

MANAGING AGENT OF THE YEAR (Under 500 units)

WHO SHOULD ENTER?

TPI Company Members (not Associates or Network) and manage under 500 units.

ENTRY CRITERIA:

TPI companies can enter themselves for this award – they do not need to be nominated.

JUDGING CRITERIA:

Core Values and Strategic Vision

- Clearly outline the core values that underpin your business operations.
- Describe the firm's strategic vision and how it aligns with providing outstanding service.

Operational Excellence and Value for Money

- Provide evidence of operational processes that deliver excellence and demonstrate how these processes have ensured accurate, efficient, and cost-effective service delivery for clients.

Focus on Client Needs and Resident Experience

- Showcase how your firm prioritises client requirements and consistently delivers solutions tailored to their needs.
- Provide clear examples of how your work has positively impacted the resident experience, such as clear reporting, transparent budgeting, or conflict resolution.

Addressing Current Industry Challenges

- Share specific and relevant examples of how your firm has tackled and solved challenges currently facing our industry (e.g., regulatory compliance, rising costs, or technology adoption).

Proactive Leaseholder Communication

- Submit evidence of clear, timely, and proactive communication strategies used to engage leaseholders.
- Highlight how your firm has ensured transparency and understanding in service charge reporting and account reconciliations.

Efficient Enquiry Management

- Explain how your firm handles client and leaseholder enquiries effectively and efficiently.
- Include metrics or testimonials to illustrate response times and resolution success rates.

Staff Training and Development

- Provide details of your staff training and professional development programmes.
- Highlight how these initiatives ensure your team remains knowledgeable about industry regulations, technology, and best practices.

Why Your Firm Deserves to Win

- Summarise the key reasons your firm should be recognised with this award.
- Include compelling examples, achievements, or testimonials that demonstrate your exceptional contribution to this sector.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

MANAGING AGENT OF THE YEAR (501–1,000 units)

WHO SHOULD ENTER?

TPI Company Members (not Associates or Network) and manage between 501–1,000 units.

ENTRY CRITERIA:

TPI companies can enter themselves for this award – they do not need to be nominated.

JUDGING CRITERIA:

Core Values and Strategic Vision

- Clearly outline the core values that underpin your business operations.
- Describe the firm's strategic vision and how it aligns with providing outstanding service.

Operational Excellence and Value for Money

- Provide evidence of operational processes that deliver excellence and demonstrate how these processes have ensured accurate, efficient, and cost-effective service delivery for clients.

Focus on Client Needs and Resident Experience

- Showcase how your firm prioritises client requirements and consistently delivers solutions tailored to their needs.
- Provide clear examples of how your work has positively impacted the resident experience, such as clear reporting, transparent budgeting, or conflict resolution.

Addressing Current Industry Challenges

- Share specific and relevant examples of how your firm has tackled and solved challenges currently facing our industry (e.g., regulatory compliance, rising costs, or technology adoption).

Proactive Leaseholder Communication

- Submit evidence of clear, timely, and proactive communication strategies used to engage leaseholders.
- Highlight how your firm has ensured transparency and understanding in service charge reporting and account reconciliations.

Efficient Enquiry Management

- Explain how your firm handles client and leaseholder enquiries effectively and efficiently.
- Include metrics or testimonials to illustrate response times and resolution success rates.

Staff Training and Development

- Provide details of your staff training and professional development programmes.
- Highlight how these initiatives ensure your team remains knowledgeable about industry regulations, technology, and best practices.

Why Your Firm Deserves to Win

- Summarise the key reasons your firm should be recognised with this award.
- Include compelling examples, achievements, or testimonials that demonstrate your exceptional contribution to this sector.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

MANAGING AGENT OF THE YEAR (1,001–2,000 units)

WHO SHOULD ENTER?

TPI Company Members (not Associates or Network) and manage between 1,001–2,000 units.

ENTRY CRITERIA:

TPI companies can enter themselves for this award – they do not need to be nominated.

JUDGING CRITERIA:

Core Values and Strategic Vision

- Clearly outline the core values that underpin your business operations.
- Describe the firm's strategic vision and how it aligns with providing outstanding service.

Operational Excellence and Value for Money

- Provide evidence of operational processes that deliver excellence and demonstrate how these processes have ensured accurate, efficient, and cost-effective service delivery for clients.

Focus on Client Needs and Resident Experience

- Showcase how your firm prioritises client requirements and consistently delivers solutions tailored to their needs.
- Provide clear examples of how your work has positively impacted the resident experience, such as clear reporting, transparent budgeting, or conflict resolution.

