



REISA Awards for excellence 2026

GUIDELINES, CATEGORIES, CRITERIA,
AND SUBMISSION INFORMATION

YOUR GUIDE TO PREPARING A STANDOUT ENTRY.



Gala Ceremony
November 21, 2026
Adelaide Oval
7pm



REISA
REAL ESTATE INSTITUTE
of SOUTH AUSTRALIA

A MESSAGE FROM THE CHAIR

Every year, the REISA Awards for Excellence shine a spotlight on the individuals, teams and agencies who represent the very best of South Australia's real estate profession.

These awards are about much more than recognising outstanding business performance. They celebrate professionalism, innovation, leadership, integrity and an unwavering commitment to delivering exceptional outcomes for clients and our communities. They acknowledge those who continually raise the standard for our industry and inspire others to do the same.

The calibre of entries continues to demonstrate the strength, resilience and expertise that exists across every corner of South Australia's real estate sector. Whether you are an experienced industry leader or an emerging professional, entering the Awards provides an opportunity to reflect on your achievements, benchmark your performance and showcase the impact you have made over the past year.

On behalf of the REISA Board, I encourage every eligible member to consider entering. By sharing your success, you not only celebrate your own accomplishments but also contribute to building a stronger, more respected profession.

I look forward to celebrating the outstanding achievements of our finalists and winners at the REISA Awards for Excellence.

Cain Cooke

Chair, REISA



A MESSAGE FROM THE CEO

Each year the Awards showcase the dedication, expertise and innovation demonstrated by our members across sales, property management, commercial, business broking, operational leadership, sustainability and agency excellence. More importantly, they celebrate the people behind those achievements and the commitment they make every day to raising professional standards.

Preparing an Awards submission is also an invaluable business exercise. It encourages you to reflect on your successes, measure your performance, celebrate your team's achievements and identify opportunities for future growth. Many of our previous finalists tell us that the process itself strengthened their business, regardless of the outcome.

The Awards continue to evolve to reflect the changing profession, with criteria recognising excellence in customer service, innovation, leadership, risk management, sustainability and professional development across 26 award categories.

Whether this is your first entry or you are returning to defend a title, I encourage you to put yourself forward. Our industry is full of remarkable professionals whose stories deserve to be recognised and celebrated.

I wish every entrant the very best and look forward to acknowledging your achievements at this year's REISA Awards for Excellence.

Andrea Heading

Chief Executive Officer, REISA



Categories



Individual Categories

- The Torrens Award
- South Australian Salesperson – Residential
- South Australian Salesperson – Regional/Rural
- South Australian Salesperson – Commercial & Industrial
- Business Broker
- Future Leader – Sales
- Future Leader – Property Manager
- Property Manager – Residential
- Property Manager – Commercial & Industrial
- Operational Support Award
- Operational Leadership Award
- Local Residential Salesperson – Metro
- Local Residential Salesperson – Regional
- Business Development Manager
- Buyers' Agent
- Sustainability Leadership – Individual

Agency Categories

- Residential Agency
- Commercial & Industrial Agency
- Property Management Agency
- Marketing & Communications
- Community Service
- Project Marketing Developments
- Residential Property Management Team
- Residential Sales Team
- Sustainability Leadership – Agency
- Innovation - Agency

The Journey to Excellence

From entry to ceremony...

Here's the journey.



1. Entries open

Review categories and criteria.



2. Prepare your submission

Gather your materials and responses.



3. Submit by the closing date

Complete and submit before the deadline.



4. Eligibility review

Submissions are checked against the entry requirements.



5. Judging and assessment

Judges assess entries against the criteria.



6. Finalists selected

Top entries become finalists.



7. Awards night celebration

Celebrate excellence on awards night.



Every finalist helps elevate the standard of real estate practice in South Australia



The REISA Awards for Excellence
Celebrating South Australia's Best

Important Dates

STAGE	DATE
 ENTRIES OPEN	Aug 10
 ENTRIES CLOSE	Sep 7
 ELIGIBILITY REVIEW	Sep 8 - 20
 JUDGING PERIOD + INTERVIEWS	Sep 28 - Oct 19
 FINALISTS ANNOUNCED	Oct 21
 AWARDS NIGHT	Nov 21



The REISA Awards for Excellence
Celebrating South Australia's Best

AWARDS CRITERIA

Make the most
of your success

Enter the
Awards for
Excellence in
Real Estate



A close-up, slightly low-angle shot of a man with a beard and short dark hair, smiling broadly and clapping his hands. He is wearing a light-colored shirt and a dark jacket. The background is blurred, showing other people in a crowd, suggesting a celebratory event like an awards ceremony. The lighting is warm and soft, coming from the side, highlighting his face and the texture of his beard.

PLEASE NOTE

Please read all questions carefully and refer to the “Submission Hints and Tips Guide” to assist you in preparing your entry.

- You will not be able to copy and paste content from last year’s entry.
- Entries submitted under a trainee licence are not eligible.

Award Categories

For categories with potential Winner, Silver, and Bronze Awards, entries will be assessed and ranked based on their overall scores. The highest-scoring eligible entry will be awarded Winner.

To receive an award, entries must achieve the following minimum scores:

- Bronze – 225+
- Silver – 250+
- Winner – Highest score in the category

Winner, Silver, and Bronze awards do not apply to the Torrens Award or Community Service Award categories.

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1. The Torrens Award

This Award recognises a state leader in real estate who has made a significant and outstanding contribution to real estate.

Nominees must be an individual who derives their primary income from real estate activities.

Judging for this Award will be done by an independent panel and the Independent Audit Consultant (IAC). For this category, all entries will go directly to the IAC. After receiving an entry, the IAC may contact the entrant or the nominee to seek further information that may be shared with the judging panel (all on a strictly confidential basis).

Due to the nature of this Award, a peer may complete the submission details for the nominee. In the case of peer nominations, the nominator should indicate whether they or the nominee should be contacted for further information.

In addition to this statement, please include contact details for three referees who can detail involvement in projects of importance (at a State level).

ENTRY

Please attach a supporting statement addressing the following

- Positive initiatives that have led to new practices in real estate for the benefit of the profession and consumers
- Leadership by the nominee which has raised the professional standing of real estate
- Leadership in real estate activities (on a State level)
- Leadership in community activities (on a State level)

Winner, Silver and Bronze Awards do not apply to this category.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

The Torrens Award

Total Points / 100

2. South Australian Salesperson Residential

This Award recognises the profession's most accomplished and respected residential sales persons. It is intended for individuals working as principals, licensed agents or sales consultants in small, medium and large agencies and in independent or franchise agencies.

Winner, Silver and Bronze Awards (based on scores achieved) will acknowledge both achievement and commitment to client service in the past financial year.

All sales must be settled in the past financial year, and the settlement date should be regarded as the date of sale. As this is the most prestigious category for salespeople in South Australia, **entrants must have sold the equivalent of 65 solo sales and/or property in excess of \$50m over the past financial year.** Entrants are not eligible for local residential salesperson categories if they meet these criteria.

The company name under which you submit your entry will be the one used in any finalist or award status promotion. If you change employment after the submission date, you must inform REISA and supply updated information.

The salesperson may have assistance with their day-to-day duties from sales assistants or personal assistants. This assistance should be disclosed in the application.

Important note in preparing your nomination:

- In addressing the criteria, please include material relevant to the individual and not the franchise or marketing group with which the office is involved. Points will be allocated on individual performance only

CRITERIA

As this category assumes that the salesperson is assisted by sales support staff, **please provide a statement which outlines:**

- The number of full-time staff (or equivalent supporting this salesperson) involved in the operations of the salesperson
- The specific duties these staff members undertake on behalf of the salesperson
- Whether these sales support staff bring any new clients into the unit and if so, explain how this is accounted for in the nomination details
- The qualifications of the sales support staff

This information is required for all nominations. Please note it is not scored, the information is simply used by the judges to better understand your business model.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in writing your entry.

South Australian Salesperson – Residential

Total Points / 100

There are two parts to this question. Make sure you answer both parts in the required formats.

a) This section analyses the financial and volume performance of the applicant. **Please submit the following information in exactly the same order and format as follows:**

- Number of settled solo sales during the past financial year. If sales are shared, specify joint sales
- Gross value of solo settled sales
- Gross commission on solo settled sales
- Average value of solo settled sales
- Average sale time (i.e. from the date the property is released to the market to when the contract is signed by the purchaser)
- Ratio of appraisals to listings (i.e. from issue of CMA. Specify as a percentage calculated as listings divided by appraisals). **Please include a figure for your listings, a figure for your appraisals and a calculated percentage. E.G.: Listings: 84, Appraisals: 103, Percentage: 81%**
- Ratio of listings to sales solo and shared. (Specify as a percentage calculated as sales divided by listing) **Please include a figure for your sales, a figure for your listings and a calculated percentage. E.G.: Sales: 55, Listing: 84, Percentage: 65%**
- Geographical coverage of sales

NOTE: No additional explanation is required unless you wish to briefly explain any circumstances that might have influenced your results

b) **Complete the Sales Achievement spreadsheet** available under the awards section **on the REISA website/on the Awards portal**. Save as a pdf and supply as an attachment. No other attachments are allowed.

Do not use your own/company spreadsheet.

2. Significant Listing Achievement

/ 25

These criteria give the judges the opportunity to learn more about how you have achieved success in the past 12 months.

Please specify your most significant listing and sale achievement during the submission period. Outline why you believe it was significant and how you achieved success.

