

## ACE AWARDS 2026 – CATEGORIES AND FULL CRITERIA

### 1. MANAGING AGENT OF THE YEAR (UNDER 1,000 UNITS)

#### **Category Description**

This award recognises managing agents who demonstrate exceptional service delivery, operational excellence, and client-focused management practices within the residential property sector. The award celebrates firms that combine strong core values with innovative solutions to current industry challenges, while maintaining transparent communication with both clients and leaseholders.

Judges will be looking for evidence of continuous professional development, efficient service delivery, and a genuine commitment to enhancing the resident experience through proactive management approaches.

#### **Who Should Enter:**

TPI Company Members managing up to 1,000 units.

#### **Nomination Criteria:**

TPI Company Members can self-nominate or be nominated by an external company or client.

#### **Judging Criteria**

##### 1. Strategic Vision and Operational Excellence (25%) – up to 250 words

Demonstrate how your firm's core values, and strategic vision translate into outstanding service delivery. Evidence can include:

- Clear articulation of core values that underpin business operations
- Operational processes that deliver excellence and demonstrate accurate, efficient, and cost-effective service delivery
- Comprehensive staff training and professional development programmes
- Strategic vision alignment with client service objectives

##### 2. Client-Focused Service and Resident Experience (35%) – up to 350 words

Showcase how your firm prioritises client requirements and enhances the resident experience.

This should include:

- Solutions consistently tailored to meet specific client needs
- Clear examples of positive impact on resident experience (e.g. transparent budgeting, clear reporting and effective conflict resolution)
- Team knowledge of current industry regulations, technology, and best practices
- Evidence of client satisfaction and retention

##### 3. Industry Leadership and Challenge Resolution (20%) – up to 200 words

Provide specific examples of how your firm has tackled current industry challenges and demonstrated leadership. Evidence should show:

- Innovative solutions to regulatory compliance, rising costs, or technology adoption challenges
- Proactive approaches to addressing sector-wide issues
- Contribution to advancing industry standards and practices

4. Communication Excellence and Transparency (20%) – up to 200 words  
Demonstrate your firm's commitment to clear, proactive communication with all stakeholders.  
This includes:

- Clear, timely, and proactive communication strategies for resident engagement
- Transparency in service charge reporting and account reconciliations
- Efficient enquiry management with evidence of response times and resolution success rates

## **2. MANAGING AGENT OF THE YEAR (1,001–3,000 UNITS)**

### **Category Description**

This award recognises managing agents who demonstrate exceptional service delivery, operational excellence, and client-focused management practices within the residential property sector. The award celebrates firms that combine strong core values with innovative solutions to current industry challenges, while maintaining transparent communication with both clients and leaseholders.

Judges will be looking for evidence of continuous professional development, efficient service delivery, and a genuine commitment to enhancing the resident experience through proactive management approaches.

#### **Who Should Enter:**

TPI Company Members managing between 1,001–3,000 units.

#### **Nomination Criteria:**

TPI Company Members can self-nominate or be nominated by an external company or client.

#### **Judging Criteria:**

##### **1. Strategic Vision and Operational Excellence (25%) – up to 250 words**

Demonstrate how your firm's core values, and strategic vision translate into outstanding service delivery. Evidence can include:

- Clear articulation of core values that underpin business operations
- Operational processes that deliver excellence and demonstrate accurate, efficient, and cost-effective service delivery
- Comprehensive staff training and professional development programmes
- Strategic vision alignment with client service objectives

##### **2. Client-Focused Service and Resident Experience (35%) – up to 350 words**

Showcase how your firm prioritises client requirements and enhances the resident experience.

This should include:

- Solutions consistently tailored to meet specific client needs
- Clear examples of positive impact on resident experience (e.g. transparent budgeting, clear reporting and effective conflict resolution)
- Team knowledge of current industry regulations, technology, and best practices
- Evidence of client satisfaction and retention

##### **3. Industry Leadership and Challenge Resolution (20%) – up to 200 words**

Provide specific examples of how your firm has tackled current industry challenges and demonstrated leadership. Evidence should show:

- Innovative solutions to regulatory compliance, rising costs, or technology adoption challenges
- Proactive approaches to addressing sector-wide issues
- Contribution to advancing industry standards and practices

#### 4. Communication Excellence and Transparency (20%) – up to 200 words

Demonstrate your firm's commitment to clear, proactive communication with all stakeholders.

This includes:

- Clear, timely, and proactive communication strategies for resident engagement
- Transparency in service charge reporting and account reconciliations
- Efficient enquiry management with evidence of response times and resolution success rates

### **3. MANAGING AGENT OF THE YEAR (3,001–6,000 UNITS)**

#### **Category Description**

This award recognises managing agents who demonstrate exceptional service delivery, operational excellence, and client-focused management practices within the residential property sector. The award celebrates firms that combine strong core values with innovative solutions to current industry challenges, while maintaining transparent communication with both clients and leaseholders.

Judges will be looking for evidence of continuous professional development, efficient service delivery, and a genuine commitment to enhancing the resident experience through proactive management approaches.

#### **Who Should Enter:**

TPI Company Members managing up to 3,001–6,000 units.

#### **Nomination Criteria:**

TPI Company Members can self-nominate or be nominated by an external company or client.

#### **Judging Criteria:**

##### 1. Strategic Vision and Operational Excellence (25%) – up to 250 words

Demonstrate how your firm's core values, and strategic vision translate into outstanding service delivery. Evidence can include:

- Clear articulation of core values that underpin business operations
- Operational processes that deliver excellence and demonstrate accurate, efficient, and cost-effective service delivery
- Comprehensive staff training and professional development programmes
- Strategic vision alignment with client service objectives

##### 2. Client-Focused Service and Resident Experience (35%) – up to 350 words

Showcase how your firm prioritises client requirements and enhances the resident experience.

