

## A TRADITION OF EXCELLENCE

### AWARDS OF EXCELLENCE MANAGEMENT TEAM OF THE YEAR AWARD

#### OBJECTIVE

The Management Team of the Year Award is given to the team that best focuses on excellence and quality of tenant service. This category is open to management teams charged with managing office, industrial, retail, residential or mixed-use properties.

The team must demonstrate a high level of customer service in its work in the commercial property management sector.

#### CONDITIONS AND EVALUATION OF SUBMISSIONS

- **This category is only eligible at the local level.**
- The category is open to management teams responsible for operations in office, industrial, retail, residential or mixed-use properties.
- Entrants cannot have won in the same category at the local level over the last 3 years.
- Evaluation of submissions will be based on the written presentation provided, but also on compliance with all the requirements detailed below.
- Participants must be members of BOMA.

#### REGISTRATION

##### Registration Form and Fee

Payment of \$1000 (plus taxes) made out to BOMA Quebec must be attached to each registration form in order to participate in the competition (fee includes 2 tickets for the Gala evening).

**PLEASE NOTE:** registration can only be completed if fees are paid in full. Once payment has cleared, you will receive instructions for submitting your documents online. Documents must be submitted no later than **5 p.m. on March 27.**

All fees are non-refundable.

#### DATES TO REMEMBER

**As soon as possible** Registration

**March 27, 2025** Deadline for submitting application documents  
**at 5 p.m.**

**April 2025** Evaluation of applications

**May 15, 2025** BOMA AWARDS Gala at Le 9e (Eaton Centre)

#### THE FOLLOWING ELEMENTS ARE REQUIRED:

1. A cover page outlining the following:  
Name of the building owner, management firm, service company or supplier, as well as the name, telephone number and address of the contact person responsible for submissions, correspondence, etc.
2. A written presentation of no more than 5 pages. Include any information that may help the jury (as long as you do not exceed the 5-page maximum).
3. Presentations must be made on company letterhead
4. A high-resolution electronic version of your logo.
5. Six digital photos of your team and your buildings.



## SUMMARY OF JUDGES' SCORES

The presentation submitted to the judges is your opportunity to introduce your team.

Evaluation for the Awards of Excellence will be based on the quality of the project presentation, as well as the results of the scoring sheets. Entries must score a minimum of 70 points to be eligible for an award. The team of BOMA judges is made up of peers, some of whom have previously won an award. The judging team's review will be limited to the documents and information submitted by the candidate, and may be supplemented by an interview with the candidate's team. A building visit is not necessary.

## CRITERIA

The value of each question is indicated below. Candidates must answer the standard questions and provide the information requested. Failure to provide the requisite information or supporting document(s) will result in disqualification. All requested documents must be submitted in PDF format, wherever possible.

## REQUIREMENTS

Each entry must be accompanied by at least 2 recent letters of recommendation in support of the management company, letters sent by tenants or other persons who can testify to the excellence of the project carried out by the team in question. The letters should indicate the profession, address and telephone number of the person who wrote the letter, the size of the operations team and the management team, as well as the team's relationship with the applicant. References may be contacted during the evaluation process, with the candidate's permission.

## WRITTEN RESPONSES TO QUESTIONS

- 1. Describe and provide evidence of how your management company has demonstrated tenant satisfaction: (15 points)**
  - Outline your tenant satisfaction goals and objectives. Provide a copy of customer service policy statement;
  - Describe your system for monitoring progress as regards those goals and objectives, and how you determine that they have been achieved. Provide a copy/proof of your monitoring system;
  - Describe how you get tenants to participate in achieving those goals and objectives. Give examples of tenant participation, i.e. a survey, newsletter or other means;
  - Describe how the management team communicates with tenants;
  - Provide information on tenant retention.
- 2. Describe your team and provide evidence of the work accomplished: (25 points)**
  - How are results monitored and how do you respond to positive and negative tenant feedback (attach a copy of the tenant call/complaint tracking system). Do you have an eviction training plan?
  - What results have you achieved by implementing a centralized communication system to track all tenant contacts? Provide a description and, if possible, examples of the follow-up communication system.
  - Describe your team's action plan. How did team members react to the plan?
  - If applicable, describe your security team (or security process);
  - Describe your management team, and provide an organization chart;
  - Provide letters received from 2 tenants.
- 3. Explain how your management firm promotes internal growth/recognition programs: (10 points)**
  - Describe the programs in question (e.g. exceptional service, growth/recognition) and provide a copy of the firm's policy statement. Also describe the following:
    - Tenant satisfaction programs;
    - Educational programs.
- 4. Describe how your management firm operates: (25 points)**
  - Does it provide reliable service?
  - How does it ensure that tenants recognize the benefits of working with your team? Provide copies of letters/correspondence from tenants.
  - Does it keep its promises on time? Outline your team's on-time service parameters and indicate the extent to which the team has met the indicated parameters.
  - How does it ascertain the loyalty and respect of tenants? Indicate tenant retention rates and provide copies of tenant correspondence to support the building/management company brand. How do you measure tenant retention?
- 5. Describe your overall level of tenant service and provide examples (e.g. amenities, tenant events, brand image, etc.): (25 points)**

