

THE DIAMOND STATE AWARDS

Multi-Family Housing Industry Award Categories

Delaware Apartment Association "Property/Company Categories"

PROPERTY OF THE YEAR

Judged on, but not limited, to signage, curb appeal, overall staff presentation, cleanliness, parking areas, office/club room, amenities, model, resident activities and involvement in the surrounding community.

LEASING EXCELLENCE

Judged, but limited to, the community who displays a high level of understanding on how to close apartment sales in their community to prospects and respond to questions via phone, internet, and in-person. The judge will be a secret shopper by phone and will set up an in-person at the property.

MAINTENANCE EXCELLENCE

Will be awarded to the community with outstanding maintenance appearance and processes. The Community's overall maintenance appearance (i.e. Maintenance common area and shop) and processes will have been demonstrated by the ability to maintain a clean property with a high standard around curb appeal throughout the community. Additionally, they will have shown a high standard to follow common maintenance practices and procedures as indicated by maintenance.

RENOVATED COMMUNITY EXCELLENCE

Recognizing a community that has renovated apartment homes within the past two years to includes new design, appliances, kitchen and bathroom renovations.

AFFORDABLE COMMUNITY EXCELLENCE

Judged on, but not limited to, signage, curb appeal, overall staff presentation, cleanliness, parking areas, office/clubroom, amenities, model, resident activities, and involvement in the surrounding community.

SENIOR COMMUNITY EXCELLENCE

Judged on, but not limited to, signage, curb appeal, overall staff presentation, cleanliness, parking areas, office/clubroom, amenities, model, resident activities and involvement in surrounding community.

SOCIAL MEDIA EXCELLENCE

This category is based on innovation, out of the box thinking, long term content planning and engagement, and strategies that align with a management company's brand and business needs. To enter for this award you must submit a Social Media Plan which demonstrates your strategy and success.

COMPANY WEBSITE EXCELLENCE

Awarded to a Property Management Company whose website possesses a user-friendly platform, which is easy to navigate, showcases amenities, is aesthetically pleasing and reflects the overall Property Management Company.

PROPERTY MANAGEMENT COMPANY OF THE YEAR

This category recognizes the Management Company who has actively supported the multi-family housing industry, provides excellent service to residents and employees, and has made a positive impact on the community. Scores from property visits will be considered.

**Plan to have 4-5 employees from your company attend interview.
Your DE Communities must be registered in the nominations**

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Multi-Family Housing Industry Award Categories

Delaware Apartment Association

"Individual Categories"

PROPERTY MANAGER OF THE YEAR

This category recognizes an outstanding Community Manager that demonstrates leadership throughout the success of their properties. Any on-site professional who owns/manages the property is eligible.

***Your community must be registered as a nomination**

ASSISTANT PROPERTY MANAGER OF THE YEAR

This category recognizes an outstanding Assistant Manager who assist in day-to-day operations on property. Any on-site professional whose primary responsibility is to assist the on-site Property Manager is eligible.

***Your community must be registered as a nomination**

REGIONAL MANAGER OF THE YEAR

This category recognizes an individual who bridges the gap between properties, owners, and corporate offices. Supervisors who demonstrate management for a multi-site property portfolio are eligible.

LEASING PROFESSIONAL OF THE YEAR

This category recognizes an onsite position that requires product knowledge, professionalism, patience & more. Any leasing professional whose primary responsibility is to lease apartment homes is eligible.

***Your community must be registered as a nomination**

SERVICE SUPERVISOR OF THE YEAR

This category recognizes individuals who demonstrate management skill, professionalism and the highest standards of technical excellence. Any site maintenance supervisor of one or more properties is eligible.

***Your community must be registered as a nomination**

SERVICE TECHNICIAN OF THE YEAR

This category recognizes an individual who contribute to a property's upkeep, performance and appearance. Any service technician is eligible.

***Your community must be registered as a nomination**

ROOKIE OF THE YEAR

This category recognizes an individual who has gone above and beyond in their new role. Any professional (Manager, Leasing Consultant, Maintenance Technician, Regional, Corporate, Etc.) who has been in their position less than two years at the time of nomination is eligible.

BEHIND THE SCENES EMPLOYEE OF THE YEAR

This category recognizes, but not limited to, work ethic, time management, attitude, dependability, customer service skills, professionalism, quality of work, and service above and beyond. This nomination is for housekeepers, painters, make-ready staff, corporate office staff, porters, etc.

REGIONAL SERVICE DIRECTOR OF THE YEAR

This category recognizes an individual who bridges the gap between properties, owners, and corporate offices on Maintenance Projects. Supervisors who demonstrate management for a multi-site property portfolio are eligible.

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Delaware Apartment Association *"Individual Categories"*

SERVICE TEAM OF THEY YEAR

This category recognizes a service team at a community that stands out above the rest. This category is judged based on the teams overall professionalism, resident retention, teamwork and commitment to the company's mission & goals.

SUPPLIER PARTNER OF THEY YEAR

This category recognizes a supplier company that strongly supports the Association, the apartment industry, and the community. The company will be judged based on overall professionalism, integrity, and client testimonials.

SUPPLIER SALES PROFESSIONAL OF THE YEAR

This category recognizes a supplier sales professional that has outstanding client rapport, sales skills, problem solving ability, customer service and dependability.

QUERCETTI AWARD OF THE YEAR

Judged on, but not limited to, individual's dedication, commitment, integrity, work ethic, cooperation, enthusiasm, professionalism, support for DAA, time volunteered for DAA, knowledge of the industry, long-term impact to the DAA, how the candidate represents their company and how the candidate has impacted others in the industry. Any member of the DAA is eligible.

Nominations must be
submitted by May 31st

Good Luck!!



If you have any questions or concerns please reach out
me at cludwig@daahq.org or 302.304.2012

Understanding the Brackets

Number of Units

1-150 Units

151-300 Units

301 and Above

Average Rental Rate

Under \$1300

\$1301-\$1500

\$1501-\$2000

\$2001 and Above

Type of Community

Conventional

Senior Living

Affordable

Age of Community

Built prior to 1960

Built 1960-1969

Built 1970-1979

Built 1980-1999

Built 2000-2009

Built 2010-2020

Built 2021-2025

