



2021 REIQ

**AWARDS**  
for  
**EXCELLENCE**



**CALL FOR NOMINATIONS  
AND CONDITIONS OF ENTRY**



**THE REAL ESTATE PROFESSION'S TOP PERFORMERS  
ACROSS THE STATE WILL BE RECOGNISED BY THE  
REAL ESTATE INSTITUTE OF QUEENSLAND (REIQ) AT  
ITS 2021 AWARDS FOR EXCELLENCE.**

A platform for recognising and promoting excellence in the real estate profession of Queensland, the REIQ Awards for Excellence encourages and celebrates best practice in the profession.

To be announced at a spectacular event at The Star Gold Coast on Saturday 23 October 2021, REIQ award winners will be afforded excellent promotional opportunities including media coverage and a special award winner's logo for use throughout the year.

This document provides guidelines and Conditions of Entry for submissions into the 2021 REIQ Awards for Excellence.

[WWW.REIQ.COM/NOMINATE](http://WWW.REIQ.COM/NOMINATE)

## WHY ENTER THE AWARDS?

The *REIQ Awards for Excellence* rewards and promotes excellence in the management and operation of real estate agencies and recognises the contribution of individuals to the real estate profession in Queensland.

### Benefits of Applying

There are many benefits to be gained from entering the *REIQ Awards for Excellence*:

- The process of preparing a submission helps directors, principals and individuals to critically review their individual business practices and performance;
- It enables agencies and individuals to identify their best business practices, initiatives and greatest achievements over the previous year;
- It provides access to external and independent analysis of performance via a team of experienced judges for the Awards; and
- It's a valuable team building exercise for management and staff.

### Benefits to Finalists and Winners

Award recipients will also enjoy:

- The opportunity to promote their Award to clients, the general public and business associates;
- Greater recognition amongst peers;
- Publicity of their achievements through the REIQ (Journal and website), local and state-wide media and social media;
- Use of an Award winner and finalist logo provided by the REIQ (may be used for 12 months from the Awards presentation); and
- An Award for winners that can be displayed by an agency or individual.

### Venue and Accommodation

The *REIQ Awards for Excellence* for 2021 will be held at The Star Gold Coast on Saturday 23 October, 2021. It will provide the perfect location to host such an exciting and prestigious evening and the opportunity for members to come together and celebrate into the night.

For those wishing to stay overnight at The Star Gold Coast, please phone Central Reservations on (07) 5592 8130 or 1800 074 344 and quote Booking Code REI180921.

<https://reservations.travelclick.com/107966?groupID=3184334>

## CRITERIA FOR ENTERING THE AWARDS

### Key Dates and Deadlines

Qualifying Period	1 July 2020 - 30 June 2021
Auctioneer of the Year and Rising Star Auctioneer of the Year Nominations Close:	5.00pm Friday 6 August 2021
Awards Submissions Close:	5.00pm Friday 20 August 2021
Judging Period:	Monday 23 August - Friday 3 September 2021
Auctioneer of the Year and Rising Star Auctioneer of the Year Heats and Finals:	Wednesday 25 August 2021
Finalists Advised:	Tuesday 7 September 2021
Awards Presentation Night	Saturday 23 October 2021



## Categories Based on Agency Size and Location

The REIQ Awards for Excellence has 26 Award categories in 2021. In some categories, all agencies regardless of size or location, compete for a single award. In other categories, agencies compete against those in either Regional or South-East Queensland areas or of similar size.

### Definition of South-East Queensland and Regional:

'South-East Queensland' area means those Zones located either wholly or predominately within the local government area boundaries of the Noosa Shire, Somerset Regional, Sunshine Coast Regional, Moreton Bay Regional, Lockyer Regional, Ipswich City, Brisbane City, Redland City, Logan City, Gold Coast City and Scenic Rim Regional areas, as published by the State of Queensland from time to time.

'Regional' areas mean those Zones in Queensland which are not included within the South-East Queensland Area.

### Size:

The allocation of size is dependent on the number of staff within an agency as set out below.

The definition of staff includes full-time, part-time and lawfully engaged contractors provided they spend the majority of their time with the business (at least 70% of their time). Part-time staff are to be calculated on the basis of a full-time equivalent eg two part-time staff working 2.5 days p/week constitutes one permanent full-time staff member.

- Small Agency: 10 or less staff
- Medium Agency: 11 - 25 (inclusive)
- Large Agency: 26 or more staff

## Eligibility

To determine your eligibility for entering the Awards, please see the below category criteria:

### Agency Category Criteria:

- The licensee must hold and maintain REIQ practising membership;
- The agency must be an REIQ Accredited Agency at the time of application;
- The REIQ Accredited Agency must be up-to-date with membership fees as at the time of application. All relevant membership fees (Practising and Accredited Agency membership) must remain up-to-date from the time of application until the date of the REIQ Awards for Excellence gala event on 23 October, 2021.

### Individual Category Criteria:

- Must be employed by an REIQ Accredited Agency at the time of application where the licensee has maintained practising membership; or
- Must hold and maintain REIQ Practising or Associate membership of the REIQ;

- All individual entries must be written in the first person;
- Should an individual entrant working for an Accredited Agency change their employment prior to the Awards presentation on Saturday 23 October, 2021 to a non accredited agency, their submission will be withdrawn from the Awards.

### External Category Criteria:

- External categories are open to individuals and businesses outside of the REIQ's membership base;
- External categories are open to submissions Australia-wide.

## AGENCY CATEGORIES

- Small Residential Agency of the Year
- Medium Residential Agency of the Year
- Large Residential Agency of the Year
- Commercial & Industrial Agency of the Year
- Regional Residential Agency of the Year
- Buyers' Agency of the Year
- Contribution to the Community Award
- Multimedia Award

## INDIVIDUAL CATEGORIES

### (NON-PERFORMANCE BASED):

- Residential Salesperson of the Year
- Commercial Salesperson of the Year
- Auctioneer of the Year
- Residential Property Manager of the Year
- Commercial Property Manager of the Year
- Business Broker of the Year
- Buyers' Agent of the Year
- Rising Star Auctioneer of the Year
- Rising Star Property Manager of the Year
- Rising Star Salesperson of the Year
- Business Development Manager of the Year
- Agency Support Person of the Year

## INDIVIDUAL CATEGORIES

### (PERFORMANCE BASED):

- Residential Salesperson of the Year – South-East Queensland
- Residential Salesperson of the Year – Regional
- Commercial Salesperson of the Year
- Sales Agency of the Year – South-East Queensland
- Sales Agency of the Year – Regional

## EXTERNAL CATEGORIES:

- Industry Innovation Awards

## JUDGING PROCESS

With the exception of the Auctioneer of the Year and the Rising Star Auctioneer of the Year, all Award categories will be judged on a written submission only. The REIQ may seek, if required, further details or clarification from the entrants.

