



SCOTLAND AWARDS 2026 – CATEGORIES AND FULL CRITERIA

1. Managing Agent of the Year (Under 5,000 units)

Category Description

This award recognises managing agents who demonstrate exceptional service delivery, operational excellence, and client-focused management practices within the residential property sector. The award celebrates firms that combine strong core values with innovative solutions to current industry challenges, while maintaining transparent communication with both clients and tenants.

Judges will be looking for evidence of continuous professional development, efficient service delivery, and a genuine commitment to enhancing the resident experience through proactive management approaches.

Who Should Enter:

Open to TPI Scotland Company members managing up to 5,000 units who have demonstrated operational excellence, innovation, and leadership.

Nomination Criteria:

TPI Scotland Company members can self-nominate or be nominated by an external company or client.

Judging Criteria

1: Strategic Vision and Operational Excellence (25%) – up to 250 words

Demonstrate how your firm's core values, and strategic vision translate into outstanding service delivery. Evidence can include:

- Clear articulation of core values that underpin business operations
- Operational processes that deliver excellence and demonstrate accurate, efficient, and cost-effective service delivery
- Comprehensive staff training and professional development programmes
- Strategic vision alignment with client service objectives

2: Client-Focused Service and Resident Experience (35%) – up to 350 words

Showcase how your firm prioritises client requirements and enhances the resident experience.

This should include:

- Solutions consistently tailored to meet specific client needs
- Clear examples of positive impact on resident experience (e.g. transparent budgeting, clear reporting and effective conflict resolution)
- Team knowledge of current industry regulations, technology, and best practices
- Evidence of client satisfaction and retention

3: Industry Leadership and Challenge Resolution (20%) – up to 200 words

Provide specific examples of how your firm has tackled current industry challenges and demonstrated leadership. Evidence should show:

- Innovative solutions to regulatory compliance, rising costs, or technology adoption challenges
- Proactive approaches to addressing sector-wide issues
- Contribution to advancing industry standards and practices

4: Communication Excellence and Transparency (20%) – up to 200 words

Demonstrate your firm's commitment to clear, proactive communication with all stakeholders.

This includes:

- Clear, timely, and proactive communication strategies for resident engagement
- Transparency in service charge reporting and account reconciliations
- Efficient enquiry management with evidence of response times and resolution success rates

2. Managing Agent of the Year (5,001+ units)

Category Description

This award recognises managing agents who demonstrate exceptional service delivery, operational excellence, and client-focused management practices within the residential property sector. The award celebrates firms that combine strong core values with innovative solutions to current industry challenges, while maintaining transparent communication with both clients and tenants.

Judges will be looking for evidence of continuous professional development, efficient service delivery, and a genuine commitment to enhancing the resident experience through proactive management approaches.

Who Should Enter:

Open to TPI Scotland Company members managing over 5,001 units who have demonstrated operational excellence, innovation, and leadership.

Nomination Criteria:

TPI Scotland Company members can self-nominate or be nominated by an external company or client.

Judging Criteria

1: Strategic Vision and Operational Excellence (25%) – up to 250 words

Demonstrate how your firm's core values, and strategic vision translate into outstanding service delivery. Evidence can include:

- Clear articulation of core values that underpin business operations
- Operational processes that deliver excellence and demonstrate accurate, efficient, and cost-effective service delivery
- Comprehensive staff training and professional development programmes
- Strategic vision alignment with client service objectives

2: Client-Focused Service and Resident Experience (35%) – up to 350 words

Showcase how your firm prioritises client requirements and enhances the resident experience.

This should include:

- Solutions consistently tailored to meet specific client needs
- Clear examples of positive impact on resident experience (e.g. transparent budgeting, clear reporting and effective conflict resolution)
- Team knowledge of current industry regulations, technology, and best practices
- Evidence of client satisfaction and retention

3: Industry Leadership and Challenge Resolution (20%) – up to 200 words

Provide specific examples of how your firm has tackled current industry challenges and demonstrated leadership. Evidence should show:

- Innovative solutions to regulatory compliance, rising costs, or technology adoption challenges
- Proactive approaches to addressing sector-wide issues
- Contribution to advancing industry standards and practices

4: Communication Excellence and Transparency (20%) – up to 200 words

Demonstrate your firm's commitment to clear, proactive communication with all stakeholders.

