

# ACMO 2000



The Coldwell Banker Real Estate Management Leaders team receives their ACMO 2000 certification.

## More than a Professional Designation

Internet entrepreneur Tony Hsieh once said, “Customer service should not be a department, it should be the entire company.” This sentiment is echoed in the main tenets of the ACMO 2000 program. This idea of embodying customer service, so it becomes a part of the company itself, is why Coldwell Banker Real Estate Management Leaders decided to pursue the ACMO 2000 designation in the first place.



*Amanjot Bains*



*Pedro Coelho*

High-quality customer service is a key factor to success in this industry. Coldwell Banker Real Estate Management Leaders has excelled for over 40 years in the industry, ensuring customer satisfaction with sustained quality services that are fit for our clients. We operate based on the premise that exemplary service comes not only from client relations, but from every single area of the company, whether it is administration, accounting or vendor relations, our goal is to deliver a well-structured service that clients can trust. ACMO 2000 certi-

fication was the next natural step for our company to always assure our clients high-quality services and competitiveness.

Coldwell Banker Real Estate Management Leaders initially set out to achieve the ACMO 2000 certification because it was a good strategic decision to pursue a designation that enhances the Vision and Values of our company.

With multiple requirements of the program previously in place as standard operations within the company, having the ACMO 2000 certification allows us to signal to current and potential clients that our services are consistent with the industry-defined quality standards. In addition, by implementing ACMO 2000 in our company, we are also able to communicate our commitment not only to implement new skills and competences, but to sustain them and remain current in the industry.

ACMO 2000 signals to clients that we are a company that is going to deliver, providing quality service that meets the industry standards. Many corporations choose to switch companies because they are simply unhappy with the service they’re receiving from their current management company. So, if you have a designation signalling you

provide high-quality service, potential clients are more likely to reach out to you, making it easier to gain new business. Furthermore, due to the

ensure that everything was done in an organized manner, instead of working on every category simultaneously we ranked them in order of time and

our clients are well informed and happy as well. ACO 2000 is a signal of the hard work put in by organizations to achieve high quality standards, and as such it makes us proud to be a part of this group. Our clients receive added value as well, as the things put into place through ACO 2000 are meant to directly benefit them too.

In the end, ACO 2000 is a designation that benefits everyone in the condominium industry, and ensures that quality standards are met, leading property management in the right direction. ■

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stringent requirements of the designation, you are likely to retain that business as well.

Implementing ACO 2000 was a thorough process. The first thing that became apparent when we began to prepare for compliance was that we needed to dedicate time, to ensure we were ready for the compliance audit. Due to the program requiring an audit in eight different areas, it means that the whole process becomes highly collaborative in nature, as we end up working with multiple departments internally. To deal with this and to

resources required and worked on them one by one.

The category that we found had the most immediate effect was Board Relations. Our clients appreciate being given Director Guides as they not only felt that we are being transparent with them, but also that they were being better prepared for their roles, and hence more confident in taking their board of director role on.

Overall, ACO 2000 has been a great addition for our company. It has helped enhance the positive qualities of our company while ensuring that

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Both Amanjot and Pedro are the ACO Leaders at Coldwell Banker Real Estate Management Leaders and have been working with the company for the past three years.

[remleaders.com](http://remleaders.com)

## ACO 2000

# ACO 2000 Certification Program

Report as of May 28, 2019

In 2013, we began including updates on ACO 2000 certifications awarded to companies that have successfully completed the certification process as well as the required compliance audits.

The mission of the ACO 2000 Certification Program is to equip condominium management firms to provide quality service by:

- developing a series of core operational standards and procedures;
- certifying those firms who meet the standards; and
- providing a structure for ongoing measurement of the firm's performance.

## ACO 2000 Compliance Audit

Percl Inc.

## ACO 2000 Certification

The Meritus Group Management Inc.