This should include:

- Solutions consistently tailored to meet specific client needs
- Clear examples of positive impact on resident experience (e.g. transparent budgeting, clear reporting and effective conflict resolution)
- Team knowledge of current industry regulations, technology, and best practices
- Evidence of client satisfaction and retention

##### 3. Industry Leadership and Challenge Resolution (20%) – up to 200 words

Provide specific examples of how your firm has tackled current industry challenges and demonstrated leadership. Evidence should show:

- Innovative solutions to regulatory compliance, rising costs, or technology adoption challenges
- Proactive approaches to addressing sector-wide issues
- Contribution to advancing industry standards and practices

#### 4. Communication Excellence and Transparency (20%) – up to 200 words

Demonstrate your firm's commitment to clear, proactive communication with all stakeholders.

This includes:

- Clear, timely, and proactive communication strategies for resident engagement
- Transparency in service charge reporting and account reconciliations
- Efficient enquiry management with evidence of response times and resolution success rates

### **4. MANAGING AGENT OF THE YEAR (6,001-10,000 UNITS)**

#### **Category Description**

This award recognises managing agents who demonstrate exceptional service delivery, operational excellence, and client-focused management practices within the residential property sector. The award celebrates firms that combine strong core values with innovative solutions to current industry challenges, while maintaining transparent communication with both clients and leaseholders.

Judges will be looking for evidence of continuous professional development, efficient service delivery, and a genuine commitment to enhancing the resident experience through proactive management approaches.

#### **Who Should Enter:**

TPI Company Members managing up to 6,001 to 10,000 units.

#### **Nomination Criteria:**

TPI Company Members can self-nominate or be nominated by an external company or client.

#### **Judging Criteria:**

##### 1. Strategic Vision and Operational Excellence (25%) – up to 250 words

Demonstrate how your firm's core values, and strategic vision translate into outstanding service delivery. Evidence can include:

- Clear articulation of core values that underpin business operations
- Operational processes that deliver excellence and demonstrate accurate, efficient, and cost-effective service delivery
- Comprehensive staff training and professional development programmes
- Strategic vision alignment with client service objectives

##### 2. Client-Focused Service and Resident Experience (35%) – up to 350 words

Showcase how your firm prioritises client requirements and enhances the resident experience.

This should include:

- Solutions consistently tailored to meet specific client needs
- Clear examples of positive impact on resident experience (e.g. transparent budgeting, clear reporting and effective conflict resolution)
- Team knowledge of current industry regulations, technology, and best practices
- Evidence of client satisfaction and retention

### 3. Industry Leadership and Challenge Resolution (20%) – up to 200 words

Provide specific examples of how your firm has tackled current industry challenges and demonstrated leadership. Evidence should show:

- Innovative solutions to regulatory compliance, rising costs, or technology adoption challenges
- Proactive approaches to addressing sector-wide issues
- Contribution to advancing industry standards and practices

### 4. Communication Excellence and Transparency (20%) – up to 200 words

Demonstrate your firm's commitment to clear, proactive communication with all stakeholders.

This includes:

- Clear, timely, and proactive communication strategies for resident engagement
- Transparency in service charge reporting and account reconciliations
- Efficient enquiry management with evidence of response times and resolution success rates

## 5. MANAGING AGENT OF THE YEAR (10,001–20,000 UNITS)

### **Category Description**

This award recognises managing agents who demonstrate exceptional service delivery, operational excellence, and client-focused management practices within the residential property sector. The award celebrates firms that combine strong core values with innovative solutions to current industry challenges, while maintaining transparent communication with both clients and leaseholders.

Judges will be looking for evidence of continuous professional development, efficient service delivery, and a genuine commitment to enhancing the resident experience through proactive management approaches.

### **Who Should Enter:**

TPI Company Members managing up to 10,001-20,000 units.

### **Nomination Criteria:**

TPI Company Members can self-nominate or be nominated by an external company or client.

### **Judging Criteria:**

#### 1. Strategic Vision and Operational Excellence (25%) – up to 250 words

Demonstrate how your firm's core values, and strategic vision translate into outstanding service delivery. Evidence can include:

- Clear articulation of core values that underpin business operations
- Operational processes that deliver excellence and demonstrate accurate, efficient, and cost-effective service delivery
- Comprehensive staff training and professional development programmes
- Strategic vision alignment with client service objectives

#### 2. Client-Focused Service and Resident Experience (35%) – up to 350 words

Showcase how your firm prioritises client requirements and enhances the resident experience.

This should include:

- Solutions consistently tailored to meet specific client needs

- Clear examples of positive impact on resident experience (e.g. transparent budgeting, clear reporting and effective conflict resolution)
- Team knowledge of current industry regulations, technology, and best practices
- Evidence of client satisfaction and retention

### 3. Industry Leadership and Challenge Resolution (20%) – up to 200 words

Provide specific examples of how your firm has tackled current industry challenges and demonstrated leadership. Evidence should show:

- Innovative solutions to regulatory compliance, rising costs, or technology adoption challenges
- Proactive approaches to addressing sector-wide issues
- Contribution to advancing industry standards and practices

### 4. Communication Excellence and Transparency (20%) – up to 200 words

Demonstrate your firm's commitment to clear, proactive communication with all stakeholders.

This includes:

- Clear, timely, and proactive communication strategies for resident engagement
- Transparency in service charge reporting and account reconciliations
- Efficient enquiry management with evidence of response times and resolution success rates

## 6. MANAGING AGENT OF THE YEAR (20,001+ UNITS)

### Category Description

This award recognises managing agents who demonstrate exceptional service delivery, operational excellence, and client-focused management practices within the residential property sector. The award celebrates firms that combine strong core values with innovative solutions to current industry challenges, while maintaining transparent communication with both clients and leaseholders.

Judges will be looking for evidence of continuous professional development, efficient service delivery, and a genuine commitment to enhancing the resident experience through proactive management approaches.

### **Who Should Enter:**

TPI Company Members managing up to 20,001+ units.

### **Nomination Criteria:**

TPI Company Members can self-nominate or be nominated by an external company or client.

### **Judging Criteria:**

#### 1. Strategic Vision and Operational Excellence (25%) – up to 250 words

Demonstrate how your firm's core values, and strategic vision translate into outstanding service delivery. Evidence can include:

- Clear articulation of core values that underpin business operations
- Operational processes that deliver excellence and demonstrate accurate, efficient, and cost-effective service delivery
- Comprehensive staff training and professional development programmes
- Strategic vision alignment with client service objectives

## 2. Client-Focused Service and Resident Experience (35%) – up to 350 words

Showcase how your firm prioritises client requirements and enhances the resident experience.

