the difficulties and exceed your client's expectations. *No attachments or hyperlinks allowed.*

SERVICE TO CLIENTS AND CUSTOMERS

Give three examples of how you have displayed outstanding service to lessors and tenants during the submission period and explain why you believe these are significant. Provide examples of how you have achieved points of difference in the delivery of excellent service to tenants and lessors. *No attachments or hyperlinks allowed.*

SERVICE AND SUPPORT TO YOUR AGENCY AND OTHER STAFF

Outline the most important responsibilities you believe you have to your agency. Describe your personal contributions to the success of the agency and your fellow staff during the submission period and explain why your contribution made a difference. *No attachments or hyperlinks allowed.*

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PERSONAL MILESTONES AND CAREER GOALS

Describe your career goals and the strategies to achieve your goals. What strategies do you have in place to further develop your knowledge and skills. *No attachments or hyperlinks allowed.*

LEADERSHIP AND CONTRIBUTION TO THE INDUSTRY

How have you demonstrated leadership in residential property management during the submission period? Explain how you have contributed to the industry and why you think these contributions will improve your agency practice and its standing within the real estate industry. Discuss the ways residential property managers complement other property professionals in meeting consumer needs. *No attachments or hyperlinks allowed.*



Residential Salesperson of the Year

This award recognises outstanding achievement by individuals in residential sales and is intended for individuals working as principals, licensed agents or sales consultants; in small, medium and large agencies and independent or franchise agencies. This award is not judged on sales figures.

The submission must include an online statement addressing the following criteria:

PROFESSIONAL DEVELOPMENT

Outline any professional development activities you have undertaken in the submission period and how they have improved your performance.

The types of activities outlined may include both formal and informal professional development; for example, compulsory Continuing Professional Development courses, in-house training, coaching, role playing sessions etc. *No attachments or hyperlinks allowed.*

SALES ACTIVITY

Provide details of key business metrics during the submission period, including: ratio of appraisals to listings; ratio of listings to sales; and geographic coverage of agency. How do these metrics compare to 12 months ago? Outline any year-on-year improvement including any new ideas that contributed to your success.

SUPPORTING MATERIAL: Including but not limited to, data feeds, audited statements, third party independent data provider endorsements etc. You may upload up to 10 pages and all supporting material must relate to the submission period.

SIGNIFICANT ACHIEVEMENT

Specify your most significant listing and selling achievement during the submission period. Outline why you believe it was significant and how you achieved success. The types of examples you may consider could be significant or record sales for the local area, complex situations that may have drawn out or made the sale challenging; an innovative approach to the sale; an effective marketing technique that attracted attention etc.

SUPPORTING MATERIAL: You may wish to include supporting material in the form of client testimonials, marketing material or other evidence. You may upload up to 3 pages and all supporting material must relate to the submission period.

SERVICE TO CLIENTS

Provide two examples of how you have displayed a commitment to quality customer service during the submission period. Describe how you achieved a point of difference when delivering outstanding service to your clients. *No attachments or hyperlinks allowed.*

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SERVICE AND SUPPORT TO YOUR AGENCY AND OTHER STAFF

Describe how your role and responsibilities support the objectives of your wider agency. Describe how you supported and encouraged your fellow staff during the period and how your contribution made a difference. *No attachments or hyperlinks allowed.*

LEADERSHIP

Provide two examples of how you support and provide leadership to other staff in your agency and the industry in general. *No attachments or hyperlinks allowed.*

BUSINESS CHALLENGES AND RISK MANAGEMENT

Give at least two examples of challenges or major risk management issues that you have encountered during the submission period, explain how you overcame them. Include details of a difficult client or assignment expectations. *No attachments or hyperlinks allowed.*

ADDITIONAL INFORMATION TO BE PROVIDED:

Where the entrant is supported by sales support staff, please provide a statement which outlines: the number of full-time staff (or equivalent) involved in the operations of the entrant; the specific duties which these staff members undertake on behalf of the entrant; whether these support staff are responsible for bringing in new clients; and the qualifications of the sales support staff.

