

# 2022 Diamond Achievement Awards Categories

## Landscaping Awards

Deadline to submit all landscape entries is June 24.

**Best Landscaping, Property 1-25 years old:** Judges will be considering the best use of flowers, trees, shrubs, and other plantings to make the curb appeal on your property shine. Details such as condition of grass, absence of weeds, edging, etc., are considered during judging process. Submit minimum of 6 (max of 12) color photos to illustrate outstanding landscaping from various locations throughout your property.

Unit Count:  1-299 units  300+ units

Attachments: minimum of 6 photos, max of 12

**Best Landscaping, Property 26+ years old:** Judges will be considering the best use of flowers, trees, shrubs, and other plantings to make the curb appeal on your property shine. Details such as condition of grass, absence of weeds, edging, etc., are considered during judging process. Submit minimum of 6 (max of 12) color photos to illustrate outstanding landscaping from various locations throughout your property.

Unit Count:  1-299 units  300+ units

Attachments: minimum of 6 photos, max of 12

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## Interior Beautification Awards

Deadline to submit all interior entries is July 29.

**Best Decorated Model-1 Bedroom:** Judges will be looking for best use of color, texture, accessories, window and wall coverings, and arrangement of furniture. Floor plan and suitability for intended market area and clientele will be considerations by the judges for this award. Submit a minimum of 6 (max of 12) color photos of your choice that best illustrate your model.

Attachments: minimum of 6 photos, max of 12

**Best Decorated Model-2 Bedroom:** Judges will be looking for best use of color, texture, accessories, window and wall coverings, and arrangement of furniture. Floor plan and suitability for intended market area and clientele will be considerations by the judges for this award. Submit a minimum of 6 (max of 12) color photos of your choice that best illustrate your model.

Attachments: minimum of 6 photos, max of 12

**Best Leasing Center/Clubhouse:** Award will be based on visual appeal and functionality of your community's leasing center and clubhouse. Submit a minimum of 6 (max of 12) color photos of different areas which give a visual tour of your leasing center and clubhouse.

Property Age:  1-25 years  26+ years

Attachments: minimum of 6 photos, max of 12

**Best Fitness Center:** Judged on overall cleanliness, design, condition of equipment and overall appeal. Submit a minimum of 4 (max of 12) color photos that best illustrate this area.

Unit Count:  1-299 units  300+ units

Attachments: minimum of 4 photos, max of 12

**Best Unique Amenity:** Awarded to the property with the most unique and appealing amenity. Judged on design, positive impact on the community and "wow" factor. Submit a minimum of 4 (max of 12) color photos that best illustrate this area. Briefly explain the positive impact it has had on recruiting/retaining residents.

Attachments: minimum of 4 photos, max of 12

- Briefly explain the positive impact it has or will have on recruiting/retaining residents

## Exterior Beautification Awards

Deadline to submit all exterior entries is July 29.

**Best Waterscapes/Lakes:** Submit a minimum of 6 (max of 12) color photos to illustrate the appearance of the water features at your community. Cleanliness, positive impact on the community, "wow" factor, etc., are considered during judging.

Attachments: minimum of 6 photos, max of 12

**Best Mid/High-rise Community:** Submit a minimum of 6 (max of 12) color photos to illustrate outstanding architectural design, landscaping, and amenities of your high-rise property.

Attachments: minimum of 6 photos, max of 12

**Best Overall Community Signage:** Judging will include all entrances, directional signs and other exterior signage on the property. Judges will evaluate overall concept, design, readability, and condition of the community signs. Submit a minimum of 4 (max of 12) color photos of **various** property signage for judging.

Attachments: minimum of 4 photos, max of 12

**Capital Improvements under \$250,000:** Projects must be completed between **August 2020 and July 2022.**

Submit six *BEFORE* color photos and six *AFTER* color photos. Positive impact on residents, overall enhancement of property, etc., will be considered during judging.

Property Name: \_\_\_\_\_

Attachments: 6 BEFORE photos

6 AFTER photos

**Capital Improvements over \$250,000:** Projects must be completed between **August 2020 and July 2022.** Submit six *BEFORE* color photos and six *AFTER* color photos. Positive impact on residents, overall enhancement of property, etc., will be considered during judging.

