

# PROPERTY NEWS

## Awesome acknowledgement

BY MATT MALEY

IT is fair to say Invercargill woman Debbie McKenzie was quite surprised when she learned she had won the MYOB Awesome Service Award.

Debbie, who works for Hot Group Southland, won the award for her care of a client's rental property interests.

"I had no idea that one of the owners had nominated me, I was in the middle of a busy day and I thought it was a telemarketer," Debbie said.

"It was really nice because it came at a stressful time.

"It's great to know that landlords appreciate the work that goes into looking after their houses as property management involves dealing with a wide variety of properties and personalities – so it is not always an easy job."

Rosie Sharman, a Queenstown property owner, nominated Debbie after sorting out problems she had

with a tenant over the Christmas holidays.

"Our tenant stopped paying rent and Debbie spent this already busy period – including coming back for a week between holidays – sorting this out, so by the time we knew about it new tenants were already signed up," Rosie said.

"The exceptional service Debbie provides us allows us precious time to relax, safe in the knowledge that our property is being managed by someone who really cares."

When asked what the secret to her success was, Debbie humbly offered the clients as one of the key reasons.

"A lot of it comes down to good clients, the owners make it easy to look after their properties.

"The main thing is trying to do as much as possible to anticipate what each person wants."

Southland Chamber of Com-

merce chief executive Richard Hay said all too often the chamber heard complaints and niggles about poor service.

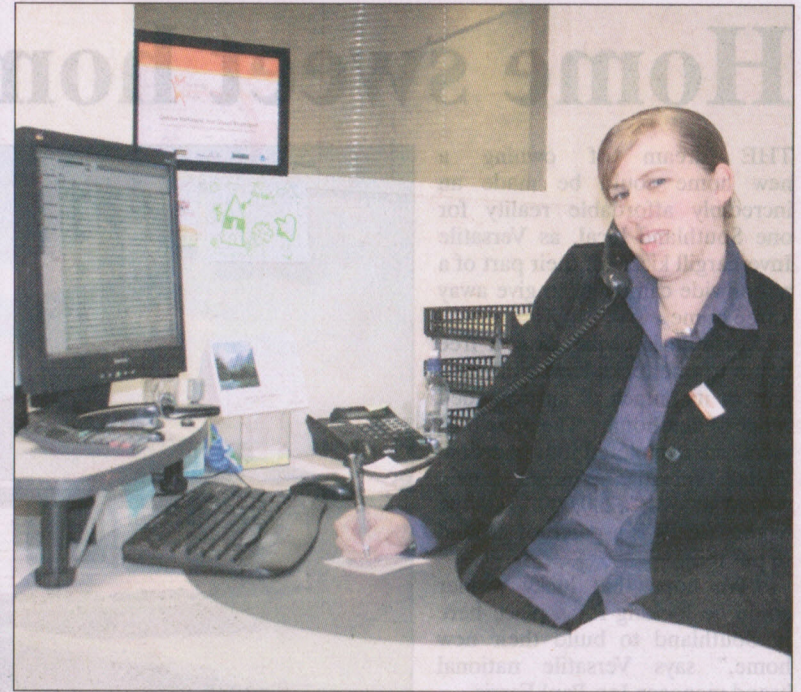
"Then there are those occasions where the service provided with has just been so good it becomes a must to recognise and celebrate it," he said.

"This is one of those times, and the Southland Chamber of Commerce congratulates Debbie for her win."

MYOB Awesome Service Award winners are nominated by people impressed by the services of individuals in business.

Auckland Chamber of Commerce chief executive Michael Barnett, judges the nominations on behalf of all chambers in New Zealand.

Award nominations can be made online to [www.awesome-service.co.nz](http://www.awesome-service.co.nz).



**Working hard:** Invercargill woman Debbie McKenzie, of Hot Group Southland, recently won the MYOB Awesome Service Award, for her care of a client's rental property interests.