The type of example you may consider could be a significant or record sale for the local area; a complex situation that may have drawn out or made the sale challenging; an innovative approach to the sale; and effective marketing techniques that attracted success and recognition by senior peers.

Your example must focus on the property and means for achieving success, not volume or value.

This section is worth 25 points and must be answered in less than 500 words.

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. All supporting material must relate to the submission period.

3. Service to Clients

/ 25

Provide **two examples** of how you have displayed a commitment to quality customer service during the submission period. Describe how you achieve a point of difference when delivering outstanding service to your clients.

This section is worth 25 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

4. 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.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

5. Leadership

/ 5

Provide **two examples** of how you provide leadership to other staff in your agency and the industry in general.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. Business Challenges and Risk Management

/ 5

Provide **two examples** of challenges or major risk management issues that you have encountered during the submission period and explain how you overcame them. Include details of a difficult client or assignment expectations.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

7. Professional Development

/ 5

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, e.g. Continuing Professional Development courses, in-house training, coaching, role-playing sessions, etc.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

South Australian Salesperson – Residential

Total Points / 100

3. South Australian Salesperson Regional / Rural

This Award recognises the profession's most accomplished and respected regional/rural salespeople, specialising in property sales of greater than 40 hectares.

Winner, Silver and Bronze Awards (based on scores achieved) will acknowledge both achievement and commitment to client service in the past financial year.

All sales must be settled in the past financial year and the settlement date should be regarded as the date of sale.

If the person also sells residential property, this should be noted in the application; however, the specialty of the practitioner must be rural property (and these sales will be the focus for judging). The company name under which you submit your entry will be the one used in any finalist or award status promotion. If you change employment after the submission date, you must inform REISA and supply updated information.

The salesperson may have assistance with their day-to-day duties from sales assistants or personal assistants. This assistance should be disclosed in the application.

Important note in preparing your nomination:

- In addressing the criteria, please include material relevant to the individual and not the franchise or marketing group with which the office is involved. Points will be allocated on individual performance only.

CRITERIA

As this category assumes that the salesperson is assisted by sales support staff, **please provide a statement which outlines:**

- The number of full-time staff (or equivalent supporting this salesperson) involved in the operations of the salesperson
- The specific duties these staff members undertake on behalf of the salesperson
- Whether these sales support staff bring any new clients into the unit and if so, explain how this is accounted for in the nomination details
- The qualifications of the sales support staff

This information is required for all nominations. Please note it is not scored, the information is simply used by the judges to better understand your business model.



Please note:

Significant changes have been made to many of this year's questions. Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in writing your entry. Winner, Silver and Bronze awards may be awarded in all categories (based on scores achieved) except the Torrens and Community Service awards.

South Australian Salesperson – Regional / Rural

Total Points / 100

There are two parts to this question. Make sure you answer both parts in the required formats.

a) This section analyses the financial and volume performance of the applicant. **Please submit the following information in exactly the same order and format as follows:**

- Number of settled solo sales during the past financial year. If sales are shared, specify joint sales
- Gross commission on solo settled sales
- Average value of solo settled sales
- •Average sale time (i.e. from the date the property is released to the market to when the contract is signed by the purchaser)
- Ratio of appraisals to listings (i.e. from issue of CMA. Specify as a percentage calculated as listings divided by appraisals). **Please include a figure for your listings, a figure for your appraisals and a calculated percentage. E.G.: Listings: 84, Appraisals: 103, Percentage: 81%**
- Ratio of listings to sales solo and shared. (Specify as a percentage calculated as sales divided by listing). **Please include a figure for your sales, a figure for your listings and a calculated percentage. E.G.: Sales: 55, Listing: 84, Percentage: 65%**
- Geographical coverage of sales

NOTE: No additional explanation is required unless you wish to briefly explain any circumstances that might have influenced your results.

b) **Complete the Sales Achievement spreadsheet** available under the awards section **on the REISA website/on the Awards portal**. Save as a pdf and supply as an attachment. No other attachments are allowed.

Do not use your own/company spreadsheet.

2. Significant Listing Achievement

/ 25

Please specify your most significant listing and sale achievement during the submission period. Outline why you believe it was significant and how you achieved success.

The type of example you may consider could be a significant or record sale for the local area; a complex situation that may have drawn out or made the sale challenging; an innovative approach to the sale; and effective marketing techniques that attracted success and recognition by senior peers.

Your example must focus on the property and means for achieving success, not volume or value. This section is worth 25 points and must be answered in less than 500 words.

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. All supporting material must relate to the submission period.

3. Service to Clients

/ 25

Provide **two examples** of how you have displayed a commitment to quality customer service during the submission period.

Describe how you achieve a point of difference when delivering outstanding service to your clients. This section is worth 25 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

4. 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.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

5. Leadership

/ 5

Provide **two examples** of how you provide leadership to other staff in your agency and the industry in general.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. Business Challenges and Risk Management

/ 5

Provide **two examples** of challenges or major risk management issues that you have encountered during the submission period and explain how you overcame them. Include details of a difficult client or assignment expectations.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

7. Professional Development

/ 5

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, e.g. Continuing Professional Development courses, in-house training, coaching, role-playing sessions, etc.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

South Australian Salesperson – Regional / Rural

Total Points / 100

4. South Australian Salesperson Commercial and Industrial

This Award recognises excellence in selling and listing and is intended for individuals working as principals, licensed agents or sales consultants in small, medium and large agencies, and in independent or franchise agencies.

Winner, Silver and Bronze Awards (based on scores achieved) will acknowledge both achievement and commitment to client service in the past financial year.

All sales must be settled in the past financial year, and the settlement date should be regarded as the date of sale. The company name under which you submit your entry will be the one used in any finalist or award status promotion.

If you change employment after the submission date, you must inform REISA and supply updated information. The salesperson may have assistance with their day-to-day duties from sales assistants or personal assistants. This assistance should be disclosed in the application.

Important note in preparing your nomination:

- In addressing the criteria, please include material relevant to the individual and not the franchise or marketing group with which the office is involved. Points will be allocated on individual performance only.

CRITERIA

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- The qualifications of the sales support staff

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Please note:

Significant changes have been made to many of this year's questions. Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in writing your entry. Winner, Silver and Bronze awards may be awarded in all categories (based on scores achieved) except the Torrens and Community Service awards.

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- Average value of solo settled sales
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- Ratio of listings to sales solo and shared. (Specify as a percentage calculated as sales divided by listing). **Please include a figure for your sales, a figure for your listings and a calculated percentage. E.G.: Sales: 55, Listing: 84, Percentage: 65%**
- Geographical coverage of sales

NOTE: No additional explanation is required unless you wish to **briefly** explain any circumstances that might have influenced your results.

b) **Complete the Sales Achievement spreadsheet** available under the awards section **on the REISA website/on the Awards portal**. Save as a pdf and supply as an attachment. No other attachments are allowed.

Do not use your own/company spreadsheet.

2. Significant Listing Achievement

/ 25

These criteria give the judges the opportunity to learn more about how you have achieved success in the past 12 months.

Please specify your most significant listing and sale achievement during the submission period. Outline why you believe it was significant and how you achieved success.

The type of example you may consider could be a significant or record sale for the local area; a complex situation that may have drawn out or made the sale challenging; an innovative approach to the sale; and effective marketing techniques that attracted success and recognition by senior peers.

Your example must focus on the property and means for achieving success, not volume or value.

This section is worth 25 points and must be answered in less than 500 words.

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. All supporting material must relate to the submission period.

3. Service to Clients

/ 20

Provide **two examples** of how you have displayed a commitment to quality customer service during the submission period.

Describe how you achieve a point of difference when delivering outstanding service to your clients. This section is worth 20 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

4. Business Challenges and Risk Management

/ 10

Provide 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.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

5. Innovation/Enhancements

/ 5

Outline any new ideas or procedures/services you have either specifically implemented or contributed to 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.

The innovation/enhancement/s must be unique to South Australian real estate and in the spirit of the Awards, should not be simply re-badged versions of an existing product.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. Service and Support to your agency and other staff

/ 5

Outline how your role and responsibilities support the objectives of your wider agency. Describe how you supported your fellow staff during the period and how your contribution made a difference.

This section is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

South Australian Salesperson Commercial and Industrial

Total Points / 100

7. 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?

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

8. 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.

Discuss the ways commercial salespersons complement other property professionals in meeting consumer needs.

No attachments or hyperlinks allowed

South Australian Salesperson Commercial and Industrial

Total Points / 100

5. Business Broker

This Award recognises the profession's most accomplished and respected Business Brokers.

Winner, Silver and Bronze Awards may acknowledge both achievement and commitment to client service past financial year.

All sales must be settled in the past financial year and the settlement date should be regarded as the date of sale.

The company name under which you submit your entry will be the one used in any finalist or award status promotion. If you change employment after the submission date, you must inform REISA and supply updated information.

The salesperson may have assistance with their day-to-day duties from sales assistants or personal assistants. This assistance should be disclosed in the application.

