



## Award Categories

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## Event Sponsors



## General Terms and Conditions

**These General Terms and Conditions apply to every category entry in addition to the specific criteria applying to each category.**

1. Entrants in each category (agency, Office and individuals) must be current REINZ Members at the time that the entry is lodged and at the time of the Awards presentation, entrants must have renewed their membership for the 1 July 2024 to 30 June 2025 period.
2. The judges' decision is final, and no correspondence will be entered into without exception.
3. At the time of the Awards presentation, entrants in any of the individual categories must be working for the Office under which they entered the awards.
4. All entrants must attend the Awards Gala Dinner or ensure that a suitable person is at the event representing them. If not attending in person, entrant must submit in writing who their representative will be prior to the Awards Gala Dinner.
5. Entries must include a 1,000 character (maximum) biography/profile, photograph, and agency/Office logo.
6. No alterations will be permitted to entries after 5:00pm, Tuesday 1 July 2025. For any alteration requests prior to this cut off, please email [events@reinz.co.nz](mailto:events@reinz.co.nz) with your entry reference number. The entry reference number will be provided through the nomination platform – Awards Force once submitted.
7. All entries become the property of REINZ on submission. No entries or entry data will be returned; therefore, duplicates of your submission(s) or original material should be retained.
8. No responsibility for loss or misdirection of entries will be accepted by REINZ or its representatives.
9. Information contained within entries remains confidential to the judges and scrutineers who are independent directors of REINZ. All materials and information provided will be destroyed three months after judging.
10. REINZ may, at its discretion, combine categories or not present an award if, in the view of the judges, there are insufficient entrants to justify the presentation of an award.
11. The award results will be verified by an Independent Director and Audit Chairman of REINZ. This ensures that only REINZ Management and Audit Independent Directors are privy to details of the entries submitted.
12. In making their decisions, the judges will take into account any matters which they consider relevant, including the disciplinary history of an entrant as well as any reputational issues which may impact on REINZ, the winner, or the competition.
13. All entrants must provide (where applicable), in electronic format, a list of the transactions that make up the totals stated on the entry form and the Commission and sales figure attributed to each transaction at the time the entry is lodged.
14. The figures provided for any entry may be audited at the discretion of REINZ, and REINZ may at its discretion request any additional information it deems necessary to assist in assessing an entry. Failure to provide any requested information will result in disqualification of the entry.

15. If requested by the judges, the agency's or Office's auditors must provide a letter confirming that the Commissions quoted on the entry form are in accordance with the rules as stated. If the company's accounts are not audited, a copy of the Profit & Loss Account for the company for the year may be requested as part of the entry.
16. Real Estate Sales Awards -The criteria for judging is based on highest gross Commission for all categories except Residential Salesperson and Residential Office categories which have both a highest gross Commission category and a highest Sales Volume category. Fees from Syndicate Sales must not be included in any Award pertaining to Commercial & Industrial. The Manager, Administrator, Personal Assistant (non-selling), Residential Property Management, Community Service and Innovation Awards are based on submitted answers to a series of questions which can be found on the following pages.
17. Only Unconditional Sales between 1 April 2024 and 31 March 2025 are eligible.
18. An agency or Office may enter more than one category, provided the Commissions for each category entered are only those which meet the terms of that category.
19. Entries are encouraged from real estate professionals from around New Zealand, who are members of REINZ.
20. In any case where there is doubt about the interpretation of the Awards Terms and Conditions of the relevant Award category, REINZ reserves the rights to interpret them in such a way so as to best achieve the principles of fairness and consistency with the other Awards Terms and Conditions of that Award category.
21. By entering these Awards, you acknowledge and agree that you grant REINZ and our related entities without charge an irrevocable, perpetual licence and exclusive right to use, reproduce, publicly display, all Awards results as we see fit and across all media channels, including for (but not limited to) the purposes of providing property-related services and promotional work.
22. Entrants agree to be bound by these Awards Terms and Conditions upon submitting an entry.
23. Please refer to the next page for 'Key Definitions' applicable to the Award Categories.



## Key Definitions

1. The following terms set out in these Awards Terms and Conditions have the corresponding meaning:
  - a. Active Licence Holder(s) means an individual who holds a current Real Estate Authority licence in respect of the Commissions that are being relied upon for the entry.
  - b. Awards Terms and Conditions means these REINZ Awards for Excellence Terms and Conditions and includes the General Terms and Conditions, the Entry Criteria, the Category Criteria and any other terms or information set out in or affixed to this document.
  - c. Commission(s) means commission by way of a monetary fee (excluding GST) paid by a client to an agent or agency (acquired directly by the agent or via a stakeholder) for a sale transaction as recorded in the agency agreement for that sales transaction but does not include any other gain or reward or contribution that may have been received by the agent or agency for the sales transaction (for example, and without limitation, advertising contributions).
  - d. GST means Goods and Services Tax arising pursuant to the Goods and Services Tax Act 1985.
  - e. Individual means a single salesperson who is working alone (not in a partnership or team) without any licensed assistants (however the support of unlicensed administration assistants is allowed).
  - f. Office means a single legal entity and a single physical location.
  - g. Overall means a salesperson:
    - i. who is working in a partnership or within a team; and/or
    - ii. who is supported by licensed assistants.
  - h. Sales Volume means the total number of Unconditional Sales and not the total value of Unconditional Sales. Where two or more salespeople are working in a partnership and both appear in marketing, the units must be split between the agents. One unit for placing a listing that sold. One unit for sale that has been made. Two units if listing and sale made by same salesperson.
  - i. Single physical location means a physical space characterised by a registered business address, which serves both as the official location of the business and as address for service.
  - j. Unconditional Sale(s) means a sale transaction that is unconditional in all respects and where the agent or agency has received the Commission for that sale transaction.



