



2020 REI ACT Awards for Excellence

Saturday 21 November 2020

2020 has been a year unlike any other. As an industry, our businesses have had to adapt, innovate, activate, embrace, co-ordinate and re-educate. All this was done whilst still attending to all facets of your normal business practice. The 2020 REI ACT Awards for Excellence will feature and celebrate the incredible achievements of our members and their staff during these unprecedented times.



2020 REI ACT Awards for Excellence

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This year, the Institute will **waive all entry fees** and extend the submission period from 1 July 2019 to 30 September 2020, to enable our entrants to showcase their accomplishments during the COVID-19 period.

We encourage you to tell the stories of your agency achievements in both team and individual categories through our online submission platform as a testament to your hard work and certainly, at times, demanding outcomes attained.

The REI ACT is pleased to advise nominations and submissions for the 26th annual Awards for Excellence to recognise the industry's top performers across the ACT will open on 31 August 2020. This year the Awards aim to encourage, recognise and promote professionalism and best practice during a time never before seen in our lifetime.



IMPORTANT DATES

Monday 31 August 2020

OPEN - NOMINATIONS AND SUBMISSIONS for ALL categories open.

Friday 2 October 2020

CLOSE - NOMINATIONS CLOSE - completed entry forms must be received by 4:00pm at the REI ACT. This requires the signed entry form be sent via email to reception@reiaact.com.au.

Sunday 25 October 2020

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

Saturday 21 November 2020

REI ACT Awards for Excellence Winner's Presentation Event 6:30pm – 8:30pm QT Canberra (subject to COVID-19 restrictions)



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WHO CAN ENTER?

Please read all instructions prior to entering.

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

Entrants must be:

- a financial Institute Member (as defined in the REIACT Constitution), or
- employed by an Institute Member, or
- in the case of the Solicitor and Conveyancer of the Year, have conducted work for a REIACT member

HOW TO ENTER

1. Complete and email the signed entry form/s to reception@reiaact.com.au (where applicable) for ALL chosen categories by 4:00pm Friday 2 October 2020.
2. Follow the instructions to register and access the online submission form.
3. Complete enter the answers to the criteria question (500-word limit per criteria) directly into the relevant fields in the online submission platform. You cannot upload your answers in PDF, Word or any other format. Unless specifically stated, no attachments are allowed. All examples and answers must be from within the period 1 July 2019 to 30 September 2020. Examples outside of this period will not be considered.
4. By 5pm on Sunday 25 October 2020:
 - a. Submit your entry through the online portal.
 - b. Send through a high-resolution digital headshot, team photo or company logo and a 100-word (maximum) personal/company biography (must be presented in a word document). **These are to be emailed to reception@reiaact.com.au by 5:00pm on Sunday 25 October 2020.**

Any submission after 5pm will be disqualified, and submissions outside the portal will not be considered. Applications cannot be edited once submissions are closed at **5:00pm on Sunday 25 October 2020.**

Penalties:

- Judges will penalise any deviation from the entry requirements by 5% for each deviation.
- Any attempts to contact judges about an application will result in disqualification.

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



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JUDGING

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

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

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

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

Judging will occur in two phases:

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

Online submission judging

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

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

Judges will assess each nominee independently from other members of the judging panel and will provide

their decisions to the REIACT through the online judges' portal. These will then be tallied by an independent auditor to determine the results in each category.

Panel interview - Solicitor of the Year and Conveyancer of the Year, Public Housing Sector Property Manager and Community Housing Sector Property Manager

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

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

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

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

President's Award

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

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



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TIPS FOR ENTRANTS

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

Do not duplicate any previous entries

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

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

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

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

It has to be within the time period required

The 2020 Awards for Excellence relates to achievements during 1 July 2019 to 30 September 2020. Any examples that related to achievements outside of this period – no matter how good – will not be considered.

Tell it straight – don't exaggerate

Be realistic about your achievements and ensure that your claims about sales success can be substantiated. Provide examples which demonstrate best practice and professionalism.

Professionalism

Get the basics right – grammar, punctuation, presentation, and proofread. Neglecting any of these can have a serious impact on your application. It is

expected the REIACT Award entrants respect both state and federal REIs' contribution to recognise excellence and highlight professional practice and as such, entrants should take care in endorsing any products or services which are in direct conflict with their REI.