All category criteria operate on a point system that, when added together, gives a total score of 100 points for that category. All written submissions are read and scored separately by a minimum of two judges per category with the final score being the total of these two scores.

Judges are selected for their expertise in the area in which they are reviewing and they hold senior positions in organisations both inside and outside the real estate industry. All judges are required to sign a Confidentiality Agreement that ensures they do not divulge any information from the Award submissions.

A Chair of Judges is appointed from within the real estate industry to oversee the judging of all entries. Where there is a large discrepancy or disagreement between judges regarding a score, the Chair of Judges will arbitrate or otherwise call for a reassessment by a second set of judges if necessary.

### Reference Checks

Reference checks may be undertaken where it is deemed necessary by the REIQ. All reference checks will be conducted by telephone or email.

## AWARD COMMENDATIONS

The following Award commendations will be made in the 2021 REIQ Awards for Excellence:

### Winner:

At the judges' discretion, winners will be awarded in each category on the basis of highest aggregate scores. However, as per the Conditions of Entry, the judges reserve the right to not declare an Award winner should entries in an Award category fail to meet the standards of excellence required by judges.

### Finalist:

Finalists will be determined from the highest scoring entries and will be announced prior to the Awards night. Finalists will be advised on or by Tuesday, 7 September, 2021.

### Hall of Fame:

This Award is given to an agency or individual that wins the same category for three consecutive years. It is given in recognition of the exceptional achievement made by the agency or individual. Where an agency or individual wins a category for three consecutive years, that agency or individual will be precluded from entering the same category for the following two years.



## AGENCY CATEGORIES

### SMALL RESIDENTIAL AGENCY OF THE YEAR

#### AWARD PURPOSE

This Award is open to all Queensland member agencies and recognises excellence in agency practice in the residential sector, where an agency employs 10 or less staff and where the business entity operates from a single or sole location. The Award is not based on financial performance.

To be eligible for this Award, nominees must satisfy the criteria as detailed under 'Agency Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Business Planning and Agility

Outline the main priorities and goals in your 2020/21 business plan and provide a summary of your achievements in relation to the plan and how this has impacted the business. Please include an explanation for choosing these priorities and goals. If applicable, outline how you adapted the business to navigate COVID-19 restrictions. **(20 points)**

##### 2. Customer Service

Give examples of how your agency has displayed outstanding service to clients in 2020/21. Describe how your agency achieves a point of difference when delivering excellent service to clients. If applicable, describe how you adapted to COVID-19 restrictions to ensure you provided superior customer service. **(20 points)**

##### 3. Financial Objectives

Describe your agency's financial objectives for 2020/21 and provide a brief statement of expected versus actual results for your objectives. **(20 points)**

##### 4. Professional Development and Leadership

Describe professional development strategies that you used in 2020/21 to develop your staff to their maximum potential. Please highlight goals you wish to achieve in developing your staff in the future. Describe how the Principal and management team within the agency provide leadership and inspiration to the staff. Please provide examples. **(20 points)**

##### 5. Innovation

What new ideas and innovative procedures, products or services have you implemented in the business/services over the 2020/21 period? Describe how they have contributed to your positioning and differentiation in the marketplace. **(20 points)**

### MEDIUM RESIDENTIAL AGENCY OF THE YEAR

#### AWARD PURPOSE

This Award is open to all Queensland member agencies and recognises excellence in agency practice in the residential sector, where an agency employs from 11 to 25 staff (inclusive) and where the business entity operates from a single or sole location. The Award is not based on financial performance.

The agency may have multiple offices in one city or regional location, but may not be a multiple city or national franchise group. All offices must trade under the one business entity and hold accredited agency membership.

To be eligible for this Award, nominees must satisfy the criteria as detailed under 'Agency Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Business Planning and Agility

Outline the main priorities and goals in your 2020/21 business plan and provide a summary of your achievements in relation to the plan and how this has impacted the business. Please include an explanation for choosing these priorities and goals. If applicable, outline how you adapted the business to navigate COVID-19 restrictions. **(20 points)**

##### 2. Customer Service

Give examples of how your agency has displayed outstanding service to clients in 2020/21. Describe how your agency achieves a point of difference when delivering excellent service to clients. If applicable, describe how you adapted to COVID-19 restrictions to ensure you provided superior customer service. **(15 points)**

##### 3. Financial Objectives

Describe your agency's financial objectives for 2020/21 and provide a brief statement of expected versus actual results for your objectives. **(15 points)**

##### 4. Professional Development and Leadership

Describe professional development strategies that you used in 2020/21 to develop your staff to their maximum potential. Please highlight goals you wish to achieve in developing your staff in the future. Describe how the Principal and management team within the agency provide leadership and inspiration to the staff. Please provide examples. **(20 points)**

## AGENCY CATEGORIES

### 5. Innovation

What new ideas and innovative procedures, products or services have you implemented in the business/services over the 2020/21 period? Describe how they have contributed to your positioning and differentiation in the marketplace. (15 points)

### 6. Marketing

Outline your agency's marketing strategies for 2020/21 in promoting your business and the success and impact of these in relation to your business. Please provide at least two examples. (15 points)

## LARGE RESIDENTIAL AGENCY OF THE YEAR

### AWARD PURPOSE

This Award is open to all Queensland member agencies and recognises excellence in agency practice in the residential sector, where an agency employs 26 or more staff (including admin staff). The Award is not based on financial performance.

The agency may have multiple offices in one city or regional location, but may not be a multiple city or national franchise group. All offices must trade under the one business entity and hold accredited agency membership.

To be eligible for this Award, nominees must satisfy the criteria as detailed under 'Agency Category Criteria' on page 4 of this document and the Conditions of Entry.