## Entry Criteria

### Common Entry Details – Details of the nominee

- Name of entrant
- REINZ ID number
- Email address
- Phone number
- Name of Agency
- REINZ Agency member number
- Name of Office
- Physical Address
- Name of representative at Awards Gala Dinner
- Upload photo of entrant
- Upload company logo
- 'I certify that I have read and accepted the Awards Terms and Conditions of my entry and that the information provided is both true and accurate.'
- 'I am a current member of REINZ and understand that my membership must be current for the 2024-2025 membership period at the date of the awards presentation.'
- 'I accept the judge(s) decision as final.'
- Short bio of entrant (1,000 character limit)



## Category Criteria & Questions

### Individual Residential Salesperson of the Year

1. The purpose of this award is for an 'Individual' salesperson (as defined in the Key Definitions).
2. At the time of the Awards presentation, entrants under this category must be working for the Office under which they entered the Awards.
3. NOTE Re: Lifestyle: Sales of residential properties in rural areas (i.e., 'lifestyle properties') will be counted towards entries in the Residential awards as per the following definition:

REINZ defines a Lifestyle block property as being zoned rural, where the primary purpose of the property is residential. While it may have an income generating component, such as an olive grove and a number of livestock, the activity is not a viable economic unit on its own nor is the property, or activity conducted on the property GST registered.

#### Questions

1. Gross Commission (GST exclusive)
2. Total sales value (GST exclusive)

### Individual Residential Salesperson - Highest Sales Volume

1. The purpose of this award is for an 'Individual' salesperson (as defined in the Key Definitions).
2. At the time of the Awards presentation, entrants under this category must be working for the Office under which they entered the Awards.
3. NOTE Re: Lifestyle: Sales of residential properties in rural areas (i.e., 'lifestyle properties') will be counted towards entries in the Residential awards as per the following definition:
4. REINZ defines a Lifestyle block property as being zoned rural, where the primary purpose of the property is residential. While it may have an income generating component, such as an olive grove and a number of livestock, the activity is not a viable economic unit on its own nor is the property, or activity conducted on the property GST registered.

#### Questions – Sales Volume

1. Sales (number of units - unconditional only)
2. Total sales value (GST exclusive)

### Individual Commercial & Industrial Salesperson of the Year

1. The purpose of this award is for an 'Individual' salesperson (as defined in the Key Definitions).
2. At the time of the Awards presentation, entrants under this category must be working for the Office under which they entered the Awards.
3. Entrants for this award may include in their Commission totals, Commission earned in respect of the following types of transactions:
  - a. Sales of land and buildings zoned commercial, industrial or mixed use. The latter category does not allow for the inclusion of sales of residential dwellings in a mixed-use housing development.
  - b. Leasing of properties to which the Residential Tenancies Act does not apply.

4. Commission received by the agent from a stakeholder may be included in addition to Commission received by the agent directly. Fees from syndicate sales may not be included in the totals for a Commercial entrant.
5. Commissions from the sale of residential properties may not be included in the totals for a Commercial entrant; nor may Commissions for property management or for other ancillary services such as consulting.
6. Entrants for this award are required to provide with their entry a certificate signed by their auditor confirming that the totals stated in their entry form have been calculated in accordance with these requirements.
7. REINZ may at its discretion request any additional information it deems necessary to validate the data provided, including details of the transactions included in the totals.

#### Questions

1. Gross Commission (GST exclusive)
2. Total sales value (GST exclusive)

#### Individual Rural Salesperson of the Year

1. The purpose of this award is for an 'Individual' salesperson (as defined in the Key Definitions).
2. At the time of the Awards presentation, entrants under this category must be working for the Office under which they entered the Awards.
3. Commission totals for the Individual Rural Salesperson must include Commission from sales of non-residential property only. Rural Awards do not include lifestyle properties, unless GST registered, and GST registered business is being conducted on the property.