Addressing Current Industry Challenges

- Share specific and relevant examples of how your firm has tackled and solved challenges currently facing our industry (e.g., regulatory compliance, rising costs, or technology adoption).

Proactive Leaseholder Communication

- Submit evidence of clear, timely, and proactive communication strategies used to engage leaseholders.
- Highlight how your firm has ensured transparency and understanding in service charge reporting and account reconciliations.

Efficient Enquiry Management

- Explain how your firm handles client and leaseholder enquiries effectively and efficiently.
- Include metrics or testimonials to illustrate response times and resolution success rates.

Staff Training and Development

- Provide details of your staff training and professional development programmes.
- Highlight how these initiatives ensure your team remains knowledgeable about industry regulations, technology, and best practices.

Why Your Firm Deserves to Win

- Summarise the key reasons your firm should be recognised with this award.
- Include compelling examples, achievements, or testimonials that demonstrate your exceptional contribution to this sector.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

MANAGING AGENT OF THE YEAR (2,001–5,000 units)

WHO SHOULD ENTER?

TPI Company Members (not Associates or Network) and manage between 2,001–5,000 units.

ENTRY CRITERIA:

TPI companies can enter themselves for this award – they do not need to be nominated.

JUDGING CRITERIA:

Core Values and Strategic Vision

- Clearly outline the core values that underpin your business operations.
- Describe the firm's strategic vision and how it aligns with providing outstanding service.

Operational Excellence and Value for Money

- Provide evidence of operational processes that deliver excellence and demonstrate how these processes have ensured accurate, efficient, and cost-effective service delivery for clients.

Focus on Client Needs and Resident Experience

- Showcase how your firm prioritises client requirements and consistently delivers solutions tailored to their needs.
- Provide clear examples of how your work has positively impacted the resident experience, such as clear reporting, transparent budgeting, or conflict resolution.

Addressing Current Industry Challenges

- Share specific and relevant examples of how your firm has tackled and solved challenges currently facing our industry (e.g., regulatory compliance, rising costs, or technology adoption).

Proactive Leaseholder Communication

- Submit evidence of clear, timely, and proactive communication strategies used to engage leaseholders.
- Highlight how your firm has ensured transparency and understanding in service charge reporting and account reconciliations.

Efficient Enquiry Management

- Explain how your firm handles client and leaseholder enquiries effectively and efficiently.
- Include metrics or testimonials to illustrate response times and resolution success rates.

Staff Training and Development

- Provide details of your staff training and professional development programmes.
- Highlight how these initiatives ensure your team remains knowledgeable about industry regulations, technology, and best practices.

Why Your Firm Deserves to Win

- Summarise the key reasons your firm should be recognised with this award.
- Include compelling examples, achievements, or testimonials that demonstrate your exceptional contribution to this sector.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

MANAGING AGENT OF THE YEAR (5,001 – 15,000 units)

WHO SHOULD ENTER?

TPI Company Members (not Associates or Network) and manage between 5,001–15,000 units.

ENTRY CRITERIA:

TPI companies can enter themselves for this award – they do not need to be nominated.

JUDGING CRITERIA:

Core Values and Strategic Vision

- Clearly outline the core values that underpin your business operations.
- Describe the firm's strategic vision and how it aligns with providing outstanding service.

Operational Excellence and Value for Money

- Provide evidence of operational processes that deliver excellence and demonstrate how these processes have ensured accurate, efficient, and cost-effective service delivery for clients.

Focus on Client Needs and Resident Experience

- Showcase how your firm prioritises client requirements and consistently delivers solutions tailored to their needs.
- Provide clear examples of how your work has positively impacted the resident experience, such as clear reporting, transparent budgeting, or conflict resolution.

Addressing Current Industry Challenges

- Share specific and relevant examples of how your firm has tackled and solved challenges currently facing our industry (e.g., regulatory compliance, rising costs, or technology adoption).

Proactive Leaseholder Communication

- Submit evidence of clear, timely, and proactive communication strategies used to engage leaseholders.
- Highlight how your firm has ensured transparency and understanding in service charge reporting and account reconciliations.

Efficient Enquiry Management

- Explain how your firm handles client and leaseholder enquiries effectively and efficiently.
- Include metrics or testimonials to illustrate response times and resolution success rates.

Staff Training and Development

- Provide details of your staff training and professional development programmes.
- Highlight how these initiatives ensure your team remains knowledgeable about industry regulations, technology, and best practices.