Property Name: \_\_\_\_\_

Attachments: 6 BEFORE photos

6 AFTER photos

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## Maintenance Awards

Deadline to submit all maintenance entries is August 26.

**Maintenance Supervisor of the Year:** Judged on knowledge and performance in controlling inventory, budgets, safety, personnel, and all repair and maintenance functions. Awarded to the Maintenance Professional who demonstrates excellence in the physical operations of his/her community through preventative maintenance, financial responsibility and technical knowledge.

Units:  1-299 units  300+ units

Year property was built: \_\_\_\_\_

- How does the nominee go above and beyond his/her daily job duties to ensure the highest quality of service? What actions/behavior set him/her apart? (*examples may include exemplary onsite job performance, improving skills through continuing education, training, retention programs, etc.*)
- What contributions has the nominee made to help with the overall operations and how does it impact the community? This could include budget and inventory control, preventative maintenance, etc.
- Does the nominee assist other personnel with duties not characterized in his/her job description? Give examples of how he/she supports the team and has overcome any unique or difficult challenges.
- How does the nominee impact the resident's experience?
- Attachment: Provide resident feedback or online ratings that speak to the nominee's positive impact.

- List any/ all participation or involvement in AAGM (*including but not limited to attending events, membership luncheons, educational classes, serving on a committee, etc.*) (Bonus max 5pts)
- Optional Attachments: Please provide any documentation showing impact-budget savings or systems implemented to create savings.

**Maintenance Technician of the Year:** Judged on technical knowledge and performance of all repair and maintenance functions, as well as apartment make-ready abilities. Judges will consider candidate's commitment to professional education and contributions to the overall physical operations of the community.

Units:  1-299 units  300+ units

Year property was built: \_\_\_\_\_

- How does the nominee go above and beyond his/her daily job duties to ensure the highest quality of service? What actions/behavior set him/her apart? (*examples may include exemplary onsite job performance, improving skills through continuing education, training, retention programs, etc.*)
- What contributions has the nominee made to help with the overall operations and how does it impact the community? This could include inventory control, preventative maintenance, etc.
- Does the nominee assist other personnel with duties not characterized in his/her job description? Give examples of how he/she supports the team and has overcome any unique or difficult challenges.
- How does the nominee impact the resident's experience?
- Attachment: Provide resident feedback or online ratings that speak to the nominee's positive impact.
- List any/ all participation or involvement in AAGM (*including but not limited to attending events, membership luncheons, educational classes, serving on a committee, etc.*) (Bonus max 5pts)
- Optional Attachments: Please provide any documentation showing impact-budget savings or systems implemented to create savings.

**Outstanding Maintenance Team:** Awarded to the maintenance team that exemplifies success through team work. May include up to 6 photos that demonstrate the overall property appearance.

# of Maintenance Staff: \_\_\_\_\_

Year property was built: \_\_\_\_\_

- What impact does the team's customer service have on the retention of residents?
- Describe any programs the team has created and implemented to improve customer service and ensure a prompt turnover time on assigned duties. Please include the percentage of completed tasks per day for your team.
- How does the nominee go above and beyond their daily job duties to ensure the highest quality of service?
- What contributions has the nominee made to help with the overall operations and how does it impact the community? This could include budget and inventory control, preventative maintenance, average days to turn a unit, etc.
- Describe any unique and difficult maintenance challenges and what the team did to overcome them.
- Attachment: Provide resident feedback or online ratings that speak to the team's positive impact.
- List any/ all participation or involvement in AAGM (*including but not limited to attending events, membership luncheons, educational classes, serving on a committee, etc.*) (Bonus max 5pts)
- Optional Attachments: Include any documentation you feel would provide the judges with a more complete assessment of the team's outstanding work.

**Grounds Technician of the Year:** Awarded to the candidate who demonstrates excellence in daily activities to create and maintain outstanding overall curb appeal of the community grounds and common areas. Customer satisfaction letters and other supporting documents may be included.

Year property was built: \_\_\_\_\_

- How does the nominee go above and beyond his/her daily job duties to ensure the highest quality of service? What actions/behavior set him/her apart? (*examples may include exemplary onsite job performance, improving skills through continuing education, training, retention programs, etc.*)
- What actions taken by your grounds technician directly result in the overall cleanliness of your community including all amenities and common areas?
- Does the nominee assist other personnel with duties not characterized in his/her job description? Give examples of how he/she supports the team and has overcome any unique or difficult challenges.
- Attachment: Provide resident feedback or online ratings that speak to the nominee's positive impact.
- List any/ all participation or involvement in AAGM (*including but not limited to attending events, membership luncheons, educational classes, serving on a committee, etc.*) (Bonus max 5pts)
- Optional Attachments: Include any documentation you feel would provide the judges with a more complete assessment of the nominee's outstanding work.