NOTE: This information will not be scored. It will simply be used by the judges to better understand the entrant's business model.



Rookie of the Year

This award for excellence recognises excellence amongst newcomers to the industry (within two years of date of initial 'provisional' licensing or initial 'provisional' registration) in either the residential or the commercial sectors.

Eligibility:

- All nominations must be approved by the Principal of the Member Agency
- Nominees must have held their licence or registration (including provisional status) for no more than two years at the time of nominating for this Award. They may work in either the residential or commercial sectors, and in either sales or property management.
- Entrants must supply a copy of Certificate of Registration

The submission must include an online statement addressing the following criteria:

YOUR ROLE AND RESPONSIBILITIES

Briefly outline your role and your most important responsibilities. Describe your personal contributions to the success of the agency and explain why these made a difference.

SUPPORTING MATERIAL: You may wish to provide a written reference from your Principal or direct manager detailing the contribution you have made to the agency over the last 12 months. You may upload two pages.

SIGNIFICANT ACHIEVEMENT

Specify your most significant professional achievement during the submission period. Outline why you believe it was significant, how you achieved success, how it helped you develop in your role and how it benefited the business you work for. *No attachments or hyperlinks allowed.*

ETHICS AND GOOD PRACTICE

The REI ACT has a Standards of Business Practice for members to adhere to. Please refer to the Standards and discuss your understanding and how you comply with the provision under "General Duties of Agents". *No attachments or hyperlinks allowed.*

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INNOVATION

Outline how you are driving innovation in your business and/or the real estate industry, and how you inspire and motivate others to do likewise. *No attachments or hyperlinks allowed.*

PROFESSIONAL DEVELOPMENT

Identify what you do to ensure that you continually improve your knowledge, skill and understanding of real estate practice. *No attachments or hyperlinks allowed.*

CAREER AND PROFESSIONAL OBJECTIVES

Describe your career and professional objectives, and the steps you have taken to achieve these objectives during the submission period. *No attachments or hyperlinks allowed.*



Strata Manager of the Year

This award recognises excellence in strata management and it is intended for individuals working in small, medium and large agencies.

The submission must include an online statement addressing the following criteria:

BUSINESS CHALLENGES AND RISK MANAGEMENT

Give at least two examples of challenges or major risk management issues that you have encountered during the submission period for example rental disputes, repairs and maintenance issues, termination and ACAT and explain how you have overcome them. Include details of a difficult client or assignment and explain what resources you drew on to resolve the difficulties and exceed your client's expectations. *No attachments or hyperlinks allowed.*

INITIATIVE

Describe a situation where you have demonstrated initiative. Explain the reasons for undertaking the initiative, the efficiencies that resulted and how this was communicated with the agency and how the agency benefited. *No attachments or hyperlinks allowed.*

SERVICE AND SUPPORT TO YOUR AGENCY AND OTHER STAFF

Describe how your role and responsibilities support the objectives of your wider agency. Describe how you supported and encouraged your fellow staff during the period and how your contribution made a difference. *No attachments or hyperlinks allowed.*

COMMITMENT TO QUALITY CLIENT SERVICE

Give at least two examples of how you have displayed outstanding service to clients during the submission period and explain why you believe these are significant. Provide an example of how you have achieved a point of difference in the delivery of excellent service to clients. *No attachments or hyperlinks allowed.*



Sustainability Leadership Award - Practitioner

This award recognises excellence in furthering sustainable outcomes by individual Australian residential and commercial practitioners.

The submission must include an online statement addressing the following criteria:

SIGNIFICANT SUSTAINABILITY ACHIEVEMENTS

Give at least two examples of your outstanding sustainability achievements over the submission period and explain why they are significant. Your examples must focus on sustainability impacts that have or will be achieved and focus on the point of difference impacts over greenwashing initiatives.

MATERIAL RISK

Sustainability is defined as: 'The ability of the organisation to exist and operate over its planned lifetime.'

Give at least two examples of how you managed material sustainability risks over the submission period and explain how you overcame them. Describe how you influenced your team and/ or client to work through a complex problem to mutual satisfaction.