### AWARD CRITERIA

#### 1. Business Planning and Agility

Outline the main priorities and goals in your 2020/21 business plan and provide a summary of your achievements in relation to the plan and how this has impacted the business. Please include an explanation for choosing these priorities and goals. If applicable, outline how you adapted the business to navigate COVID-19 restrictions. (15 points)

#### 2. Customer Service

Give examples of how your agency has displayed outstanding service to clients in 2020/21. Describe how your agency achieves a point of difference when delivering excellent service to clients. If applicable, describe how you adapted to COVID-19 restrictions to ensure you provided superior customer service. (15 points)

### 3. Financial Objectives

Describe your agency's financial objectives for 2020/21 and provide a brief statement of expected versus actual results for your objectives. (15 points)

### 4. Professional Development and Leadership

Describe professional development strategies that you used in 2020/21 to develop your staff to their maximum potential. Please highlight goals you wish to achieve in developing your staff in the future. Describe how the Principal and management team within the agency provide leadership and inspiration to the staff. Please provide examples. (15 points)

### 5. Innovation

What new ideas and innovative procedures, products or services have you implemented in the business/services over the 2020/21 period? Describe how they have contributed to your positioning and differentiation in the marketplace. (15 points)

### 6. Marketing

Outline your agency's marketing strategies for 2020/21 in promoting your business and the success and impact of these in relation to your business. Please provide at least two examples. (15 points)

### 7. Technology

Describe how your agency has embraced technology, giving an example of a technology project undertaken during 2020/21. Include why the project was undertaken, what it was designed to achieve and, where possible, the measurable targets. (10 points)



## AGENCY CATEGORIES

### COMMERCIAL & INDUSTRIAL AGENCY OF THE YEAR

#### AWARD PURPOSE

This Award is open to all Queensland member agencies and recognises excellence in agency practice in the commercial sector, including small, medium and large agencies. This Award is not based on financial performance.

The agency may have multiple offices in one city or regional location, but may not be a multiple city or national franchise group. All offices must trade under the one business entity and hold accredited agency membership.

Nominees must be eligible for this Award as per the criteria detailed under 'Agency Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Business Planning and Agility

Outline the main priorities and goals in your 2020/21 business plan and provide a summary of your achievements in relation to the plan and how this has impacted the business. Please include an explanation for choosing these priorities and goals. If applicable, outline how you adapted the business to navigate COVID-19 restrictions. **(15 points)**

##### 2. Customer Service

Give examples of how your agency has displayed outstanding service to clients in 2020/21. Describe how your agency achieves a point of difference when delivering excellent service to clients. If applicable, describe how you adapted to COVID-19 restrictions to ensure you provided superior customer service. **(15 points)**

##### 3. Financial Objectives

Describe your agency's financial objectives for 2020/21 and provide a brief statement of expected versus actual results for your objectives. **(15 points)**

##### 4. Professional Development and Leadership

Describe professional development strategies that you used in 2020/21 to develop your staff to their maximum potential. Please highlight goals you wish to achieve in developing your staff in the future. Describe how the Principal and management team within the agency provide leadership and inspiration to the staff. Please provide examples. **(15 points)**

##### 5. Innovation

What new ideas and innovative procedures, products or services have you implemented in the business/services over the 2020/21 period? Describe how they have contributed to your positioning and differentiation in the marketplace. **(15 points)**

##### 6. Marketing

Outline your agency's marketing strategies for 2020/21 in promoting your business and the success and impact of these in relation to your business. Please provide at least two examples. **(15 points)**

##### 7. Technology

Describe how your agency has embraced technology, giving an example of a technology project undertaken during 2020/21. Include why the project was undertaken, what it was designed to achieve and, where possible, the measurable targets. **(10 points)**

### REGIONAL RESIDENTIAL AGENCY OF THE YEAR

#### AWARD PURPOSE

This Award recognises excellence in regional residential agency practice\*, including small, medium and large agencies. This award is not based on financial performance.

The agency may have multiple offices in a regional area, but may not be a multiple city or national franchise group. All offices must trade under the one business entity and hold accredited agency membership.

Nominees must be eligible for this Award as per the criteria detailed under 'Agency Category Criteria' on page 4 of this document and the Conditions of Entry.

*\*Please refer to the definition of 'Regional' on page 4.*

#### AWARD CRITERIA

##### 1. Business Planning and Agility

Outline the main priorities and goals in your 2020/21 business plan and provide a summary of your achievements in relation to the plan and how this has impacted the business. Please include an explanation for choosing these priorities and goals. If applicable, outline how you adapted the business to navigate COVID-19 restrictions. **(20 points)**

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## AGENCY CATEGORIES

### 2. Customer Service

Give examples of how your agency has displayed outstanding service to clients in 2020/21. Describe how your agency achieves a point of difference when delivering excellent service to clients. If applicable, describe how you adapted to COVID-19 restrictions to ensure you provided superior customer service. (15 points)

### 3. Financial Objectives

Describe your agency's financial objectives for 2020/21 and provide a brief statement of expected versus actual results for your objectives. (15 points)

### 4. Professional Development and Leadership

Describe professional development strategies that you used in 2020/21 to develop your staff to their maximum potential. Please highlight goals you wish to achieve in developing your staff in the future. Describe how the Principal and management team within the agency provide leadership and inspiration to the staff. Please provide examples. (20 points)

### 5. Innovation

What new ideas and innovative procedures, products or services have you implemented in the business/services over the 2020/21 period? Describe how they have contributed to your positioning and differentiation in the marketplace. (15 points)

### 6. Marketing

Outline your agency's marketing strategies for 2020/21 in promoting your business and the success and impact of these in relation to your business. Please provide at least two examples. (15 points)



## BUYERS' AGENCY OF THE YEAR

### AWARD PURPOSE

This Award recognises excellence in buyers' agency practice. It is open to businesses that operate exclusively as a buyers' agency or where at least 75% of the business is buyers' agency related.

The agency may have multiple offices in one city or regional location, but may not be a multiple city or national franchise group. All offices must trade under the one business entity and hold accredited agency membership. This Award is not based on financial performance.

Nominees must be eligible for this award as per the criteria detailed under 'Agency Category Criteria' on page 4 of this document and the Conditions of Entry.

### AWARD CRITERIA

#### 1. Business Planning and Agility

Outline the main priorities and goals in your 2020/21 business plan and provide a summary of your achievements in relation to the plan and how this has impacted the business. Please include an explanation for choosing these priorities and goals. If applicable, outline how you adapted the business to navigate COVID-19 restrictions. (20 points)

#### 2. Customer Service

Give examples of how your agency has displayed outstanding service to clients in 2020/21. Describe how your agency achieves a point of difference when delivering excellent service to clients. If applicable, describe how you adapted to COVID-19 restrictions to ensure you provided superior customer service. (20 points)

#### 3. Financial Objectives

Describe your agency's financial objectives for 2020/21 and provide a brief statement of expected versus actual results for your objectives. (20 points)

#### 4. Innovation

What new ideas and innovative procedures, products or services have you implemented in the business/services over the 2020/21 period? Describe how they have contributed to your positioning and differentiation in the marketplace. (20 points)

#### 5. Marketing

Outline your agency's marketing strategies for 2020/21 in promoting your business and the success and impact of these in relation to your business. Please provide at least two examples. (20 points)

## AGENCY CATEGORIES

### CONTRIBUTION TO THE COMMUNITY AWARD

#### AWARD PURPOSE

This Award recognises agencies supporting not-for-profit organisations or initiatives in their local community or in Queensland, either through charitable donations or commitment to local community groups and projects. The Award is open to all accredited agency offices irrespective of size.

