2026 AWARDS OF Excellence

BOMA Manitoba

PROPERTY MANAGEMENT TEAM OF THE YEAR

GOAL

This award is aimed at the tenant-focused, high service-oriented property management team that consistently provides excellence in tenant relations.

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

ELIGIBILITY AND JUDGING

- Property Owner/Management Company
- Entrants must be BOMA Manitoba members in good standing
- Entries are to be submitted on a self-nominating basis.
- Entrants may not have won in the same category during the previous 24 months
- Judging is to be coordinated by the BOMA office

SUBMISSIONS

Entry fee and important deadlines:

Fee:	**$100.00** plus GST **To be invoiced upon registration**
March 27, 2026	Registration deadline (i.e. Register by emailing the BOMA office, confirming your intent)
April 28, 2026	Formal Entry materials (below) must be received at the BOMA Manitoba office

WRITTEN SUBMISSION

The written submission is to be organized via the following sections:

A. TENANT SATISFACTION (50 points)

1. Outline your company's tenant satisfaction plan. You should include details and/or descriptions on:
    a. Your company's goals and objectives that ensure tenant satisfaction
    b. Systems in place that measure how your team accomplishes its goals and objectives
    c. How you obtain tenant input in developing tenant satisfaction goals and objectives
    d. How the tenant services representative contributes to tenant satisfaction
    e. Staff training that supports tenant satisfaction (i.e. How often is training offered to staff?)
    f. A description of the system or procedures for handling tenant complaints
    g. The systems or procedures in place to solicit tenant feedback/suggestions

    (25 points)

2. Explain what you and your company do to demonstrate:
    a. A commitment to achieving tenant satisfaction goals and objectives maintained by your organization
    b. A recognition/reward program for employees who excel at customer service

    (10 points)

3. Explain how your company:
    a. Handles tenant calls re: building maintenance/service needs
    b. Consistently delivers dependable service
    c. Makes it easy and convenient for tenants and suppliers to do business with you
    d. Delivers on promises in a timely manner
    e. Ensures tenant retention

    (10 points)

4. Above and Beyond
    a. What innovative or unique things does your company do that distinguishes you from other companies?

    (5 points)

B. TEAM MANAGEMENT AND BUILDING MAINTENANCE (50 points)

1. Listed below are some activities that help to build teams and achieve management excellence. Describe how your company incorporates any/all of these activities as part of your team building efforts:
    a. Team building retreats or exercises
    b. Staff training and professional development programs utilized to improve staff and help to keep skills current
    c. Community or charity involvement that your company/team participates in
    d. Staff fitness plans or wellness/fitness benefits
    e. Employee mentorship programs
    f. Succession planning for promotion or retirement

    (25 points)

2. Describe how your company manages and maintains your building with reference to:
    a. The building/company's capital plan
    b. Conservation measures to introduce energy cost savings, waste minimization, water conservation, BOMA BEST® for operations, etc.
    c. Maintaining tenant satisfaction when equipment or services are offline for repair/replacement and maintenance
    d. Innovations you incorporate to ensure the building is well maintained

    (25 points)

OTHER REQUIREMENTS

In addition to your written submission (PDF) to be sent to tom@bomamanitoba.ca, entry must also include:

- Minimum of two (2) letters of reference from satisfied building tenants (Note: letters of reference must include the occupation, address and telephone number of the reference)
- A high-resolution electronic copy of your corporate logo
- A high-resolution electronic copy of your team photo
- Three (3) high resolution photographs of your building (e.g. one exterior photo, two interior photos)