Why Your Firm Deserves to Win

- Summarise the key reasons your firm should be recognised with this award.
- Include compelling examples, achievements, or testimonials that demonstrate your exceptional contribution to this sector.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

MANAGING AGENT OF THE YEAR (15,001+ units)

WHO SHOULD ENTER?

TPI Company Members (not Associates or Network) and manage 15,000+ units.

ENTRY CRITERIA:

TPI companies can enter themselves for this award – they do not need to be nominated.

JUDGING CRITERIA:

Core Values and Strategic Vision

- Clearly outline the core values that underpin your business operations.
- Describe the firm's strategic vision and how it aligns with providing outstanding service.

Operational Excellence and Value for Money

- Provide evidence of operational processes that deliver excellence and demonstrate how these processes have ensured accurate, efficient, and cost-effective service delivery for clients.

Focus on Client Needs and Resident Experience

- Showcase how your firm prioritises client requirements and consistently delivers solutions tailored to their needs.
- Provide clear examples of how your work has positively impacted the resident experience, such as clear reporting, transparent budgeting, or conflict resolution.

Addressing Current Industry Challenges

- Share specific and relevant examples of how your firm has tackled and solved challenges currently facing our industry (e.g., regulatory compliance, rising costs, or technology adoption).

Proactive Leaseholder Communication

- Submit evidence of clear, timely, and proactive communication strategies used to engage leaseholders.
- Highlight how your firm has ensured transparency and understanding in service charge reporting and account reconciliations.

Efficient Enquiry Management

- Explain how your firm handles client and leaseholder enquiries effectively and efficiently.
- Include metrics or testimonials to illustrate response times and resolution success rates.

Staff Training and Development

- Provide details of your staff training and professional development programmes.
- Highlight how these initiatives ensure your team remains knowledgeable about industry regulations, technology, and best practices.

Why Your Firm Deserves to Win

- Summarise the key reasons your firm should be recognised with this award.
- Include compelling examples, achievements, or testimonials that demonstrate your exceptional contribution to this sector.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

BUSINESS ENVIRONMENTAL & SUSTAINABILITY IMPACT AWARD

WHO SHOULD ENTER?

This is an award for TPI Company Member, Associate, Network or Partner. The award is for companies making proactive changes to improve their environmental and sustainability impact, including preparations to meet Net Zero requirements.

Please note: External environmental and sustainability initiatives delivered as part of normal business services should not be referenced within entries.

ENTRY CRITERIA:

TPI companies can self-nominate or be nominated by a TPI member (Company or Individual).

JUDGING CRITERIA:

- **Important Note:** Entries should focus exclusively on environmental and sustainability initiatives beyond those delivered as part of routine business services. Highlighting distinct and intentional efforts will ensure your submission aligns with the criteria.
- **Identification and Planning:** Provide clear evidence of how the environmental and sustainability initiatives were thoughtfully identified and meticulously planned. Demonstrate the research, analysis, and strategic considerations that informed your approach to tackling these critical issues.
- **Awareness and Promotion:** Showcase how the initiative was effectively communicated to employees, emphasising strategies used to raise awareness and generate enthusiasm. This demonstrates a commitment to fostering an informed and supportive workplace culture.
- **Employee Engagement:** Highlight evidence of active involvement by employees in the initiative. Include specific examples of participation, collaboration, or leadership roles taken by staff to show how the initiative became a shared organisational effort.
- **Measuring Success:** Present clear evidence of the initiative's impact, supported by relevant data where applicable. Use quantitative and qualitative outcomes to illustrate the tangible benefits and effectiveness of the initiative.
- **Long-term Implementation and Growth:** Provide evidence of how the initiative has been designed for long-term sustainability and scalability. Highlight how the programme can be expanded or adapted for greater impact in the future, ensuring its lasting value to the organisation and beyond.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

OUTSTANDING CUSTOMER SERVICE AWARD (Company)

WHO SHOULD ENTER?

This is an award for TPI Company Member, Associate, Network or Partner that have demonstrated excellence in customer service.

ENTRY CRITERIA:

TPI companies can self-nominate or be nominated by a TPI member (Company or Individual).