The agency may have multiple offices in one city or regional location, but may not be a multiple city or national franchise group. All offices must trade under the one business entity and hold accredited agency membership.

Nominees must be eligible for this award as per the criteria detailed under 'Agency Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Planning and Purpose

Provide a rationale for your involvement in the community service program/s you decided to support. Please outline how your agency and its team members have been involved in the community service program/s. **(40 points)**

##### 2. Contribution

Using the example template provided, outline your agency's contribution to your local community. **(30 points)**

Name of organisation/ individual	Purpose of cash donation or in-kind support	\$ Amount or in-kind
Local School	Contribution towards purchase of school sporting equipment	\$500
Lifeline	Ongoing monthly donation of \$250	\$3,000
Animal Welfare League QLD	3 x staff volunteers, 3 hrs work on monthly basis	In-kind

##### 3. Evaluation

Describe how the community service program/s have made a difference to the organisation you are supporting and the broader community. **(30 points)**

### MULTIMEDIA AWARD

#### AWARD PURPOSE

The Multimedia Award recognises outstanding achievement for the use of multimedia marketing in relation to either residential or commercial properties for sale or lease and/or business sales. This Award is open to accredited agencies. Multimedia includes the use of any of the full suite of new and traditional marketing platforms, including digital, social media, traditional media, advertising, video, brochures, signage, letterbox drops, blogs etc.

To be eligible for this Award, nominees must satisfy the criteria as detailed under 'Agency Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. The Campaign

Outline your best multimedia marketing campaign of either a residential or commercial property for sale or lease or business sale during the 2020/21 period. Your answer should include details of the relevant property or business, your listing presentation and marketing strategies used, number of days on market, copies of advertising, website links, social media content, media editorial, brochures, video content and any other relevant material that showcases the multimedia campaign. Please include applicable measures of success and any other evidence of the overall impact of the campaign. **(35 points)**

##### 2. Multimedia Campaign Outcome

Following in from question 1, describe what contributing factors played a role in the success of the multimedia campaign and subsequent sale or lease. For example, market conditions, property features, business characteristics, client's motivations or other special circumstances. Did the sale price, lease price of the property or business exceed the client's expectations? **(15 points)**

##### 3. Agency Multimedia Marketing Strategy

Describe the multimedia marketing strategies that are used in your agency to promote the agency and properties or businesses the agency is engaged to sell or manage. Outline how these strategies enable you to communicate with existing clients, prospective and new clients and the community. **(30 points)**

##### 4. Research

Outline the research you have conducted to determine the best marketing strategy to employ for your clients. List any external providers you used to obtain such information. **(20 points)**

## INDIVIDUAL CATEGORIES

### RESIDENTIAL SALESPERSON OF THE YEAR

#### AWARD PURPOSE

This Award recognises excellence in selling residential properties by individuals and includes those working as principals, licensed agents or registered salespersons in the residential sector in an accredited agency. This award is not exclusively based on financial performance.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Significant Achievement

During 2020/21, what was your most significant listing and selling achievement? What do you think this was attributed to and how did you achieve success? (20 points)

##### 2. Total Sales and Clearance Rates

Please provide the following for the 2020/21 period:

- Number of sales listings appointments attended;
- Number of sales listings successfully gained;
- Total settled sales (you must have personally secured the listing and managed the sale or acted in conjunction on the sale). (25 points)

##### 3. Customer Service

How do you incorporate customer service into your sales strategy? Give two examples of when you have displayed a commitment to quality customer service during the 2020/21 period. Please include client testimonials where relevant. (20 points)

##### 4. Professional Development

Outline any formal or informal professional development activities you've undertaken during the 2020/21 period and how this has improved your performance. Outline how you will implement your training to assist your future career goals. (20 points)

##### 5. Service and Support to Agency and Other Staff

Describe how your role and responsibilities supported the objectives of your agency or the real estate community more generally during 2020/21. Outline how you supported, encouraged and provided leadership and guidance to your staff colleagues or other real estate professionals during this period. (15 points)

### COMMERCIAL SALESPERSON OF THE YEAR

#### AWARD PURPOSE

This Award recognises excellence in selling and leasing commercial properties by individuals rather than agencies.

It covers individuals working as principals, licensed agents or sales consultants in the commercial sector in an accredited agency. This award is not exclusively based on financial performance.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Significant Achievement

During 2020/21, what was your most significant listing and selling achievement? What do you think this was attributed to and how did you achieve success? (20 points)

##### 2. Total Sales and Clearance Rates

Please provide the following for the 2020/21 period:

- number of sales listings appointments attended;
- number of sales listings successfully gained;
- total settled sales (you must have personally secured the listing and managed the sale or acted in conjunction on the sale). (25 points)

##### 3. Customer Service

How do you incorporate customer service into your sales strategy? Give two examples of when you have displayed a commitment to quality customer service during the 2020/21 period. Please include client testimonials where relevant. (20 points)

##### 4. Professional Development

Outline any formal or informal professional development activities you've undertaken during the 2020/21 period and how this has improved your performance. Outline how you will implement your training to assist your future career goals. (20 points)

##### 5. Service and Support to Agency and Other Staff

Describe how your role and responsibilities supported the objectives of your agency or the real estate community more generally during 2020/21. Outline how you supported, encouraged and provided leadership and guidance to your staff colleagues or other real estate professionals during this period. (15 points)

## INDIVIDUAL CATEGORIES

### AUCTIONEER OF THE YEAR

#### AWARD PURPOSE

This Award recognises auctioneering skills in the real estate industry. All nominees will be required to compete in the 2021 Auctioneer of the Year heats and finals hosted by the REIQ on Wednesday, 25 August.

#### GENERAL INFORMATION

Nominations for the Auctioneer of the Year close at 5pm, Friday 6 August.

Nominees must be individuals and all nominees must be REIQ practising members and an employee of an REIQ accredited agency at the time of application and hold a current auctioneer's licence.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

The winner and runner up will be offered the opportunity to represent the REIQ at the Australasian Real Estate Institutes' Auctioneering Championships, to be held 17-19 October 2021.

#### COMPETITION CRITERIA

- The nominee agrees to abide by additional rules imposed by the organisers of the competition before the start of the heats and finalist sessions as detailed during the online submission process;
- The nominee will need to read the conditions of auction, highlight the clauses in the contract of sale, answer questions from bidders prior to commencing the auction, and ensure they conduct the auction according to the laws relating to auctions;
- The preamble and auction must be finalised within a maximum timeframe;
- The final judging will consist of a maximum of four nominees who have received the highest points from the judges; and
- The properties to be auctioned in the heats and final will be chosen by the REIQ.