This includes:

- Clear, timely, and proactive communication strategies for resident engagement
- Transparency in service charge reporting and account reconciliations
- Efficient enquiry management with evidence of response times and resolution success rates

3. Rising Star Award

Category Description

This award recognises individuals who consistently exceed expectations through innovative thinking, creative problem-solving, and unwavering determination.

Successful candidates will be those who have been in the industry for a maximum of three years. They will have not only delivered outstanding results but have also inspired colleagues, driven meaningful change, and demonstrated the qualities that mark them as future leaders.

This award seeks to identify professionals who combine technical excellence with passion, creativity, and the ability to make a lasting impact on their organisation and the broader industry.

Who Should Enter:

Open to those new to factoring (for a maximum of three years as at deadline of 01.03.2026) showing exceptional potential and initiative. They must be either a TPI Scotland Individual member or employee of a TPI Scotland Company member.

Nomination Criteria:

Nominations must be submitted by a colleague or client and approved by a director or senior team lead.

Judging Criteria

1. Outstanding Performance and Measurable Impact (40%) – up to 400 words
Recognises exceptional contributions that go above and beyond expectations.

Judges will look for:

- Demonstrable achievements exceeding performance targets
- Tangible impact on business results, client satisfaction, or efficiency
- Initiative shown in delivering outcomes beyond assigned responsibilities

2. Innovation and Creative Problem-Solving (25%) – up to 250 words
Highlights forward-thinking approaches and originality in tackling challenges.

Judges will look for:

- Evidence of innovative thinking or creative solutions to complex problems
- Introduction of new ideas, technologies, or processes that improve outcomes
- Ability to anticipate trends or opportunities and act proactively

3. Leadership Potential and Inspirational Impact (25%) – up to 250 words
Recognises emerging leaders who inspire others and shape a positive workplace culture.

Judges will look for:

- Demonstrated leadership qualities and potential for future industry impact
- Examples of motivating, mentoring, or guiding colleagues
- Contributions to team cohesion, morale, or professional development

4. Passion, Drive, and Professional Growth (10%) – up to 100 words
Celebrates enthusiasm, commitment, and a clear trajectory of professional development.

Judges will look for:

- Evidence of dedication to personal and organisational success
- Continued learning and development within the first three years in the sector
- Passion for making a lasting contribution to the profession

4. Unsung Hero

Category Description

This award celebrates individuals whose exceptional contributions often take place behind the scenes yet have a profound and lasting impact on their organisation, clients, and colleagues. These individuals consistently demonstrate reliability, dedication, and initiative, quietly driving excellence without seeking recognition.

Successful candidates will be those who have made meaningful contributions that elevate service quality, strengthen teams, and support the smooth functioning of operations.

This category aims to highlight the professionals whose commitment, integrity, and everyday actions make a significant difference, even if their efforts are not always in the spotlight.

Who Should Enter:

This is an individual award for either a TPI Scotland Individual member, an employee of a TPI Scotland Company member or an employee of a TPI Partner. This award celebrates individuals who consistently go above and beyond to make a significant yet often unrecognised contribution to their organisation, team, or community through dedication, hard work, and selflessness, recognising those whose efforts might otherwise go unnoticed.

Nomination Criteria:

Nominations must be submitted by a colleague or client and approved by a director or senior team lead.

