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## Who is the best in Property Management?

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The finalists in The Property Management Awards 2009 have been revealed and the winners will be announced at a glittering evening ceremony in Central London in December 2009.

Awards for London and Regional managing agent and property manager of the year have been fiercely contested as has the award for Professional Services of the Year. Finalists in the category for Newcomer of the Year are also of interest as this award is restricted to those that are new to the industry either at a personal or corporate level. Also, the Award categories are not just designed for property managers but also those organisations that supply services to the industry such as Insurance companies and Contractors. These categories demonstrate the breadth in skills that the industry demands and the important influence third party agents play in ensuring services are delivered effectively. However, one award which is eagerly anticipated in particular is that of Porter of the Year. The porter, caretaker or concierge in a block of flats is often the unsung hero of the building who rarely receives public recognition for his or her daily efforts. All entries had to be supported by the managing agent, residents association or individual leaseholders.

The Property Management Awards is an industry showcase rewarding the best organisations from around the country and are sponsored by Deacon Insurance, SLC Solicitors and A1 Insurance.

### Why News on the Block has introduced The Property Management Awards

News on the Block is the leading independent publication in the flat sector offering help and advice to leaseholders, landlords and their respective advisors. For many years we have been publishing articles about property management and we are respected for maintaining our independence when reporting about the competing interests within a building: those of landlords, managing agents and the flat owners themselves.

We noted that the property management industry is predominantly introspective, focussing on the problems, complexities and challenges caused by the leasehold system of property ownership. The Property Management Awards are unique in that they are the first and only industry event to celebrate the best the industry has to offer.

Frequently, managing agents and landlords have explained to us the difficulties they experience when trying to differentiate themselves from their less attractive competitors. Similarly, leaseholders have described how difficult it is for them to compare managing agents and landlords in the market place especially when there is no benchmark or independent source they can refer to see who is the best in the industry. Quality of service clearly arouses strong opinions. Many of our readers asked why we had not included an award for "Worst Property Manager of the Year". Although we would probably be inundated with entries, ultimately it is more useful to focus on who gives better service. Also, this year and in future years we expect our readers to note with interest not just who makes the grade as a finalist, but also those that are absent.

The Property Management 2009 awards were introduced to recognise the excellence and professionalism of all specialists working in this industry both at an individual and company level. In this way, News on the Block intends the Property Management Awards to benefit all stakeholders in the industry. Judging from the fantastic support News on the Block has had for these Awards and the large number of highly-competitive entries we have received this balance has been achieved and the Awards have been warmly welcomed into the industry calendar.

### Meet the Judges

All the entries were judged by a panel comprising Georgiana Hibberd, Associate Director, RICS Residential Professional Group, Bob Smytherman, Chairman, Federation of Private Residents Associations and Andrew Teacher, Media Manager for the British Property Federation. The Independent Judging Panel was carefully selected to include a representative from each of the stakeholder interests within a block of flats: the owner-lessees, landlords and managing agents.

The Property Management Awards 2009 Finalists:

**PROFESSIONAL SERVICES AWARD**

FINALISTS: Brady Solicitors, Brethertons, Harris & Associates, SLC Solicitors

**LONDON PROPERTY MANAGEMENT COMPANY OF THE YEAR**

FINALISTS: AMAX, Chainbow Crabtree, Granville

**REGIONAL PROPERTY MANAGEMENT COMPANY OF THE YEAR**

FINALISTS: Encore, Mainstay, Regalty Estates, Sanders

**NEWCOMER OF THE YEAR**

FINALISTS: AMAX, CARLEX, CHC Land, Preside

**PORTER OF THE YEAR**

FINALISTS: Anthony Coker (Chainbow) Isy Barrett (Encore) Kevin Waite (Consort Property Management) Pedro Louro (Mainstay), Patrick Opoku (Consort Property Management), Red Houjabi (Chainbow)

**BLOCK INSURER OF THE YEAR**

FINALISTS: A1 Insurance, Deacon

**CONTRACTOR OF THE YEAR**

FINALISTS: Adiuvo, GOL Group

**LONDON PROPERTY MANAGER OF THE YEAR**

FINALISTS: Karen Mitchell (Peverel) Noella Morton (Allsop) Richard Carpenter (Peverel)

**REGIONAL PROPERTY MANAGER OF THE YEAR**

FINALISTS: Ellen Box (Peter May) Gillian Stanley (Mainstay) Gordon Ferguson (Encore) Karen Combella (Curry and Partners) Maxine Fothergill (AMAX)

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