

TC ENERGY BOMA EXCELLENCE AWARDS
2020

PROPERTY MANAGEMENT TEAM
OF THE YEAR GUIDEBOOK





Thank you to everyone at BOMA Calgary for the opportunity to take part in the 2020 Excellence Awards. At TC Energy we value the relationship we have built with the BOMA community and look forward to growing our connections over the coming years.

The BOMA Excellence Awards inspire members to achieve superior levels of accomplishment as well as celebrate the successes of industry leaders. Similarly, as one of the province's leading electricity suppliers, TC Energy continually strives for higher levels of achievement. Our western power group has built a reputation for providing Alberta industry and businesses with competitive prices, unparalleled market knowledge, straightforward contracting and tailored customer service.

We wish you the best on your award submission.

www.TCenergy.com/operations/power/alberta-power-marketing



PROPERTY MANAGEMENT TEAM OF THE YEAR GUIDEBOOK

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

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

WRITTEN RESPONSE

1. The questions below must be addressed in writing.
2. **Limit the response to each section to a single sheet of paper, double sided in 12-point type. More material will not be considered.**
3. Electronic submissions are preferred and encouraged; in PDF format only (Complete Submission can be sent by email to Jay Islam at Jay.Islam@boma.ca or mail USB to the BOMA Calgary office, or by uploading to drop box)
4. Do not include additional material unless specifically asked. This will allow the judging process to be fair and equitable for all entrants. Any supplementary information provided by applicants will be treated as proprietary and confidential. The said materials will be solely and exclusively for the judging of this awards category. Judges are bound by a confidentiality and non-disclosure agreement.

PRESENTATION TO JUDGES

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

SUMMARY OF JUDGES' SCORING

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

CRITERIA

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

REQUIREMENTS

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

WRITTEN RESPONSES TO QUESTIONS:

1. **Describe and provide evidence of how your company has shown tenant satisfaction: (15 points)**
 - Developed goals and objectives in regards to tenant satisfaction (provide copy of customer service policy statement),
 - Developed a system to track progress of these goals and objectives to determine when they have achieved them (provide copy/evidence of tracking system),
 - Obtained tenant input in developing these goals and objectives (Provide examples of tenant input whether by survey, newsletter, or other medium.).
 - Communication from management team to the tenants
 - Retention of tenants.
2. **Describe your team and provide evidence of the work being done: (25 points)**
 - How are the results monitored and responded to both positive and negative feedback from tenants (include copy of tenant call/complaint tracking system), do you have a training plan on eviction?
 - Developed a centralized communication system for tracking all tenant contacts and follow-ups, (provide description and, where possible, samples, of the communication system for tracking) Results?
 - Describe your Operations Team action plan. How did they react with your plan?
 - If applicable, describe your security team (or security process)
 - Describe your Management Team.
 - Provide letters from tenants.
3. **How does your company promote internal growth/recognition programs: (10 points)**
 - Describe programs themselves (above and beyond for example). Awards/Recognitions program. Policy Statement
 - Tenant Satisfaction programs
 - Educational programs
4. **How does your company: (25 points)**
 - Consistently deliver dependable service,
 - Tenants recognize and acknowledge benefits of working with you or your company (provide copies of letters/correspondence from tenants),
 - Deliver on promises in a timely manner, (describe parameters of timely service used by your team and to what extent did the team meet the stated time parameters),
 - Tenants profess loyalty and respect for you or your company. (Indicate rates of tenant retention and provide copies of tenant correspondence in support of the building/company brand. How do you measure tenant retention?
5. **Provide a description of your overall level of tenant service and provide examples. (25 points)** (Examples: Amenities, tenant events, branding etc.)

Applications are made online at www.boma.ca/awards and are due by 4:00 p.m. on January 31st, 2020. Fee: \$250 plus GST

Final written submissions are due by 4:00 pm on February 28th, 2020.

For questions, please contact Jay Islam at Jay.Islam@boma.ca.