



## 2023 PINNACLE OF EXCELLENCE AWARD REQUIREMENTS & NOMINATION INSTRUCTIONS

### AWARD REQUIREMENTS - INDIVIDUAL ACHIEVEMENT AWARDS

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- **INDIVIDUAL: Maintenance Supervisor of the Year - Individual Site**

This award recognizes a maintenance supervisor that has demonstrated outstanding efforts and contributions to their property. This individual oversees staff at one location or community and has spent at least 80% of their time over the last 12 months in their maintenance supervisor role.

The winner will be determined by an experienced industry panel based on the criteria each candidate submits from the pre-determined questions in either essay or video form.

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- **INDIVIDUAL: Regional Maintenance Supervisor of the Year**

This award recognizes a regional maintenance supervisor that has demonstrated outstanding efforts and contributions to their portfolio. This individual oversees a multi-site portfolio and has spent at least 80% of their time over the last 12 months in their regional maintenance supervisor role.

The winner will be determined by an experienced industry panel based on the criteria each candidate submits from the pre-determined questions in either essay or video form.

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- **INDIVIDUAL: Maintenance Individual of the Year**

This award recognizes an onsite maintenance professional who has demonstrated outstanding efforts and contributions to their community.

Examples are those who qualify for this award have titles like Service Technician, Groundskeeper, Housekeeper, Maintenance Technician/Associate, Porter, etc. (these are non-lead positions).

The winner will be determined by an experienced industry panel based on the criteria each candidate submits from the pre-determined questions in either essay or video form.

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- **INDIVIDUAL: Leasing Professional of the Year**

This award recognizes a leasing professional who has demonstrated outstanding efforts and contributions to their property. This individual must be an onsite leasing professional who has spent at least 80% of their time over the last 12 months performing leasing.

The winner will be determined by an experienced industry panel based on the criteria each candidate submits from the pre-determined questions in either essay or video form.

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- **INDIVIDUAL: Assistant Manager of the Year**

This award recognizes an assistant manager who has demonstrated outstanding efforts and contributions to their property. This individual must be an onsite assistant manager who has spent at least 80% of their time over the last 12 months performing assistant management type duties.

The winner will be determined by an experienced industry panel based on the criteria each candidate submits from the pre-determined questions in either essay or video form.

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- **INDIVIDUAL: Community Manager of the Year - Up to 200 Units**

- **INDIVIDUAL: Community Manager of the Year - Over 201+ Units**

This award recognizes an apartment community manager that has demonstrated outstanding efforts and contributions to their property. This individual must be an apartment community manager. If the nominee's job description is to lead and manage more than one community, he or she is eligible if he or she is the sole manager at those communities and not a property or portfolio supervisor.

The winner will be determined by an experienced industry panel based on the criteria each candidate submits from the pre-determined questions in either essay or video form.

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- **INDIVIDUAL: Regional Manager of the Year - Up to 1,000 Units**

- **INDIVIDUAL: Regional Manager of the Year - Over 1,001+ Units**

This award recognizes a regional manager (or similar title) that has demonstrated outstanding efforts and contributions to their communities. This individual must manage a portfolio of **AT LEAST 4** apartment communities to be considered a regional manager for this award.

The winner will be determined by an experienced industry panel based on the criteria each candidate submits from the pre-determined questions in either essay or video form.

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- **INDIVIDUAL: Rookie of the Year - Maintenance**

This award is an opportunity to recognize a maintenance team member (any maintenance position) who has excelled in their first year of industry employment and demonstrated a strong potential for long-term success in property management. This person must have less than one years' experience in property management.

The winner will be determined by an experienced industry panel based on the criteria each candidate submits from the pre-determined questions in either essay or video form.

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- **INDIVIDUAL: Rookie of the Year - Office**

This award is an opportunity to recognize an onsite office team member (any office position) who has excelled in their first year of industry employment and demonstrated a strong potential for long-term

success in property management. This person must have less than one years' experience in property management.

The winner will be determined by an experienced industry panel based on the criteria each candidate submits from the pre-determined questions in either essay or video form.

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- **INDIVIDUAL: Support Role Person of the Year – Corporate Office or Property**

This award is an opportunity to recognize a support role team member has excelled in their position in the corporate office or on property. Position titles may include Administrative/Admin, Training/Development, Compliance, Marketing, Customer Experience, Accounting, Legal, IT, and Operations.