CRITERIA

As this category assumes that the salesperson is assisted by sales support staff, **please provide a statement which outlines:**

- The number of full-time staff (or equivalent supporting this salesperson) involved in the operations of the salesperson
- The specific duties these staff members undertake on behalf of the salesperson
- Whether these sales support staff bring any new clients into the unit and if so, explain how this is accounted for in the nomination details
- The qualifications of the sales support staff

This information is required for all nominations. Please note it is not scored, the information is simply used by the judges to better understand your business model.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Business Broker

Total Points / 100

There are two parts to this question. Make sure you answer both parts in the required formats.

a) This section analyses the financial and volume performance of the applicant. **Please submit the following information in exactly the same order and format as follows:**

- Number of settled solo sales during the past financial year. If sales are shared, specify joint sales
- Gross value of solo settled sales
- Gross commission on solo settled sales
- Average value of solo settled sales
- Average sale time (i.e. from the date the property is released to the market to when the contract is signed by the purchaser)
- Ratio of appraisals to listings (i.e. from issue of CMA. Specify as a percentage calculated as listings divided by appraisals). **Please include a figure for your listings, a figure for your appraisals and a calculated percentage. E.G.: Listings: 84, Appraisals: 103, Percentage: 81%**
- Ratio of listings to sales solo and shared. (Specify as a percentage calculated as sales divided by listing). **Please include a figure for your sales, a figure for your listings and a calculated percentage. E.G.: Sales: 55, Listing: 84, Percentage: 65%**
- Geographical coverage of sales

NOTE: No additional explanation is required unless you wish to **briefly** explain any circumstances that might have influenced your results.

b) **Complete the Sales Achievement spreadsheet** available under the awards section **on the REISA website/on the Awards portal**. Save as a pdf and supply as an attachment. No other attachments are allowed.

Do not use your own/company spreadsheet.

These criteria give the judges the opportunity to learn more about how you have achieved success in the past 12 months.

Please nominate two examples of outstanding achievements in the last financial year and explain why you believe these are significant. Your examples must focus on properties and means for achieving success, not volume or value.

This section is worth 25 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

3. Business Challenges and Risk Managements

/ 10

Provide two examples of challenges or major risk management issues that you have encountered during the last financial year 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.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

4. Innovation/Enhancements

/ 10

Outline any new ideas or procedures/services you have either specifically implemented or contributed to 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.

The innovation/enhancement/s must be unique to South Australian real estate and in the spirit of the Awards, should not be simply re-badged versions of an existing product.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

5. Commitment to Quality Customer Service

/ 10

Provide two examples of how you have displayed outstanding service to clients in the last financial year 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.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. 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.

Examples may include (but are not limited to):

- Assisting other staff
- Contributing to regular staff meetings
- Participating in industry committees
- Team building exercises

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Business Broker

Total Points / 100

7. 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?

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

8. Leadership and contribution to the industry

/ 5

How have you demonstrated leadership in business broking in the last financial year? 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 business brokers complement other property professionals in meeting consumer needs.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Business Broker

Total Points / 100

6. Future Leader Sales

Winner, Silver and Bronze awards may recognise outstanding achievement by new salespeople in the profession for performance and commitment to customer service in the qualifying year.

Please note that only one Future Leader Category Award winner will go forward to national judging. All sales must be settled in the past financial year, and the settlement date should be regarded as the date of sale. All sale types are applicable for this category for instance, residential sales, regional sales, commercial and industrial, business broking and buyer's agents.

The company name under which you submit your entry will be the one used in any finalist or award status promotion. If you change employment after the submission date, you must inform REISA and supply updated information.

As this is a rookie award, the entrant's first sale must have been within the previous two financial years. Entrants must have held their licence or registration (including provisional status) for more than two years at the time of the South Australian awards submission close date.

You may not enter under a trainee licence.

Important note in preparing your nomination:

- You can only enter this category once
- In addressing the criteria, please include material relevant to the individual, not the franchise or marketing group with which the office is involved. Points will be allocated on individual performance only



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Future Leader Sales

Total Points / 100

There are two parts to this question. Make sure you answer both parts in the required formats.

a) This section analyses the financial and volume performance of the applicant. **Please submit the following information in exactly the same order and format as follows:**

- Date of your first settled solo sale
- Number of settled solo sales during the past financial year. If sales are shared, specify joint sales
- Gross value of solo settled sales
- Gross commission on solo settled sales
- Average value of solo settled sales
- Average sale time (i.e. from the date the property is released to the market to when the contract is signed by the purchaser)
- Ratio of appraisals to listings (i.e. from issue of CMA. Specify as a percentage calculated as listings divided by appraisals). **Please include a figure for your listings, a figure for your appraisals and a calculated percentage. E.G.: Listings: 84, Appraisals: 103, Percentage: 81%**
- Ratio of listings to sales solo and shared. (Specify as a percentage calculated as sales divided by listing). **Please include a figure for your sales, a figure for your listings and a calculated percentage. E.G.: Sales: 55, Listing: 84, Percentage: 65%**
- Geographical coverage of sales

NOTE: No additional explanation is required unless you wish to **briefly** explain any circumstances that might have influenced your results.

b) **Complete the Sales Achievement spreadsheet** available under the awards section **on the REISA website/on the Awards portal**. Save as a pdf and supply as an attachment. No other attachments are allowed.

Do not use your own/company spreadsheet.

These criteria give the judges the opportunity to learn more about how you have achieved success in the past 12 months.

Give two examples of outstanding achievements in the last financial year and explain why you believe these are significant. Describe how it helped you develop in your role. Your examples must focus on properties and means for achieving success, not volume or value.

This section is worth 25 points and must be answered in less than 500 words.

SUPPORTING MATERIAL: You may wish to include client testimonials, marketing material or other evidence. You may upload up to two pages relevant to the submission period.

3. Business Challenges and Risk Managements

/ 10

Give **two examples** of challenges or major risk management issues that you have encountered during the last financial year 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.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

4. Innovation/Enhancements

/ 10

Outline any new ideas or procedures/services you have either specifically implemented or contributed to 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.

The innovation/enhancement/s must be unique to South Australian real estate and in the spirit of the Awards, should not be simply re-badged versions of an existing product.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

5. Commitment to Quality Customer Service

/ 10

Give **two examples** of how you have displayed outstanding service to clients in the last financial year 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.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. 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.

Examples may include (but are not limited to):

- Assisting other staff
- Contributing to regular staff meetings
- Participating in industry committees
- Team building exercises

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Future Leader Sales

Total Points / 100

7. 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?

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

8. Leadership and contribution to the industry

/ 5

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 residential salespersons complement other property professionals in meeting consumer needs.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Future Leader Sales

Total Points / 100

7. Future Leader Property Manager

This award recognises excellence in property management by an individual in the past financial year. Winner, Silver and Bronze Awards (based on scores achieved) may acknowledge both achievement and commitment to client service. Please note that only one Future Leader Category Award winner will go forward to national judging.

Property management practitioners who are employed full-time to specialise in property management are eligible to enter this Award. They should be directly responsible to the managing principal of the employing agency and be responsible for control and decision making over a significant portfolio of managed properties. Property managers who operate with an assistant may enter this category however; the assistant's role must be clearly outlined in the nomination.

The company name under which you submit your entry will be the one used in any finalist or award status promotion. If you change employment after the submission date, you must inform REISA and supply updated information.

As this is a rookie award, the entrant must have managed their first property within the previous two financial years. You may not enter under a trainee licence.

Important note in preparing your nomination:

- You can only enter this category once
- In addressing the criteria, please include material relevant to the individual not the franchise or marketing group with which the office is involved. Points will be allocated on individual performance only



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Future Leader Property Manager

Total Points / 100

1. Property Management Portfolio and Responsibilities

/ 25

Please give an overview of your property management portfolio. Please ensure the following information is included:

- Date of your first property management contract
- Number of properties you personally manage or how you are involved in the management of properties within your agency's portfolio
- Explain your role in the agency and how you report to management
- The property types within your portfolio
- Your role in supporting other staff

This section is worth 25 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

2. Significant Achievement

/ 25

These criteria give the judges the opportunity to learn more about how you have achieved success in the past 12 months.

Give **two examples** of outstanding achievements in the last financial year 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 listing, 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 relevant to the submission period.

This section is worth 25 points and must be answered in less than 500 words.

3. Business Challenges and Risk Management

/ 10

Give **two examples** of challenges or major risk management issues that you have encountered during the last financial year 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.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Future Leader Property Manager

Total Points / 100

4. Innovation/Enhancements

/ 10

Outline any new ideas or procedures/services you have either specifically implemented or contributed to 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.

The innovation/enhancement/s must be unique to South Australian real estate and in the spirit of the Awards, should not be simply re-badged versions of an existing product.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

5. Commitment to Quality Customer Service

/ 10

Give **two examples** of how you have displayed outstanding service to clients in the last financial year 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.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. 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.

Examples may include (but are not limited to):

- Assisting other staff
- Contributing to regular staff meetings
- Participating in industry committees
- Team building exercises

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Future Leader Property Manager

Total Points / 100

7. 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?

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

8. Leadership and contribution to the industry

/ 5

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 way property managers complement other property professionals in meeting consumer needs.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Future Leader Property Manager

Total Points / 100

8. Property Manager Residential

Winner, Silver and Bronze Awards (based on scores achieved) may recognise excellence in property management in the past financial year by an individual.

There will be two categories for this award:

- 1. Property Manager – Metro:** Property management practitioners who are employed full-time to specialise in residential property management in the Adelaide metropolitan area are eligible to enter this Award.
- 2. Property Manager – Regional:** Property management practitioners who are employed full-time to specialise in regional property management in South Australia are eligible to enter this Award.

They should be directly responsible to the managing principal of the employing agency and be responsible for control and decision making over a significant portfolio of managed properties. Property managers who operate with an assistant may enter this category; however the assistant's role must be clearly outlined in the nomination.