**White Glove Award:** Awarded to the Housekeeper or Porter of the Year who has demonstrated outstanding dedication to the community. Judged on overall excellence in vacant units, community amenities and common areas of the property. Customer satisfaction letters and other supporting documents may be included.

- What actions/behavior performed by the nominee set him/her apart? (examples includes exemplary onsite job performance, improving skills through continuing education, training, etc)
  - What actions taken by the nominee directly result in the overall cleanliness of your vacant units, common areas, and community amenities? How does this impact the daily operation of the community?
  - Does the nominee assist other personnel with duties not characterized in his/her job description? Give examples of how he/she supports the team and has overcome any unique or difficult challenges.
  - Attachment: Provide resident feedback or online ratings that speak to the nominee's positive impact.
  - List any/ all participation or involvement in AAGM (*including but not limited to attending events, membership luncheons, educational classes, serving on a committee, etc.*) (Bonus max 5pts)
  - Optional Attachments: Include any documentation you feel would provide the judges with a more complete assessment of the nominee's outstanding work.
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## Marketing/Leasing Awards

Deadline to submit all marketing/leasing entries is August 26.

**Leasing Professional of the Year:** Judged on knowledge and performance of fair housing, leasing, qualifying prospects, product knowledge and closing. Judges will consider candidate's contributions to developing marketing/leasing programs and resident retention activities of his/her community.

Units:  1-149  150-299 units  300+ units

- How does the nominee go above and beyond daily leasing duties to excel in overall leasing performance and product knowledge of the community?
- What sales skills/closing techniques performed by the nominee would you characterize as an asset to your community? Give examples of how he/she sets themselves apart from other leasing professionals.
- What is his/her overall total closing ratio percentage for the year?
- List any/ all participation or involvement in AAGM (*including but not limited to attending events, membership luncheons, educational classes, serving on a committee, etc.*) (Bonus max 5pts)
- Optional Attachments: Include any documentation you feel would provide the judges with a more complete assessment of the nominee's outstanding work.

**Best Resident Activities:** This award will be judged on overall programs for resident activities designed by onsite staff to promote resident retention. Submit minimum of 4 (up to 12) photos, flyers, videos of activities hosted at your community.

Attachments: Submit minimum of 4 (up to 12) photos, flyers, videos

**Best Online/Social Media Program:** Awarded to the property/management company or associate member with the best overall online and social presence for the last 12 months. Judges will consider creativity, frequency, brand building, visual appearance, and quality of information provided to their target audience. Submit screenshots of all websites, social sites and brand building along with a summary of the program's overall effectiveness and success.

- Provide a brief summary of the campaign and its overall effectiveness.
- Attachments: Please attach samples of flyers, advertising, screenshots, videos, photos, etc., which support your social media program.

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## Property/Corporate Awards

Deadline to submit all property/corporate entries is September 23.

**Assistant Property Manager of the Year:** Judged on knowledge and performance of resident retention, solving conflicts, development and implementation of creative leasing programs and sales effectiveness.

Units:  1-299 units  300+ units

- How does the nominee excel in resolving resident conflicts? Give examples.
- What creative program has the Assistant developed for renewals, leasing and/or resident retention?
- How does the nominee impact the overall collection efforts of the community?
- Briefly describe some of the nominee's accomplishments which go above and beyond his/her normal job responsibilities.

- List any/ all participation or involvement in AAGM (*including but not limited to attending events, membership luncheons, educational classes, serving on a committee, etc.*) (Bonus max 5pts)
- Optional Attachments: Include any documentation you feel would provide the judges with a more complete assessment of the nominee's outstanding work.

**Property Manager of the Year:** Awarded to an outstanding community manager who demonstrates excellence in daily management activities. Judged on knowledge and performance in solving resident conflicts, financial management, marketing, and management of onsite staff.