A TRADITION OF EXCELLENCE

AWARDS OF EXCELLENCE  
TENANT IMPROVEMENT  
AWARD

OBJECTIVE

This award recognizes the best tenant space improvement project carried out in a commercial building. The award encompasses planning, quality of design, cost-effectiveness, use of basic building elements, creativity, functionality, tenant and owner satisfaction, and adaptability to future tenant use.

CONDITIONS AND EVALUATION OF SUBMISSIONS

- **This category is only eligible at the local level.**
- This category is open to owners and management teams of office, industrial, retail, residential or mixed-use buildings, as well as architectural and design firms.
- The project must have been completed within the last 3 years.
- The project may involve the creation of new common spaces or the transformation of existing common areas so as to provide new functions. In the case of a renovation, the project must be significant and involve new planning that brings functional improvements to the space, rather than just cosmetic enhancements.
- Evaluation of submissions will be based on the written presentation provided, but also on compliance with all the requirements detailed below.
- Participants must be members of BOMA.

REGISTRATION

Registration Form and Fee

Payment of \$1000 (plus taxes) made out to BOMA Quebec must be attached to each registration form in order to participate in the competition (fee includes 2 tickets for the Gala evening).

**PLEASE NOTE:** registration can only be completed if fees are paid in full. Once payment has cleared, you will receive instructions for submitting your documents online. Documents must be submitted no later than **5 p.m. on March 27.**

All fees are non-refundable.

DATES TO REMEMBER

<b>As soon as possible</b>	Registration
<b>March 27, 2025 at 5 p.m.</b>	Deadline for submitting application documents
<b>April 2025</b>	Evaluation of applications + visits of participating buildings
<b>May 15, 2025</b>	BOMA AWARDS Gala at Le 9e (Eaton Centre)



#### THE FOLLOWING ELEMENTS ARE REQUIRED:

1. A cover page outlining the following:  
Name of the building owner, management company, service company or supplier, as well as the name, telephone number and address of the contact person responsible for submissions, correspondence, etc.
2. A written presentation of no more than 5 pages. Include any information that may help the jury (as long as you do not exceed the 5-page maximum).
3. Presentations must be made on company letterhead.
4. A high-resolution electronic version of your logo.
5. Six digital photos of your project and one photo of your team.
6. 8.5" x 11" or 11"x 17" blueprint or detailed design sketch with graphic scale, illustrating functions, user traffic flow, furniture and the various services offered.

#### SUMMARY OF JUDGES' SCORES

The presentation submitted to the judges is your opportunity to introduce your team.

Evaluation for the Awards of Excellence will be based on the quality of the project presentation, as well as the results of the scoring sheets. Entries must score a minimum of 70 points to be eligible for an award. The team of BOMA judges is made up of peers, some of whom have previously won an award. The judging team's review will be limited to the documents and information submitted by the candidate, and may be supplemented by an interview with the candidate's team. A building visit is not necessary.

#### CRITERIA

The value of each question is indicated below. Candidates must answer the standard questions and provide the information requested. Failure to provide the requisite information or supporting document(s) will result in disqualification. All requested documents must be submitted in PDF format, wherever possible.

#### REQUIREMENTS

Each entry must be accompanied by at least 2 recent letters of recommendation in support of the management company, letters sent by tenants or other persons who can testify to the excellence of the project provided by the team in question. The letters should indicate the profession, address and telephone number of the person who wrote the letter, as well as that person's relationship with the applicant. References may be contacted during the evaluation process, with the candidate's permission.

#### WRITTEN RESPONSES TO QUESTIONS

1. **Describe the objectives of your redesign project.** (25 points)
2. **Explain the means employed to achieve those objectives.** (25 points)
3. **Describe the connection between occupants (tenants) and the shared amenities area.** (15 points)
4. **Explain how creativity and functionality were taken into account when redesigning the space.** (25 points)
5. **Describe how employee satisfaction was assessed.** (10 points)

A TRADITION OF EXCELLENCE

AWARDS OF EXCELLENCE  
SHARED AMENITIES  
AREA AWARD

**OBJECTIVE**

Creation or improvement of common areas (shared amenities).