The company name under which you submit your entry will be the one used in any finalist or award status promotion. If you change employment after the submission date, you must inform REISA and supply updated information.

Important note in preparing your nomination:

- In addressing the criteria, please include material relevant to the individual not the franchise or marketing group with which the office is involved. Points will be allocated on individual performance only.

If the nominee is supported by other staff in the office, please provide a statement that outlines:

- The number of full-time staff (or equivalent supporting this property manager) involved in the operations of the property manager
- The specific duties these staff members undertake on behalf of the property manager
- Whether these property management support staff bring any new clients into the unit and if so, explain how this is accounted for in the nomination details
- The qualifications of the property management support staff

Please note that it is not scored and the information is simply used by the judges to better understand your business model.

Significant changes have been made to many of this year's questions. Please read all questions carefully and refer to the 'Submission Hints 'n Tips Guide' to assist you in writing your entry.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Property Manager – Residential

Total Points / 100

1. Property Management Portfolio and Responsibilities

/ 25

Please state whether you practice as:

I. A member of a property management team for a particular portfolio, or

II. An individual with your own specific portfolio

- If I. Please state the number of properties in the portfolio and your specific responsibilities within that team. (E.G. Inspections, Listing, Lease Renewals, documentation, tenant liaison, etc.).
- If II. Please state the number of properties in your personal portfolio and list your responsibilities to its management.

This section is worth 25 points and must be answered in less than 200 words.

No attachments or hyperlinks allowed

2. Significant Listings and Management Achievement

/ 25

These criteria give the judges the opportunity to learn more about how you have achieved success in the past 12 months.

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

This section is worth 25 points and must be answered in less than 500 words.

SUPPORTING MATERIAL: You may 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.

3. Business Challenges and Risk Management

/ 20

Give **two examples** of challenges or major risk management issues that you have encountered during the last financial year 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.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

4. 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.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Property Manager – Residential

Total Points / 100

5. 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.

Examples may include (but are not limited to):

- Assisting other staff
- Contributing to regular staff meetings
- Participating in industry committees
- Team building exercises

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. Personal Milestones and career goals

/ 5

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?

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

7. Leadership and contribution to the industry

/ 5

How have you demonstrated leadership in residential property management in the financial year? 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.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Property Manager – Residential

Total Points / 100

9. Property Manager Commercial / Industrial

Winner, Silver and Bronze Awards (based on scores achieved) may recognise excellence in commercial management in the past financial year by an individual.

Entrants may be working in small, medium or large agencies and independent or franchise agencies. They should be directly responsible to the managing principal of the employing agency and be responsible for control and decision making over a significant portfolio of managed properties. Property managers who operate with an assistant may enter this category, however the assistant's role must be clearly outlined in the nomination.

The company name under which you submit your entry will be the one used in any finalist or award status promotion.

If you change employment after the submission date, you must inform REISA and supply updated information.

Important note in preparing your nomination:

- In addressing the criteria, please include material relevant to the individual not the franchise or marketing group with which the office is involved. Points will be allocated on individual performance only.

If the nominee is supported by other staff in the office, **please provide a statement that outlines:**

- The number of full-time staff (or equivalent supporting this property manager) involved in the operations of the property manager
- The specific duties these staff members undertake on behalf of the property manager
- Whether these property management support staff bring any new clients into the unit and if so, explain how this is accounted for in the nomination details
- The qualifications of the property management support staff

Please note that it is not scored and the information is simply used by the judges to better understand your business model.

Significant changes have been made to many of this year's questions.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

1. Property Management Portfolio and Responsibilities

/ 25

Please state whether you practice as:

I. A member of a property management team for a particular portfolio, or

II. An individual with your own specific portfolio

- If I. Please state the number of properties in the portfolio and your specific responsibilities within that team. (E.G. Inspections, Listing, Lease Renewals, documentation, tenant liaison, etc.).
- If II. Please state the number of properties in your personal portfolio and list your responsibilities to its management.

This section is worth 25 points and must be answered in less than 200 words.

No attachments or hyperlinks allowed

2. Significant Achievement

/ 25

These criteria give the judges the opportunity to learn more about how you have achieved success in the past 12 months.

Give **two examples** of how you have demonstrated excellence in commercial property management during the past financial year and explain why you believe these are significant. Your examples must focus on properties and means for achieving success, not volume or value.

This section is worth 25 points and must be answered in less than 500 words.

SUPPORTING MATERIAL: You may 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.

3. Business Challenges and Risk Management

/ 15

Give **two examples** of challenges or major risk management issues that you have encountered during the financial year and explain how you have overcome them. Examples include rental disputes, repairs and maintenance issues, termination etc. 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.

This question is worth 15 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Property Manager – Commercial / Industrial

Total Points / 100

4. Innovation/Enhancements

/ 10

Outline any new ideas or procedures/services you have either specifically implemented or contributed to 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.

The innovation/enhancement/s must be unique to South Australian real estate and in the spirit of the Awards, should not be simply re-badged versions of an existing product.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

5. Commitment to Quality Customer Service

/ 10

Give **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.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. 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 Continuing Professional Development courses, in-house training, coaching, role-playing sessions, etc.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. Professional Development

/ 5

Give **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 How have you demonstrated leadership in residential property management in the financial year? 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.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Property Manager – Commercial / Industrial

Total Points / 100

10. Operational Support Award

Winner, Silver and Bronze Awards (based on scores achieved) may recognise outstanding individuals who hold operational support positions in either residential or commercial sectors.

Positions include (but are not limited to) administration, office management, reception, personal assistants, etc.

All information submitted for this category must relate to the previous financial year.

The company name under which you submit your entry will be the one used in any finalist or award status promotion.

If you change employment after the submission date, you must inform REISA and supply updated information.

Important note in preparing your nomination:

- You must not combine the results of two or more companies
- In addressing the criteria, please include material relevant to the individual not the franchise or marketing group with which the office is involved
- Points will be allocated on individual performance only

Winner, Silver and Bronze awards (based on scores achieved) may be awarded in all categories except the Torrens and Community Service Awards.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Operational Support Award

Total Points / 100

1. Contribution to 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 include supporting material in the form of written testimonials, letters of appreciation, etc. You may upload a maximum of three pages.

This section is worth 25 points and must be answered in less than 500 words.

2. Support for Team Members

/ 20

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.

This section is worth 20 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed.

3. 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. This event must have occurred and been resolved fully in the qualifying period.

This section is worth 20 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

4. Initiative

/ 20

Describe a situation where you have demonstrated initiative. Explain the reasons for undertaking the initiative, the efficiencies that resulted and how this was communicated within the agency and how the agency benefited.

This section is worth 20 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

5. 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, Continuing Professional Development courses, in-house training, coaching, role-playing sessions, etc.

This question is worth 15 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Operational Support Award

Total Points / 100

11. Operational Leadership Award

Winner, Silver and Bronze Awards (based on scores achieved) may recognise outstanding individuals who hold operational leadership positions in either residential or commercial sectors.

An operational leadership role is defined as a person responsible for controlling or administering an organisation of staff. This would include head of department, line/operations manager, supervisor, principal, administrator and managing director.

All information submitted for this category must relate to the previous financial year.

The company name under which you submit your entry will be the one used in any finalist or award status promotion. If you change employment after the submission date, you must inform REISA and supply updated information.

Important note in preparing your nomination:

- You must not combine the results of two or more companies
- In addressing the criteria, please include material relevant to the individual not the franchise or marketing group with which the office is involved
- Points will be allocated on individual performance only



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Operational Leadership Award

Total Points / 100

1. Contribution to 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 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.

This question is worth 20 points and must be answered in less than 500 words.

2. Support for Team Members

/ 20

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.

This question is worth 20 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

3. 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. This event must have occurred and been resolved fully in the qualifying period.

This question is worth 20 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

4. Initiative

/ 20

Describe a situation where you have demonstrated initiative. Explain the reasons for undertaking the initiative, the efficiencies that resulted and how this was communicated within the agency and how the agency benefited.

This question is worth 20 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

5. Professional Development

/ 20

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, Continuing Professional Development courses, in-house training, coaching, role-playing sessions, etc.

This question is worth 20 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Operational Leadership Award

Total Points / 100

12. Local Residential Salesperson Metro

Winner, Silver and Bronze Awards (based on scores achieved) may recognise the top residential achieve the Adelaide metropolitan area in the past financial year.

All sales must be settled in the past financial year and the settlement date should be regarded as the date of sale.

Please note that if you have sold in excess of 65 properties (solo equivalent) or \$50m worth of property, you must enter the South Australian Salesperson of the Year category.

The company name under which you submit your entry will be the one used in any finalist or award status promotion. If you change employment after the submission date, you must inform REISA and supply updated information.

The salesperson may have assistance with their day-to-day duties from sales assistants or personal assistants. This assistance should be disclosed in the application.

Important note in preparing your nomination:

- In addressing the criteria, please include material relevant to the individual not the franchise or marketing group with which the office is involved. Points will be allocated on individual performance only

Criteria

If the salesperson is supported by other staff in the office, please provide a statement that outlines:

- The number of full-time staff (or equivalent supporting this salesperson) involved in the operations of the salesperson
- The specific duties these staff members undertake on behalf of the salesperson
- Whether these sales support staff bring any new clients into the unit and if so, explain how this is accounted for in the nomination details
- The qualifications of the sales support staff
- This information is required for all nominations. Please note that it is not scored and the information is simply used by the judges to better understand your business model.