This should include:

- Solutions consistently tailored to meet specific client needs
- Clear examples of positive impact on resident experience (e.g. transparent budgeting, clear reporting and effective conflict resolution)
- Team knowledge of current industry regulations, technology, and best practices
- Evidence of client satisfaction and retention

## 3. Industry Leadership and Challenge Resolution (20%) – up to 200 words

Provide specific examples of how your firm has tackled current industry challenges and demonstrated leadership. Evidence should show:

- Innovative solutions to regulatory compliance, rising costs, or technology adoption challenges
- Proactive approaches to addressing sector-wide issues
- Contribution to advancing industry standards and practices

## 4. Communication Excellence and Transparency (20%) – up to 200 words

Demonstrate your firm's commitment to clear, proactive communication with all stakeholders.

This includes:

- Clear, timely, and proactive communication strategies for resident engagement
- Transparency in service charge reporting and account reconciliations
- Efficient enquiry management with evidence of response times and resolution success rates

## **7. OUTSTANDING CUSTOMER SERVICE OF THE YEAR (COMPANY)**

### **Category Description**

This award celebrates organisations that consistently deliver exceptional customer service and demonstrate an unwavering commitment to meeting the needs of clients. These companies go beyond standard expectations, ensuring every customer interaction is handled with professionalism, care, responsiveness, and attention to detail. Their approach not only enhances customer satisfaction but also strengthens long-term relationships and reinforces the company's reputation for excellence.

Successful entrants will be those who have created meaningful, measurable improvements in customer experience, developed strong customer-focused practices, and embedded service excellence into the core of their culture and operations.

This category recognises companies that strive for continuous improvement and set the benchmark for outstanding service within the profession.

### **Who Should Enter:**

TPI Company Members who demonstrate exceptional standards of customer service, responsiveness, communication, and client satisfaction. Entrants should show clear evidence of delivering consistently high-quality service that meets or exceeds client expectations.

### **Nomination Criteria:**

TPI Company Members may self-nominate or be nominated by an external company or client.

**Judging Criteria:**

## 1. Excellence and Consistency of Service (40%) - up to 400 words

Judges will look for:

- Evidence of consistently high service delivery across all customer touchpoints
- Clear processes or practices that ensure accuracy, professionalism, and reliability
- Examples that demonstrate commitment to maintaining high standards over time
- Measurable improvements or innovations in service provision

## 2. Responsiveness and Problem-Solving (25%) - up to 250 words

Judges will look for:

- Demonstrated ability to respond quickly and effectively to customer needs
- Examples of resolving challenges, issues, or complex situations with skill and care
- Evidence of proactive thinking, adaptability, and effective communication during problem-solving

## 3. Customer Satisfaction and Outcomes – 25% (up to 250 words)

Judges will look for:

- Documented customer satisfaction metrics, testimonials, or feedback
- Evidence of strong customer relationships built on trust and positive results
- Clear outcomes that show the company's service has made a meaningful difference

## 4. Culture and Commitment to Service Excellence (10%) - up to 100 words

Judges will look for:

- Evidence that customer service excellence is embedded within organisational culture
- Training, values, or initiatives that support and develop service-focused teams
- Demonstrated commitment to continuous improvement and service-driven behaviour across the organisation

**8. EMPLOYEE TRAINING AND DEVELOPMENT AWARD****Category Description**

This award recognises organisations that demonstrate exceptional commitment to the growth, capability, and professional development of their employees. These companies invest in structured, impactful training initiatives that enhance skills, support career progression, and improve overall organisational performance. Their approach strengthens workforce engagement, boosts productivity, and contributes to a thriving, future-ready workplace. Successful entrants will be those who have implemented meaningful, measurable training and development programmes, fostered a culture of continuous learning, and aligned staff development with organisational goals.

This category honours companies that set the benchmark for empowering employees through high-quality training, innovative learning practices, and long-term development strategies.

**Who Should Enter:**

TPI Company Members that demonstrate exceptional dedication to employee development, professional growth, and ongoing learning.

**Nomination Criteria:**

TPI Company Members can self-nominate or be nominated by an external company or client.

**Judging Criteria:**

## 1. Quality and Impact of Training Programmes (40%) – up to 400 words

Judges will look for:

- Clear evidence of well-designed, structured training and development programmes
- Demonstrated alignment between training initiatives and organisational goals
- Examples showing how training has improved employee competence, confidence, and performance
- Measurable outcomes that reflect the effectiveness or innovation of training approaches

## 2. Support for Employee Growth and Career Development (25%) – up to 250 words

Judges will look for:

- Evidence of initiatives that support long-term career pathways and skill-building
- Examples of mentoring, coaching, professional development plans, or advancement opportunities
- Demonstrated commitment to supporting employees in reaching their career goals

## 3. Organisational Outcomes and Measurable Results (25%) – up to 250 words

Judges will look for:

- Metrics, data, or feedback demonstrating the impact of training on organisational performance
- Evidence that training initiatives have improved productivity, engagement, retention, or service quality
- Clear examples of how employee development has created meaningful, measurable improvements

## 4. Culture of Learning and Continuous Improvement (10%) – up to 100 words

Judges will look for:

- Evidence that learning, growth, and development are embedded in organisational culture
- Programmes, values, or initiatives that encourage continuous improvement and skills development
- Demonstrated commitment to fostering a supportive, growth-oriented workplace

**9. BUSINESS ENVIRONMENTAL & SUSTAINABILITY IMPACT AWARD****Category Description**

This award recognises organisations that are making proactive, intentional, and measurable efforts to improve their environmental sustainability impact, including preparations to meet Net Zero requirements. These companies go beyond baseline expectations within the property sector by implementing meaningful environmental initiatives within their own operations.

Successful entrants will demonstrate strategic planning, organisation-wide engagement, and measurable environmental outcomes, as well as a commitment to encouraging positive environmental behaviours among employees, partners, and stakeholders.

This category honours companies that are actively reducing their environmental footprint, fostering a culture of environmental responsibility, and embedding sustainable practices that support long-term, future-focused growth.