Tips and advice

- Follow all steps on how to enter, format guidelines and requirements provided on the Awards Force Platform and in this pack.
- You've got 500 words – that's not many to describe why you should get an award – use them well.
- Talk about what you've done and write in the first person. E.g. "I've taken my client through an amazing real estate experience." Use testimonials where appropriate.
- When you make a claim – substantiate it with evidence – demonstrate what you've achieved.
- Look at what the question is asking. Answer directly, and in detail. Do not submit an abridged version. Answer the question, meet the criteria and provide the exact number of specific examples where asked
- Fully explain how results are measured if appropriate and what methods or tools were used to measure result.
- Be specific about what you or your agency achieved – rather than what the broader agency 'brand' has achieved.
- Articulate what techniques were used, and why they were significant or important.
- Describe how you know you've achieved strong results – how did you measure success? E.g. Identify what tools or measures were used
- If you use acronyms, explain what they are – and do not overuse – no one likes too many acronyms.

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

The closing date for lodgement of submissions is **5:00pm, Sunday 25 October 2020**. Late entries **WILL NOT** be accepted.



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AWARD CATEGORIES

The award categories are below:

Agency and Team Awards

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

Individual Awards

11. **Achievement Award***
12. **Business Development Manager of the Year***
13. **Buyers' Agent of the Year***
14. **Commercial Property Manager of the Year***
15. **Commercial Salesperson of the Year***
16. **Operational Leadership Person of the Year***
17. **Operational Support Person of the Year***
18. **Property Marketer of the Year***
19. **Residential Property Manager of the Year***
20. **Residential Salesperson of the Year***
21. **Rookie of the Year**
22. **Community Housing Sector Property Manager**
23. **Public Housing Sector Property Manager of the Year**
24. **Conveyancer of the Year**
25. **Solicitor of the Year**
26. **REIACT President's Award**

N.B. Awards with a "*" attached denotes categories whose winners are eligible for entry in 2021 REIA National Awards for Excellence.



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AGENCY AND TEAM AWARDS

Commercial Agency of the Year*

Large Residential Agency of the Year*

Medium Residential Agency of the Year*

Small Residential Agency of the Year*

Community Service Award*

Innovation Award*

Marketing and Communications Award*

Project Property Marketer of the Year

Residential Property Management Team of the Year*

Residential Sales Team of the Year*

N.B. Awards with a "*" attached denotes categories whose winners are eligible for entry in 2021 REIA National Awards for Excellence.



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Commercial Agency of the Year

Total points /100

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

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

Significant achievements

/30

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

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

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

Business development plan

/15

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

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

Professional development

/15

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

Marketing

/10

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

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



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Significant sales and/or property management listings

/10

Give three examples of success in property sales and/or property management during the Submission Period. Your examples must focus on properties and means for achieving success, not volume or value. Describe why your agency has been able to achieve this success. *No attachments or hyperlinks allowed.*

Service to clients

/10

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

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in the office and the professional activity of staff. Examples may include (but not limited to):

- Energy and fuel use
- Client and communication education
- Long term business future – economic, financial, environmental and social
- What steps have you taken to maximise your recycling outcomes

Additional Information to be provided:

Provide the following details about the agency; size of team; number of offices; geographic coverage of the agency, services delivered (e.g. sales, property management, strata management etc.) and the percentage of business attributable to each service. Note: This information will not be scored. It will simply be used by the judges to better understand the entrant's business model.



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Large Residential Agency of the Year

Total points /100

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

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

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

Agency activity

/25

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

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

Significant achievements

/25

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

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

Business development plan

/10

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

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



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Professional development

/10

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

Marketing

/10

Highlight the most successful marketing strategies you employed during the submission period. *No attachments or hyperlinks allowed.*

Service to clients

/10

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

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in the office and the professional activity of staff. Examples may include (but not limited to):

- Energy and fuel use
- Client and communication education
- Long term business future – economic, financial, environmental and social
- What steps have you taken to maximise your recycling outcomes

Additional Information to be provided:

Provide the following details about the agency; size of team; number of offices, geographic coverage of agency, services delivered (e.g. sales, property management, strata management etc.) and the percentage of business attributable to each service. Note: This information will not be scored. It will simply be used by the judges to better understand the entrant's business model.