LEADERSHIP AND CONTRIBUTION TO SUSTAINABLE REAL ESTATE

Provide two examples of how you demonstrated leadership in sustainability during the submission period.

Explain how these will contribute to sustainable impacts within your workplace and local community. Discuss the ways sustainability impacts on the work of a real estate practitioner and how you have used your leadership to contribute to a positive outcome.

ADDITIONAL INFORMATION TO BE PROVIDED:

Please attach any supporting strategies, reports, accreditation, or certifications in support of your entry in PDF format. There is no limit to supporting documentation.



Community Housing Sector Property Manager (interview only)

This award recognises the outstanding contribution of individuals involved in the provision of property management services in the community housing sector.

An interview will be conducted addressing the criteria which will be supplied at the interview.

Solicitor – Nominated by a REI ACT Institute Member

This award recognises the outstanding contribution of individuals involved in providing legal services to real estate practitioners and their clients.

An interview will be conducted addressing the criteria which will be supplied at the interview.

Conveyancer – Nominated by a REI ACT Institute Member

This award recognises the outstanding contribution of individuals involved in providing conveyancing services to real estate practitioners and their clients.

An interview will be conducted addressing the criteria which will be supplied at the interview.

REI ACT President's Award

The President's Award recognises an outstanding contribution to the real estate profession over an extended period. This Award will be awarded at the discretion of the REI ACT President and written nominations received from Institute Members, addressing the following criteria will be considered:

In selecting the award winner, the REI ACT President will take into account:

- professional abilities and achievements;
- relevant legislative, market and industry knowledge;
- commitment to ongoing professional development;
- leadership in the industry including commitment to the professional development of others;
- highest professional and ethical standards; and
- participation in REI ACT activities and/or contribution to the work of REI ACT

Nominations for this Award must be emailed to reception@reiaact.com.au by 5:00pm on Monday 8th July 2024.

FURTHER INFORMATION

Please contact REI ACT on 0499 881 168 or email reception@reiaact.com.



REAL ESTATE INSTITUTE OF THE ACT

Awards for Excellence

SATURDAY, 31 AUGUST 2024
HOTEL REALM, CANBERRA

NOMINATION PROSPECTUS

NOMINATION FORM

Wednesday 1st May 2024 - Nominations and Submissions Open

Sunday 16th June 2024 - Nominations Close 4:00pm

Nominations for all chosen categories and all payments where applicable must be received by 4:00pm via email to reception@reiaact.com.au

Monday 8th July 2024 - Submissions Close 5:00pm

Entry submissions answering set criteria must be received via the online submission platform by 5:00pm. Late entries will **NOT** be accepted.

Saturday 31st August 2024

REIACT Awards for Excellence Gala Dinner, Hotel Realm

Please tick appropriate box below

AGENCY AND TEAM AWARDS

- Commercial Agency of the Year* - \$1500
- Large Residential Agency of the Year* - \$1500
- Medium Residential Agency of the Year* - \$550
- Small Residential Agency of the Year* - \$365
- Community Service Award* - \$330
- Innovation Award* - \$330
- Marketing and Communications Award* - \$330
- Project Property Marketer of the Year - \$330
- Residential Property Management Team of the Year* - \$500
- Residential Sales Team of the Year* - \$500
- Service Provider of the Year - \$330
- Strata Management Agency of the Year - \$500
- Sustainability Leadership Award - Agency* - \$330

*Note: Awards with a * attached denotes categories whose winners are eligible for entry in the 2025 REIA National Awards for Excellence.*

INDIVIDUAL AWARDS

- Achievement Award* - \$220
- Business Development Manager of the Year* - \$220
- Buyers' Agent of the Year* - \$220
- Commercial Property Manager of the Year* - \$220
- Commercial Salesperson of the Year* - \$330
- Leasing Consultant of the Year - \$220
- Operational Leadership Person of the Year* - \$330
- Operational Support Person of the Year* - \$220
- Property Marketer of the Year* - \$330
- Residential Property Manager of the Year* - \$220
- Residential Salesperson of the Year* - \$330
- Rookie of the Year - \$220
- Strata Manager of the Year - \$220
- Sustainability Leadership Award – Practitioner* - \$220
- Community Housing Sector Property Manager (Interview only) - No Fee
- Conveyancer of the Year (Interview only) - No Fee
- Solicitor of the Year (Interview only) - No Fee

