

FIRE, SAFETY & SECURITY AWARDS



Property Management Team of the Year - Private Buildings

This category is intended to honour a company that has shown exceptional leadership, impact, and commitment across all aspects of property management

Team Impact & Achievements

- Show how the team has made a measurable difference in building operations, tenant/resident satisfaction, issue resolution, asset performance, or financial efficiency across the properties they manage.
- Has the team demonstrated exceptional performance during maintenance emergencies, tenant concerns, compliance inspections, major building events, or operational disruptions?
- Provide evidence of successful property management initiatives, improvements to service delivery, upgrades, preventative programmes, or portfolio-wide enhancements.

Collaboration & Teamwork

- Does the team demonstrate strong internal coordination across roles such as property managers, administrators, maintenance coordinators, accounts teams, and onsite staff?
- Have they collaborated effectively with tenants/residents, contractors, service providers, landlords, owners' management companies, and regulatory bodies?
- Show how collaboration has contributed to smoother operations, problem solving, and improved building or tenant outcomes.

Innovation & Initiative

- Has the team developed or implemented new technologies, processes, sustainability measures, or has the team introduced or used new technologies, digital tools, communication platforms, workflow systems, or property management software that enhance service quality?
- Have they implemented proactive initiatives to reduce complaints, improve transparency, streamline communication, or optimise property operations or tenant experience.

Workforce Competence & Development

- Does the company invest in staff training, professional certifications, and continuous development?
- Do they mentor colleagues, support upskilling, or promote a continuous improvement culture within the organisation?
- Do you maintain a qualified, experienced, and customer and safety-conscious team?

Compliance & Best Practices

- Does the team maintain high compliance with security regulations, PSA standards, internal policies, and audit requirements?
- Have they contributed to the development, refinement, or improvement of internal security protocols, emergency procedures, or risk frameworks?

Customer Satisfaction & Support

- Do clients or partners report high satisfaction with product performance and after-sales support?
- Are there case studies, testimonials, or retention rates that demonstrate strong relationships?

***Legal proceedings**

If your company has been subject to any prosecution in relation to fire safety law or health and safety law since 1 January 2022, or has been subject to any enforcement notices, then your entry will automatically be disqualified