**Who Should Enter:**

TPI Company Members, Associates, Network and Partners with strong internal sustainability initiatives. Entries may include examples of wider influence, such as sharing best practice across supply chains or engaging residents and communities.

**Nomination Criteria:**

TPI Company Members can self-nominate or be nominated by an external company or client.

**Judging Criteria:****1. Strategy, Planning, and Leadership (35%) – up to 350 words**

Judges will look for:

- Clear evidence of strategic planning, research, and analysis informing sustainability initiatives
- Well-defined environmental goals aligned with Net Zero requirements
- Leadership involvement and structured processes that guided the development of initiatives

**2. Culture, Communication, and Engagement (25%) – up to 250 words**

Judges will look for:

- Effective communication strategies that build awareness and enthusiasm for environmental initiatives
- Evidence of a positive organisational culture that encourages sustainable behaviours
- Active participation from employees, teams, and the wider supply chain

**3. Measurable Environmental Impact (25%) – up to 250 words**

Judges will look for:

- Quantitative outcomes such as carbon reduction, waste minimisation, energy savings, or resource efficiency
- Qualitative improvements demonstrating meaningful environmental progress
- Benchmarking against previous performance or relevant standards

**4. Long-term Sustainability and Innovation (15%) – up to 150 words**

Judges will look for:

- Evidence that environmental initiatives are designed for long-term impact
- Innovation and adaptability supporting continued environmental improvement
- Scalability or integration of sustainability within broader business strategies

## **10. WELLBEING EMPLOYER OF THE YEAR**

**Category Description**

This award recognises organisations that demonstrate exceptional commitment to supporting the physical, mental, and emotional wellbeing of their employees. These employers prioritise creating healthy, inclusive, and supportive work environments, providing meaningful wellbeing initiatives that enhance staff happiness, resilience, and work-life balance.

Successful entrants will show that wellbeing is embedded across organisational culture, leadership, and daily practice, with measurable improvements in employee experience and engagement.

This category honours companies that champion employee wellbeing and set the standard for creating workplaces where people can thrive.

**Who Should Enter:**

TPI Company Members, Associates, Network and Partners that actively invest in employee wellbeing and have implemented programmes that support mental, physical, and emotional health.

**Nomination Criteria:**

TPI Company Members can self-nominate or be nominated by an external company or client.

**Judging Criteria:**

1. Wellbeing Strategy and Leadership Commitment (35%) – up to 350 words

Judges will look for:

- Evidence of a clear, structured wellbeing strategy aligned to employee needs
- Leadership commitment to wellbeing at all levels of the organisation
- Defined goals and a strategic approach to improving staff wellbeing

2. Employee Engagement and Programme Implementation (25%) – up to 250 words

Judges will look for:

- Effective delivery of wellbeing initiatives across the organisation
- Strong employee participation, awareness, and engagement
- Inclusive approaches ensuring initiatives support a diverse workforce

3. Outcomes and Measurable Impact (25%) – up to 250 words

Judges will look for:

- Quantitative or qualitative evidence demonstrating improvements in wellbeing
- Positive outcomes such as increased morale, reduced absenteeism, or improved retention
- Clear examples of how wellbeing initiatives have made a meaningful difference

4. Culture, Sustainability, and Continuous Improvement (15%) – up to 150 words

Judges will look for:

- Evidence that wellbeing is embedded into organisational culture and values
- Commitment to sustaining and evolving wellbeing initiatives over time
- Examples of continuous improvement and long-term wellbeing planning.

## 11. PARTNERSHIP AWARD

**Category Description**

This award celebrates two organisations that have worked in true partnership to deliver a project that improves the experience, wellbeing, or outcomes of leaseholders. It recognises collaborative thinking, shared responsibility, and a commitment to raising standards within the managed property sector.

Successful entrants will demonstrate how collective effort, shared expertise, and effective cooperation created meaningful and measurable benefits for leaseholders.

This category honours partnerships that exemplify trust, innovation, and a joint commitment to delivering positive outcomes for the communities they serve.

**Who Should Enter:**

Open to partnerships involving TPI Company Members, Associates, Network and Partners working collaboratively with another organisation to deliver improved services, solutions, or outcomes for leaseholders.

**Nomination Criteria:**

Entries may be submitted jointly by both partners or by one organisation on behalf of the partnership.

**Judging Criteria:**

1. Strength and Effectiveness of the Partnership (30%) – up to 300 words

Judges will look for:

- Evidence of genuine collaboration, shared goals, and clear roles
- How both organisations contributed skills, resources, or expertise
- Examples of strong communication, transparency, and trust within the partnership

2. Project Delivery and Innovation (25%) – up to 250 words

Judges will look for:

- How the partnership delivered the project effectively and efficiently
- Innovative or creative solutions used to overcome challenges
- Evidence of joint planning, problem-solving, and decision-making

3. Impact on Leaseholders (30%) – up to 300 words

Judges will look for:

- Clear, measurable improvements to leaseholder experience, wellbeing, safety, or outcomes
- Data, testimonials, or evidence demonstrating the project's success
- How the partnership's work made a meaningful, positive difference

4. Long-term Value and Legacy (15%) – up to 150 words

Judges will look for:

- Evidence of lasting benefits or sustainable improvements created through the partnership
- Potential for scaling, replicating, or continuing the partnership's work
- Contribution to raising standards across the wider sector

## **12. RISING STAR AWARD**

**Category Description**

This award recognises individuals who consistently exceed expectations through innovative thinking, creative problem-solving, and unwavering determination.

Successful candidates will be those who have been in the industry for a maximum of three years. They will have not only delivered outstanding results but have also inspired colleagues, driven meaningful change, and demonstrated the qualities that mark them as future leaders.

This award seeks to identify professionals who combine technical excellence with passion, creativity, and the ability to make a lasting impact on their organisation and the broader industry.

**Who Should Enter:**

Open to those new to leasehold management (for a maximum of three years as at deadline of 01.04.2026) showing exceptional potential and initiative. They must be either a TPI Individual member or employee of a TPI Company Member, Associate or Network.

**Nomination Criteria:**

Nominations must be submitted by a colleague or client and approved by a director or senior team lead.