Units:  1-299 units  300+ units

- How does the property manager go above and beyond to set an example of excellence in daily management activities?
- List examples of exemplary skills utilized by the nominee in handling resident conflicts.
- What marketing programs were created and implemented by the property manager?
- How does the nominee motivate the onsite staff and unify them as a team?
- Give examples of actions taken by the property manager in which financial success for his/her community was a direct result.
- List any/ all participation or involvement in AAGM (*including but not limited to attending events, membership luncheons, educational classes, serving on a committee, etc.*) (Bonus max 5pts)
- Optional Attachments: Include any documentation you feel would provide the judges with a more complete assessment of the nominee's outstanding work.

**Rookie of the Year:** Awarded to an employee who has never worked in the multifamily industry prior to current position. Must have been hired within the last 12 months.

- Give specific examples of how the nominee excelled in their job performance and overall customer service.
- Demonstrate how the nominee's performance had a positive impact on the financial performance of the apartment community or company.
- Give an example of the nominee going above and beyond his/her assigned job duties.
- For an extra five points, explain how the nominee has made a big difference in the quality of life of the residents.

**Outstanding Management Team:** Awarded to the management team that exemplifies success through team work. You may include resident testimonies and any pictures or support documents of programs or resident activities developed.

- Give examples of how these nominees excel in teamwork, professionalism, and overcoming challenges.
- What marketing program developed and implemented by this team was the most successful?
- What resident retention program did the management team develop and participate in as a whole?
- List any and all local area programs in which this management team is involved.
- Describe in detail a proven preventative maintenance program utilized by the team. How has it improved their community?
- List any/ all participation or involvement in AAGM (*including but not limited to attending events, membership luncheons, educational classes, serving on a committee, etc.*) (Bonus max 5pts)
- Optional Attachments: Include any documentation you feel would provide the judges with a more complete assessment of the nominee's outstanding work.

**Associate Company of the Year:** Awarded to a company that promotes involvement and leadership in AAGM.

Includes employees who attend monthly meetings, committee meetings, chair committees, volunteer at functions, and who provide sponsorship to AAGM. Associate Company of the Year will have employees who provide educational opportunities and mentor to other AAGM members and associates. They encourage membership to potential associates to join AAGM.

- How has your company been involved with AAGM in the last year (volunteer, attending events, committee involvement, etc)?
- What types of educational and mentoring opportunities do you provide to your employees and other AAGM members and associates?
- How does your company give back to the community?
- Why do you feel your company should receive this award?
  
- Optional Attachments: Include any documentation you feel would provide the judges with a more complete assessment of the nominee's outstanding work.

**Multi-site Professional of the Year:** Judged on performance and knowledge in multi-site management, personnel procedures, marketing, maintenance and overall portfolio performance. Judges will consider leadership and supervisory skills, financial management abilities, overall excellence in real estate management and contributions to the multifamily industry on a local level, state and/or national level.

- Give examples of the nominee's dedication to excellence in real estate management and what contributions he/she has made in the apartment industry on the local level.
- Describe an instance in which the nominee has overcome personnel issues.
- What specific marketing program did he/she develop and implement?
- What documented financial improvements were made this year in the multi-site professional's portfolio? How did his/her actions directly result in these improvements?
- What is the percentage of increase in occupancy of the overall portfolio for the year? How was this achieved?
- List any/ all participation or involvement in AAGM (*including but not limited to attending events, membership luncheons, educational classes, serving on a committee, etc.*) (Bonus max 5pts)
- Optional Attachments: Include any documentation you feel would provide the judges with a more complete assessment of the nominee's outstanding work.

**Corporate MVP:** Awarded to a corporate employee who consistently goes beyond job requirements to solve problems and works well with other corporate employees as well as onsite teams. This person should have an established track record of consistency, hard work, loyalty, leadership, competency, and support.

- How does the nominee contribute to your company's success?
- How does this individual go above and beyond his/her daily job responsibilities to ensure the highest quality of service?
- What makes this individual stand out above his/her peers?
- What has the nominee done to improve his/her job skills with continuing education?
- How has this individual supported on-site personnel and/or co-workers?
- List any/ all participation or involvement in AAGM (*including but not limited to attending events, membership luncheons, educational classes, serving on a committee, etc.*) (Bonus max 5pts)
  
- Optional Attachments: Include any documentation you feel would provide the judges with a more complete assessment of the nominee's outstanding work.