The winner will be determined by an experienced industry panel based on the criteria each candidate submits from the pre-determined questions in either essay or video form.

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- **INDIVIDUAL: Supplier Professional of the Year**

This award recognizes a supplier/vendor professional who best exemplifies the characteristics of professionalism, service, and expertise in our industry and partners with properties and stakeholders within property management.

The winner will be determined by an experienced industry panel based on the criteria each candidate submits from the pre-determined questions in either essay or video form.

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- **INDIVIDUAL: Property Volunteer of the Year**

This award recognizes a property management individual who best exemplifies the characteristics of a committee volunteer and leader at GIAA. This individual will have gone above and beyond expectations in their role as a volunteer.

The winner will be chosen by the GIAA Executive Director.

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- **INDIVIDUAL: Supplier Volunteer of the Year**

This award recognizes a supplier/vendor individual who best exemplifies the characteristics of a committee volunteer and leader at GIAA. This individual will have gone above and beyond expectations in their role as a volunteer.

The winner will be chosen by the GIAA Executive Director.

## AWARD REQUIREMENTS - TEAM/PROPERTY AWARDS

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- **TEAM/PROPERTY: Affordable Community of the Year**

The Affordable Community of the Year Award represents the very best in the apartment housing industry. This award recognizes excellence in a range of rental property styles, sizes, and ages. Service is a very important component of this award, service to the resident, and service to the community. Community must be a member in good standing to be eligible for this award.

The winner will be determined by an experienced industry panel who will read a written submission of the nominee's community regarding excellence, service, and any collateral materials as submitted by nominee. Please see detailed instructions in the "HOW WILL NOMINATIONS & JUDGING WORK" below.

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- **TEAM/PROPERTY: Community Amenities – Pre 2020 Construction**

This category recognizes a property that has the best amenities that provide entertainment and/or all-around value built before 2020.

The winner will be determined by an experienced industry panel who will read a written submission of the nominee's community regarding excellence, service, and any collateral materials as submitted by nominee. Please see detailed instructions in the "HOW WILL NOMINATIONS & JUDGING WORK" below.

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- **TEAM/PROPERTY: Community Amenities – New Construction After 2020**

This category recognizes a property that has the best amenities that provide entertainment and/or all-around value in new construction built after 2020.

The winner will be determined by an experienced industry panel who will read a written submission of the nominee's community regarding excellence, service, and any collateral materials as submitted by nominee. Please see detailed instructions in the "HOW WILL NOMINATIONS & JUDGING WORK" below.

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- **TEAM/PROPERTY: Community Crisis Response of the Year**

The Community Crisis Response of the Year Award recognizes an apartment community that effectively managed a one-time crisis or ongoing critical issue within their community during 2022 through June 30, 2023. Community must be a member in good standing to be eligible for this award.

The winner will be determined by an experienced industry panel who will read a written submission of the nominee's community regarding excellence, service, and any collateral materials as submitted by nominee. Please see detailed instructions in the "HOW WILL NOMINATIONS & JUDGING WORK" below.

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- **TEAM/PROPERTY: Best Marketing Campaign**

The Best Marketing Campaign represents the very best in marketing in the apartment housing industry. This award recognizes excellence in a specific campaign carried out by a community.

The winner will be determined by an experienced industry panel who will read a written submission of the nominee's community regarding excellence, service, and any collateral materials as submitted by nominee. Please see detailed instructions in the "HOW WILL NOMINATIONS & JUDGING WORK" below.

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- **TEAM/PROPERTY: Best Floor Plan**

The Best Floor Plan represents the very best design and livable environment in the apartment housing industry. This award recognizes excellence, uniqueness, and livable space in one nominated floor plan in a community.

The winner will be determined by an experienced industry panel who will read a written submission of the nominee's community regarding excellence, service, and any collateral materials as submitted by nominee. Please see detailed instructions in the "HOW WILL NOMINATIONS & JUDGING WORK" below.

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- **TEAM/PROPERTY: Curb Appeal**

The Curb Appeal Award represents the community with the very best overall appearance in the apartment housing industry. This award recognizes cleanliness, overall condition of the property's grounds, and appeal to a prospect / resident on any given day.

