

‘Excellence in Customer Service’ Award for Iron Bridge

Iron Bridge Property Management has been recognised by the **Leading Property Managers Association (LPMA)**, which awarded our team the prestigious ‘Excellence in Customer Service’ award for 2019.

At the LPMA’s annual Conference and Gala Dinner, Iron Bridge was humbled to be a finalist in three of the seven categories.

Nicki Watkins was thrilled to win the ‘Rising Star’ award for up and coming property managers, and Mishelle Teahan was also a proud finalist in the ‘Corporate Support’ category.

Pam Marshall, General Manager of Iron Bridge’s Christchurch office says the awards are a great reward for the team’s passion and hard work.

“Our people really go the extra mile to deliver the best service to our customers. We are constantly striving to keep improving and this is a lovely acknowledgement that we are on the right track,” she says.

Adam Smith, Director of Iron Bridge’s Auckland and Wellington offices, recognised the role that Iron Bridge’s customers have played in its success.

“As a family-owned business, our people are incredibly important to us. We are extremely proud of our team, however we are also very grateful to our many loyal clients – some of whom have trusted us with their investment properties since Iron Bridge was established in 2003,” he says.

The awards follow a period of significant change within the property management industry. Major legislative changes, aimed at creating a more professional industry, saw the LPMA use the Conference to emphasise the importance of delivering excellent service to both landlords and tenants.

“Receiving the LPMA’s top award for Customer Service, following its recognition of the need for this to be a focus for all property management firms in future, was a great endorsement of our focus on being an industry-leading provider,” says Pam.

Want to know what makes Iron Bridge Property Management different? [Find out more.](#)