#### Questions - Salesperson

1. Gross Commission (GST exclusive)
2. Total sales value (GST exclusive)

#### Individual Rising Star (Residential Sales, Business Broking, Commercial & Industrial, Rural)

1. An entrant in a Rising Star category must have worked as a licensed salesperson for a minimum of six months and a maximum of 18 months – the commencement period is from the date the individual becomes an Active Licence Holder.
2. The purpose of the Individual Rising Star award is to recognise an 'individual' salesperson (as defined in the Key Definitions).
3. A Rising Star's numbers will be annualised based on their number of licensed months.
4. Check the respective sections for Business Broking, Commercial & Industrial, and Rural to see what Commissions you can count towards your entry.

#### Questions

1. Date Real Estate Licence first gained
2. Gross Commission (GST exclusive)
3. Total sales value (GST exclusive)

## Overall Residential Salesperson of the Year

1. The purpose of this award is for an 'Overall' salesperson (as defined in the Key Definitions).
2. Where two or more salespeople are working in partnership and both appear in marketing, the Commission generated must be split evenly between the two agents as opposed to being allocated to just one agent.
3. There is no limit to the number of PA's who may be listing, selling or administrative assistants.
4. The licensed salesperson must be personally responsible for paying the PA's.
5. At the time of the Awards presentation, entrants in any of the individual categories must be working for the Office under which they entered the awards.
6. NOTE Re: Lifestyle: Sales of residential properties in rural areas (i.e., 'lifestyle properties') will be counted towards entries in the Residential awards as per the following definition:

REINZ defines a Lifestyle block property as being zoned rural, where the primary purpose of the property is residential. While it may have an income generating component, such as an olive grove and a number of livestock, the activity is not a viable economic unit on its own nor is the property, or activity conducted on the property GST registered.

### Questions

1. Gross Commission (GST exclusive)
2. Total sales value (GST exclusive)

## Overall Residential Salesperson of the Year - Highest Sales Volume

1. The purpose of this award is for an 'Overall' salesperson (as defined in the Key Definitions).
2. Where two or more salespeople are working in partnership and both appear in marketing, the Sales Volume units must be split between the agents. One unit for placing a listing that sold. One unit for sale that has been made. Two units if listing and sale made by same salesperson.
3. There is no limit to the number of PA's who may be listing, selling or administrative assistants.
4. The licensed salesperson must be personally responsible for paying the PA's.
5. At the time of the Awards presentation, entrants in any of the individual categories must be working for the Office under which they entered the awards.
6. NOTE Re: Lifestyle: Sales of residential properties in rural areas (i.e., 'lifestyle properties') will be counted towards entries in the Residential awards as per the following definition:

REINZ defines a Lifestyle block property as being zoned rural, where the primary purpose of the property is residential. While it may have an income generating component, such as an olive grove and a number of livestock, the activity is not a viable economic unit on its own nor is the property, or activity conducted on the property GST registered.

### Questions – Sales Volume

1. Sales (number of units - unconditional only)
2. Total sales value (GST exclusive)
3. Number of PA's (if applicable)



### **Overall Business Broking - Salesperson plus Small, Medium and Large Office**

1. There are three categories for the Business Broking Office award:
  - a. A small Office is 10 Active Licence Holders or less as at 31 March 2025. Commission totals must be generated from a single location only.
  - b. A medium Office is 11 to 19 Active Licence Holders as at 31 March 2025. Commission totals must be generated from a single location only.
  - c. A large Office is 20 or more Active Licence Holders as at 31 March 2025. Commission totals must be generated from a single location only.
2. The Commission from multiple legal entities, even where the parent owns 100% of the shareholding in the subsidiaries, and the entities work from the same site, may not be combined. Totals are taken from when the money is released from the trust account.
3. Business Broking entrants (individual and agency) may include Commissions on the sale of businesses only, business being any profession, trade, or undertaking carried on for profit as a recurring income-earning activity, specifically excluding the Commissions made on sale price of 'buildings and land'.
4. Entrants for the Business Broking categories are required to provide with their entry, a certificate signed by their auditor confirming that the totals stated in their entry form have been calculated in accordance with these requirements. This information must be provided in addition to the information requested at point 2.
5. REINZ may, at its discretion, request any additional information it deems necessary to validate the data provided, including details of the transactions included in the totals.

#### **Questions - Salesperson**

1. Gross Commission (GST exclusive)
2. Total sales value (GST exclusive)

#### **Questions - Office**

1. Gross Commission (GST exclusive)
2. Total sales value (GST exclusive)
3. Number of Active Licence Holders

### **Overall Commercial & Industrial Salesperson of the Year - plus Small, Medium and Large Office**

1. Overall salesperson is defined in Key Definitions and will be applied for the purposes of the Overall Commercial & Industrial Salesperson of the Year award.
2. There are three categories for the Commercial & Industrial Office award:
  - a. A small Office is 10 Active Licence Holders or less as at 31 March 2025. Commission totals must be generated from a single location only.
  - b. A medium Office is 11 to 25 Active Licence Holders as at 31 March 2025. Commission totals must be generated from a single location only.
  - c. A large Office is 26 or more Active Licence Holders as at 31 March 2025. Commission totals must be generated from a single location only.
3. The Commission from multiple legal entities, even where the parent owns 100% of the shareholding in the subsidiaries, and the entities work from the same site, may not be combined. Entrants for the Commercial