Judging Criteria:**1. Dedication, Commitment, and Leading by Example (40%) – up to 400 words**

Judges will look for:

- Evidence of exceptional reliability, hard work, and willingness to go above and beyond
- Consistent demonstration of integrity and professionalism
- Clear examples of how the nominee inspires and motivates others through their actions
- Instances of leading by example, fostering collaboration, or positively influencing outcomes

2. Positive Impact and Meaningful Contribution (25%) – up to 250 words

Judges will look for:

- Demonstrated ability to make a significant difference within their team, organisation, or community
- Tangible improvements to processes, morale, service quality, or outcomes for others
- Examples that show the nominee's work has had a measurable or lasting effect

3. Selflessness, Support, and Community Spirit (20%) – up to 200 words

Judges will look for:

- Acts of kindness, mentorship, or practical support offered to colleagues, clients, or community members
- Evidence of placing the needs of others above personal recognition
- Behaviours that strengthen team cohesion, trust, and a positive working environment

4. Adaptability and Resilience (15%) – up to 150 words

Judges will look for:

- Ability to navigate challenges or unexpected circumstances with composure and determination
- Examples of overcoming obstacles while maintaining high standards of service
- Demonstrated flexibility, problem-solving, and perseverance during difficult situations

5. Support Staff Member of the Year**Category Description**

This award recognises the vital contributions of support staff whose work forms the backbone of their organisation. Often operating behind the scenes, these individuals demonstrate exceptional skill, reliability, and professionalism in roles such as HR, finance, administration, and wider organisational support. Their dedication ensures smooth operations, high-quality service delivery, and strong internal collaboration.

Successful candidates will be those who consistently enhance efficiency, provide outstanding support to colleagues or clients, and make meaningful contributions that strengthen both their team and the wider organisation.

This category aims to honour support professionals whose commitment, expertise, and day-to-day actions have a significant and lasting impact, whether or not they are always in the spotlight.

Who Should Enter:

This is an individual award for either a TPI Scotland Individual member or employee of a TPI Scotland Company member. It is open to those working in support roles such as HR, finance, administration, operations, or similar, who demonstrate excellence in delivering essential organisational support.

Nomination Criteria:

Nominations must be submitted by a colleague or client and approved by a director or senior team lead.

Judging Criteria:**1. Excellence in Service Delivery (40%) – up to 400 words**

Judges will look for:

- Evidence of delivering high-quality, timely, and accurate support
- Consistent demonstration of efficiency, organisation, and attention to detail
- Examples of problem-solving, initiative, and proactive service improvements
- Clear impact on operational effectiveness or the performance of others

2. Customer Care and Communication (20%) – up to 200 words

Judges will look for:

- Demonstrated ability to communicate clearly, professionally, and supportively
- Examples of strong internal or external customer service
- Evidence of building trust-based relationships through responsive and empathetic communication

3. Teamwork and Collaboration (20%) – up to 200 words

Judges will look for:

- Contributions that strengthen team cohesion and support colleagues' success
- Collaborative working across departments, functions, or projects
- Evidence of being a dependable team member who enhances group performance

4. Professionalism and Continuous Improvement (20%) – up to 200 words

Judges will look for:

- Commitment to professional standards, confidentiality, and ethical practice
- Examples of personal development, learning, or pursuit of improved ways of working
- Demonstrated adaptability, growth mindset, or willingness to embrace change

6. Outstanding Customer Service of the Year (Company)**Category Description**

This award celebrates organisations that consistently deliver exceptional customer service and demonstrate an unwavering commitment to meeting the needs of clients. These companies go beyond standard expectations, ensuring every customer interaction is handled with professionalism, care, responsiveness, and attention to detail. Their approach not only enhances customer satisfaction but also strengthens long-term relationships and reinforces the company's reputation for excellence.

Successful entrants will be those who have created meaningful, measurable improvements in customer experience, developed strong customer-focused practices, and embedded service excellence into the core of their culture and operations.

This category recognises companies that strive for continuous improvement and set the benchmark for outstanding service within the profession.

Who Should Enter:

This award is open to TPI Scotland Company Members who demonstrate exceptional standards of customer service, responsiveness, communication, and client satisfaction. Entrants should show clear evidence of delivering consistently high-quality service that meets or exceeds client expectations.

Nomination Criteria:

Open to TPI Scotland Company Members and may self-nominate or be nominated by an external company or client.