**Judging Criteria:**

1. Outstanding Performance and Measurable Impact (40%) – up to 400 words

Recognises exceptional contributions that go above and beyond expectations.

Judges will look for:

- Demonstrable achievements exceeding performance targets
- Tangible impact on business results, client satisfaction, or efficiency
- Initiative shown in delivering outcomes beyond assigned responsibilities

2. Innovation and Creative Problem-Solving (25%) – up to 250 words

Highlights forward-thinking approaches and originality in tackling challenges.

Judges will look for:

- Evidence of innovative thinking or creative solutions to complex problems
- Introduction of new ideas, technologies, or processes that improve outcomes
- Ability to anticipate trends or opportunities and act proactively

3. Leadership Potential and Inspirational Impact (25%) – up to 250 words

Recognises emerging leaders who inspire others and shape a positive workplace culture.

Judges will look for:

- Demonstrated leadership qualities and potential for future industry impact
- Examples of motivating, mentoring, or guiding colleagues
- Contributions to team cohesion, morale, or professional development

4. Passion, Drive, and Professional Growth (10%) – up to 100 words

Celebrates enthusiasm, commitment, and a clear trajectory of professional development.

Judges will look for:

- Evidence of dedication to personal and organisational success
- Continued learning and development within the first three years in the sector
- Passion for making a lasting contribution to the profession

### **13. ON-SITE STAFF MEMBER OF THE YEAR**

**Category Description**

This award recognises an outstanding on-site staff member, such as a concierge, caretaker, building manager, or front-of-house team member, who consistently delivers exceptional service within a residential or mixed-use development. These individuals play a vital role in shaping the daily experience of residents, ensuring smooth operations, providing personalised support, and upholding high standards of professionalism.

Successful entrants will be those who go above and beyond their core responsibilities,

demonstrate strong communication and problem-solving skills, and make a meaningful, positive impact on the community they serve.

This category honours individuals who show dedication, reliability, and exceptional service in an on-site role.

**Who Should Enter:**

On-site employees working for TPI Company Members, Associates and Network including concierge staff, caretakers, building managers, estate operatives, and other front-line on-site roles; and TPI Individual members.

**Nomination Criteria:**

Individuals may be nominated by managers, colleagues, residents, or clients. Self-nominations are also accepted where appropriate.

**Judging Criteria:**

1. Service Excellence and Professionalism (35%) – up to 350 words

Judges will look for:

- Consistently high standards of customer service and resident support
- Professionalism, reliability, and positive day-to-day conduct
- Evidence of strong communication and interpersonal skills
- Examples of going above expectations to support residents or improve service

2. Problem-Solving and Responsiveness (25%) – up to 250 words

Judges will look for:

- Ability to respond quickly and effectively to issues or emergencies
- Examples of managing difficult situations with care and competence
- Evidence of proactive thinking and practical solutions that benefit residents

3. Impact on Residents and the Community (25%) – up to 250 words

Judges will look for:

- Demonstrated positive impact on resident wellbeing, satisfaction, or experience
- Testimonials, feedback, or evidence showing trust and rapport with the community
- Clear contributions to creating a safe, welcoming, and well-managed environment

4. Commitment, Attitude, and Personal Contribution (15%) – up to 150 words

Judges will look for:

- Dedication to the role and willingness to go the extra mile
- Positive attitude, teamwork, and contribution to a supportive on-site culture
- Evidence of pride in their work and commitment to continuous improvement

## **14. UNSUNG HERO**

**Category Description**

This award celebrates individuals whose exceptional contributions often take place behind the scenes yet have a profound and lasting impact on their organisation, clients, and colleagues. These individuals consistently demonstrate reliability, dedication, and initiative, quietly driving excellence without seeking recognition.

Successful candidates will be those who have made meaningful contributions that elevate service quality, strengthen teams, and support the smooth functioning of operations.

This category aims to highlight the professionals whose commitment, integrity, and everyday actions make a significant difference, even if their efforts are not always in the spotlight.

**Who Should Enter:**

This is an individual award for either a TPI Individual member or an employee of a TPI Company Member. 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.

**Nomination Criteria:**

Nominations must be submitted by a colleague or client and approved by a director or senior team lead.

**Judging Criteria:**

1. Dedication, Commitment, and Leading by Example (40%) – up to 400 words

Judges will look for:

- Evidence of exceptional reliability, hard work, and willingness to go above and beyond
- Consistent demonstration of integrity and professionalism
- Clear examples of how the nominee inspires and motivates others through their actions
- Instances of leading by example, fostering collaboration, or positively influencing outcomes

2. Positive Impact and Meaningful Contribution (25%) – up to 250 words

Judges will look for:

- Demonstrated ability to make a significant difference within their team, organisation, or community
- Tangible improvements to processes, morale, service quality, or outcomes for others
- Examples that show the nominee's work has had a measurable or lasting effect

3. Selflessness, Support, and Community Spirit (20%) – up to 200 words

Judges will look for:

- Acts of kindness, mentorship, or practical support offered to colleagues, clients, or community members
- Evidence of placing the needs of others above personal recognition
- Behaviours that strengthen team cohesion, trust, and a positive working environment

4. Adaptability and Resilience (15%) – up to 150 words

Judges will look for:

- Ability to navigate challenges or unexpected circumstances with composure and determination
- Examples of overcoming obstacles while maintaining high standards of service
- Demonstrated flexibility, problem-solving, and perseverance during difficult situations

## 15. LEGENDARY LEADERSHIP AWARD

### **Category Description**

This award recognises an exceptional leader who has demonstrated outstanding vision, integrity, and influence within their organisation and the wider managed property sector. Legendary leaders inspire others, drive meaningful change, foster positive culture, and consistently deliver results that elevate both their teams and their organisation.

Successful entrants will be those who have shown strong strategic leadership, empowered others to grow, and made a significant, lasting contribution through their ability to inspire, guide, and motivate.

This category honours leaders who set the benchmark for excellence and whose impact will be felt for years to come.

### **Who Should Enter:**

Open to individuals in leadership roles within TPI Company Members, Associates or Network who have demonstrated exceptional leadership, positive influence, and meaningful organisational impact.