### RESIDENTIAL PROPERTY MANAGER OF THE YEAR

#### AWARD PURPOSE

This Award recognises excellence in property management in the residential sector. It covers individuals working in the residential property management sector in an accredited agency. This Award is not judged exclusively on the size of the relevant rent roll under management.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Your Current Role

Describe your current role as a property manager and how you deliver value to your clients beyond 'rent collection'. Please include details about the number of properties you personally manage and the services you are involved in providing to ensure that clients' assets are effectively managed and returns are maximised. You may include specific examples. If applicable, please disclose any external or internal assistance provided to you and the level of support (eg. a personal assistant or outsourcing activities). **(20 points)**

##### 2. Professional Development

What formal or informal professional development did you complete in 2020/21 to keep you abreast of industry changes? Describe your career goals and what strategies do you have in place to further develop your knowledge and skills? **(20 points)**

##### 3. Customer Service

How do you incorporate customer service into your property management strategy? Give two examples of when you have displayed a commitment to quality customer service during the 2020/21 period. Please include client or tenant testimonials where relevant. **(20 points)**

##### 4. Business Challenges

Given the challenges that needed to be managed by property managers during COVID-19, describe how you met such challenges and the outcomes achieved. **(20 points)**

##### 5. Significant Achievement

Outline one significant achievement during the 2020/21 period and the results obtained. **(10 points)**

##### 6. Risk Management

Describe two major risk management issues encountered during 2020/21 and how the risk/s were controlled. Outline what collaboration, if any, was required with other staff, colleagues or mentors. **(10 points)**

## INDIVIDUAL CATEGORIES

### COMMERCIAL PROPERTY MANAGER OF THE YEAR

#### AWARD PURPOSE

This Award recognises excellence in property management in the residential sector. It covers individuals working in the residential property management sector in an accredited agency. This Award is not judged exclusively on the size of the relevant rent roll under management.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Your Current Role

Describe your current role as a commercial property manager and how you deliver value to your clients beyond 'rent collection'. Please include details about the number of properties you personally manage and the services you are involved in providing to ensure that clients' assets are effectively managed and returns are maximised. You may include specific examples. If applicable, please disclose any external or internal assistance provided to you and the level of support (eg. a personal assistant or outsourcing activities). **(20 points)**

##### 2. Professional Development

What formal or informal professional development did you complete in 2020/21 to keep you abreast of industry changes? Describe your career goals and what strategies do you have in place to further develop your knowledge and skills? **(20 points)**

##### 3. Customer Service

How do you incorporate customer service into your property management strategy? Give two examples of when you have displayed a commitment to quality customer service during the 2020/21 period. Please include client or tenant testimonials where relevant. **(20 points)**

##### 4. Business Challenges

Given the challenges that needed to be managed by property managers during COVID-19, describe how you met such challenges and the outcomes achieved. **(20 points)**

##### 5. Significant Achievement

Outline one significant achievement during the 2020/21 period and the results obtained. **(10 points)**

##### 6. Risk Management

Describe two major risk management issues encountered during 2020/21 and how the risk/s were controlled. Outline what collaboration, if any, was required with other staff, colleagues or mentors. **(10 points)**

### BUSINESS BROKER OF THE YEAR

#### AWARD PURPOSE

This Award recognises excellence in business broking by individuals and includes demonstrated ability to successfully broker business transactions, commitment to clients, commitment to the industry and personal and professional development. This award is not exclusively based on financial performance.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Significant Business Broking Achievements

Please provide:

- a summary of the number of settled business sales;
  - the overall value of those sales
- that you have personally managed for the 2020/21 period. Please provide examples of your outstanding achievements in 2020/21 and explain why you believe these are significant. **(25 points)**

##### 2. Customer Service

How did you incorporate customer service into your business strategy during the 2020/21 period? Give two examples of when you have displayed a commitment to quality customer service during the above period and why you believe these are significant. **(20 points)**

##### 3. Business Challenges

Given the challenges that needed to be managed during COVID-19, describe how you met such challenges in the context of business sales and the outcomes achieved. **(20 points)**

##### 4. Professional Development and future goals

Outline any formal or informal professional development activities you've undertaken during 2020/21 and how they have improved your performance. Describe your career goals and what strategies do you have in place to further develop your knowledge and skills? **(20 points)**

##### 5. Leadership and Contribution to the Industry

How have you demonstrated leadership and provided support to the business broker and real estate community in 2020/21? Explain how you have contributed to the industry and why you think these contributions have improved your standing within the Queensland business broker community. **(15 points)**

## INDIVIDUAL CATEGORIES

### BUYERS' AGENT OF THE YEAR

#### AWARD PURPOSE

This Award recognises excellence in buyers' agency practice by individuals and includes demonstrated ability to successfully secure property for their clients, commitment to clients, commitment to the industry and personal and professional development. This award is not exclusively based on financial performance.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Customer Service

Provide an overview of your role as a Buyers' Agent and how you aim to assist your clients. When answering this question, please provide at least one example of how you have provided outstanding service to a client. Describe how you managed the client's acquisition from start to finish, taking into consideration 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. Please include client testimonials where relevant. **(25 points)**

##### 2. Innovation

What new ideas and innovative procedures have you implemented in your business/services over the past year? Describe how they have contributed to your positioning and differentiation in the marketplace. How did you use information technology to deliver superior service and achieve exceptional results for your clients? **(10 points)**

##### 3. Risk Management

Give two examples of challenges or major risk management issues that you have encountered during the qualifying period and explain how you were able to overcome/control them. **(10 points)**

##### 4. Business Challenges

Given the challenges that needed to be managed during COVID-19, describe how you met such challenges in the context of your role and the outcomes achieved. **(20 points)**

##### 5. Professional Development and future goals

Outline any formal or informal professional development activities you've undertaken during 2020/21 and how they have improved your performance. Describe your

career goals and what strategies do you have in place to further develop your knowledge and skills? **(20 points)**

##### 6. Leadership and Contribution to the Industry

How have you demonstrated leadership and provided support to the buyers' agent and real estate community in 2020/21? Explain how you have contributed to the industry and why you think these contributions have improved your standing within the Queensland real estate community. **(15 points)**

### RISING STAR AUCTIONEER OF THE YEAR

#### AWARD PURPOSE

This Award recognises outstanding commitment and auctioneering skills amongst newcomers to auctioneering. Individuals who have been conducting auctions for two years or less are eligible to enter. All nominees will be required to compete at the Auctioneer of the Year heats and finals hosted by the REIQ on Wednesday, 25 August.

