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Media Release

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Rent.com.au congratulates 'Best of the Best' PPM Group award winners, recognising excellence in property management

Rent.com.au has lauded the success of individuals and agencies recognised by the 2016 PPM Group National Property Management Awards, recently held on the Gold Coast.

With nominations sought from the best property managers and property management departments across the nation, the group's 'Best of the Best' awards recognise outstanding achievement in residential property management at a national level in the areas of service delivery, systems, technology, marketing, business development, personal achievement and best industry practices.

PPM Group managing director Debbie Palmer said the awards night was an outstanding success:

"Each year, PPM Group works extremely hard to take the event to the next level of being bigger, brighter and better. Based on the feedback and post-conference survey results, they successfully achieved their goals," she said.

The group received more than 100 nominations for the awards, which, now in their 14th year, were established to encourage business owners and property management team members to focus on their internal operations, increase their bottom-line profits and deliver an exceptional level of service.

Palmer said it was only the best of the best who were shortlisted as finalists: "To be a finalist in these national awards is a great achievement in itself," she said.

"With more than 25 years' experience in property management, I know first-hand how challenging it can be working in an industry that is so centred around customer and client service expectations. It is always very gratifying to be able to host our national awards each year to recognise property management individuals and departments who are excelling in every area of their business."

Among the roll call of excellence in property management in 2015, was Elise Thomas from Raine & Horne Killarney Vale, Toowoomba Bay and Berkeley Vale, who was awarded Property Manager of the Year.

Thomas has been in the property management industry and the same office for more than 11 years, and said she applied for the awards to compare herself to other property managers on a national scale:

"Winning Property Manager of the Year is a huge achievement both professionally and personally. The award reflects the high standards of the industry and I look forward to continuing to work to further improve each year," she said.

Thomas highlighted that a strong property management department is built on organisation, time management, training, systems and procedures: "I love how diverse property management is. There is never one day that will be the same – the role is always bringing new challenges."



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Western Australian-based agency Investors Edge Real Estate was awarded Property Management Agency of the Year. Managing director / licensee Jarrad Mahon said the judges were impressed by the agency's mindset to help landlords save time, money and effort:

"We entered the awards to give our team the recognition they deserve for the amazing effort that they put into going above and beyond for our landlords and tenants in what has been a very tough market," Mahon said. "Having won past awards, the hardest thing for us is to continue to deliver on the super high expectations of our clients and having achieved that in this market, it is even more notable."

The awards night was held on the middle night of the 2016 PPM Group National Conference, which boasted a strong speaker line-up to challenge the mindset of all property management delegates in learning to better manage their day-to-day tasks and grow their business.

In 2017, PPM Group will celebrate its 15th National Conference. Palmer said the group was looking to take the conference to "new heights" to be its standout event to date. "PPM Group is grateful to be partnering with such as a progressive and leading industry company as Rent.com.au," she said.

Rent.com.au CEO and Founder, Mark Woschnak said sponsoring the 2016 PPM National Property Management Awards was key to developing ongoing relationships with and support for agents Australia-wide.

"We are proud to have partnered with PPM group for the 2016 awards and congratulate all finalists and winners," Woschnak said.

"It's fantastic to see agencies focusing on the benefits of a healthy and growing property management department and vital as an industry, that we continue to recognise excellence in the area."

Award categories

Property Management Support Team Member of the Year, sponsored by Console
Jessica Calvert, Coronis Group

Property Management Client Service Award of the Year, sponsored by Terri Scheer
Investors Edge Real Estate

Business Development Manager of the Year, sponsored by Rent.com.au
Cheryl Keher, Eview Property Management

Property Manager of the Year, sponsored by Rent.com.au
Elise Thomas, Raine & Horne Killarney Vale

Property Management Website of the Year, sponsored by RPM
Di Jones Real Estate

PPMsystem® Choice Award of the Year, sponsored by PPM Group
Raine & Horne Toowoomb Bay, Killarney Vale and Berkeley Vale

Property Management Agency of the Year, sponsored by Smoke Alarm Solutions
Investors Edge Real Estate

The 2016 PPM Group National Property Management Awards were held at Surfers Paradise Marriott on 19 June.

For more information about the PPM Group: visit: ppmgroup.com.au – Ph: 07 5562 0037.

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