

Malaysia's Best Managed & Sustainable Property Awards 2023 — Guidelines

JUDGING CRITERIA	SUB-CRITERIA	GUIDING QUESTIONS (please ensure your submission addresses these mandatory questions in your submission)
MAINTENANCE	Quality of M&E/ building services	<ul style="list-style-type: none"> • What is your scope of M&E/building services? (If there are any parts of key services that are not in the scope of your company, please mention.) • What is the frequency of your servicing and monitoring? • How do you ensure quality of M&E/building services? • Do you set KPIs to maintain quality? • If yes, what are the KPIs and how successful have you been in meeting these KPIs? • What are some of the improvement initiatives that you have put in place?
	Quality of indoor air quality	<ul style="list-style-type: none"> • What are some of the methods or initiatives used to ensure indoor air quality standards?
	Cleanliness and upkeep of facilities	<ul style="list-style-type: none"> • Please provide a list of facilities in scope, frequency of cleaning, frequency of upkeep (if applicable). • How do you ensure quality of cleaning/upkeep of facilities? • What are some of the improvement initiatives that you have put in place (improvement can be either in terms of quality or cost)?
	General	<ul style="list-style-type: none"> • What do you think differentiates you from other property managers in the area of M&E?
ADMINISTRATION	Working committee procedures and compliance Crisis Management & Preparedness	<ul style="list-style-type: none"> • How is the working committee structured? (Show organisation chart?) • What are the process/procedures to ensure operations are effective and transparent? (e.g. procurement, spending approvals)? • Do you set KPIs for the management committee? • If yes, what are the KPIs and how successful have you been in meeting these KPIs? • What do you think differentiates you from other property managers in the area of working committee procedures and compliance? • What are the standard operating procedures during a crisis?
COLLECTIONS	Debtor aging/Billing/ Collection ratio	<ul style="list-style-type: none"> • What is your billing collection rate in the past 12 months? (Please share total billing and total collection.) • What is your collection and recovery procedure? • Please share your debtor aging report (<3 months, 3-6 months, >6 months, >1 year).
FINANCIAL SUSTAINABILITY	Adherence to budget	<ul style="list-style-type: none"> • Please share your budget variance report. Indicate clearly the amount for actual, budget, variance and % variance. • If variance is significant, please share the rationale.
	Management initiatives and innovation	<ul style="list-style-type: none"> • How do you ensure costs are optimised? • What are some initiatives that you have done to be more cost-effective?
SECURITY	Use of technology Proactive measures to enhance building security Crisis Management & Preparedness	<ul style="list-style-type: none"> • How do you ensure property is secure? (Please state any process/procedures that you have put in place.) • Do you set KPIs for security? • If yes, what are the KPIs and how successful have you been in meeting these KPIs? • What are some of the improvement/proactive initiatives that you have put in place to make the property more secure and to manage risk? • During a crisis, how does security ensure that SOPs are followed? (e.g. delivery & pick up, working from home, social distancing at common areas)
COMMUNITY AND COMMUNICATION	Community building initiatives Procedures for tenant or occupant liaison	<ul style="list-style-type: none"> • How do you ensure effective communication with residents/tenants? • What have you done to foster a sense of community among residents/tenants?
DEVELOPMENT VALUE/YIELD	Comparative growth in value over time Comparative rental yield	<ul style="list-style-type: none"> • What is the change of average psf value of the property in the last 3 years? • What is the change of average rental rate of the property in the last 3 years? • What is the current average rental yield?