### **Nomination Criteria:**

Nominations may be submitted by colleagues, senior leaders, board members, or external partners. Self-nominations are accepted where appropriate.

### **Judging Criteria:**

#### 1. Vision, Strategy, and Achievement (35%) – up to 350 words

Judges will look for:

- Clear examples of strategic leadership and forward-thinking vision
- Evidence of successful initiatives or achievements driven by the nominee
- Demonstrated ability to navigate challenges and deliver strong organisational outcomes
- Leadership that aligns with and elevates organisational mission and values

#### 2. People Leadership and Team Empowerment (25%) – up to 250 words

Judges will look for:

- Evidence of fostering talent, supporting development, and empowering teams
- Demonstrated ability to inspire trust, loyalty, and high performance
- Examples of creating inclusive, positive, or high-engagement workplace cultures

#### 3. Influence, Integrity, and Sector Contribution (25%) – up to 250 words

Judges will look for:

- Positive influence across the organisation and wider sector
- Evidence of ethical leadership, fairness, and strong personal integrity
- Contributions that raise standards or inspire progress within the industry

#### 4. Legacy, Impact, and Long-term Contribution (15%) – up to 150 words

Judges will look for:

- Long-lasting impact on people, culture, or organisational direction
- Evidence that the nominee's leadership has created meaningful, sustainable change
- Clear demonstration of a leadership legacy that will continue beyond their direct role

## 16. OUTSTANDING CUSTOMER SERVICE OF THE YEAR (INDIVIDUAL)

### **Category Description**

This award recognises individuals who consistently deliver exceptional customer service and play a vital role in creating positive, professional, and memorable experiences for clients. These individuals go above and beyond in their day-to-day roles, demonstrating outstanding communication, empathy, responsiveness, and problem-solving skills. Their dedication not only enhances customer satisfaction but also strengthens their organisation's reputation for excellence.

Successful candidates will be those who show a genuine commitment to helping others, handle challenges with confidence and care, and make meaningful contributions that improve the overall customer experience.

This category highlights individuals whose actions, attitude, and professionalism set a benchmark for service excellence and reflect the highest standards within the profession.

### **Who Should Enter:**

This is an individual award for either a TPI Individual member or employee of a TPI Company Member, Associate or Network who demonstrate excellence in delivering customer service in any area of their role.

### **Nomination Criteria:**

Nominations must be submitted by a colleague or client and approved by a director or senior team lead. Self-nominations are accepted where appropriate.

### **Judging Criteria:**

#### 1. Excellence and Consistency of Service (40%) - up to 400 words

Judges will look for:

- Evidence of consistently high-quality customer service across a range of situations
- Professionalism, accuracy, and reliability in delivering support or guidance
- Examples of maintaining high standards even during busy or challenging periods
- Demonstrated commitment to creating positive customer experiences

#### 2. Responsiveness and Problem-Solving (25%) - up to 250 words

Judges will look for:

- Ability to respond promptly and effectively to customer needs or queries
- Examples of resolving issues with initiative, clarity, and confidence
- Evidence of adaptability, proactive thinking, and calm decision-making under pressure

#### 3. Customer Satisfaction and Outcomes (25%) - up to 250 words

Judges will look for:

- Strong customer feedback, testimonials, or satisfaction indicators
- Examples of positive results directly linked to the nominee's actions
- Evidence that the nominee's service has made a meaningful and lasting difference

#### 4. Commitment to Service Excellence (10%) - up to 100 words

Judges will look for:

- Demonstrated dedication to continuous improvement in customer service
- Examples of self-development, learning, or adopting best practices
- Behaviours that reinforce a customer-first mindset within the team or organisation

### **17. WELLBEING CHAMPION AWARD (INDIVIDUAL)**

#### **Category Description**

This award recognises an individual who has gone above and beyond to promote the health, wellbeing, and positive work-life balance of colleagues within their organisation. Wellbeing Champions lead by example, inspire others to adopt healthier behaviours, and create a supportive environment that enhances overall staff wellbeing.

Successful entrants will demonstrate tangible impact through initiatives, advocacy, or consistent support that improves the physical, mental, or emotional wellbeing of their peers.

This category honours individuals whose dedication, enthusiasm, and commitment have made a measurable difference in creating a healthier, happier workplace.

#### **Who Should Enter:**

This is an individual award for either a TPI Individual member or employee of a TPI Company Member, Associate, Network and Partners who have actively championed wellbeing initiatives, supported colleagues, or driven positive cultural change within their organisation.

#### **Nomination Criteria:**

Individuals may be nominated by managers, colleagues, or residents. Self-nominations are also accepted.

#### **Judging Criteria:**

##### 1. Initiative and Leadership in Wellbeing (35%) – up to 350 words

Judges will look for:

- Evidence of proactive efforts to promote wellbeing within the workplace
- Leadership in developing or supporting wellbeing initiatives or activities
- Examples of influencing others and encouraging participation in wellbeing programmes

##### 2. Impact on Colleagues and Workplace Culture (25%) – up to 250 words

Judges will look for:

- Tangible improvements to employee wellbeing, morale, or engagement
- Contributions that foster a supportive, inclusive, and positive workplace culture
- Testimonials, feedback, or examples of peers benefiting from the nominee's efforts

##### 3. Creativity, Innovation, and Problem-Solving (25%) – up to 250 words

Judges will look for:

- Innovative approaches to addressing wellbeing challenges
- Evidence of creative ideas or solutions that have made initiatives more effective
- Proactive problem-solving to overcome barriers to participation or engagement

##### 4. Commitment, Enthusiasm, and Sustainability (15%) – up to 150 words

Judges will look for:

- Demonstrated passion, dedication, and consistency in championing wellbeing

- Evidence that the nominee's actions will have lasting or sustainable impact
- Clear commitment to continuing wellbeing advocacy and influencing long-term change

## 18. HONORARY INDUSTRY AWARD

### **Category Description**

This prestigious award recognises individuals who have made exceptional and lasting contributions to the leasehold property management sector throughout their careers. Recipients may have worked as managing agents but equally could be outstanding ambassadors for the profession who have devoted their professional lives to improving the sector.