Name of Entrant:

From (office/agency):

Phone (Office): (Mobile):

Email:





REAL ESTATE INSTITUTE OF THE ACT

Awards for Excellence

SATURDAY, 31 AUGUST 2024
HOTEL REALM, CANBERRA

NOMINATION PROSPECTUS

Declaration

Please sign at end of declaration to ensure you have understood the terms of entry

- a. I hereby nominate as an entrant in the 2024 REIACT Awards for Excellence.
- b. I have read the rules and conditions of entry and agree to abide by them. I am a current member of REIACT or employed by a member of REIACT and understand that my membership must be current at the time of nomination and at the date of the Awards presentation.
- c. I accept the judges' decision as final.
- d. I agree to make myself available for a panel interview as required by the REIACT for the relevant categories.
- e. I understand that in the event that no entry in a category meets the criteria of Excellence, at the discretion of the judging panel, no award will be made.
- f. I understand that the relevant period to which I must address the required criteria must fall between **1st July 2023 to 30th June 2024**.
- g. REIACT is in receipt of my high resolution, compressed digital photo (head shot or logo) and a 100-word personal or agency profile and I understand that my eligibility for my submission being judged does not commence until these are received by REIACT.
- h. I agree to my entry and photo being publicised and promoted at any time after the receipt of my entry through media selected by REIACT.
- i. I understand that if I am an award winner, I may use the REIACT award winner logo supplied to me by REIACT in my promotional material on condition that I retain membership of REIACT.
- j. I understand that if I am cited as a finalist, I am not to use this status in any public marketing material including email and letter signatures.
- k. I understand that I am not permitted to advertise my nomination in any form for the Awards.
- l. I understand that should I contravene these declarations that I may be ruled ineligible for entry to the Awards.
- m. I certify that the information provided is true and correct to the best of my knowledge.

Nominee's signature: _____ Date: / / 2024

Please charge my credit card for \$ _____

- Visa Mastercard American Express (will attract a 2.5% processing fee)

Card No: _____ Expiry Date: _____ CCV No: _____

Card Holder's Name: _____

Card Holder's Signature: _____





REAL ESTATE INSTITUTE OF THE ACT

Awards for Excellence

SATURDAY, 31 AUGUST 2024
HOTEL REALM, CANBERRA

NOMINATION PROSPECTUS

Solicitor of the Year Nomination Form

TO BE COMPLETED BY A REIACT INSTITUTE MEMBER

INSTITUTE MEMBER

PRINCIPAL'S SIGNATURE

SOLICITOR OF THE YEAR NOMINEE

COMPANY NAME

SOLICITOR'S NAME

EMAIL

TELEPHONE

MOBILE

SUPPORTING RECOMMENDATION FOR NOMINEE - TO BE COMPLETED BY A REIACT INSTITUTE MEMBER

Please provide comments supporting your recommendation for nomination of Solicitor of the Year



REAL ESTATE INSTITUTE OF THE ACT

Awards for Excellence

SATURDAY, 31 AUGUST 2024
HOTEL REALM, CANBERRA

NOMINATION PROSPECTUS

Conveyancer of the Year Nomination Form

TO BE COMPLETED BY A REI ACT INSTITUTE MEMBER

INSTITUTE MEMBER

PRINCIPAL'S SIGNATURE

CONVEYANCER OF THE YEAR NOMINEE

COMPANY NAME

CONVEYANCER'S NAME

EMAIL

TELEPHONE

MOBILE

SUPPORTING RECOMMENDATION FOR NOMINEE - TO BE COMPLETED BY A REI ACT INSTITUTE MEMBER

Please provide comments supporting your recommendation for nomination of Conveyancer of the Year