Judging Criteria**1. Excellence and Consistency of Service (40%) - up to 400 words**

Judges will look for:

- Evidence of consistently high service delivery across all customer touchpoints
- Clear processes or practices that ensure accuracy, professionalism, and reliability
- Examples that demonstrate commitment to maintaining high standards over time
- Measurable improvements or innovations in service provision

2. Responsiveness and Problem-Solving (25%) - up to 250 words

Judges will look for:

- Demonstrated ability to respond quickly and effectively to customer needs
- Examples of resolving challenges, issues, or complex situations with skill and care
- Evidence of proactive thinking, adaptability, and effective communication during problem-solving

3. Customer Satisfaction and Outcomes – 25% (up to 250 words)

Judges will look for:

- Documented customer satisfaction metrics, testimonials, or feedback
- Evidence of strong customer relationships built on trust and positive results
- Clear outcomes that show the company's service has made a meaningful difference

4. Culture and Commitment to Service Excellence (10%) - up to 100 words

Judges will look for:

- Evidence that customer service excellence is embedded within organisational culture
- Training, values, or initiatives that support and develop service-focused teams
- Demonstrated commitment to continuous improvement and service-driven behaviour across the organisation

7. Outstanding Customer Service of the Year (Individual)

Category Description

This award recognises individuals who consistently deliver exceptional customer service and play a vital role in creating positive, professional, and memorable experiences for clients. These individuals go above and beyond in their day-to-day roles, demonstrating outstanding communication, empathy, responsiveness, and problem-solving skills. Their dedication not only enhances customer satisfaction but also strengthens their organisation's reputation for excellence.

Successful candidates will be those who show a genuine commitment to helping others, handle challenges with confidence and care, and make meaningful contributions that improve the overall customer experience.

This category highlights individuals whose actions, attitude, and professionalism set a benchmark for service excellence and reflect the highest standards within the profession.

Who Should Enter:

This is an individual award for either a TPI Scotland Individual member or employee of a TPI Scotland Company member who demonstrate excellence in delivering customer service in any area of their role.

Nomination Criteria:

Nominations must be submitted by a colleague or client and approved by a director or senior team lead.

Judging Criteria:

1. Excellence and Consistency of Service (40%) - up to 400 words

Judges will look for:

- Evidence of consistently high-quality customer service across a range of situations
- Professionalism, accuracy, and reliability in delivering support or guidance
- Examples of maintaining high standards even during busy or challenging periods
- Demonstrated commitment to creating positive customer experiences

2. Responsiveness and Problem-Solving (25%) - up to 250 words

Judges will look for:

- Ability to respond promptly and effectively to customer needs or queries
- Examples of resolving issues with initiative, clarity, and confidence
- Evidence of adaptability, proactive thinking, and calm decision-making under pressure

3. Customer Satisfaction and Outcomes (25%) - up to 250 words

Judges will look for:

- Strong customer feedback, testimonials, or satisfaction indicators
- Examples of positive results directly linked to the nominee's actions
- Evidence that the nominee's service has made a meaningful and lasting difference

4. Commitment to Service Excellence (10%) - up to 100 words

Judges will look for:

- Demonstrated dedication to continuous improvement in customer service
- Examples of self-development, learning, or adopting best practices
- Behaviours that reinforce a customer-first mindset within the team or organisation

8. Property Manager of the Year

Category Description

This award celebrates outstanding property managers who demonstrate exceptional leadership, professionalism, and dedication in delivering high-quality property management services. These individuals play a pivotal role in ensuring smooth operations, effective client communication, strong compliance standards, and positive outcomes across the properties they oversee. Through their commitment, problem-solving abilities, and customer-focused approach, they contribute significantly to the success of their organisation and the satisfaction of clients and tenants.

Successful candidates will be those who consistently deliver excellence within a complex and demanding environment, manage challenges with confidence, and demonstrate best practice in all aspects of property management.

This category honours property managers whose day-to-day actions, strategic thinking, and dedication set a high standard within the profession.

Who Should Enter:

This award is open to property managers who are TPI Individual Members or employees of TPI Scotland Company Members. Entrants should be able to demonstrate exceptional leadership, effective client engagement, strong organisational skills, and proactive problem-solving that contribute meaningfully to their company's success.

Nomination Criteria:

Individuals can self-nominate or nominated by a colleague or client and approved by a director or senior team lead.