The Honorary Industry Award celebrates those rare individuals whose vision, dedication, and leadership have fundamentally shaped the industry for the better. This award acknowledges professionals who have not only achieved personal success but have actively worked to elevate standards, drive innovation, and inspire others across the leasehold property management community. It honours those whose defining career moments have created positive ripple effects that continue to benefit the sector today.

### **Entry Eligibility**

- Nominated entries can be made by TPI Company Members, Associates, Network, Partners or TPI Individual Members
- Nominees can be from any relevant association, organisation or represent the leasehold sector in any capacity.

### **Nomination Criteria:**

Individuals can be nominated or self-nominate.

### **Judging Criteria:**

#### 1. Sector Achievements and Career Impact (30%) – up to 300 words

Provide detailed evidence of the nominee's notable contributions and defining career moments within the leasehold property management sector. Evidence should include:

- Significant accomplishments and milestones that have impacted the sector
- Pivotal career moments that reflect expertise, dedication, and ability to drive meaningful change
- Initiatives or projects that have created lasting positive impact on industry practices

#### 2. Innovation and Industry Advancement (25%) – up to 250 words

Demonstrate how the nominee has driven innovation and advanced industry standards. This should include:

- Specific examples of innovative ideas or practices introduced by the nominee
- Evidence of how these innovations improved processes, solved industry challenges, or enhanced service delivery
- Contribution to advancing professional standards and best practices across the sector

#### 3. Leadership and Inspirational Influence (25%) – up to 250 words

Showcase the nominee's ability to lead, advocate for, and inspire others within the industry.

Evidence should demonstrate:

- Leadership roles that fostered collaboration and drove positive change
- Mentoring of colleagues and contribution to professional development within the sector

- Advocacy work that has benefited the broader leasehold property management community
- Examples of inspiring others to achieve excellence or pursue sector improvements

#### 4. Exceptional Recognition and Legacy (20%) – up to 200 words

Present a compelling case for why the nominee deserves this prestigious recognition. This should summarise:

- Unique qualities and exceptional contributions that distinguish the nominee from their peers
- Lasting impact and legacy within the leasehold property management sector
- Evidence of respect and recognition from industry colleagues and stakeholders
- Demonstration of how their work has elevated the profession and benefited the wider community

### 19. SERVICE CHARGE ACCOUNTANCY FIRM OF THE YEAR

#### **Category Description**

This award recognises an accountancy firm that has demonstrated exceptional expertise, professionalism, and service in managing service charge accounts for leaseholders and property clients. Winning firms provide accurate, transparent, and timely financial management while adding value through insight, reporting, and advice.

Successful entrants will have shown innovation, reliability, and a proactive approach to improving client satisfaction and operational efficiency.

This category honours firms that set the benchmark for excellence, trust, and impact in service charge accountancy.

#### **Who Should Enter:**

TPI Partners who demonstrate outstanding financial management, advisory capability, and client service.

#### **Nomination Criteria:**

TPI Partners may self-nominate or be nominated by others.

#### **Judging Criteria:**

##### 1. Financial Expertise and Accuracy (35%) – up to 350 words

Judges will look for:

- Demonstrated technical expertise and accuracy in service charge accounting
- Evidence of compliance, transparency, and robust financial controls
- Examples of insightful reporting and advice that support clients' financial decision-making

##### 2. Client Service and Responsiveness (25%) – up to 250 words

Judges will look for:

- Proactive communication, responsiveness, and accessibility to clients
- Demonstrated ability to resolve queries and challenges efficiently
- Evidence of strong relationships built on trust, professionalism, and reliability

### 3. Innovation and Value-Add (25%) – up to 250 words

Judges will look for:

- Creative approaches to improving service charge management
- Introduction of processes, tools, or reporting that add value to clients
- Evidence of initiatives that improve efficiency, transparency, or leaseholder satisfaction

### 4. Reputation, Impact, and Continuous Improvement (15%) – up to 150 words

Judges will look for:

- Evidence of a strong reputation within the sector and among clients
- Demonstrated commitment to continuous improvement and professional development
- Examples of long-term impact on clients, leaseholders, or the wider property sector

## 20. INSURANCE BROKER OF THE YEAR

### **Category Description**

This award recognises an insurance broker that has demonstrated outstanding service, expertise, and support in providing insurance solutions to TPI Company Members, Associates, Network and Partners. Winning brokers deliver tailored advice, effective risk management, and exceptional client service, going beyond standard expectations to add value and provide peace of mind.

Successful entrants will show professionalism, proactive guidance, and measurable impact on clients' risk management and insurance outcomes.

This category honours brokers who set the standard for excellence, reliability, and innovation in the insurance sector.

### **Who Should Enter:**

TPI Partners who provide insurance services to the property sector and demonstrate exceptional client support, risk management expertise, and innovative solutions.

### **Nomination Criteria:**

TPI Partners may self-nominate or be nominated by others.

### **Judging Criteria:**

#### 1. Expertise and Professionalism (35%) – up to 350 words

Judges will look for:

- Demonstrated technical knowledge and industry expertise
- Evidence of accurate, professional, and compliant advice
- Examples of guiding clients through complex insurance or risk management challenges

#### 2. Client Service and Responsiveness (25%) – up to 250 words

Judges will look for:

- Proactive communication and responsiveness to client needs
- Building and maintaining strong, trusted client relationships
- Evidence of problem-solving and support during claims or challenging situations

#### 3. Innovation and Value-Added Solutions (25%) – up to 250 words

Judges will look for:

- Creative approaches to insurance solutions or risk management

- Introduction of processes, tools, or services that add tangible value to clients
- Evidence of initiatives that improve efficiency, coverage, or client satisfaction

#### 4. Reputation, Impact, and Continuous Improvement (15%) – up to 150 words

Judges will look for:

- Strong reputation among clients and within the property sector
- Demonstrated commitment to continuous improvement, professional development, and industry best practice
- Clear evidence of positive impact on clients, stakeholders, or the wider sector

### 21. PROPTech PROVIDER OF THE YEAR

#### **Category Description**

This award recognises a PropTech company that has demonstrated innovation, impact, and excellence in delivering technology solutions that enhance property management, operations, or the resident experience. Winning providers develop solutions that improve efficiency, transparency, communication, or service delivery for clients and residents.