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Medium Residential Agency of the Year

Total points /100

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

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

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

Agency activity

/25

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

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

Significant achievements

/25

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

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

Business development plan

/10

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

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



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Professional development

/10

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

Marketing

/10

Highlight the most successful marketing strategies you employed during the submission period. *No attachments or hyperlinks allowed.*

Service to clients

/10

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

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in the office and the professional activity of staff. Examples may include (but not limited to):

- Energy and fuel use
- Client and communication education
- Long term business future – economic, financial, environmental and social
- What steps have you taken to maximise your recycling outcomes

Additional Information to be provided:

Provide the following details about the agency; size of team; number of offices, geographic coverage of agency, services delivered (e.g. sales, property management, strata management etc.) and the percentage of business attributable to each service. Note: This information will not be scored. It will simply be used by the judges to better understand the entrant's business model.



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Small Residential Agency of the Year

Total points /100

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

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

Agency activity

/25

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

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

Significant achievements

/25

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

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

Business development plan

/10

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

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



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Professional development

/10

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

Marketing

/10

Highlight the most successful marketing strategies you employed during the submission period. *No attachments or hyperlinks allowed.*

Service to clients

/10

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

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in the office and the professional activity of staff. Examples may include (but not limited to):

- Energy and fuel use
- Client and communication education
- Long term business future – economic, financial, environmental and social
- What steps have you taken to maximise your recycling outcomes

Additional Information to be provided:

Provide the following details about the agency; size of team; number of offices, geographic coverage of agency, services delivered (e.g. sales, property management, strata management etc.) and the percentage of business attributable to each service. Note: This information will not be scored. It will simply be used by the judges to better understand the entrant's business model.



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Community Service Award

Total points /110

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

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

Community service program

/20

Provide details of your community service program during the submission period. The submission must include an endorsement of how the funds were raised, the time spent and the amount of monies raised or contributed by an agency (NOT their franchise) or an individual and the community service in receipt of the donated or contributed monies. *No attachments or hyperlinks allowed.*

Rationale

/40

Provide a rationale for your involvement in this community service program. *No attachments or hyperlinks allowed.*

Benefit to the community

/40

Outline how this program has made a difference to the wider community. *No attachments or hyperlinks allowed.*

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements



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Innovation Award

Total points /110

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

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

The following statements must also be addressed

1. I have not entered this particular innovation into the award before

Or

2. I have entered this particular innovation into the awards before

If option 2 has been selected please address the following issues in the first criteria

Explain the new ideas or concepts that you have implemented to ensure this innovation meets the definition of a 'newly introduced idea or product'.

Innovation

/25

Outline the essential elements of the innovation made in your business and its contribution to the success of your business during the submission period. Include dates relevant to the development time-line and a description of how the innovation has improved your business efficiency.

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

Cost

/25

Discuss the budget implications of the innovation made in your business and how this has been managed. *No attachments or hyperlinks allowed.*

Innovative process

/20

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



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Benefit to industry

/15

Outline any potential benefits of the innovations you have introduced to the wider real estate industry. *No attachments or hyperlinks allowed.*

Benefit to consumers

/15

Outline the benefits of the innovations you have introduced to consumers. *No attachments or hyperlinks allowed.*

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements



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Marketing and Communications Award

Total points /110

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

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

Marketing and communications strategy

/25

Provide a summary of your overall marketing and communication objectives and strategies during the submission period and demonstrate how these ties into your overall business plan. *No attachments or hyperlinks allowed.*

Skills

/25

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

Achievements

/20

Outline how your communications strategy has contributed to business achievements for your agency during the submission period.

Information in this section could include how you track your engagements with clients, measurable financial results and increased branding awareness in the marketplace. *No attachments or hyperlinks allowed.*

Compliance with legislation

/15

Outline how your communications activities comply with relevant ACT legislation. *No attachments or hyperlinks allowed.*



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Benefit to industry and consumers

/15

Outline how your communications strategy/activities provide benefits to both consumers and to the wider real estate industry. *No attachments or hyperlinks allowed.*

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in the office and the professional activity of staff. Examples may include (but not limited to):

- Energy and fuel use
- Client and communication education
- Long term business future – economic, financial, environmental and social
- What steps have you taken to maximise your recycling outcomes



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Project Property Marketer of the Year

Total points /110

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

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

Marketing campaign /20

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

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

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

Research /20

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

Marketing /20

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



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Campaign outcome

/20

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

Examples of contributing factors may include:

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

No attachments or hyperlinks allowed.