Winner, Silver and Bronze awards (based on scores achieved) may be awarded in all categories except the Torrens and Community Service Awards.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Local Residential Salesperson – Metro

Total Points / 100

There are two parts to this question. Make sure you answer both parts in the required formats.

a) This section analyses the financial and volume performance of the applicant. **Please submit the following information in exactly the same order and format as follows:**

- Number of settled solo sales during the past financial year. If sales are shared, specify joint sales
- Gross value of solo settled sales
- Gross commission on solo settled sales
- Average value of solo settled sales
- Average sale time (i.e. from the date the property is released to the market to when the contract is signed by the purchaser)
- Ratio of appraisals to listings (i.e. from issue of CMA. Specify as a percentage calculated as listings divided by appraisals). **Please include a figure for your listings, a figure for your appraisals and a calculated percentage. E.G.: Listings: 84, Appraisals: 103, Percentage: 81%**
- Ratio of listings to sales solo and shared. (Specify as a percentage calculated as sales divided by listing). **Please include a figure for your sales, a figure for your listings and a calculated percentage. E.G.: Sales: 55, Listing: 84, Percentage: 65%**
- Geographical coverage of sales

NOTE: No additional explanation is required unless you wish to **briefly** explain any circumstances that might have influenced your results.

b) **Complete the Sales Achievement spreadsheet** available under the awards section **on the REISA website/on the Awards portal**. Save as a pdf and supply as an attachment. No other attachments are allowed.

Do not use your own/company spreadsheet.

2. Significant Listing Achievement

/ 25

These criteria give the judges the opportunity to learn more about how you have achieved success in the past 12 months.

Please specify your most significant listing and sale achievement during the submission period. Outline why you believe it was significant and how you achieved success.

The type of example you may consider could be a significant or record sale for the local area; a complex situation that may have drawn out or made the sale challenging; an innovative approach to the sale; and effective marketing techniques that attracted success and recognition by senior peers.

Your example must focus on the property and means for achieving success, not volume or value.

This section is worth 25 points and must be answered in less than 500 words.

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. All supporting material must relate to the submission period.

3. Service to Clients

/ 25

Provide **two examples** of how you have displayed a commitment to quality customer service during the submission period. Describe how you achieve a point of difference when delivering outstanding service to your clients.

This section is worth 25 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

4. 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.

Examples may include (but are not limited to):

- Assisting other staff
- Contributing to regular staff meetings
- Participating in industry committees
- Team building exercises

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Local Residential Salesperson – Metro

Total Points / 100

5. Leadership

/ 5

Provide **two examples** of how you support and provide leadership to other staff in your agency and the industry in general.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. Business Challenges and Risk Management

/ 5

Provide **two examples** of challenges or major risk management issues that you encountered during the financial 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.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

7. Professional Development

/ 5

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

The types of activities outlined may include both formal and informal professional development; for example, Continuing Professional Development courses, in-house training, coaching, role-playing sessions, etc.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Local Residential Salesperson – Metro

Total Points / 100

13. Local Residential Salesperson Regional

Winner, Silver and Bronze Awards (based on scores achieved) may recognise the top residential achiever regional South Australia in the past financial year.

All sales must be settled in the past financial year and the settlement date should be regarded as the date of sale.

Please note that if you have sold in excess of 65 properties (solo equivalent) or \$50m worth of property over the past financial year, you must enter the South Australian Salesperson of the Year category.

The company name under which you submit your entry will be the one used in any finalist or award status promotion. If you change employment after the submission date, you must inform REISA and supply updated information.

The salesperson may have assistance with their day-to-day duties from sales assistants or personal assistants. This assistance should be disclosed in the application.

Important note in preparing your nomination:

- In addressing the criteria, please include material relevant to the individual not the franchise or marketing group with which the office is involved. Points will be allocated on individual performance only

Criteria

If the salesperson is supported by other staff in the office, please provide a statement that outlines:

- The number of full-time staff (or equivalent supporting this salesperson) involved in the operations of the salesperson
- The specific duties these staff members undertake on behalf of the salesperson
- Whether these sales support staff bring any new clients into the unit and if so, explain how this is accounted for in the nomination details
- The qualifications of the sales support staff

This information is required for all nominations. Please note it is not scored and the information is simply used by the judges to better understand your business model.

Please note: Significant changes have been made to many of this year's questions.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Local Residential Salesperson – Regional

Total Points / 100

There are two parts to this question. Make sure you answer both parts in the required formats.

a) This section analyses the financial and volume performance of the applicant. **Please submit the following information in exactly the same order and format as follows:**

- Number of settled solo sales during the past financial year. If sales are shared, specify joint sales
- Gross value of solo settled sales
- Gross commission on solo settled sales
- Average value of solo settled sales
- Average sale time (i.e. from the date the property is released to the market to when the contract is signed by the purchaser)
- Ratio of appraisals to listings (i.e. from issue of CMA. Specify as a percentage calculated as listings divided by appraisals). **Please include a figure for your listings, a figure for your appraisals and a calculated percentage. E.G.: Listings: 84, Appraisals: 103, Percentage: 81%**
- Ratio of listings to sales solo and shared. (Specify as a percentage calculated as sales divided by listing). **Please include a figure for your sales, a figure for your listings and a calculated percentage. E.G.: Sales: 55, Listing: 84, Percentage: 65%**
- Geographical coverage of sales

NOTE: No additional explanation is required unless you wish to **briefly** explain any circumstances that might have influenced your results.

b) **Complete the Sales Achievement spreadsheet** available under the awards section **on the REISA website/on the Awards portal**. Save as a pdf and supply as an attachment. No other attachments are allowed.

Do not use your own/company spreadsheet.

2. Significant Listing Achievement

/ 25

These criteria give the judges the opportunity to learn more about how you have achieved success in the past 12 months.

Please specify your most significant listing and sale achievement during the submission period. Outline why you believe it was significant and how you achieved success.

The type of example you may consider could be a significant or record sale for the local area; a complex situation that may have drawn out or made the sale challenging; an innovative approach to the sale; and effective marketing techniques that attracted success and recognition by senior peers.

Your example must focus on the property and means for achieving success, not volume or value.

This section is worth 25 points and must be answered in less than 500 words.

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. All supporting material must relate to the submission period.

3. Service to Clients

/ 25

Provide **two examples** of how you have displayed a commitment to quality customer service during the submission period. Describe how you achieve a point of difference when delivering outstanding service to your clients.

This section is worth 25 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

4. 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.

Examples may include (but are not limited to):

- Assisting other staff
- Contributing to regular staff meetings
- Participating in industry committees
- Team building exercises

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Local Residential Salesperson – Regional

Total Points / 100

5. Leadership

/ 5

Provide **two examples** of how you support and provide leadership to other staff in your agency and the industry in general.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. Business Challenges and Risk Management

/ 5

Provide **two examples** of challenges or major risk management issues that you encountered during the financial 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.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

7. Professional Development

/ 5

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

The types of activities outlined may include both formal and informal professional development; for example, Continuing Professional Development courses, in-house training, coaching, role-playing sessions, etc.

This question is worth 5 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Local Residential Salesperson – Regional

Total Points / 100

14. Business Development Manager

Winner, Silver and Bronze Awards (based on scores achieved) may recognise excellence by an individual responsible for the role of Business Development Manager (BDM) in residential or commercial and industrial property management.

The entrant should be:

- a BDM or a Property Manager responsible for a portfolio and securing new listings
- employed solely to grow the property management agency's rent roll and maintain the highest level of customer service through strategic planning, relationship building, market knowledge and exemplary negotiating skills.

Business Development Managers who operate with an assistant may enter this category, however the assistant's role must be clearly outlined in the nomination.

The company name under which you submit your entry will be the one used in any finalist or award status promotion.

If you change employment after the submission date, you must inform REISA and supply updated information.

Important note in preparing your nomination:

- In addressing the criteria, please include material relevant to the individual and not the franchise or marketing group with which the office is involved. Points will be allocated on individual performance only.

Criteria

If the nominee is supported by other staff in the office, please provide a statement that outlines:

1. The number of full-time staff or equivalent involved in the operations of the Manager
2. The specific duties these staff members undertake on behalf of the Manager
3. Whether these management support staff bring any new clients into the unit and if so, explain how this is accounted for in the nomination details
4. The qualifications of the management support staff

Please note that it is not scored and the information is simply used by the judges to better understand your business model.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Business Development Manager

Total Points / 100

1. Listing Achievement

/ 25

There are three parts to this question. Make sure you answer all parts.

PART A

In no more than 300 words, clearly identify how you grow your agency's rent roll and from where leads are generated, e.g. sales team leads, investors or personal sourcing. Include percentages where possible, e.g.: 50% conversion from sales team leads. Also include the percentage of time you spend on gaining new business against time spent managing portfolio, e.g.: 40/60.

PART B

Parts B & C analyse the financial and volume performance of the applicant. **Please submit the following information in exactly the same order and format as follows:**

- Number of new property management listings solely secured
- Annual income from management fees
- Ratio of appraisals to listings
- Ratio of listings to letting
- Geographical coverage of new listings

PART C

Complete the Listing Summary spreadsheet available under the awards section on the REISA website/on the Awards portal. Select just one month as an example of your activity. **Save as a pdf and supply as an attachment. Do not use your own/company spreadsheet.**

No additional explanation is required unless you wish to briefly explain any circumstances that might have influenced your results.