Successful entrants will show measurable benefits, user adoption, and a clear commitment to advancing technology within the property sector.

This category honours PropTech providers who are setting the standard for innovation, usability, and value in the industry.

#### **Who Should Enter:**

TPI Partners that demonstrably improve property management, operational efficiency, or the resident experience.

#### **Nomination Criteria:**

TPI Partners may self-nominate or be nominated by others.

#### **Judging Criteria:**

##### 1. Innovation and Technology (35%) – up to 350 words

Judges will look for:

- Evidence of creativity and innovation in the technology solution
- How the product or service addresses specific challenges within the property sector
- Clear differentiation from existing solutions and demonstrable originality

##### 2. Implementation and Client Engagement (25%) – up to 250 words

Judges will look for:

- Effectiveness of rollout and adoption by clients
- Quality of client support, training, and engagement
- Evidence of collaboration with clients to tailor solutions to their needs

##### 3. Measurable Impact and Outcomes (25%) – up to 250 words

Judges will look for:

- Quantifiable improvements such as efficiency gains, cost savings, or enhanced resident experience
- Qualitative benefits and positive feedback from clients or end-users
- Demonstrable value delivered to organisations or residents

#### 4. Vision, Scalability, and Industry Contribution (15%) – up to 150 words

Judges will look for:

- Long-term vision for the product or service and potential for growth
- Scalability and adaptability of the solution to other clients or sectors
- Contribution to advancing standards, innovation, or best practice within the property industry

### **22. HEALTH & SAFETY PARTNER OF THE YEAR**

#### **Category Description**

This award recognises an organisation that has demonstrated exceptional commitment, expertise, and impact in delivering health and safety solutions within the property sector.

The winning company ensures regulatory compliance, promotes safe practices, and proactively reduces risks to protect employees, residents, and stakeholders.

Successful entrants will be those who have implemented effective systems, provided guidance or training, and contributed to a safer environment.

This category honours an organisation that sets the benchmark for excellence in health and safety management and makes a meaningful difference through its expertise and proactive approach.

#### **Who Should Enter:**

TPI Partners who can demonstrate impact in improving safety standards, risk management, or regulatory compliance.

#### **Nomination Criteria:**

TPI Partners may self-nominate or be nominated by others.

#### **Judging Criteria:**

##### 1. Expertise, Compliance, and Professionalism (35%) – up to 350 words

Judges will look for:

- Evidence of technical knowledge, regulatory compliance, and professional competence
- Implementation of effective systems, procedures, or processes to manage health and safety risks
- Demonstrated reliability, consistency, and high-quality service delivery

##### 2. Client Service and Engagement (25%) – up to 250 words

Judges will look for:

- Proactive communication and support for clients
- Responsiveness to queries, challenges, or incidents
- Strong client relationships built on trust, collaboration, and professionalism

##### 3. Impact and Measurable Outcomes (25%) – up to 250 words

Judges will look for:

- Evidence of tangible improvements in health and safety performance
- Quantitative and qualitative outcomes, such as reduced incidents or enhanced safety culture

- Testimonials or feedback demonstrating positive impact on clients or stakeholders

#### 4. Innovation, Continuous Improvement, and Sector Contribution (15%) – up to 150 words

Judges will look for:

- Innovative approaches to managing risk or improving safety practices
- Commitment to continuous improvement and professional development
- Contribution to raising health and safety standards within the wider property sector

### 23. SERVICE PROVIDER OF THE YEAR

#### **Category Description**

This award recognises exceptional service providers who demonstrate outstanding reliability, professionalism, and value in their work with TPI members and the wider community. These organisations play a crucial role in supporting the property sector through high-quality services, innovation, and strong client relationships. Their commitment to excellence ensures that customers receive consistent, effective, and forward-thinking support.

Successful entrants will be those who can demonstrate clear, measurable contributions to their clients' success, consistently deliver high service standards, and show a proactive approach to solving problems and improving outcomes.

This category highlights service providers whose dedication, responsiveness, and integrity help raise standards across the profession.

#### **Who Should Enter:**

This award is open to TPI Partners. Entrants should be able to demonstrate outstanding reliability, customer satisfaction, and meaningful contributions to client success over the past year.

#### **Nomination Criteria:**

TPI Partners may self-nominate or be nominated by others.

#### **Judging Criteria:**

##### 1. Excellence and Consistency of Service (40%) – up to 400 words

Judges will look for:

- Evidence of consistently high-quality service delivery throughout the year
- Reliable, accurate, and professional performance across all areas
- Demonstrated commitment to maintaining best practice and meeting client expectations
- Examples of measurable improvements, results, or enhanced service outcomes

##### 2. Client Engagement and Relationship Management (25%) – up to 250 words

Judges will look for:

- Strong, trust-based relationships with clients
- Clear communication, responsiveness, and a client-focused approach
- Evidence of understanding client needs and tailoring services appropriately

##### 3. Innovation and Problem-Solving (25%) – up to 250 words

Judges will look for:

- Creative, effective solutions to challenges or complex situations
- Evidence of using innovative approaches, technology, or processes

- Examples of adding value through proactive thinking and continuous improvement

#### 4. Professionalism and Commitment (10%) - up to 100 words

Judges will look for:

- High standards of integrity, reliability, and accountability
- Demonstrated commitment to supporting clients and the wider industry
- Behaviours that reflect professionalism and dedication to excellence

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#### **SUBMISSION REQUIREMENTS**

- Entries will be assessed across the four key areas of each category's judging criteria
- Attach at least two supporting documents that illustrate excellence in the category
- Include a headshot and/or company logo (for individuals or companies as applicable)
- Provide a 100-word summary (for individuals or companies as applicable).

#### **SUBMISSION TIP**

- Provide clear, specific examples that demonstrate impact and results
- Include measurable outcomes wherever possible (metrics, client feedback, project results)
- Where applicable, ensure nominations are approved by a senior team lead, director or client before submission
- Keep the submission concise, focused, and structured according to the judging criteria
- Allow time to gather and verify supporting materials before submission.

#### **DEADLINE**

All entries must be submitted by 18.00 on the 26<sup>th</sup> March 2026. Late submissions will not be accepted.