



## Five Star Certification Program Frequently Asked Questions (FAQ's)

### What Is 5 Star?

Designed to reduce criminal activity, improve safety, as well as unite community organizations and individuals, the 5 Star Certification program is the ultimate way to demonstrate your property's elevated commitment to fostering safer communities. As an AMA 5 Star Certified Community, you set yourself apart from other rental properties by holding yourself to a higher standard of management practices, customer caring and neighborhood involvement - a distinction to truly be proud of!

### What Happened to AMA's Project S.A.F.E Program?

Project S.A.F.E. is still here, but is now a part of the larger, overall 5 Star Safety Certification Program as Star #4. Please note that Project S.A.F.E. is no longer offered as a stand-alone certification, and all Stars must be completed in order to receive the full 5 Star Safety Certification. (Program enrollment fees are a flat rate, regardless of how many Stars are completed.)

### Is Five Star The Same Thing As The Crime Free Program?

No. Crime Free Multi-housing is a national program with different requirements and benefits. 5 Star is an AMA program allowing you to show your commitment to your property and the AMA's high standards. However, one of the requirements of 5 Star is to attend at least Phase 1 of the Crime Free Multihousing program or equivalent, Star #2.

### What Are The Benefits Of 5 Star Certification?

- **Certificate of Completion** - Receive 5 Star certificate when you complete all five Stars
- **5 Star Virtual Badge** - Achieve your annual virtual badge and post it on your marketing and social media materials to demonstrate that you value your current and future residents' safety
- **Distinguishing** - Each property achieving their 5 Star Safety Certification will receive a special designation in the AMA Directory, setting your property apart from other communities
- **Image** - Improves the perceived image of your community as one that cares about the area and people in it
- **Morale** - Sets goals and creates opportunities for your property's employees to strive for
- **Programs** - 5 Star can open up opportunities to join or create other community improvement programs

### What Are The Necessary Steps To Become 5 Star Certified?

- **Star #1 – Orientation:** View the On-Demand Orientation and collect proof of viewing by 9/30.
- **Star #2 - Municipal Crime Free Multi-housing Program:** Enroll in and complete the first phase of your city's Crime Free Multi-housing (or equivalent) before 11/30.
- **Star #3 - Community Coalition:** Attend two Community Coalition Meetings by 11/30. AMA offers ten different groups that meet across the Phoenix Valley, Tucson, and Sierra Vista!
- **Star #4 - Project S.A.F.E.:** Host and attend a Project S.A.F.E. safety social before 11/30.
- **Star #5 – Final Application for Certification and “Best Of” Awards Enrollment:** Once you have achieved your first four Stars, submit a 5 Star Application for completion (with required registration fee if not previously provided) and required documentation by 11/30.

\*\*\*You need only complete Stars #3-5 each year if you have achieved your 5 Star Safety Certification in the last three years **AND** your Crime Free Multi-housing Certification is current. Proof of current Crime Free Multi-housing certification will be required with your final application for certification.\*\*\*

## Where Can I Find Out About Neighborhood Groups Close To Me?

Your city's neighborhood services department should be able to give you that information. Information on Community Coalitions hosted by AMA can be found at <https://www.azmultihousing.org/community-coalitions>.

## What If There Aren't Any Neighborhood Groups In My Area?

If no neighborhood groups exist in your area, you have the option to start one. If extenuating circumstances exist, you may be able to invite local residents to your Project S.A.F.E. event instead.

## Once I Start The Process, How Much Time Do I Have To Complete It?

The 5 Star Certification runs January through November. Star #1 - Orientation must be completed by 9/30 in order to ensure you enough time to complete your remaining Stars for the year. All other Stars may be achieved any time between January and November to count towards your certification. All participants who successfully achieve all 5 Stars will receive a 5 Star Certification, 5 Star Virtual Badge and recognition at AMA's annual "Best of" Awards in February of the following year.

## How Do I Get Started?

Scan the QR Code below or visit the AMA website at <https://www.azmultihousing.org/ama-5-star-program> to enroll. Then, start planning out when you would like to hold or attend the required events.



## I've Achieved All of My Stars - How Do I Receive My Certification?

Once you achieved Stars #1-4, fill out and submit a 5 Star Certification Application with Entry for the "Best Of" Awards (Star #5 – also found at the linked website and QR cod above) with the following required documentation on or before November 30.

- Copy of Certificate of Attendance for First Phase of Crime-free Multihousing Program or Equivalent.
- Verification of Attendance for two community meetings if meetings are not an AMA Community Coalition meeting. (Not needed if only completing Stars #4 and #5.)

## Where Can I Find More Information?

The Special Programs Department at the AMA is happy to assist anywhere along the certification process. Jenica Hickey can be reached at [jhickey@azmultihousing.org](mailto:jhickey@azmultihousing.org) or 602-296-6214.