JUDGING CRITERIA:

- **Demonstrating High-Quality Service:** Provide compelling evidence that reflects the organisation's consistent delivery of exceptional service standards. This establishes the company's reputation for excellence in its field.
- **Excellence in Customer Service Across the Organisation:** Highlight examples of company-wide practices that showcase a commitment to outstanding customer service, emphasising the culture of excellence embedded at every level.
- **Overcoming Challenges Successfully:** Share evidence of significant challenges the company has faced and how they were successfully addressed. These examples should demonstrate resilience, problem-solving abilities, and a steadfast commitment to customer satisfaction.
- **Best Practices in Client Communication:** Illustrate how the organisation has established and maintained effective communication with clients, including any innovative or standout approaches that foster trust and engagement.
- **Commitment to Staff Training and Development:** Provide evidence of robust staff training and development programmes, demonstrating a dedication to continuous improvement and ensuring employees are equipped to deliver exceptional customer service.
- **Positive Customer Feedback and Results:** Share testimonials, positive feedback, or relevant data that highlight the company's ability to consistently exceed customer expectations. These examples should underscore the impact and value of the company's customer-centric approach.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

WELLBEING EMPLOYER OF THE YEAR

WHO SHOULD ENTER?

This is an award for TPI Company Member, Associate, Network or Partner that have demonstrated that they prioritise the physical, mental, and emotional wellbeing of their employees. It celebrates employers who foster a supportive workplace culture, implement innovative wellbeing initiatives, and showcase measurable improvements in employee health and happiness.

ENTRY CRITERIA:

TPI companies can self-nominate or be nominated by a TPI member (Company or Individual).

JUDGING CRITERIA

- **Wellbeing Strategy and Implementation:** Description of the organisation's wellbeing policies, programmes, and initiatives (e.g., mental health support, flexible working arrangements, fitness programs, etc.). Evidence of alignment between the wellbeing strategy and organisational goals or values.
- **Employee Engagement and Participation:** Demonstration of employee involvement in wellbeing programmes, including participation rates and feedback. Examples of how the organisation engages employees in shaping wellbeing initiatives.
- **Impact and Results:** Tangible outcomes resulting from the wellbeing strategy, such as reduced absenteeism, improved employee satisfaction scores, or enhanced retention rates. Case studies or metrics showcasing measurable improvements in employee health, morale, or productivity.
- **Innovative Practices:** Unique or creative approaches to promoting employee wellbeing, such as wellness challenges, mental health awareness campaigns, or access to new resources.
- **Inclusion and Accessibility:** Evidence of how wellbeing initiatives are designed to be inclusive, addressing the diverse needs of all employees, regardless of role, location, or background.
- **Leadership Commitment:** Demonstration of leadership's active role in driving a culture of wellbeing, including senior leaders acting as champions or role models.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

RESIDENT ENGAGEMENT INITIATIVE OF THE YEAR

WHO SHOULD ENTER?

This is an award for TPI Company Member, Associate, Network or Partner working with residents or RMC/RTM companies who can evidence boosted engagement among resident communities and an improved resident experience. This could be in relation to resident engagement within the scope of building safety, or otherwise.

ENTRY CRITERIA:

TPI companies can self-nominate or be nominated by TPI Company Members (Including TPI RMC/RTM member or a resident of TPI-managed blocks) or TPI Individual members.

JUDGING CRITERIA:

- **Strategic and Innovative Engagement:** Provide evidence of forward-thinking and creative strategies aimed at enhancing engagement with resident communities, focusing on building safety and fostering a stronger sense of community. Showcase innovative ideas that set your initiatives apart.
- **Successful Resident Events and Initiatives:** Share detailed examples of impactful resident events or community-building initiatives, supported by measurable key performance indicators (KPIs) to demonstrate their success and effectiveness.
- **Positive Resident Feedback:** Include testimonials from residents that reflect their satisfaction and appreciation, serving as a testament to the success of your engagement efforts.
- **Improved Resident Experience:** Highlight specific examples of how your engagement initiatives have directly improved the resident experience, contributing to better community relationships and the successful management of the block.
- **Commitment to Transparency and Education:** Provide evidence of transparent practices, including efforts to educate and inform residents. Show how these initiatives have empowered residents and fostered trust within the community.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

RISING STAR AWARD

WHO SHOULD ENTER?

This individual award recognises an employee of TPI Company Member, Associate, Network, Partner and TPI Individual members, who has shown exceptional promise at an early point in their career and has demonstrated a commitment to the business, its customers, and the sector.

ENTRY CRITERIA:

Nominees for this award must have less than three years' experience in the residential leasehold management sector. Entries can be self-nominated or nominated by a colleague and must be approved by a director.