Professional development

/20

Outline any professional development activities you have undertaken in the submission period and how they have improved your performance. Describe how this improved performance will help you achieve your future goals.

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

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements



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Residential Property Management Team of the Year

Total points /110

This Award for Excellence recognises outstanding achievement by teams in residential property management.

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

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

Team performance

/20

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

Significant achievement

/20

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

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

Business development

/25

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

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



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Culture

/25

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

Professional development

/10

Outline any professional development activities undertaken by the team during the submission period and how they have improved the team's performance.

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

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in the office and the professional activity of staff. Examples may include (but not limited to):

- Energy and fuel use
- Client and communication education
- Long term business future – economic, financial, environmental and social
- What steps have you taken to maximise your recycling outcomes

Additional Information to be provided:

Provide the following details about the team: size of team and roles; size of rent roll (less than 500, 500-1000, more than 1000); property types within rent roll; and geographic coverage of rent roll. *Note: this information will not be scored. It will simply be used by the judges to better understand the entrant's role and responsibilities.*



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Residential Sales Team of the Year

Total points /110

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

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

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

Team activity

/20

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

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

Significant achievement

/20

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

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

Innovation

/20

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



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Culture /15

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

Business challenges and risk management /15

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

Professional development /10

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

Environment and environmental sustainability /10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in the office and the professional activity of staff. Examples may include (but not limited to):

- Energy and fuel use
- Client and communication education
- Long term business future – economic, financial, environmental and social
- What steps have you taken to maximise your recycling outcomes

Additional Information to be provided:

Provide the following details about the agency; size of team; number of offices; geographical coverage of agency; services delivered and the percentage of business attributable to each service. Note: This information will not be scored. It will simply be used by the judges to better understand the entrant's business model.



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INDIVIDUAL AWARDS

Achievement Award*

Business Development Manager of the Year*

Buyers' Agent of the Year*

Commercial Property Manager of the Year*

Commercial Salesperson of the Year*

Operational Leadership Person of the Year*

Operational Support Person of the Year*

Property Marketer of the Year*

Residential Property Manager of the Year*

Residential Salesperson of the Year*

Rookie of the Year

Community Housing Sector Property Manager

Public Housing Sector Property Manager of the Year

Conveyancer of the Year

Solicitor of the Year

REIACT President's Award*

N.B. Awards with a "*" attached denotes categories whose winners are eligible for entry in 2021 REIA National Awards for Excellence.



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Achievement Award

Total points /110

This award recognises excellence amongst newcomers to the industry in all sectors of the real estate profession.

Entrants must have held their licence or registration (including provisional status) for no more than two years at the time of nominating for this award. They may work in either the residential or the commercial sectors, and in either sales or property management.

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

Significant achievement

/25

Give at least two examples of outstanding achievements during the submission period and explain why you believe these are significant and how it helped you develop in your role. The types of examples you may consider include a significant sale, ensuring retention or outstanding rent roll growth, an innovative approach to a situation that led to greater efficiencies or results, effective marketing and technologies, quality customer service.

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

Business challenges and risk management

/25

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

Innovation

/10

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



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Commitment to quality client service

/10

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

Service and support to your agency and other staff

/10

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

Personal milestones and career goals

/10

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

Leadership and contribution to the industry

/10

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

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements



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Business Development Manager of the Year Total points /110

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

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

Significant business development achievements /20

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

Commitment to quality customer service /20

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

Business challenges and risk management 20

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

Service and support to your agency and other staff /20

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



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Commitment to professional and ethical standards

/10

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

Personal milestones and career goals

/10

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

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements



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Buyers' Agent of the Year

Total points /110

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

Eligibility:

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

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

Significant achievement /20

Give at least two example of outstanding achievement during the submission period and explain why you believe these are significant. Your examples must focus on properties and means for achieving success, not volume or value.