No attachments or hyperlinks allowed

2. Significant Business Development Achievements

/ 25

These criteria give the judges the opportunity to learn more about how you have achieved success in the past 12 months.

Give **three examples** of outstanding achievements in the past financial year and explain why you believe these are significant.

This section is worth 25 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

3. Commitment to Quality Client Service

/ 10

Provide **three examples** of how you have displayed outstanding service to clients in the past financial year 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.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Business Development Manager

Total Points / 100

4. Business Challenges & Risk Management

/ 10

Provide **two examples** of challenges or major risk management issues that you have encountered during the past financial year 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.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

5. 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 these made a difference.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. Commitment to Professional and Ethical Standards

/ 10

Provide **two examples** of how you have displayed a commitment to professional and ethical standards of practice during the submission period.

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

7. 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?

This question is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Business Development Manager

Total Points / 100

15. Buyers' Agent

Winner, Silver and Bronze Awards (based on scores achieved) may recognise excellence in buyer's agent practice and is intended for individuals.

All information submitted must relate to the last financial year.

The company name under which you submit your entry will be the one used in any finalist or award status promotion.

If you change employment after the submission date, you must inform REISA and supply updated information.

The Agent may have assistance with their day-to-day duties from personal assistants. This assistance should be disclosed in the application.

Important note in preparing your nomination:

- In addressing the criteria, please include material relevant to the individual not the franchise or marketing group with which the office is involved. Points will be allocated on individual performance only

Criteria

If the Agent is supported by other staff in the office, please provide a statement that outlines:

- The number of full-time staff (or equivalent supporting this Agent) involved in the operations of the Agent
- The specific duties these staff members undertake on behalf of the Agent
- Whether these support staff bring any new clients into the unit and if so, explain how this is accounted for in the nomination details
- The qualifications of the support staff

This information is required for all nominations. Please note it is not scored and the information is simply used by the judges to better understand your business model.

Winner, Silver and Bronze awards may be awarded (based on scores achieved) in all categories except the Torrens and Community Service Awards.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Buyers' Agent

Total Points / 100

1. Agent Activity

/ 10

In less than 500 words, explain the role you play as a Buyers' Agent.

Include detail covering:

- Percentage of full-service negotiations versus auction-only service
- Percentage split between owner-occupied and investor acquisitions
- Breakdown of representation in residential, commercial and investment properties
- Geographical coverage of property acquisitions

This section is worth 10 points.

2. Significant Listing Achievements

/ 20

Give two examples of outstanding achievements in the last financial year and explain why you believe these are significant. Your examples must focus on properties and means for achieving success, not on volume or value.

This section is worth 20 points.

No attachments or hyperlinks allowed

3. Building Relationships

/ 20

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

This section is worth 20 points.

No attachments or hyperlinks allowed

4. 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 risks you encountered and explain how you overcame them.

This section is worth 20 points.

No attachments or hyperlinks allowed

Buyers' Agent

Total Points / 100

5. Appraisals

/ 10

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

This question is worth 10 points.

PDF attachment required

6. 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.

This question is worth 10 points.

No attachments or hyperlinks allowed

7. Personal Development

/ 10

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

This question is worth 10 points.

No attachments or hyperlinks allowed

Buyers' Agent

Total Points / 100

16. Sustainability Leadership Individual

Winner, Silver, and Bronze Awards may recognise outstanding achievement and commitment to sustainability, open to both residential and commercial practitioners.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

1. Significant sustainability achievements

/ 40

In no more than 500 words, provide two examples of your outstanding sustainability achievements over the submission period and explain why they are significant.

This question should ideally articulate how your initiatives are helping to contribute to Australia's commitment to implementing the Sustainability Development Goals and/or Australia's Net Zero 2050.

Your examples must focus on sustainability impacts that have or will be achieved and demonstrate your commitment to creating lasting sustainability impacts, rather than 'greenwashing' initiatives. (Greenwashing is when an organisation spends more time and money on marketing itself as environmentally friendly than on minimising its environmental impact).

This may include, but is not limited to:

- emissions reductions or offsets implemented in your business
- people and cultural initiatives
- a project of significance for sustainable homes (including sales campaigns, development project or property management)
- cybersecurity
- an energy-based project
- a staff or consumer awareness program
- a co-ordinated sustainability strategy incorporating various initiatives across your business.

Maximum 500 words

2. Material Risk

/ 30

Material risks are those risks that are recognised by management as having the potential to materially impact your organisation's business performance.

Sustainability is defined as: 'the ability of the organisation to exist and operate over its planned lifetime'.

Provide two examples of how you mitigated material risk over the submission period to enhance the sustainability of your organisation. Describe how you influenced your team and/or client to work through a complex problem to mutual satisfaction.

Maximum 500 words

3. Leadership and contribution to sustainable real estate

/ 30

In no more than 500 words, provide two examples of how you demonstrated leadership in sustainability during the submission period.

Explain how these will contribute to sustainable impacts within your workplace and local community. Discuss the ways sustainability impacts on the work of a real estate practitioner and how you have used your leadership to contribute to a positive outcome.

Maximum 500 words

SUPPORTING MATERIAL: Attach in PDF format any supporting strategies, reports, accreditation or certifications in support of your entry. Attachments are not limited.

Sustainability Leadership – Individual

Total Points / 100

17. Residential Agency

Winner, Silver and Bronze Awards (based on scores achieved) may recognise excellence in practice in an individual office in the past financial year.

There will be three categories for this Award:

1. **Small** – A single trading entity employing a maximum of 10 people (including the principal), operating from a single location under its own RLA. The entrant can be an independent trading entity or a single franchise office owned and operated under its own RLA.
2. **Medium** – A single trading entity employing between 11 and 20 people (including the principal), operating from a single location under its own RLA. The entrant can be an independent trading entity or a single franchise office owned and operated under its own RLA.
3. **Large** – A single trading entity employing 21 or more full-time equivalent staff (including admin and the principal) for the majority of the financial year. The entrant can be an independent or a franchise office operating from a single location under its own RLA or a trading entity with multiple offices in different locations operating under a single RLA and aggregating its offices into a single entry.

Important:

If an independent or franchise business operates from multiple offices in different locations under a single RLA and employs less than 21 people (including the principal), then they must choose a single office location and enter in the Medium or Small categories dependent on appropriate staff numbers but they cannot aggregate all offices into this entry.

Winner, Silver and Bronze awards (based on scores achieved) may be awarded in all categories except the Torrens and Community Service Awards.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Residential Agency

Total Points / 100

1. Office Activity

/ 25

Please provide details on the following indicators of office activity over the past financial year.

Please submit in exactly the same order and format as follows:

- Number of listings
- Number of settled sales
- Value of sales
- Value of commissions
- Average time on the market (i.e. from the date a sales agency agreement is signed)
- Geographic coverage of the agency
- Appraisal to listing ratio. Ratio of appraisals to listings (i.e. from issue of CMA. Specify as a percentage calculated as listings divided by appraisals). **Please include a figure for your listings, a figure for your appraisals and a calculated percentage E.G.: Listings: 84, Appraisals: 103, Percentage: 81%.**

Note: No additional explanation is required, unless you wish to **briefly** explain any circumstances that might have influenced your results.

No attachments or hyperlinks allowed

2. 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.

This section is worth 25 points and must be answered in less than 500 words.

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

3. Significant Achievements

/ 10

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 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, new technology, etc.

This section is worth 10 points and should be answered in less than 500 words.

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.

Residential Agency

Total Points / 100

4. Business Development Plan

/ 10

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

This section is worth 10 points and should be answered in less than 500 words.

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

5. Professional Development

/ 10

Outline the professional development strategies employed in the past financial year to develop staff to their maximum potential and how these have improved business performance.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. Marketing

/ 10

Highlight the most successful marketing strategies employed in the past financial year. Include marketing mediums used and how you measured the success.

The goals and strategies may relate to the agency's business marketing or marketing services to clients.

This section is worth 10 points and should be answered in less than 500 words.

No attachments or hyperlinks allowed

7. Service to Clients

/ 10

Provide **two examples** of how your agency has displayed outstanding service to clients during the past financial year. Describe how your agency achieves a point of difference when delivering excellent service to clients.

This may include products and services offered or be the way in which the business is managed. You may also briefly mention strategies in place to ensure this excellence is maintained.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Residential Agency

Total Points / 100

18. Commercial and Industrial Agency

Winner, Silver and Bronze Awards (based on scores achieved) may recognise excellence in practice in an individual office throughout the past financial year.

This category covers small, medium and large offices. The agency may have multiple offices in one city or regional location, but must 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 selection criteria relate only to that specific office.

Winner, Silver and Bronze awards (based on scores achieved) may be awarded in all categories except the Torrens and Community Service Awards.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Commercial and Industrial Agency

Total Points / 100

1. Office Activity

/ 25

Please provide details on the following indicators of office activity over the past financial year.

Please submit in exactly the same order and format as follows:

- Number of listings
- Number of settled sales
- Value of sales
- Value of commissions
- Average time on the market (i.e. from the date a sales agency agreement is signed)
- Geographic coverage of the agency
- Appraisal to listing ratio. Ratio of appraisals to listings (i.e. from issue of CMA. Specify as a percentage calculated as listings divided by appraisals). **Please include a figure for your listings, a figure for your appraisals and a calculated percentage E.G.: Listings: 84, Appraisals: 103, Percentage: 81%.**

Note: No additional explanation is required, unless you wish to **briefly** explain any circumstances that might have influenced your results.

No attachments or hyperlinks allowed

2. 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.