Awards (individual and Office) may include in their Commission totals, Commission earned in respect of the following types of transactions:

- a. Sales of land and buildings zoned commercial, industrial or mixed use. The latter category does not allow for the inclusion of sales of residential dwellings in a mixed-use housing development.
  - b. Leasing of properties to which the Residential Tenancies Act does not apply.
4. Commission received by the agent from a stakeholder may be included in addition to Commission received by the agent directly. Fees from syndicate sales may not be included in the totals for a Commercial entrant.
  5. Commissions from the sale of residential properties may not be included in the totals for a Commercial entrant; nor may Commissions for property management or for other ancillary services such as consulting.
  6. Entrants for the Commercial categories are required to provide with their entry a certificate signed by their auditor confirming that the totals stated in their entry form have been calculated in accordance with these requirements. This information must be provided in addition to the information requested at point 2.
  7. REINZ may at its discretion request any additional information it deems necessary to validate the data provided, including details of the transactions included in the totals.

#### Questions - Salesperson

1. Gross Commission (GST exclusive)
2. Total sales value (GST exclusive)

#### Questions - Office

1. Gross Commission (GST exclusive)
2. Total sales value (GST exclusive)
3. Number of Active License Holders

#### Overall Rural Salesperson of the Year - plus Small, Medium and Large Office

1. Overall salesperson is defined in Key Definitions and will be applied for the purposes of the Overall Rural Salesperson of the Year award.
2. Commission totals for both Rural Salesperson and Rural Office must include Commission from sales of non-residential property only. Rural Awards do not include lifestyle properties, unless GST registered, and GST registered business is being conducted on the property. There are three categories for the Rural Office Award:
  - a. A small rural Office is five Active Licence Holders or less as at 31 March 2025. Commission totals must be generated from a single location only.
  - b. A medium rural Office is six to nine Active Licence Holders as at 31 March 2025. Commission totals must be generated from a single location only.
  - c. A large rural Office is 10 or more Active Licence Holders as at 31 March 2025. Commission totals must be generated from a single location only.
3. The Commission from multiple legal entities, even if the parent owns 100% of the shareholding in the subsidiaries, and all companies operate from the same site, may not be combined. Totals are taken from when the money is released from the trust account.

### Questions - Salesperson

1. Gross Commission (GST exclusive)
2. Total sales value (GST exclusive)

### Questions - Office

1. Gross Commission (GST exclusive)
2. Total sales value (GST exclusive)
3. Number of Active Licence Holders

### Individual Residential Property Manager of the Year

1. This is an individual award that is open to any residential property manager working within a member Office and is based on the period from 1 April 2024 – 31 March 2025.
2. The entry can be submitted by the manager, principal or nominee. A detailed submission is to be provided (1,000 characters maximum per question). Please complete your answers via the online entry portal, open from Tuesday 1 April 2025.
3. Under the portfolio system, all data needs to be entered against the individual residential property manager's name.
4. The property manager must not work with other property managers, letting agents and/or assistants.

The following questions must be answered/addressed as part of the entry:

1. Total fee income 1 April 2024 – 31 March 2025
2. Properties Under Management as at 1 April 2024
3. New Properties Under Management 1 April 2024 – 31 March 2025
4. Lost Properties Under Management 1 April 2024 – 31 March 2025
5. Properties Under Management as at 31 March 2025
6. Number of Managed Lets 1 April 2024 – 31 March 2025
7. Arrears 7+ Days (%)
8. Properties Vacant (%)
9. Please detail additional information why the nominee's performance has been outstanding i.e. people management skills with landlords and tenants, service delivery etc.
10. Please detail any continuing professional development training you have undertaken between 1 April 2024 – 31 March 2025.
11. Has the nominee completed/enrolled in the New Zealand Certificate in Property Management Level 4?



## Residential Property Manager of the Year (Teams/Pods)

1. This is an award that is open to any residential property manager working within a member Office and is based on the period from 1 April 2024 – 31 March 2025.
2. The entry can be submitted by the manager, principal or nominee. A detailed submission is to be provided (1,000 characters maximum per question). Please complete your answers via the online entry portal, open from Tuesday 1 April 2025.
3. When the Team/Pod or Task-based systems are used, the business owner needs to make sure that the individual members of the Pod are recorded in the property management system.
4. A Team/Pod means a group comprising of a mix of property managers and assistants working together on the same rental properties with the same landlords and tenants.
5. Where two or more property managers are working in partnership and both are responsible for the portfolio, the earnings generated must be split evenly between the two property managers as opposed to being allocated to just one property manager.