The winner will be determined by a group of judges who will "drive" the community on an unannounced date in the month of October (2023) and score the community based on the description above.

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- **TEAM/PROPERTY: Community of the Year – Up to 200 Units**
- **TEAM/PROPERTY: Community of the Year – Over 201+ Units**

The Community of the Year Award represents the very best in the apartment housing industry. This award recognizes excellence in a range of rental property styles, sizes, and ages. Service is a very important component of these awards, service to the resident and service to the community. Community must be a member in good standing to be eligible for this award.

The winner will be determined by an experienced industry panel who will read a written submission of the nominee's community regarding excellence, service, and any collateral materials as submitted by nominee. Please see detailed instructions in the "HOW WILL NOMINATIONS & JUDGING WORK" below.

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- **TEAM/PROPERTY: New Construction or Rehab Community of the Year**

The New Construction or Rehab Community of the Year Award recognizes an apartment community that has opened or rehabbed in the past 18 months (from January 1<sup>st</sup>, 2022 through June 30<sup>th</sup>, 2023) and excels in service both to the resident and community. Communities must be a member in good standing with GIAA to be eligible for this award.

The winner will be determined by an experienced industry panel who will read a written submission of the nominee's community regarding excellence, service, and any collateral materials as submitted by nominee. Please see detailed instructions in the "HOW WILL NOMINATIONS & JUDGING WORK" below.

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- **TEAM/PROPERTY: Resident Activities**

Please list and enclose photographs of all resident activities you have hosted from July 1, 2022 through June 30, 2023.

The winner will be determined by an experienced industry panel who will read a written submission of the nominee's community regarding excellence, service, and any collateral materials as submitted by nominee. Please see detailed instructions in the "HOW WILL NOMINATIONS & JUDGING WORK" below.

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- **TEAM/PROPERTY: Supplier of the Year**

This award will go to the supplier / vendor chosen as being the most exceptional in the past year based on the suppliers nominated. Participation, attendance, and sponsorship contributions will all be factors in determining the winner of this award.

The winner will be determined by the GIAA Board of Directors based on the criteria listed above.

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- **TEAM/PROPERTY: Property Management Company of the Year**

This award will go to the Property Management Company with the most first place winners in all Pinnacle of Excellence categories combined.

If there is a TIE, the tiebreaker will be determined by the most second place winners in all categories combined and so forth (third place winners, etc.) until a winner is determined.

## AWARD NOMINATION INSTRUCTIONS

Each year, the Greater Iowa Apartment Association presents the Pinnacle of Excellence Awards ceremony recognizing outstanding achievements in the Rental Housing Industry in Iowa.

Winners of the 2023 Pinnacle of Excellence Awards will receive their awards at our event ceremony on December 8<sup>th</sup>, 2023. Presenting the awards this year will be our Awards Sponsors.

The 2023 Pinnacle of Excellence Awards highlight best practices and honor the best of the best in the rental housing industry. All the awards promote core values and drivers for change that inspire excellence and leadership that reflect industry best practices.

## DEADLINES & KEY DATES

- **EVENT TICKETS** -- Early Bird Registration Ends: November 10<sup>th</sup>, 2023
- **EVENT TICKETS** -- Final Registration Ends: December 1<sup>st</sup>, 2023
- **NOMINATIONS** - Deadline is October 27<sup>th</sup>, 2023
- **NOMINATION SUBMISSIONS** - Deadline is November 3<sup>rd</sup>, 2023

## HOW WILL NOMINATIONS & JUDGING WORK?

### PLEASE READ THE FOLLOWING CAREFULLY!

**PLEASE NOTE (IMPORTANT): Each nominee should have their own email address!  
Person nominating must submit the nominees name and email address.**

### FOR THOSE WHO ARE NOMINATING

FOR ALL CATEGORIES, **PLEASE ANSWER ALL QUESTIONS IN THE NOMINATION LINK YOU WILL RECEIVE VIA EMAIL ONCE YOU HAVE PAID FOR YOUR NOMINATION.** YOUR ANSWERS SHOULD BE UNIQUE TO THE QUESTION AND YOUR NOMINEE.