Nominees must be individuals and be REIQ practising members and an employee of an REIQ accredited agency at the time of application and hold a current auctioneer's licence.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

#### COMPETITION CRITERIA

- Nominations for the Rising Star Auctioneer of the Year close at 5pm, Friday 6 August;
- The nominee agrees to abide by additional rules imposed by the organisers of the competition before the start of the heats and finalist sessions as detailed during the online submission process;
- The nominee will need to read the conditions of auction, highlight the clauses in the contract of sale, answer questions from bidders prior to commencing the auction, and ensure they conduct the auction according to the laws relating to auctions;
- The preamble and auction must be finalised within a maximum timeframe;
- The properties to be auctioned in the heats and final will be chosen by the REIQ.

## INDIVIDUAL CATEGORIES

### RISING STAR PROPERTY MANAGER OF THE YEAR

#### AWARD PURPOSE

This Award recognises outstanding commitment and performance amongst new property managers to the real estate industry. Individuals who have been working in a property management role for two years or less are eligible for this award.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Your Current Role

Provide a brief overview of your career and your current property manager role. In your answer, include when you commenced in your current role and outline any previous roles that led you to where you are now. Describe the challenges you have encountered since commencing your role and how you have overcome them. **(20 points)**

##### 2. Professional Development

What formal or informal professional development did you complete in 2020/21 to keep you abreast of industry changes? Describe your career goals and what strategies do you have in place to further develop your knowledge and skills? **(20 points)**

##### 3. Customer Service

How do you incorporate customer service into your property management strategy? Give two examples of when you have displayed a commitment to quality customer service during the 2020/21 period. Please include client or tenant testimonials where relevant. **(20 points)**

##### 4. Significant Achievement

Outline one significant achievement during the 2020/21 period and the results obtained. **(20 points)**

##### 5. Risk Management

Describe two major risk management issues encountered during 2020/21 and how the risk/s were controlled. Outline what collaboration, if any, was required with other staff, colleagues or mentors. **(20 points)**

### RISING STAR SALESPERSON OF THE YEAR

#### AWARD PURPOSE

This Award recognises outstanding commitment and performance amongst new salespersons in the real estate industry. Individuals who have been working in a residential sales role for 2 years or less are eligible for this award.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Career To Date

Provide a brief overview of your career and your current real estate sales role. In your answer, include when you commenced in your current role and outline any previous roles that led you to where you are now. Describe the challenges you have encountered since commencing your role and how you have overcome them. **(20 points)**

##### 2. Customer Service

How do you incorporate customer service into your sales strategy? Give two examples of when you have displayed a commitment to quality customer service during the 2020/21 period. Please include client testimonials where relevant. **(20 points)**

##### 3. Significant Achievement

Outline one significant achievement during the 2020/21 period and the results obtained. **(20 points)**

##### 4. Professional Development

Outline any formal or informal professional development activities you've undertaken during the 2020/21 period and how this has improved your performance. Outline how you will implement your training to assist your future career goals. **(20 points)**

##### 5. Risk Management

Describe two major risk management issues encountered during 2020/21 and how the risk/s were controlled. Outline what collaboration, if any, was required with other staff, colleagues or mentors. **(20 points)**

## INDIVIDUAL CATEGORIES

### BUSINESS DEVELOPMENT MANAGER OF THE YEAR

#### AWARD PURPOSE

This Award recognises excellence in business development management for an individual who drives successful change and growth in a property management office, where 80% of work is business development related.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Business Development

As a Business Development Manager, how have you increased engagement and productivity for the agency by establishing new client relationships and/or increasing opportunities with existing clients? Please include data and information that supports your answer and demonstrate your contribution to the agency's rent roll growth, retention rate and/or overall profitability. (20 points)

##### 2. Key Achievements

Provide two examples of outstanding business development achievements in the 2020/21 period. Examples may include creative lead generation and/or marketing initiatives. (20 points)

##### 3. Customer Service

How do you incorporate outstanding customer service into your business development strategy? Give two examples of when you have displayed a commitment to quality customer service during the qualifying period. Please provide client testimonials where relevant. (20 points)

##### 4. Service and Support to Your Agency and Other Staff

Describe how your role and responsibilities supported the objectives of your wider agency during the 2020/21 period. How did you support, encourage and provide leadership to your staff colleagues over this period? (20 points)

##### 5. Professional Development

Outline any formal or informal professional development activities you've undertaken during the period of 1 July 2020 - 30 June 2021 and how they have improved your performance. (20 points)

### AGENCY SUPPORT PERSON OF THE YEAR

#### AWARD PURPOSE

This Award recognises outstanding individuals working in operational support positions in either the residential or commercial sectors. It is intended for individuals holding a general support position eg. receptionist, office manager, administrator etc.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

##### 1. Contribution to Agency

Briefly outline your current role and responsibilities. Describe the skills and qualities that make you an outstanding corporate support professional and explain how you apply these to your role. Please provide references/testimonials that may help support your answer. (20 points)

##### 2. Relationships with Clients/Customers

Describe key personal qualities that have enabled you to establish good relationships with clients and customers. Give two examples of when you have displayed a commitment to quality customer service during the 2020/21 period. You may include written references/testimonials from customers/clients and/or your Principal and other staff. (20 points)

##### 3. Service and Support to Others

Describe how your role supported the objectives of your wider agency during the 2020/21 period. Outline how you supported, encouraged and provided assistance to your team during this time. (20 points)

##### 4. Conflict Resolution

Outline how you deal with conflict resolution. Give one example of how you have successfully resolved a conflict with another staff member or client during the 2020/21 period. (20 points)

##### 5. Professional Development

Outline any professional development activities that you've undertaken during the period of 1 July 2020 - 30 June 2021 and how they have improved your performance. (20 points)



## PERFORMANCE BASED CATEGORIES

### RESIDENTIAL SALESPERSON OF THE YEAR – SOUTH-EAST QUEENSLAND

#### AWARD PURPOSE

This Award recognises and focuses on outstanding sales performance by individuals in residential sales in South-East Queensland\*.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

*\*Refer to definition of 'South-East Queensland' on page 4*

#### AWARD CRITERIA

Using the table supplied below, please provide the following information for the period 1 July 2020 to 30 June 2021:

- Total dollar value of settled commissions
- Total dollar value of settled property sales
- Total number of settled transactions

Note: All entries submitted in the Performance-based categories must be accompanied by a declaration by a financial accountant, auditor or franchisor to verify the accuracy of the financial statements.

Criteria: for the period 1 July 2020 - 30 June 2021	Total ex GST
Total dollar value of settled commissions	
Total dollar value of settled property	
Total number of settled transactions	

### RESIDENTIAL SALESPERSON OF THE YEAR – REGIONAL

#### AWARD PURPOSE

This Award recognises and focuses on outstanding sales performance by individuals in residential sales in Regional Queensland\*.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

*\*Refer to definition of 'Regional' on page 4*

#### AWARD CRITERIA

Using the table supplied below, please provide the following information for the period 1 July 2020 to 30 June 2021:

- Total dollar value of settled commissions
- Total dollar value of settled property sales
- Total number of settled transactions

Note: All entries submitted in the Performance-based categories must be accompanied by a declaration by a financial accountant, auditor or franchisor to verify the accuracy of the financial statements.