JUDGING CRITERIA:

- **Exceeding Expectations:** Provide clear evidence of contributions to the business that have not only met but surpassed expectations. Highlight achievements that demonstrate exceptional effort, impact, and results beyond the standard benchmarks.
- **Creativity, Innovation, and Progress:** Showcase examples of creative problem-solving, innovative approaches, and the ability to achieve rapid progress. Emphasise how these qualities have driven meaningful change or improvement within the organisation.
- **Passion and Determination:** Demonstrate a strong sense of enthusiasm, passion, and drive. Share specific instances where these traits have fuelled success, inspired others, or contributed to the overall growth and momentum of the business.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

ON-SITE STAFF MEMBER OF THE YEAR

WHO SHOULD ENTER?

This is an individual award for employees of TPI Company Member, Associate, Network and Partner or TPI Individual members based on-site (e.g., concierge, porter, caretaker, estate manager, etc) at a property managed by TPI company members.

ENTRY CRITERIA:

Entries for this award need to be nominated by a colleague and approved by a director.

JUDGING CRITERIA:

- **Exemplary Role Performance:** Provide detailed evidence of exceptional skill and expertise demonstrated in performing their role. Highlight examples that reflect a high standard of professionalism and effectiveness.
- **Proactive Leaseholder Support:** Showcase specific instances where the nominee has gone above and beyond to respond to leaseholder needs proactively, ensuring satisfaction and building trust.
- **Approachable and Positive Attitude:** Demonstrate the nominee's approachable demeanour and their 'can do' attitude, with examples of how these qualities have positively impacted colleagues, leaseholders, or stakeholders.
- **Overcoming Challenges:** Share details of specific challenges the nominee has faced and successfully overcome, emphasizing their problem-solving abilities, resilience, and determination.
- **Compelling Case for Recognition:** Summarise the key reasons why the nominee stands out as deserving of this award. Focus on their unique contributions, achievements, and the lasting impact they've made in their role.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

UNSUNG HERO

WHO SHOULD ENTER?

This is an individual award for employees of TPI Company Member, Associate, Network and Partner or TPI Individual members (Affiliate, ATPi, MTPI or FTPI). This award celebrates individuals who consistently go above and beyond to make a significant yet often unrecognised contribution to their organisation, team, or community through dedication, hard work, and selflessness, recognising those whose efforts might otherwise go unnoticed.

ENTRY CRITERIA:

Entries for this award need to be nominated by a colleague and approved by a director.

JUDGING CRITERIA:

- **Dedication and Commitment:** Evidence of exceptional reliability, hard work, and willingness to go above and beyond in their role.
- **Positive Impact:** Demonstrated ability to create a meaningful difference within their team, organisation, or community through their actions. Examples of how their efforts have improved processes, morale, or outcomes for others.
- **Selflessness and Support:** Acts of kindness, mentorship, or support that have benefited colleagues, clients, or community members. Clear examples of placing the needs of others above their own personal recognition.
- **Adaptability and Resilience:** Ability to tackle challenges or unexpected circumstances with grace and determination.
- **Lead by Example:** Highlight examples of how the individual inspires and motivates others through their actions, without actively seeking formal recognition. Emphasise their ability to lead by example, foster collaboration, and influence positive outcomes through dedication and integrity.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

LEGENDARY LEADERSHIP

WHO SHOULD ENTER?

This is an individual award for employees of TPI Company Member, Associate, Network and Partner or TPI Individual member (Affiliate, ATPI, MTPI or FTPI). This award recognises exceptional leaders who have demonstrated outstanding vision, influence, and impact within their organisation, industry, or community. Entrants should showcase how their leadership has transcended challenges, inspired others, and driven measurable success.

ENTRY CRITERIA:

Individuals can self-nominate or be nominated by TPI Company or Individual members.

ELIGIBILITY

- 1. Position of Leadership:** The nominee must hold a leadership role within their organisation or industry (e.g., CEO, director, founder, team lead, or equivalent).
- 2. Time in Role:** The nominee must have been in their current leadership role for a minimum of two years, demonstrating sustained impact.
- 3. Ethical Standards:** Leaders must adhere to high ethical standards, fostering integrity, inclusivity, and accountability in their work.