The following questions must be answered/addressed as part of the entry:

1. Total fee income 1 April 2024 – 31 March 2025
2. Properties Under Management as at 1 April 2024
3. New Properties Under Management 1 April 2024 – 31 March 2025
4. Lost Properties Under Management 1 April 2024 – 31 March 2025
5. Properties Under Management as at 31 March 2025
6. Number of Managed Lets 1 April 2024 – 31 March 2025
7. Arrears 7+ Days (%)
8. Properties Vacant (%)
9. Please detail additional information why the nominee's performance has been outstanding i.e. people management skills with landlords and tenants, service delivery etc.
10. Please detail any continuing professional development training you have undertaken between 1 April 2024 – 31 March 2025.
11. Has the nominee completed/enrolled in the New Zealand Certificate in Property Management Level 4?

## Individual Residential Property Manager Rising Star

1. This is an award that is open to any residential property manager working within a member Office and is based on the period from 1 April 2024 – 31 March 2025. The entry can be submitted by the manager, principal or nominee. A detailed submission is to be provided (1,000 characters maximum per question). Please complete your answers via the online entry portal, open from Tuesday 1 April 2025.
2. An entrant in this category must have worked as a Residential Property Manager for a minimum of six months and a maximum of 18 months and manage at least 50 properties in either individually or in a Team/Pod.



The following questions must be answered/addressed as part of the entry:

1. New Properties Under Management 1 April 2024 – 31 March 2025
2. Lost Properties Under Management 1 April 2024 – 31 March 2025
3. Properties Under Management as at 31 March 2025
4. Number of Managed Lets 1 April 2024 – 31 March 2025
5. Arrears 7+ Days (%)
6. Properties Vacant (%)
7. Please detail additional information why the nominee's performance has been outstanding i.e. people management skills with landlords and tenants, service delivery etc.
8. Please detail any continuing professional development training you have undertaken between 1 April 2024 – 31 March 2025.
9. Has the nominee completed/enrolled in The New Zealand Certificate in Property Management Level 4?
10. When did the nominee begin in Residential Property Management?
11. Has the nominee completed The REINZ Beginners Guide to Property Management?

## Manager of the Year

This is an individual award that is open to any manager working within a real estate Office and is based on the period from 1 April 2024 – 31 March 2025. The entry can be submitted by the principal or nominee. A detailed submission is to be provided (1,000 characters maximum per question). Please complete your answers via the online entry portal, open from Tuesday 1 April 2025.

The following questions must be answered/addressed as part of the entry:

1. How has the nominee raised the business performance of your Office?
  - 1a. Please quantify by stating the percentage increase in revenue and market share over the competition period.
2. What sets the nominee apart from other managers – what makes them unique?
3. What steps did the nominee undertake during the competition period to improve their managerial capabilities, and how did that positively impact on the Office where they work?
4. What was the nominee's greatest achievement as a manager during the competition period?
5. What new technologies, systems or programmes has the nominee introduced or helped implement over the awards period to enhance customer service or team collaboration?

## Residential Property Management Business Development Manager of the Year

The criteria for judging the Business Development Manager of the year is:

1. The number of new managements signed up and tenanted during the awards period.
2. Full time Business Development Managers along with Property Managers or Letting Agents who undertake business development as part of their roles are eligible to enter this award category.

3. If requested, new management figures and a list of the properties in your portfolio must be made available for the judges to verify.
4. New managements gained must be by organic growth and not obtained via a purchase of a rental, merger or restructure.
5. A new management is counted from the date a completed and signed Management Authority has been received and entered into the property management software/record keeping system. To qualify, there must be an individual tenancy agreement along with a separate inspection report.

The following questions must be answered/addressed as part of the entry:

1. Number of new managements gained 1 April 2024 to 31 March 2025.
2. Please detail additional information why your performance has been outstanding i.e. people management skills with landlords and tenants, service delivery etc.

#### **Office Administrator of the Year – All sectors**

This is an individual award that is open to any Office Administrator/Support Person working within a real estate or residential property management Office and is based on the period from 1 April 2024 - 31 March 2025. The entry can be submitted by the manager, principal or the nominee. A detailed submission is to be provided (1,000 characters maximum per question). Please complete your answers via the online entry portal, open from Tuesday 1 April 2025.

The following questions must be answered/addressed as part of the entry:

1. How has the nominee contributed to the operational, financial and business performance of your Office through effective Office support?
2. What sets the nominee apart from other Office support people – what makes them unique?
3. What steps did the nominee undertake during the competition period to improve their Office support capabilities, and how did that positively impact on the Office where they work?
4. How did the nominee help enhance teamwork at your Office?
5. What was the nominee's greatest achievement as an administrator/support person during the competition period?
6. What new technologies, systems or programmes has the nominee introduced or helped implement over the awards period to enhance customer service or team collaboration?

#### **Personal Assistant (Non-Selling) of the Year**

This is an individual award that is open to any non-selling Personal Assistant working for a sales consultant, working within a real estate Office and is based on the period from 1 April 2024 - 31 March 2025. The entry can be submitted by the manager, principal or the nominee. A detailed submission is to be provided (1,000 characters maximum per question). Please complete your answers via the online entry portal, open from Tuesday 1 April 2025.