Examples may include (but are not limited to):

- Growth (both in size and revenue could be listed)
- Expansion through additional staff
- Outstanding sales results and/or property listings
- Industry/company awards
- Community awards
- Implementation of systems
- Introduction of new product or services
- Use of new technology

This section is worth 25 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

3. Business Development Plan

/ 20

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

This section is worth 20 points and should be answered in less than 500 words.

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

Commercial and Industrial Agency

Total Points / 100

4. Professional Development

/ 10

Describe the professional development strategies employed in the past financial year to develop your staff to their maximum potential and how these have improved business performance.

The training can relate to both real estate and non-real estate specific training.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

5. Marketing

/ 10

Highlight the most successful marketing strategies employed in the past financial year. Include marketing mediums used and how you measured the success.

The goals and strategies may relate to the agency's business marketing or marketing services to clients.

This section is worth 10 points and should be answered in less than 500 words.

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

6. Service to Clients

/ 10

Provide **two examples** of how your agency has displayed outstanding service to clients during the past financial year. Describe how your agency achieves a point of difference when delivering excellent service to clients.

This may include products and services offered or be the way in which the business is managed. You may also briefly mention strategies in place to ensure this excellence is maintained.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Commercial and Industrial Agency

Total Points / 100

19. Property Management Agency

Winner, Silver and Bronze Awards (based on scores achieved) may recognise excellence in a property management agency in the past financial year.

There will be four categories for this Award:

1. Commercial and Industrial Office

- a. An office specialising in commercial and industrial leasing.

2. Small Office/Department

- a. An office or department managing up to 350 residential properties.
- b. The entrant must be a single trading entity operating from one location under its own RLA. The entrant may be an independent trading entity or a single franchise office owned and operated under its own RLA.

3. Medium Office/Department

- a. An office or department managing between 350 and 750 residential properties.
- b. The entrant must be a single trading entity operating from one location under its own RLA. The entrant may be an independent trading entity or a single franchise office owned and operated under its own RLA.

4. Large Office/Department

- a. An office or department managing more than 750 residential properties.

The entrant may be:

- A single trading entity operating from one location under its own RLA. The entrant may be an independent trading entity or a single franchise office owned and operated under its own RLA; or
- A trading entity with multiple offices or locations operating under a single RLA and aggregating those offices into one entry.

Important: If an independent or franchise business operates from multiple offices in different locations under a single RLA and employs fewer than 21 people, including the principal, it must select one office location and enter either the Small Office/Department or Medium Office/Department category, based on the number of properties managed. The business cannot aggregate all office locations into a single entry.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Property Management Agency

Total Points / 100

1. Office Activity

/ 25

Please provide details on the following indicators of office activity over the past financial year.

Please submit in exactly the same order and format as follows:

- Size of rent roll (number of tenancy agreements)
- Number of full time staff employed (FTEs only)
- Value of rent roll
- Geographic spread of your portfolio
- Average rental time (vacancy rates expressed as a percentage)
- Appraisal to listing ratio. Ratio of appraisals to listings (i.e. from issue of CMA. Specify as a percentage calculated as listings divided by appraisals). **Please include a figure for your listings, a figure for your appraisals and a calculated percentage E.G.: Listings: 84, Appraisals: 103, Percentage: 81%.**

Note: No additional explanation is required, unless you wish to **briefly** explain any circumstances that might have influenced your results.

No attachments or hyperlinks allowed

2. Agency Achievements

/ 25

Please outline four key office achievements during the past financial year. Examples may include (but are not limited to):

- Growth (both in size and revenue could be listed)
- Expansion through additional staff
- Industry/company awards
- Community awards
- Implementation of systems
- Introduction of new product or services
- Use of new technology

This section is worth 25 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

3. Business Development Plan

/ 10

State the **three** main priorities in the agency's business plan and include an explanation for choosing these priorities.

This section is worth 10 points and should be answered in less than 500 words.

No attachments or hyperlinks allowed

Property Management Agency

Total Points / 100

4. Professional Development

/ 10

Describe the professional development strategies employed in the past financial year to develop your staff to their maximum potential. Highlight goals you wish to achieve in developing your staff in the future.

The training can relate to both real estate and non-real estate specific training.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

5. Marketing

/ 10

Highlight **three** of the agency's most successful marketing strategies employed in the past financial year. Include marketing mediums used and how you measured the success.

The goals and strategies may relate to the agency's business marketing or marketing services to clients.

This section is worth 10 points and should be answered in less than 500 words.

One attachment or one hyperlink may be included to support your answer. Indicate clearly that information is attached as Judges may not automatically check.

6. Significant Property Management Listings

/ 10

Provide **three examples** of success in property management in the past financial year. Examples must focus on properties and means for achieving success not on volume or value.

Describe why your agency has been able to achieve this success.

This section is worth 10 points and should be answered in less than 500 words.

No attachments or hyperlinks allowed

7. Service to Clients

/ 10

Give **two examples** of how your agency has displayed outstanding service to clients during the past financial year. Describe how your agency achieves a point of difference when delivering excellent service to clients.

This may include products and services offered or be the way in which the business is managed.

You may also briefly mention strategies in place to ensure this excellence is maintained.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Property Management Agency

Total Points / 100

20. Marketing and Communications

Winner, Silver and Bronze Awards (based on scores achieved) may recognise excellence in corporate marketing and communications during the last financial year.

Entries should relate to marketing, advertising or communications of the agency.

Entrants must be agencies, not individuals. Material should be developed specifically for the South Australian market, and it should encompass a 360-degree scope of your marketing activities and how it relates back to your business strategy and marketing services offered to clients.

As part of your entry, you will be required to attach and refer to examples of your marketing material from the past financial year.

You have the opportunity to submit a single campaign or take a broader approach by submitting your ongoing marketing strategies.

Winner, Silver and Bronze awards (based on scores achieved) may be awarded in all categories except the Torrens and Community Service Awards.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Marketing and Communications

Total Points / 100

1. Marketing and Communications Strategy

/ 25

Please outline your marketing and communications objectives and strategies during the submission period and demonstrate how this ties into your overall business plan.

This section is worth 25 points and should be answered in less than 500 words.

2. Skills

/ 25

Provide examples of two advertisements (print or electronic) or brochures you have prepared during the awards 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.

This section is worth 25 points and should be answered in less than 500 words.

SUPPORTING MATERIAL: Provide material relevant to the activity described. Attachments should be less than 5MB each.

3. Achievements

/ 20

Describe how your communications strategy has contributed to the agency's business achievements in the past financial year.

Information in this section could include how you track your engagement with clients, measurable financial results and increased branding awareness in the marketplace.

This section is worth 20 points and should be answered in fewer than 500 words.

4. Compliance with Legislation

/ 15

Describe how your communication activities comply with relevant South Australian legislation.

This section is worth 15 points and should be answered in less than 500 words.

5. Benefit to Industry and Consumers

/ 15

Describe how your communications strategy/activities provide benefits to both consumers and to the wider real estate industry.

This section is worth 15 points and should be answered in less than 500 words.

Marketing and Communications

Total Points / 100

21. Community Service

Winner, Silver and Bronze Awards (based on scores achieved) may recognise excellence in community service in the past financial year.

Please note that all criteria must relate solely to the past financial year, as this is an annual award.

Each individual nominee or agency must derive their primary income from real estate activities.

Entry Requirements

Please address the following questions:

Community Service Program

Provide details of your community service program during the past financial year.

Your submission must include confirmation of:

- How the funds were raised
- The time contributed
- The amount of money raised or contributed by the agency or individual
- The community service organisation that received the donated or contributed funds

For agency entries, the contribution must have been made by the individual agency rather than its broader franchise group.

- Maximum 500 words.

Rationale

- Explain the reasons and motivation behind your involvement in the community service program.
- Maximum 500 words.

Benefit to the Community

- Describe how the program has benefited the wider community.
- Include any measurable outcomes achieved through your involvement.
- Maximum 500 words.

Referees

- Provide details for two community referees who can speak about your involvement.
- Please include each referee's phone number and email address.
- Referee details are not included in the total 1,500-word limit.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Community Service

Total Points / 100

22. Project Marketing Developments

Winner, Silver and Bronze Awards (based on scores achieved) may recognise excellence in project marketing in the past financial year.

Projects may include residential multi-unit developments, inner-city developments, land subdivisions, commercial and industrial developments, or retirement and lifestyle villages.

Entries must relate to marketing material developed specifically for the South Australian market.

The submission should provide a 360-degree overview of the entrant's marketing activities, including how those activities support the broader business strategy and the marketing services offered to clients.

Entries may be submitted by individual agencies, marketing groups or franchise groups.

As part of the entry, entrants must attach and refer to examples of marketing material produced during the past financial year.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

1. Marketing and Communications Strategy

/ 25

Please outline your marketing and communications objectives and strategies during the submission period and demonstrate how this ties into your overall business plan.

This section is worth 25 points and should be answered in less than 500 words.

No attachments or hyperlinks allowed

2. Skills

/ 25

Provide examples of two advertisements (print or electronic) or brochures you have prepared during the awards period for your development 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 your identified target market/s.

It would be advantageous to outline why you have selected specific media channels, e.g. print, social media, newsletters, etc.

This section is worth 25 points and should be answered in less than 500 words. **Attachments should be less than 5MB each.**

3. Achievements

/ 20

Describe how your communications strategy has contributed to the agency's business achievements in regard to this development in the past financial year.