Criteria: for the period 1 July 2020 - 30 June 2021	Total ex GST
Total dollar value of settled commissions	
Total dollar value of settled property	
Total number of settled transactions	

### COMMERCIAL SALESPERSON OF THE YEAR

#### AWARD PURPOSE

This Award recognises and focuses on outstanding sales performance by individuals in commercial sales in the state of Queensland (both Regional and South-East Queensland).

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

#### AWARD CRITERIA

Using the table supplied below, please provide the following information for the period 1 July 2020 to 30 June 2021:

- Total dollar value of settled commissions
- Total dollar value of settled property sales
- Total number of settled transactions

Note: All entries submitted in the Performance-based categories must be accompanied by a declaration by a financial accountant, auditor or franchisor to verify the accuracy of the financial statements.

CONTINUED >

## PERFORMANCE BASED CATEGORIES

CONTINUED >

Criteria: for the period 1 July 2020 - 30 June 2021	Total ex GST
Total dollar value of settled commissions	
Total dollar value of settled property	
Total number of settled transactions	

### SALES AGENCY OF THE YEAR – SOUTH-EAST QUEENSLAND

#### AWARD PURPOSE

This Award recognises and focuses on outstanding sales performance by an agency in residential sales in South-East Queensland\*.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

*\*Refer to definition of 'South-East Queensland' on page 4*

#### AWARD CRITERIA

Using the table supplied below, please provide the following information for the period 1 July 2020 to 30 June 2021:

- Total dollar value of settled commission
- Total dollar value of settled property sales
- Total number of settled transactions

Note: All entries submitted in the Performance-based categories must be accompanied by a declaration by a financial accountant, auditor or franchisor to verify the accuracy of the financial statements.

Criteria: for the period 1 July 2020 - 30 June 2021	Total ex GST
Total dollar value of settled commissions	
Total dollar value of settled property	
Total number of settled transactions	

### SALES AGENCY OF THE YEAR – REGIONAL

#### AWARD PURPOSE

This Award recognises and focuses on outstanding sales performance by an agency in residential sales in Regional Queensland\*.

Nominees must be eligible for this Award as per the criteria detailed under 'Individual Category Criteria' on page 4 of this document and the Conditions of Entry.

*\* Refer to definition of 'Regional' on page 4*

#### AWARD CRITERIA

Using the table supplied below, please provide the following information for the period 1 July 2020 to 30 June 2021:

- Total dollar value of settled commission
- Total dollar value of settled property sales
- Total number of settled transactions

Note: All entries submitted in the Performance-based categories must be accompanied by a declaration by a financial accountant, auditor or franchisor to verify the accuracy of the financial statements.

Criteria: for the period 1 July 2020 - 30 June 2021	Total ex GST
Total dollar value of settled commissions	
Total dollar value of settled property	
Total number of settled transactions	

## EXTERNAL AWARDS

### INDUSTRY INNOVATION AWARD

#### AWARD PURPOSE

This Award recognises individuals or organisations who are focused on supplying products and/or services to the real estate sector to enable them to be more productive, profitable, efficient, compliant or customer service focused. This could be through technological tools, training, research or other solutions. Specifically, these Awards seek to uncover innovations that meet some or all of the following:

- improve the consumer experience;
- unlock efficiency gains for agencies;
- improve the compliance of the industry;
- make doing the business of real estate easier.

To qualify for this Award, the individual or organisation must have established and be offering a system, service or product that has made a significant impact on the Queensland real estate sector and is aligned with good business practice.

We encourage submissions from service providers Australia-wide that directly serve the real estate sector; both residential and commercial.

Nominees must be eligible for this award as per the criteria details under 'External Category Criteria' on page 4 of this document.

#### AWARD CRITERIA

##### 1. The Product or Service

Describe the product or service you have established. In your answer please include:

- when the product or service was launched;
- why the product or service was established and the problem it solves;
- who your target market is;
- why the product or service is unique or different to other similar solutions in the marketplace;
- how many agents or professionals use the product or service in Queensland; and anything else that is relevant to help us understand how it benefits the real estate community. **(60 points)**

##### 2. Client Engagement and Satisfaction

Tell us about how the Queensland real estate community has responded to your product or service since its inception. Your answer should include information such as client satisfaction ratings, client growth, sales or subscription growth, client testimonials and any other information that demonstrates client engagement and satisfaction. **(20 points)**

##### 3. Consultation

What consultation, if any, was undertaken with stakeholders and the real estate industry at large during the planning and development stages? Alternatively or in addition to this, how do you ensure that you are constantly listening to your clients' needs and/or adapting your products or services to reflect modern day real estate practices and requirements? **(20 points)**



## THE SUBMISSION

Our online portal, Award Force, is very simple to use and allows you to work at your own pace and save any work as you go along. You can update your submission and you even get a reminder when the closing date is approaching. The online portal can be found at: <https://www.reiq.awardsplatform.com>

Please read the following guidelines carefully to ensure your entry contains all the information required and in the format needed for judging:

1. Nominees in all categories must complete agency organisation and individual details.
2. All Nominees are to read, and acknowledge that they have read, the Conditions of Entry.
3. All entries submitted in the Performance-based categories must be accompanied by a declaration by a financial accountant, auditor or franchisor to verify the accuracy of the financial statements.
4. All nominees are to answer the questions that relate to the Award categories being entered. If a question cannot be answered, please provide an explanation within the submission.
5. Questions should be answered in the order in which they are asked. Importantly any text beyond the maximum word limit will not be read or scored.
6. Supporting documentation will only be examined to clarify or confirm information stated within the submission. Supporting documentation should not contain the answers to the questions.
7. Answers to questions should not be cross-referenced to answers in another Award category as different judges may be appointed to review the various categories.
8. All online submissions should include:
  - Completed Agency and/or Individual Details;
  - Accepted Conditions of Entry once read;
  - Declaration Form signed by a financial accountant or auditor (for performance-based categories only);
  - Photographs and logos relevant to the categories entered.
9. Submissions are to be completed on the online portal by **5.00pm, Friday 20 August 2021**, except for Auctioneer of the Year and Rising Star Auctioneer of the Year nominations, which close at 5.00pm on Friday 6 August 2021.

### PHOTOGRAPHS

Entrants are required to provide a minimum of three (3) high resolution colour photographs of their agency for use in promotional material and during the Awards night. For individuals, a head shot of the nominee is also required. For agencies, a group photo is required. An entrant agency must also provide a copy of its agency logo in either jpeg or eps format.