The following questions must be answered/addressed as part of the entry:

1. How has the nominee contributed to the business performance of the salespeople they support?
2. What sets the nominee apart from other Personal Assistants (Sales) – what makes them unique?
3. What steps did the nominee undertake during the competition period to improve their Personal Assistant capabilities, and how did that positively impact on the Office where you work?
4. What was the nominee’s greatest achievement as a Personal Assistant during the competition period?
5. What new technologies, systems or programmes has the nominee introduced or helped implement over the awards period to enhance customer service or team collaboration?
6. How has the nominee gone over and above their role?

### **Residential Office (plus Sales Volume – Small, Medium and Large)**

1. Commission totals must include Commission from residential sales only. Commission from other business streams such as property management must not be included. Totals are taken from when the money is released from the trust account. There are three categories for the Residential Office Award:
  - a. A small residential Office is 10 Active Licence Holders or less as at 31 March 2025. Commission totals must be generated from a single location only.
  - b. A medium residential Office is 11 to 20 Active Licence Holders as at 31 March 2025. Commission totals must be generated from a single location only.
  - c. A large residential Office is 21 or more Active Licence Holders as at 31 March 2025. Commission totals must be generated from a single location only.
2. The Commission from multiple legal entities, even if the parent owns 100% of the shareholding in the subsidiaries, and all companies operate from the same site, may not be combined.

### **Office Questions**

Gross Commission (GST exclusive)  
Total sales value (GST exclusive)  
Number of Active Licence Holders

### **Office – Gross Sales Volume Questions**

Sales (number of units - unconditional only)  
Total sales value (GST exclusive)  
Number of Active Licence Holders

### **Residential Property Management Office (Small, Medium and Large)**

1. Under the portfolio system, all data needs to be entered against the property manager’s name.
2. When the “Pod” or Task-based systems are used, the business owner needs to make the decision as to whether the data is recorded against the head of each team or they may choose to divide the data equally between the team members.
3. A small Office is one with less than 200 properties under management as at 31 March 2025. Income totals must be generated from a single location only.

4. A medium Office is one with between 201 and 600 properties under management as at 31 March 2025. Income totals must be generated from a single location only.
5. A large Office is one with 601 or over properties under management as at 31 March 2025. Income totals must be generated from a single location only.

### Questions

1. Total Office Fee Income (1 April 2024 to 31 March 2025)
2. Properties Under Management as at 1 April 2024
3. New Properties Under Management 1 April 2024 - 31 March 2025
4. Lost Properties Under Management 1 April 2024 - 31 March 2025
5. Properties Under Management as at 31 March 2025
6. Number of Managed lets as at 1 April 2024 - 31 March 2025
7. Arrears 7+ Days (%)?
8. Properties Vacant (%)?
9. Please detail additional information why the Office's performance has been outstanding i.e. people management skills with landlords and tenants, service delivery etc. (1,000 character limit)

### Agency - All Disciplines (Small, Medium and Large)

1. There are three categories for the Agency Awards:
  - a. Small Agency: Four Offices or less – one individual brand as at 31 March 2025.
  - b. Medium Agency: Five to 20 Offices – one individual brand as at 31 March 2025.
  - c. Large Agency: 21 or more Offices – one individual brand as at 31 March 2025.
2. Entries must be from one legal entity only – that is, XYZ Limited – and excludes the income of subsidiaries, whether 100% owned or otherwise.
3. Entrant companies must be a licensed real estate agency and a member of REINZ.
4. The awards are based on the total revenue of sales Commission and management fees excluding valuation fees, marketing and consultancy fees.
5. If requested by REINZ, the company's auditors must provide a letter confirming that the revenue quoted on the entry form are in accordance with the rules as stated.
6. All types of real estate Commission may be included, including Commissions generated from sales of residential (including residential project marketing), rural, business and commercial property, plus property management related Commissions such as commercial leasing, commercial & residential property management but excluding vendor advertising contributions.

### Questions

1. Gross Commission (GST exclusive)
2. Total sales value (GST exclusive)
3. Number of Offices (one individual brand)





## Multimedia Marketing Campaign

1. All property types may be entered – Residential, Rural, Business or Commercial.
2. The property/business must have sold as a result of the campaign.
3. The subject property or business must be in New Zealand.
4. The Marketing Campaign and the sale of the property/business must have been completed during the sales period 1 April 2024 – 31 March 2025.
5. The information provided for any entry may be audited at the discretion of REINZ. Details remain confidential and will be destroyed three months after judging.
6. Material must use legally correct terminology.
7. The judges of this category will be experienced marketers.

## Questions

1. Describe the property you were selling.
2. What was the marketing budget for this property?
3. What was the list price vs the sale price?
4. List the media used in marketing the property and frequency (you must have used multi-media types).
5. What do you think was the most effective aspect of this marketing campaign?
6. Describe why this is a winning campaign.
7. Please upload/attach any marketing analysis (reach, clicks, views, distribution etc.) Up to 15 pages.