Information in this section could include how you track your engagement with clients, measurable financial results and increased branding awareness in the marketplace.

This section is worth 20 points and should be answered in fewer than 500 words.

4. Compliance with Legislation

/ 15

Describe how your communication activities comply with relevant South Australian legislation. This section is worth 15 points and should be answered in less than 500 words.

5. Benefit to Industry and Consumers

/ 15

Describe how your communications strategy/activities provide benefits to both consumers and to the wider real estate industry.

This section is worth 15 points and should be answered in less than 500 words.

Project Marketing Developments

Total Points / 100

23. Residential Property Management Team

Winner, Silver and Bronze Awards (based on scores achieved) may recognise excellence by teams in residential property management in the past financial year.

Team definition: Minimum of two team members working under the name of the lead property manager.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Residential Property Management Team

Total Points / 100

1. Office Activity

/ 20

Please provide details on the following indicators of office activity over the past financial year.

Please submit in exactly the same order and format as follows:

- Size of team and roles
- Size of rent roll (less than 500, 500–1,000, more than 1,000)
- Property types within rent roll
- Geographic spread of your portfolio

If your property management department is part of a broader agency, please briefly detail how the two departments work together.

Note: No additional explanation is required, unless you wish to **briefly** explain any circumstances that might have influenced your results.

This section is worth 20 points and should be answered in less than 500 words.

No attachments or hyperlinks allowed

2. Team Performance

/ 25

Provide details of how overall team performance has improved over the submission period. Explain what strategies were employed to achieve this improvement.

This section is worth 25 points and should be answered in 500 words or less.

3. Significant Achievement

/ 25

Specify the team's most significant achievement during the submission period. Outline why you believe it was significant and how you achieved success.

Examples may include (but are not limited to):

- 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

This section is worth 25 points and must be answered in less than 500 words.

SUPPORTING MATERIAL: You may 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.

Residential Property Management Team

Total Points / 100

4. Business Development

/ 10

Provide details of the business development strategies the team 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.

This section is worth 10 points and should be answered in less than 500 words.

SUPPORTING MATERIAL: Including, but not limited to data feeds, audited statements, third party independent data provider endorsements, etc. You may upload up to 5 pages, and all supporting material must relate to the submission period.

5. Culture

/ 25

Describe the strategies and activities used during the submission period to build an outstanding team culture.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. Professional Development

/ 10

Outline the professional development activities undertaken by the team in the past financial year and how they have improved the team's performance.

The types of activities outlined may include both formal and informal professional development. For example, Continuing Professional Development courses, in-house training, coaching, role-playing sessions, etc.

The training can relate to both real estate and non-real estate specific training.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Residential Property Management Team

Total Points / 100

24. Residential Sales Team

Winner, Silver and Bronze Awards (based on scores achieved) may recognise excellence by teams in residential sales in the past financial year.

Team definition: Minimum of two team members working under the name of the lead agent.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Residential Sales Team

Total Points / 100

1. Team Activity

/ 20

Part 1

Provide details on the following key business metrics over the past financial year. Please submit in exactly the same order and format as follows:

- Size of team and roles
- Ratio of listings to sales
- Ratio of appraisals to listings
- Geographic spread of agency

Part 2

How do these metrics compare to 12 months ago? Outline any year-on-year improvements.

Note: No additional explanation is required unless you wish to briefly explain any circumstances that might have influenced your results.

This section is worth 25 points and should be answered in less than 500 words.

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.

2. Significant Achievement

/ 25

Specify the team's most significant achievement during the submission period. Outline why you believe it was significant and how you achieved success.

Examples may include (but are not limited to):

- A significant sale for the local area
- An innovative approach to the sales process
- Effective marketing techniques

This section is worth 25 points and must be answered in less than 500 words.

SUPPORTING MATERIAL: You may 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.

3. Innovation/Enhancements

/ 20

Outline any new ideas or procedures/services your team has either specifically implemented or contributed to in the business and its contribution to the team's success. Discuss how you believe these will assist the team in the short term (next 12 months) and the longer term (next 5 years).

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 the team's positioning and differentiation in the marketplace. Ensure examples are time specific to the submission period.

The innovation/enhancement/s must be unique to South Australian real estate and in the spirit of the Awards, should not be simply re-badged versions of an existing product.

This question is worth 20 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Residential Sales Team

Total Points / 100

4. Culture

/ 10

Describe the strategies and activities used during the submission period to build an outstanding team culture.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

5. Business Challenges & Risk Management

/ 10

Give examples of challenges or major risk management issues you have encountered during the submission period, explain how you overcame them. Include details of a difficult client or sale expectations.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

6. Professional Development

/ 10

Outline the professional development activities undertaken by the team in the past financial year and how they have improved the team's performance.

The types of activities outlined may include both formal and informal professional development. For example, Continuing Professional Development courses, in-house training, coaching, role-playing sessions, etc.

The training can relate to both real estate and non-real estate specific training.

This section is worth 10 points and must be answered in less than 500 words.

No attachments or hyperlinks allowed

Residential Sales Team

Total Points / 100

25. Sustainability Leadership Agency

Winner, Silver and Bronze Awards may recognise outstanding achievement and commitment to sustainability, open to both residential and commercial real estate agencies.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

1. Significant sustainability achievements

/ 40

Describe in no more than 500 words your agency's key sustainability strategies, initiatives or projects over the submission period.

This may include, but is not limited to:

- emissions reductions or offsets implemented in your business
- people and cultural initiatives
- a project of significance for sustainable homes (including sales campaigns, development project or property management)
- cybersecurity
- an energy-based project
- a staff or consumer awareness program
- a coordinated sustainability strategy incorporating various initiatives across your business.

This question should ideally articulate how your initiative is helping to contribute to Australia's commitment to implementing the Sustainability Development Goals and/or Australia's Net Zero 2050 and what the overall impact you propose your strategy, initiative or project will make over time. Consider the 'why' in your big sustainability picture.

Maximum 500 words

2. Sustainability Planning and Performance

/ 30

Sustainability is defined as: 'the ability of the organisation to exist and operate over its planned lifetime'.

Describe in no more than 500 words how you've developed an overarching sustainability strategy or project plan to coordinate your agency's approach to achievements in sustainability over the business's projected lifetime.

In short, what process did you undergo internally to define what your sustainability strategies, initiatives or projects will be.

In this section, you may articulate your agency's vision, mission, purpose, stakeholder management, strategy development, implementation and reporting approach.

Maximum 500 words

Sustainability Leadership – Agency

Total Points / 100

Describe in no more than 500 words how you plan on reporting the impacts of your initiatives and their progressive improvements. What is the timetable, frequency, process and format of your reporting to ensure its accuracy?

You should also describe your approach to making incremental improvements based on the reported data.

This question is designed to highlight your agency's point of difference and demonstrate commitment to creating lasting sustainability impacts rather than 'greenwashing'. (Greenwashing is when an organisation spends more time and money on marketing itself as environmentally friendly than on minimising its environmental impact).

In short, how do you or will you report and be transparent with your sustainability outcomes and commit to continuous improvement.

Maximum 500 words

SUPPORTING MATERIAL: Attach in PDF format any supporting strategies, reports, accreditation or certifications in support of your entry. Attachments are not limited.

26. Innovation - Agency

This award recognises innovative services, products and ideas developed by member agencies or offices that add value to a property transaction.

Winner, Silver and Bronze Awards may acknowledge both achievement and commitment to innovation in the past financial year.

Entrants must be an agency, organisation with brand offices or a marketing franchise group.

Individuals are not eligible.

The agency name under which you submit your entry will be the one used in any finalist or award status. In the spirit of the Awards, your innovation/s should not be simply re-badged versions of an existing product.



Please note:

Please read all questions carefully and refer to the 'Submission Hints and Tips Guide' to assist you in your entry.

Innovation - Agency

Total Points / 100

1. Eligibility

/ 5

The following key statements must be addressed:

1. This innovation has not been submitted for consideration in this Award before or;
2. This particular innovation has been submitted for consideration in this Award before.

If you have said 'Yes' to statement 2, please provide an explanation of the new ideas or concepts that you have implemented to ensure this innovation meets the definition of 'newly' introduced service, idea or product.

This section is worth 5 points and must be answered in no more than 200 words.

No attachments or hyperlinks allowed.

2. Innovation

/ 25

Describe the key innovations introduced within your business, highlighting their impact on overall success during the submission period. Include development timelines and implementation dates and explain how these innovations have enhanced operational efficiency and performance.

This section is worth 25 points and must be answered in no more than 500 words.

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

3. Cost

/ 20

Outline the financial implications of implementing this innovation and the strategies used to manage them.

This section is worth 20 points and must be answered in no more than 500 words.

No attachments or hyperlinks allowed.

4. Innovative Process

/ 20

Explain the innovative process. Include work undertaken internally by your staff and work conducted by external service providers.

This section is worth 20 points and must be answered in no more than 500 words.

No attachments or hyperlinks allowed.

Innovation – Agency

Total Points / 100

5. Benefit to Industry

/ 15

Explain how the innovations introduced within your business have the potential to benefit the broader real estate industry.

This section is worth 15 points and must be answered in no more than 500 words.

No attachments or hyperlinks allowed.

5. Benefit to Consumers

/ 15

Describe how your business innovations have benefited consumers.

This section is worth 15 points and must be answered in no more than 500 words.

No attachments or hyperlinks allowed.

Innovation – Agency

Total Points / 100

For more information:
awards@reisa.com.au