Building Relationships /20

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

Service to Clients /20

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

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

Appraisals /15

Provide an appraisal of a property that you have presented to a client. The appraisal should be uploaded in PDF format and must relate to the submission period.



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Leadership /10

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

Professional Development /15

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

Environment and environmental sustainability /10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements



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Commercial Property Manager of the Year Total points /110

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

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

Property management portfolio and responsibilities /25

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

Significant achievement /25

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

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

Business challenges and risk management /10

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

Innovation /10

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



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Commitment to quality client service

/10

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

Professional development

/10

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

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

Leadership and contribution to the industry

/10

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

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements



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Commercial Salesperson of the Year

Total points /110

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

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

Significant sales activity

/25

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

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

Significant listing activity

/25

Specify your most significant listing and/or sales achievement during the submission period. Outline why you believe it was significant and how you achieved success. The types of examples you may consider include a significant sale, a complex situation that made the sale challenging, an innovative approach to the sale, effective marketing techniques that attracted attention etc.

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

Quality client service

/10

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

Business challenges and risk management

/10

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



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Innovation /10

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

Service and support to your agency and other staff /10

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

Personal milestones and career goals /5

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

Leadership and contribution to the industry /5

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

Environment and environmental sustainability /10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements



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Operational Leadership Person of the Year **Total points /110**

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

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

Contribution to the agency **/25**

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

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

Support for team members **25**

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

Conflict resolution **/20**

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

Initiative **/15**

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



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Professional development

/15

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

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements



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Operational Support Person of the Year

Total points /110

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

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

Contribution to the agency

/25

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

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

Support for team members

/25

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

Conflict resolution

/20

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

Initiative

/15

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



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Professional development

/15

Outline any professional development activities you have undertaken during the submission period and how they have improved your performance. *No attachments or hyperlinks allowed.*

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements



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Property Marketer of the Year

Total points /110

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

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

Marketing Campaign /20

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

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

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

Research 20

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

Marketing /20

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

Campaign Outcome /20

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

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

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



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Professional development

/20

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

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements



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Residential Property Manager of the Year Total points /110

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

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

Property management portfolio and responsibilities /20

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

Significant listings and management achievement /20

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

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

Business challenges and risk management /20

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

Service to clients and customers /10

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



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Service and support to your agency and other staff

/10

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

Personal milestones and career goals

/10

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

Leadership and contribution to the industry

/10

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

Environment and environmental sustainability

/10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements



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Residential Salesperson of the Year

Total points /110

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

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

Sales activity

/25

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

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

Significant achievement

/25

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

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

Service to clients

/10

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

Service and support to your agency and other staff

/10

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



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Leadership /10

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

Business challenges and risk management /10

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

Professional development /10

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

Environment and environmental sustainability /10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements

Additional Information to be provided:

Where the entrant is supported by sales support staff, please provide a statement which outlines: the number of full-time staff (or equivalent) involved in the operations of the entrant; the specific duties which these staff members undertake on behalf of the entrant; whether these support staff are responsible for bringing in new clients; and the qualifications of the sales support staff. Note: This information will not be scored. It will simply be used by the judges to better understand the entrant's business model.



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Rookie of the Year

Total points /110

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

ELIGIBILITY

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

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

Your role and responsibilities

/20

Briefly outline your role and your most important responsibilities. Describe your personal contributions to the success of the agency and explain why these made a difference. *No attachments or hyperlinks allowed.*

Significant achievement

/20

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

Ethics and good practice

/30

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

Innovation

/10

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



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Professional development /10

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

Career and professional objectives /10

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

Environment and environmental sustainability /10

Describe policies, plans or initiatives in practice to support the environment and environmental sustainability in your office and how you have implemented these practices into your role. Examples may include (but not limited to):

- Energy and fuel use
- Client and community education
- Recycling outcomes improvements



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Public Housing Sector Property Manager (interview only)

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

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

Community Housing Sector Property Manager (interview only)

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

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

Solicitor - Nominated by a REI ACT Institute Member

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

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

Conveyancer - Nominated by a REI ACT Institute Member

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



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REIACT President's Award

The President's Award recognises an outstanding contribution to the real estate profession over an extended period.