## Innovation Award

1. This award recognises innovation in the industry.
2. All information submitted must relate to the period of 1 April 2024 – 31 March 2025.
3. Entrants must have introduced a new system, service or product that has made a significant impact and is regarded as above and beyond good business practice.
4. Innovations can include progressing and enhancing systems, services and products to produce an innovative approach that is unique to the marketplace.
5. Where this is the case, the new ideas or concepts implemented to ensure the innovation meets the definition of 'new system, service to produce' must be highlighted in the first criterion.
6. Entrants cannot enter a marketing campaign that has been previously entered.

## Questions

1. Describe the essential elements of the innovation made in your business and its contribution to the success of your business in 2025.
2. Describe how the innovation has improved your business efficiency.
3. Discuss the budget implications of the innovation made in your business and how this has been managed.

4. Describe the innovative process, include work undertaken internally by your staff and work conducted by external service providers.
5. Describe any potential benefits of the innovations you have introduced to the wider Real Estate industry.
6. Describe the benefits of the innovations you have introduced to consumers.
7. Have you entered this award category with this innovation before?

### **Community Service Award**

#### **Questions**

1. How much money was raised/given to the community/charity?
2. Provide details of your community service programme including details on hours spent working in the community and the number of staff involved.
3. Provide a rationale for your involvement in this community service programme.
4. Describe how this programme has made a difference to the wider community.

### **Sustainability Award**

#### **Questions**

1. Describe the essential elements of sustainability practice delivered in your business and its contribution to the success of your business in 2025.
2. Discuss the budget implications of implementing sustainability in your business and how this has been managed.
3. Describe the sustainability process, including work undertaken internally by your staff and work undertaken by external service providers.
4. Describe any potential benefits of the sustainability you have introduced to the community and wider real estate industry.



## Judging Criteria

**Quantitative judging:** The criteria for judging is based on highest Commission for all categories except Residential Salesperson and Residential Office categories which have both a highest gross Commission category and a highest Sales Volume category, in which case the Sales Volume will be the main judging criteria.

**Qualitative judging:** The Manager, Office Administrator, RPM Business Development Manager, Personal Assistant, Multi-Media Marketing, Innovation, and Community Service Awards are based on submitted answers to a series of questions.

A panel of independent judges will separately score each nomination based on the criteria in the respective award category.

The marked-up nominations will then be shared with the remaining panel members to ensure consistency of thinking, eliminate an unconscious bias and initiate any conversation around the entries.

Once initial scoring has taken place, any nominations that reach or exceed the 50% average score across all judges will proceed to the qualitative round. At this point the numerical scoring for each award will be put to the side and the panel of judges will determine a winner for each category following a discussion of all the strengths and weaknesses of each entry until an agreement is reached.

Should the judging panel be unable to reach a unanimous decision and determine a single winner, the nominations on the short-list and all the information in relation to those entries will be provided to the Chief Judge who will determine the winner.

**Quantitative & Qualitative judging:** The Residential Property Management awards are judged on a series of key performance indicators and a short-written answer.

### Initial Scoring weighting

#### Manager

1. How has the nominee raised the business performance of your Office? /10
  - 1a. Please quantify by stating the percentage increase in Commission and market share over the competition period.
2. What sets the nominee apart from other managers – what makes them unique? /10
3. What steps did the nominee undertake during the competition period to improve their managerial capabilities, and how did that positively impact on the Office where they work? /10
4. What was the nominee’s greatest achievement as a manager during the competition period? /10
5. What new technologies, systems or programmes has the nominee introduced or helped implement over the awards period to enhance customer service or team collaboration? /10

### Office Administrator

1. How has the nominee contributed to the operational, financial and business performance of your Office through effective Office support? /10
2. What sets the nominee apart from other Office support people – what makes them unique? /10
3. What steps did the nominee undertake during the competition period to improve their Office support capabilities, and how did that positively impact on the Office where they work? /10
4. How did the nominee help enhance teamwork at your Office? /05
5. What was the nominee’s greatest achievement as an administrator/support person during the competition period? /05
6. What new technologies, systems or programmes has the nominee introduced or helped implement over the awards period to enhance customer service or team collaboration? /10

### RPM – Business Development Manager

1. Number of new managements gained 1 April 2024 to 31 March 2025. /10
2. Please detail additional information why your performance has been outstanding i.e. people management skills with landlords and tenants, service delivery etc. /10

### Personal Assistant

1. How has the nominee contributed to the business performance of the salespeople they support? /10
2. What sets the nominee apart from other Personal Assistants (Sales) – what makes them unique? /05
3. What steps did the nominee undertake during the competition period to improve their Personal Assistant capabilities, and how did that positively impact on the Office where you work? /10
4. What was the nominee’s greatest achievement as a Personal Assistant during the competition period? /10
5. What new technologies, systems or programmes has the nominee introduced or helped implement over the awards period to enhance customer service or team collaboration? /10
6. How has the nominee gone over and above their role? /05

### Multi-Media Marketing

1. Describe the property you were selling? /05
2. What was the marketing budget for this property? /05
3. What was the list price (CMA Value / Auction Reserve) vs the sale price? /10
4. List the media used in marketing the property and frequency (you must have used multi-media types). /10
5. What do you think was the most effective aspect of this marketing campaign? /10
6. Describe why this is a winning campaign. /10
7. Please upload/attach any marketing analysis (reach, clicks, views, distribution etc.) Up to 15 pages (as per below). /10

### The following will be taken into consideration for the Multi Media Award:

1. Great implementation of best practice marketing methods.
2. Size of budget.

3. Marketing Analysis.
4. Best multi-media combination.
5. Innovation and creativity.
6. Return on marketing investment, profitability.
7. Winning marketing strategies over the whole value chain.