### ADDITIONAL SOURCES OF INFORMATION

Phone enquiries about the 2021 REIQ Awards for Excellence should be directed to the REIQ Member Enquiries Centre on 1300 697 347, Monday to Friday 9.00am – 5.00pm or email [events@reiq.com.au](mailto:events@reiq.com.au).



# THE SUBMISSION

## AWARDS ENTRY PROCESS

### Step 1

Deciding to enter:

- Read the Submission Document and specific requirements;
- Talk it over with other members of the agency team.

### Step 2

Select the Award categories you wish to enter:

- In consultation with your team, decide the category/s you wish to enter based on your views of the agency's strengths and performance during the qualifying period;
- Don't forget that one of your principals, managers or staff may be worthy of nomination for an individual Award;
- Decide who will be responsible for gathering the required information for each award category, and for the entry overall (eg a small team of staff, manager, sales team);
- Decide who will be responsible for writing the submission for each Award category and for completing Section 2 - Agency Details.

### Step 3

Prepare your entry:

- Read the Award category questions carefully and identify the information required to answer each question fully (including any supporting materials);
- Agree on a timeframe in which to collect the information and write each response;
- Circulate a draft version of your submission for comment before the submission is finalised;
- Make sure each category is answered within the maximum word count specified for the category;
- Ensure there are a sufficient number of high-res quality photos (3 if possible) of the Agency.

For individuals, also include a head shot and for agencies, a group photo is required. An entrant jpeg or eps format.

- Organise someone to proof read the entry before it is submitted.

### Step 4

Submit your entry:

- Go to the Awards Force website at <https://www.reiq.awardsplatform.com>;
- Fill in required Individual or Agency Details;
- Confirm that you have read and understood the Conditions of Entry;
- Make sure your Principal has acknowledged their acceptance of the content and accuracy of the submission;
- All entries submitted in the Performance-based categories must be accompanied by a declaration by a financial accountant, auditor or franchisor to verify the accuracy of the financial statements.
- Upload your information to the relevant categories you're entering;
- Upload photos and logo;
- Entries to be received by **5.00pm on Friday, 20 August 2021** or by Friday, 6 August 2021 for the Auctioneer of the Year Award and Rising Star Auctioneer of the Year Award.

### Step 5

Attend the awards presentation on **Saturday, 23 October 2021**:

- Don't forget to bring along members of your team to enjoy your agency's and colleagues' achievements.
- For those wishing to stay overnight at The Star Gold Coast, please phone Central Reservations on (07) 5592 8130 or 1800 074 344 and quote Booking Code REI180921.

<https://reservations.travelclick.com/107966?groupID=3184334>



## CONDITIONS OF ENTRY

1. All entrant agencies or individuals in all categories must:
  - a. be a financial member of the Real Estate Institute of Queensland (REIQ), with the exception of the Industry Innovation Award;
  - b. must reside in Queensland if an individual or be an agency situated within the State of Queensland, with the exception of the Industry Innovation Award;
  - c. comply with the relevant criteria and eligibility requirements set out herein and other directions of the REIQ.
2. Information supplied in a submission must refer to activities and results in the qualifying period (1 July 2020 – 30 June 2021). Judges will not take into account achievements or other matters outside of this period.
3. All entrants warrant, agree and acknowledge:
  - a. that they have read and understood these conditions of entry;
  - b. that all statements and representations made in the submission are, to the best of their knowledge, true and correct;
  - c. in the case of an individual award category, the individual entrant has sought the approval of the agency principal to enter the awards and, the principal has confirmed the accuracy of the matters contained in the submission made by the individual entrant;
  - d. that entries will be immediately voided should any information be found to be incorrect or inaccurate.
4. All entries submitted in the Performance-based categories must be accompanied by a declaration by a financial accountant, auditor or franchisor to verify the accuracy of the financial statements.
5. Upon the REIQ's acceptance of an entry, the entrant agrees to indemnify the REIQ against all claims, losses, suits and demands made against or suffered by the REIQ due to any negligence or any act or omission on the part of the entrant.
6. The entrant agrees:
  - a. to abide by the final decision of the judges and understands no further correspondence will be entered into;
  - b. the judges reserve the right to not declare an Award winner should entries in an Award category fail to meet the standards required by judges;
  - c. to provide its consent for the REIQ to use any photographs or videos submitted by or taken by the REIQ for promotional purposes;
  - d. to provide its consent for the REIQ to disclose any content contained in an individuals, agency or organisation's award submission for promotional purposes during or following the REIQ Awards for Excellence event.
  - e. to provide the contact details of referees or other third parties to validate and/or confirm aspects of the entrant's submission as may be required by the REIQ;
  - f. to comply with any reasonable direction or request of the REIQ relating to the Awards;
  - g. not to contact any judges or seek to influence the Awards process in any way.
7. If an entrant becomes an Awards finalist or winner, when promoting this, the entrant must clearly state the year in which they were a winner or finalist. For example: 2021 REIQ Winner Residential Salesperson of the Year, 2021 REIQ Finalist Residential Salesperson of the Year. The terms 'Finalist' and 'Winner' must be used and other terms such as 'Runner Up' must not be used.
8. Agencies or individuals qualifying as Awards finalists must be in attendance or have a representative in attendance at the Awards presentation on Saturday, 23 October 2021 at The Star Gold Coast in order to accept the Award on their behalf if they win the relevant award.
9. If the entrant has engaged in conduct that is found to be of an inappropriate or unprofessional nature by the REIQ Professional Standards Tribunal, the Tribunal Chair may make a decision to disqualify the entrant and no further correspondence will be entered into.
10. The entrant agrees that in the 12 month period following the Awards presentation, should any claim or action be brought against the agency or individual Awards winner or finalist that may bring discredit to the REIQ Awards for Excellence, any Award that has been received may be revoked. If this occurs, the agency must cease promoting their award status.
11. Should an individual entrant working for an Accredited Agency change their employment prior to the awards presentation on Saturday 23 October 2021 to a non-accredited agency, their submission will be withdrawn from the Awards due to non-eligibility. After the Awards presentation, an individual may continue to promote their Awards finalist or winner status if they cease continuing to work for the Accredited Agency where they worked at the time they were granted the finalist or winner status.
12. The REIQ reserves the absolute right to disqualify an entrant from participating in the Awards if the REIQ, acting reasonably, determines that entrant individual or entrant agency (or a representative of the agency) has acted in a way that is inappropriate or otherwise brings the reputation of the REIQ into disrepute.
13. The term "nominee" and "entrant" has the same meaning. The term "entry" and "submission" has the same meaning.

2021 REIQ  
**AWARDS**  
for  
**EXCELLENCE**

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