JUDGING CRITERIA

- **Vision and Innovation:** Evidence of a clear and transformative vision for their organisation or community. Demonstration of innovative strategies or approaches that have led to significant advancements.
- **Influence and Inspiration:** Examples of how the nominee has inspired and motivated their team or peers. Proven ability to build trust, foster collaboration, and create a positive organisational culture.
- **Impact and Achievements:** Tangible outcomes resulting from their leadership, such as improved performance, revenue growth, or social impact. Recognition or endorsements from peers, employees, or industry experts.
- **Adaptability and Resilience:** Ability to navigate challenges, crises, or disruptions with agility and composure. Examples of problem-solving and decision-making under pressure.
- **Commitment to Development:** Evidence of investment in personal and professional growth for themselves and their team. Dedication to mentoring, diversity, and developing future leaders.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

OUTSTANDING CUSTOMER SERVICE AWARD (Individual)

WHO SHOULD ENTER?

This is an individual award for an employee from TPI Company Member, Associate, Network or Partner or TPI Individual members (Affiliate, ATPI, MTPI or FTPI) who have demonstrated excellence in customer service.

ENTRY CRITERIA:

Individuals can self-nominate or be nominated by TPI Company or Individual members.

JUDGING CRITERIA

- **Demonstrating High-Quality Service:** Provide clear and compelling evidence of the individual's commitment to delivering exceptional service, showcasing consistency and attention to detail in meeting client needs.
- **Excellence in Customer Service:** Share specific examples of outstanding customer service practices that reflect the individual's dedication to exceeding expectations and setting benchmarks.
- **Overcoming Difficult Challenges:** Highlight significant challenges the individual has faced, detailing how they were addressed and successfully overcome, demonstrating resilience and a customer-first approach.
- **Adopting Best Practices in Client Communication:** Offer evidence of effective and innovative client communication strategies that enhance transparency, trust, and engagement.
- **Commitment to Training and Development:** Highlight the individual's dedication to providing training and development opportunities, fostering a culture of continuous learning, and demonstrating a personal drive to elevate customer service standards.
- **Positive Feedback and Measurable Results:** Include testimonials, feedback, or data that reflect consistently high levels of customer satisfaction, reinforcing the individual's ability to deliver exceptional service.

SUBMISSION REQUIREMENTS

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

WELLBEING CHAMPION AWARD (Individual)

WHO SHOULD ENTER?

This is an individual award for an employee from TPI company Member, Associate, Network or Partner or TPI Individual members (Affiliate, ATPi, MTPI or FTPI) who have demonstrated that they prioritise the physical, mental, and emotional wellbeing of their team and colleagues.

ENTRY CRITERIA:

Individuals can self-nominate or be nominated by TPI Company or Individual members.

JUDGING CRITERIA:

- **Raising Awareness and Promoting Wellbeing:** Highlight the individual's proactive efforts to raise awareness and promote wellbeing initiatives within the workplace. Showcase their leadership in organising campaigns, implementing communication strategies, or hosting events that increased visibility and engagement with these important topics.
- **Planning and Alignment with Staff Needs:** Demonstrate how the individual thoughtfully planned and developed wellbeing initiatives tailored to the specific needs and preferences of the team. Share examples of how they used feedback, surveys, or consultations to ensure the initiatives were meaningful and impactful.
- **Setting New Standards for Work-Life Balance:** Provide examples of how the individual introduced innovative approaches to improving working conditions and work-life balance, setting new benchmarks for team care and satisfaction through their forward-thinking efforts.
- **Positive Business Impact:** Highlight the tangible benefits resulting from the individual's initiatives, such as improvements in employee health, wellbeing, or enhancements to the working environment. Provide evidence of measurable outcomes that reflect the success and value of their contributions.
- **High Levels of Engagement:** Submit examples of how the individual inspired active involvement from colleagues and senior management, illustrating their ability to foster widespread support and embrace of the initiatives across all levels of the organisation.
- **Reaching a Broad Employee Base:** Demonstrate how the individual ensured that the initiatives engaged and positively impacted a diverse range of colleagues, prioritising inclusivity and accessibility in their efforts.
- **Part of a Broader Organisational Effort:** Demonstrate how the individual's initiatives aligned with, and contributed to a larger strategy aimed at enhancing employee value by fostering a healthier, more sustainable, and compassionate workplace culture.

SUBMISSION REQUIREMENTS:

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE:

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

HONORARY INDUSTRY AWARD

WHO SHOULD ENTER?

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

ENTRY CRITERIA:

Nominated entries for this award can only be made by TPI Company or Individual members. Your nominee can be from any relevant association or organisation or represent the leasehold sector in any capacity. Please note that there will be only one winner of this award (shortlisted nominees will not be published) and he/she will be announced at the Awards ceremony.