### **Innovation Award**

1. Describe the essential elements of the innovation made in your business and its contribution to the success of your business in 2024. /05
2. Describe how the innovation has improved your business efficiency. /10
3. Discuss the budget implications of the innovation made in your business and how this how this has been managed. /10
4. Describe the innovative process, including work undertaken internally by your staff and work conducted by external service providers. /05
5. Describe any potential benefits of the innovations you have introduced to the wider Real Estate industry. /10
6. Describe the benefits of the innovations you have introduced to consumers. /10
7. Have you entered this award category with this innovation before?
8. Please upload any screenshots or photos of the innovation to support your entry.

### **Community Service Award**

#### **Questions**

1. How much money was raised/given to the community/charity? /10
2. Provide details of your community service programme including details on hours spent working in the community and the number of staff involved. /10
3. Provide a rationale for your involvement in this community service programme. /10
4. Describe how this programme has made a difference to the wider community. /10

### **Sustainability Award**

#### **Questions**

1. Describe the essential elements of sustainability practice delivered in your business and its contribution to the success of your business in 2025. /10
2. Discuss the budget implications of implementing sustainability in your business and how this has been managed. /10
3. Describe the sustainability process, including work undertaken internally by your staff and work undertaken by external service providers. /10
4. Describe any potential benefits of the sustainability you have introduced to the community and wider real estate industry. /10



## Judging Criteria for Property Management Individual and Office Awards

The awards are based on performance and ranking over several key performance indicators within residential property management.

*The criteria for judging Residential Property Management Office of the Year, Individual Residential Property Manager of the Year, Residential Property of the Year (Teams/Pods), and Individual Residential Property Manager of the Year Rising Star awards are based on the following five categories:*

### **1. Income**

Highest total income for an agency, Office or individual.

The Office is defined as a single legal entity. The income from multiple legal entities, even if the parent owns 100% of the shareholding in the subsidiaries, and all companies operate from the same site, may not be combined.

Income totals must be from residential property management only – including but not limited to, management fees letting, inspection, and disbursement fees etc.

Income total shall exclude any monies collected as a cost recovery.

Income from other business streams such as residential sales must be excluded.

### **2. Growth**

Greatest net growth of properties under management by an agency, Office or individual.

Net growth of properties is based on the number of managements brought in by the Property Manager during the competition period minus any losses.

A management is counted from the date a completed and signed Management Authority has been received and entered into the property management software/record keeping system. To qualify, there must be an individual tenancy agreement along with a separate inspection report.

New managements gained must be by organic growth and not obtained via a purchase of a rental, merger or restructure.

A management is counted as one management per property.

A lost management is counted at the expiry of the notice period received from the investor and/or their new agent or on the settlement date in the case where a property has been sold and the property is no longer being managed.

When a property is no longer being managed – even if there is a debt still attached to the property – it is counted as a loss.

This is taken from either the date the bond has been disbursed or the date of the Tribunal/Mediated Order (if no bond held and/or the property is made inactive in your property management software/record keeping system).

Casual lets are excluded from these awards and must not be counted in new management figures.

Holiday rentals are excluded from these awards.

Boarding houses are allowed – counted as one management with the owner but tenancy on a room by room or unit basis.

Each tenancy must have an individual tenancy agreement along with a separate inspection report.

### **3. Managed Lets**

The highest number of managed properties let by an agency, Office or individual.

Includes placing tenants in both new and current managements but does not include resigning an existing fixed term tenancy.

In relation to new managements, individual residential property manager and residential property manager working in Teams/Pods can work with a Business Development Manager.

A managed let is counted from the date the tenancy starts.

Each managed let must be allocated to the person that let the property – not to the portfolio manager.

Casual lets are excluded from these awards and must not be included with the managed let figures.

Holiday rental lets are excluded from these awards.

Managed lets for boarding houses are allowed – counted as one management with the owner but lets on a room by room or unit basis.

### **4. Arrears**

The average lowest percentage number of tenants in arrears by 7 days and over for an agency, Office or individual.

Rent arrears equates to the rent owing on current tenancies only. Anything else comes under debt collection.

### **5. Vacancy**

The lowest average percentage number of vacant managed properties that were available for rent by the agency, Office or individual.

A new management is counted as a vacancy if available for rent – i.e. it is not counted if the owner is still residing in the property or there is work to be carried out and it is not being actively advertised or there is a vacating tenant still residing in the property.