Judging Criteria:

1. Excellence in Property Management (40%) - up to 400 words

Judges will look for:

- Evidence of strong property oversight, organisation, and compliance
- Demonstrated ability to manage workload efficiently across multiple responsibilities
- Examples of maintaining high standards in service delivery, documentation, and operations
- Clear outcomes showing improved performance, processes, or resident experience

2. Leadership and Team Collaboration (25%) - up to 250 words

Judges will look for:

- Demonstrated leadership within their team or organisation
- Examples of supporting colleagues, sharing expertise, or fostering collaboration
- Evidence of contributing positively to team culture, cohesion, and effectiveness

3. Client Engagement and Satisfaction (20%) - up to 200 words

Judges will look for:

- Strong relationships built through professionalism, communication, and trust
- Feedback, testimonials, or results demonstrating high client satisfaction
- Examples of actions that have directly improved experiences for clients or tenants

4. Problem-Solving and Innovation (15%) – up to 150 words

Judges will look for:

- Ability to manage challenges calmly and effectively
- Evidence of innovative solutions that improve efficiency, service quality, or customer outcomes
- Examples of proactive thinking, adaptability, and continuous improvement

9. Service Provider of the Year

Category Description

This award recognises exceptional service providers who demonstrate outstanding reliability, professionalism, and value in their work with TPI Scotland Company Members. These organisations or individuals play a crucial role in supporting the property sector through high-quality services, innovation, and strong client relationships. Their commitment to excellence ensures that customers receive consistent, effective, and forward-thinking support throughout the year.

Successful entrants will be those who can demonstrate clear, measurable contributions to their clients' success, consistently deliver high service standards, and show a proactive approach to solving problems and improving outcomes.

This category highlights service providers whose dedication, responsiveness, and integrity help raise standards across the profession.

Who Should Enter:

This award is open to all service providers, TPI Partners and non-Partners, who work with TPI Scotland Company Members. Entrants should be able to demonstrate outstanding reliability, customer satisfaction, and meaningful contributions to client success over the past year.

Nomination Criteria:

Service providers may self-nominate or be nominated by others. For the application to be valid, at least one current TPI Scotland Company Member must provide their support or endorsement – please include the member's company name when completing any one of the write up sections.

Judging Criteria:

1. Excellence and Consistency of Service (40%) – up to 400 words

Judges will look for:

- Evidence of consistently high-quality service delivery throughout the year
- Reliable, accurate, and professional performance across all areas
- Demonstrated commitment to maintaining best practice and meeting client expectations
- Examples of measurable improvements, results, or enhanced service outcomes

2. Client Engagement and Relationship Management (25%) – up to 250 words

Judges will look for:

- Strong, trust-based relationships with clients
- Clear communication, responsiveness, and a client-focused approach
- Evidence of understanding client needs and tailoring services appropriately

3. Innovation and Problem-Solving (25%) – up to 250 words

Judges will look for:

- Creative, effective solutions to challenges or complex situations
- Evidence of using innovative approaches, technology, or processes
- Examples of adding value through proactive thinking and continuous improvement

4. Professionalism and Commitment (10%) – up to 100 words

Judges will look for:

- High standards of integrity, reliability, and accountability
- Demonstrated commitment to supporting clients and the wider industry
- Behaviours that reflect professionalism and dedication to excellence

SUBMISSION REQUIREMENTS

- Entries will be assessed across the four key areas of each category's judging criteria.
- Attach at least one supporting document that illustrate excellence in the category.
- Include a headshot and/or company logo (for individuals or companies as applicable).
- Provide a 100-word summary (for individuals or companies as applicable).

SUBMISSION TIP

- Provide clear, specific examples that demonstrate impact and results
- Include measurable outcomes wherever possible (metrics, client feedback, project results)
- Where applicable, ensure nominations are approved by a senior team lead, director or client before submission
- Keep the submission concise, focused, and structured according to the judging criteria
- Allow time to gather and verify supporting materials before submission.

DEADLINE

All entries must be submitted by 18.00 on the 15th January 2026. Late submissions will not be accepted.