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

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

Further information

Please contact Rebecca Elton on 0499 881 168 or email reception@reiact.com.au



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2020 REIACT Awards for Excellence Entry Form

Monday 31 August 2020 – Nominations and Submissions Open

Friday 2 October 2020 – Nominations Close 4:00pm

Nominations for all chosen categories must be received by 4:00pm at the REIACT in person or via email to: reception@reiaact.com.au

Sunday 25 October 2020 – Submissions Close 5:00pm

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

Saturday 21 November 2020

2020 REIACT Awards for Excellence Winner's Presentation Event 6:30pm – 8:30pm QT Canberra (subject to COVID-19 restrictions)

Please tick appropriate box below:

AGENCY AND TEAM AWARDS

- Commercial Agency of the Year *
- Large Residential Agency of the Year *
- Medium Residential Agency of the Year *
- Small Residential Agency of the Year *
- Community Service Award *
- Innovation Award *
- Marketing and Communications Award *
- Project Property Marketer of the Year
- Residential Property Management Team of the Year *
- Residential Sales Team of the Year *

INDIVIDUAL AWARDS

- Achievement Award *
- Business Development Manager of the Year *
- Buyers' Agent of the Year *

- Commercial Property Manager of the Year *
- Commercial Salesperson of the Year *
- Operational Leadership Person of the Year *
- Operational Support Person of the Year *
- Property Marketer of the Year *
- Residential Property Manager of the Year *
- Residential Salesperson of the Year *
- Rookie of the Year
- Community Housing Sector Property Manager (Interview only)
- Public Housing Sector Property Manager of the Year (Interview only)
- Conveyancer of the Year (Interview only)
- Solicitor of the Year (Interview only)

N.B. Awards with a "" attached denotes categories whose winners are eligible for entry in 2021 REIA National Awards for Excellence*

Name of Entrant: _____

From (office/agency): _____

Phone: _____

Office: _____

Mobile: _____

Email: _____



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Declaration

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

- a. I hereby nominate as an entrant in the 2020 REIACT Awards for Excellence.
- b. I have read the rules and conditions of entry and agree to abide by them. I am a current member of REIACT or employed by a member of REIACT and understand that my membership must be current at the time of nomination and at the date of the awards presentation.
- c. I accept the judges' decision as final.
- d. I agree to make myself available for a panel interview as required by the REIACT for the relevant categories.
- e. I understand that in the event that no entry in a category meets the criteria of Excellence, at the discretion of the judging panel, no award will be made.
- f. I understand that the relevant period to which I must address the required criteria must fall between 1st July 2019 to 30th September 2020.
- g. REIACT is in receipt of my high resolution, compressed digital photo (head shot or logo) and a 100 word personal or agency profile and I understand that my eligibility for my submission being judged does not commence until these are received by REIACT.
- h. I agree to my entry and photo being publicised and promoted at any time after the receipt of my entry through media selected by REIACT.
- i. I understand that if I am an award winner I may use the REIACT award winner logo supplied to me by REIACT in my promotional material on condition that I retain membership of REIACT.
- j. I understand that if I am cited as a finalist I am not to use this status in any public marketing material including email and letter signatures.
- k. I understand that I am not permitted to advertise my nomination in any form for the awards
- l. I understand that should I contravene these declarations that I may be ruled ineligible for entry to the awards
- m. I certify that the information provided is true and correct to the best of my knowledge.

Nominee's signature: _____

Date: / / 2020 _____



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Solicitor of the Year Nomination Form

TO BE COMPLETED BY A REIACT INSTITUTE MEMBER

Institute Member _____

Principal's Signature _____

SOLICITOR OF THE YEAR NOMINEE

Company Name _____

Solicitor's Name _____

Email _____

Telephone _____

Mobile _____

Supporting recommendation for nominee – To be completed by a REIACT member

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



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Conveyancer of the Year Nomination Form

TO BE COMPLETED BY A REIACT INSTITUTE MEMBER

Institute Member _____

Principal's Signature _____

CONVEYANCER OF THE YEAR NOMINEE

Company Name _____

Solicitor's Name _____

Email _____

Telephone _____

Mobile _____

Supporting recommendation for nominee – To be completed by a REIACT member

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



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Declaration

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

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- m. I certify that the information provided is true and correct to the best of my knowledge.

Nominee's signature: _____

Date: / / 2020 _____