JUDGING CRITERIA:

- **Achievements in the Leasehold Property Management Sector:** Provide detailed evidence of the nominee's notable contributions and accomplishments within the leasehold property management sector. Highlight initiatives, projects, or milestones that have made a significant impact.
- **Defining Career Moments:** Identify the pivotal moments in the nominee's career that have shaped their success. These moments should reflect their expertise, dedication, and ability to drive meaningful change in the sector.
- **Innovation and New Ideas:** Share specific examples of innovative ideas or practices introduced by the nominee. Demonstrate how these innovations have improved processes, solved challenges, or advanced industry standards.
- **Leadership and Inspiration:** Provide evidence of the nominee's ability to lead, advocate, or inspire others. Highlight their role in fostering collaboration, mentoring colleagues, or driving positive change within their organisation or the wider industry.
- **Compelling Case for Recognition:** Summarise the key reasons why the nominee stands out as deserving of this award. Focus on their unique qualities, exceptional contributions, and lasting impact on the sector.

SUBMISSION REQUIREMENTS:

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE:

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

SERVICE CHARGE ACCOUNTANCY FIRM

WHO SHOULD ENTER?

TPI Partner firms who specialises in providing services related to service charge accounting for leasehold property management.

NOMINATION CRITERIA

TPI Partner firms can enter themselves for this award – they do not need to be nominated.

JUDGING CRITERIA:

- **Technical Expertise:** Demonstration of knowledge and expertise in service charge accounting, including compliance with best practices and regulatory standards. Examples of how the firm ensures accuracy and reliability in preparing service charge accounts.
- **Client Service and Satisfaction:** Evidence of exceptional client service, including responsiveness, problem-solving, and building long-term relationships. Testimonials or case studies demonstrating positive client outcomes and satisfaction.
- **Transparency and Communication:** Commitment to providing clear, accessible, and transparent reporting to clients and stakeholders. Examples of effective communication practices, including resolving disputes or clarifying service charge budgets and reconciliations.
- **Innovation and Efficiency:** Use of technology, tools, or innovative approaches to improve efficiency and accuracy in service charge accounting. Examples of streamlining processes or delivering value-added services to clients.
- **Industry Contribution:** Evidence of the firm's role in advancing standards or contributing to the professional development of service charge accountancy, such as training, thought leadership, or advocacy.
- **Results and Impact:** Tangible outcomes from the firm's work, such as improved compliance, cost savings for clients, or resolving complex service charge issues.

SUBMISSION REQUIREMENTS:

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE:

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

INSURANCE BROKER OF THE YEAR

WHO SHOULD ENTER?

This category is open to FCA-regulated TPI Partners who have actively helped deliver transparent and proportionate insurance solutions to a TPI Member(s) over the past 12 months which benefit leaseholders.

ENTRY CRITERIA:

Firms can self-nominate or be nominated by TPI Company or Individual members.

JUDGING CRITERIA:

- **Educating Clients on Insurance:** Provide clear evidence of how the firm has actively educated clients about the critical role insurance plays within the industry. Highlight initiatives, resources, or advisory efforts that have empowered clients with valuable knowledge.
- **Transparent Working with Leaseholders:** Demonstrate the firm's commitment to transparency in all interactions with leaseholders, showcasing how they foster open, honest communication and build trust throughout the insurance process.
- **Operational Excellence and Value for Money:** Highlight specific examples of how the firm's approach has demonstrated operational excellence while delivering exceptional value for money to clients. Show how their work has directly contributed to cost-effectiveness without compromising on quality.
- **Contribution to Industry Best Practice in Insurance:** Showcase how the firm has contributed to advancing industry best practices and guidance on insuring, demonstrating through leadership and a commitment to improving standards.
- **Efficient Handling of Insurance Inquiries:** Provide evidence of how the firm effectively handles insurance inquiries, showcasing efficiency, responsiveness, and a client-focused approach to resolving queries.
- **Commitment to Self-Development:** Demonstrate the firm's dedication to personal growth through continued training and self-development efforts, reflecting a proactive attitude toward enhancing expertise.
- **Ongoing Staff Training and Development:** Provide evidence of the firm's role in fostering a culture of continuous learning through ongoing staff training and development initiatives, ensuring the team is always equipped with up-to-date knowledge and skills.
- **Compelling Case for Award Recognition:** Summarise why your entry deserves this award by focusing on their outstanding contributions, leadership, and impact within the industry. Emphasise how your efforts have made a lasting, positive difference in both their organisation and the broader industry.

SUBMISSION REQUIREMENTS:

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE:

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

PROPTech PROVIDER OF THE YEAR

WHO SHOULD ENTER?