This award recognizes the best project involving shared amenity spaces. The project may involve the enhancement, expansion or renovation of existing spaces, or the creation of new functions in an existing common area. Spaces may be reserved for tenants or open to the public, and can be pay-for-access or free of charge.

The award is given to the project that best reflects originality and/or provides new opportunities for users of a shared amenities space. It also acknowledges versatility in adapting common areas to the different needs of tenants and/or the public, and takes into account frequency of use, innovation and quality of design.

The project may involve the creation of new common spaces or the transformation of common areas so as to provide new functions. In the case of a renovation, the project must be significant and involve new planning that bring functional improvements to the space, rather than just cosmetic enhancements.

**CONDITIONS AND EVALUATION OF SUBMISSIONS**

- **This category is only eligible at the local level.**
- This category is open to owners and management teams of office, industrial, retail, residential or mixed-use buildings, as well as architectural and design firms that are members of BOMA Quebec.
- The project must have been completed within the last three to four years.

- Evaluation of entries will be based not only on the written presentation provided, but also on compliance with all the requirements detailed below.
- Participants must be members of BOMA.

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2. A written presentation of no more than 5 pages. Include any information that may help the jury (as long as you do not exceed the 5-page maximum).
3. Presentations must be made on company letterhead.
4. A high-resolution electronic version of your corporate logo.
5. Six to 8 colour photos that give a clear impression of the new functions of the common amenities area (such as Before/After photos). Top quality JPEG files only. Each photo must be no smaller than 1 megabyte and no larger than 8 megabytes.
6. 8.5" x 11" or 11"x 17" blueprint or detailed design sketch with graphic scale, illustrating functions, user traffic flow, furniture and the various services offered.

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WRITTEN RESPONSES TO QUESTIONS

1. **Describe the originality and/or new opportunities that the redesigned space offers users:** (40 points)
2. **Describe the versatility employed in adapting the space to the different needs of tenants and/or the public:** (25 points)
3. **Describe the innovative nature of your project as well as the quality of the redesign (making use of the building's basic elements, durability of fittings, etc.):** (25 points)
4. **Provide data on frequency of use:** (10 points)

## A TRADITION OF EXCELLENCE

### AWARDS OF EXCELLENCE BUILDING OPERATIONS TEAM OF THE YEAR

#### OBJECTIVE

This award highlights the excellence of the operations teams that are essential to the smooth running of our buildings. It underscores their expertise in top quality, efficient service and innovation.

The Building Operations Team Award celebrates the successes and contributions of teams that stand out as leaders in their sector. Their achievements inspire excellence and underline the importance of agility and adaptability in real estate management. One of its aims is to recognize companies and individuals whose efforts set the industry standard for excellence.

#### CONDITIONS AND EVALUATION OF SUBMISSIONS

- **This category is only eligible at the local level.**
- This category is open to operations teams working in office, commercial, institutional, industrial, retail, residential or mixed-use buildings.
- Entrants cannot have won in the same category at the local level over the last 3 years.
- Evaluation of submissions will be based on the written presentation provided, but also on compliance with all the requirements detailed below.
- The management firm responsible for building operations must be a member of BOMA Quebec.

#### REGISTRATION

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#### THE FOLLOWING ELEMENTS ARE REQUIRED:

1. A cover page outlining the following:  
Name of the building owner and the management firm, service company or supplier working with the building operations team, as well as the name, telephone number and address of the contact person responsible for submissions, correspondence, etc.
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5. Six digital photos of your team and your building(s).

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#### WRITTEN RESPONSES TO QUESTIONS

Pages 1 and 2

##### **Describe the activities of the operations team, its responsibilities and tools**

(10 points)

- The number of people in the team
- The building(s) managed by the team (square footage)
- The target period must be at least 24 months
- The sectors covered by the team, i.e.:
  - Security
  - Household maintenance
  - Mechanical
  - Project management (construction)
  - Customer service
  - Energy
  - Environment
  - Various budgets
  - Other responsibilities

Pages 3 and 4

##### **Describe three other sectors of activity where the team has had exceptional results**

(60 points)

- Budget compliance
- Reduction in energy consumption
- Environmental management
- Health, safety and security
- Tenant comfort
- Project management
- Mechanical and asset maintenance
- Customer service
- Housekeeping standards and quality
- Marketing / Tenant social activities
- Building technologies
- Other aspects

Page 5

##### **Describe an innovative action that serves as an example of how to improve building operations**

(30 points)