This category is open to TPI Partners that are proactively using technology to positively transform the way the industry operates and have made a significant contribution to the efficiency and overall performance of TPI Member(s) in the last 12 months.

ENTRY CRITERIA:

Firms can self-nominate or be nominated by TPI Company or Individual members. Nominations can be for a specific product, brand, system or service.

JUDGING CRITERIA:

- **Creativity and Innovation to Address Current Challenges:** Provide concrete evidence of genuine creativity and innovation introduced in the past year, specifically designed to tackle a pressing challenge within the industry. Showcase how the solution offers a fresh, effective approach to solving problems.
- **Intuitive and Accessible User Interface:** Demonstrate how the solution features an intuitive and user-friendly interface, ensuring it is easily accessible to a wide range of users, including those with varying levels of technical expertise.
- **Robust Business Model with Support and Training:** Highlight the strength of the solution's business model, emphasising its comprehensive support structure and available training resources to ensure successful implementation and ongoing use by clients.
- **Transformative Impact on TPI Members and the Industry:** Provide evidence of how the solution has had a significant, transformative impact on TPI members and the broader industry, driving improvements in efficiency, effectiveness, or customer satisfaction.
- **Compelling Case for Award Recognition:** Summarise why this solution deserves to win the award by emphasising its unique qualities, positive outcomes, and the substantial benefits it brings to TPI members and the industry at large.

SUBMISSION REQUIREMENTS:

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE:

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

HEALTH & SAFETY PARTNER OF THE YEAR

WHO SHOULD ENTER?

This is an award for health and safety TPI Partners that are working with (full) company TPI Members (not Associates).

ENTRY CRITERIA:

Firms can self-nominate or be nominated by TPI Company Members. Nominations can be for a specific product, brand, system or service.

JUDGING CRITERIA:

- **Thought Leadership and Industry Best Practice:** Demonstrate the firm's role as a thought leader in health and safety, showing their contributions to shaping industry best practices. Include specific examples of leadership that have influenced or advanced standards in the field.
- **Commitment to Education on Health and Safety:** Showcase efforts made to educate key parties on the importance of robust health and safety practices. This could include training programs, workshops, or informative campaigns that help stakeholders understand and implement best practices.
- **Ongoing Staff Training and Development:** Provide evidence of continuous staff training and development initiatives within health and safety, underscoring the organisation's commitment to ensuring staff remain knowledgeable and capable of upholding high safety standards.
- **Transformative Impact on ARMA Members and the Industry:** Highlight how the firm's work has had a meaningful, transformative impact on TPI Members and the broader industry. Demonstrate how their efforts have improved safety outcomes, influenced positive change, or driven progress in health and safety practices.
- **Compelling Case for Award Recognition:** Summarise why the firm deserves this award, focusing on their outstanding contributions and the impact they have made. Include testimonials from TPI member client companies to strengthen the case and provide evidence of their influence.

SUBMISSION REQUIREMENTS:

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE:

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

SERVICE PROVIDER OF THE YEAR

WHO SHOULD ENTER?

This category is open to all TPI Partner firms that have made a significant contribution to the efficiency, cost saving and overall performance of TPI Company members in the last 12 months.

ENTRY CRITERIA:

Firms can self-nominate or be nominated by TPI Company Members.

JUDGING CRITERIA:

- **Value and Results Achieved for Clients:** Provide clear evidence of the company's tangible value and measurable results delivered to clients. Include testimonials from TPI members to support claims of success, showcasing how the company has exceeded client expectations.
- **Service/Product Description:** Offer a detailed description of the service or product provided, including its key features, functions, and how it specifically addresses client needs.
- **Client Satisfaction:** Present evidence of client satisfaction, using metrics, surveys, or direct feedback to demonstrate that clients are happy with the service/product and the outcomes it has produced.
- **Unique Market Differentiation:** Explain what sets the company or product apart from others in the market. Highlight the unique qualities, advantages, or innovations that make it stand out and offer superior value to clients.
- **Evidence of Innovation:** Provide examples of how the company has demonstrated innovation, whether through new technologies, processes, or creative approaches that have driven success and positively impacted clients.

SUBMISSION REQUIREMENTS:

- A detailed entry (max 600 words) addressing the judging criteria.
- At least two documents illustrating the firm's excellence in this category.

Submission Tip: Include supporting materials such as case studies, testimonials, performance metrics, or visual documentation to strengthen your entry.

DEADLINE:

All entries must be submitted by 6pm on the 28th March 2025. Late submissions will not be accepted.

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