## FOR THOSE WHO ARE NOMINATED - INDIVIDUAL

FOR ALL CATEGORIES, **PLEASE ANSWER ALL QUESTIONS OR CREATE A VIDEO ANSWERING ALL OF THE QUESTIONS IN THE NOMINATION LINK YOU WILL RECEIVE VIA EMAIL.** LAST DAY TO SUBMIT IS NOVEMBER 3, 2023. YOUR ANSWERS SHOULD BE UNIQUE TO THE QUESTIONS, REGARDLESS OF IF THEY ARE WRITTEN OR IN VIDEO FORM.

WHEN SUBMITTING VIDEOS, THE VIDEO SHOULD BE PERTINENT TO THE CATEGORY – DO NOT SUBMIT THE SAME VIDEO FOR MULTIPLE COMPANIES OR CATEGORIES (IF THIS BECOMES APPLICABLE).

### If You are Nominated – Requirements (Answer Questions or Submit Video) – THERE IS NO WEIGHTED ADVANTAGE OF SUBMITTING A VIDEO VS. WRITTEN SUBMISSION

You must either answer the questions asked OR submit a 3-minute video (MAXIMUM) to be evaluated by one of the outside judges GIAA has committed to work with for 2023's award process. Submit via email to [ae@thegiaa.com](mailto:ae@thegiaa.com) or in JotForm (the form platform GIAA uses for Pinnacle of Excellence). You will answer the following:

- a) What are your biggest assets/strengths in the position you were nominated for?
- b) What would your peers and/or residents say about you and when describing your work ethic?
- c) Why do you think you were nominated for this award?
- d) What would winning this award mean to you?

extra) Anything else you want to add about yourself. ***This will be included*** in the scoring of your submission so it is advisable to add something “extra”.

**VIDEO NOTE: IF RESPONDING VIA VIDEO PLEASE STATE THE QUESTION, THEN ANSWER IT.**

Scores are ADDED UP from each question (value of each question is 10 points). Highest score wins categories WITHOUT INTERVIEWS NEEDED.

## FOR THOSE WHO ARE NOMINATED – TEAM/PROPERTY

FOR ALL CATEGORIES, **PLEASE SUBMIT WHAT IS REQUIRED FOR YOUR CATEGORY (i.e. PHOTOS, VIDEOS, COLLATERAL MATERIALS) IN THE NOMINATION LINK YOU WILL RECEIVE VIA EMAIL.** LAST DAY TO SUBMIT IS OCTOBER 13, 2023.

### If You are Nominated – Requirements (Answer Questions AND Submit Requested Items)

You answer the question(s) asked AND submit what is being asked to be provided to be evaluated by one of the outside judges GIAA has committed to work with for 2023's award process. Submit via email to [ae@thegiaa.com](mailto:ae@thegiaa.com) or in JotForm (the form platform GIAA uses for Pinnacle of Excellence). You will answer and submit the following to qualify for the award category:

- a) **QUESTION (CAN BE ANSWERED IN THE VIDEO SUBMISSION)**
  - Why do you think your team/property was nominated for this award?
  - What would your residents say about your community?
- b) **SUBMIT VIDEO A TOUR** of your community HIGHLIGHTING what your team/property was nominated for (EXAMPLES BELOW).

#### **EXAMPLES:**

- **FOR ANY COMMUNITY OF THE YEAR** - SUBMIT a video tour of the Community to include curb appeal, leasing office, pool area, amenities, vacant unit, or model
- **FOR COMMUNITY AMENITIES** - SUBMIT a video of all amenities offered

- **FOR REHAB / NEW CONSTRUCTION** - SUBMIT a video tour of the Community to include curb appeal, leasing office, pool area, amenities, vacant unit, or model
  - **FOR RESIDENT ACTIVITIES / COMMUNITY CRISIS RESPONSE** please see below; No video required
- c) **SUBMIT COLLATERAL MATERIALS** of your community HIGHLIGHTING what your team/property was nominated for (EXAMPLES BELOW).

**EXAMPLES:**

- **FOR ANY COMMUNITY OF THE YEAR** - SUBMIT any images, brochures, flyers, and INCLUDE website URL
- **FOR COMMUNITY AMENITIES** - SUBMIT any images, brochures, flyers, and INCLUDE website URL with link to amenities or amenities page
- **FOR REHAB / NEW CONSTRUCTION** - SUBMIT any BEFORE/AFTER images and INCLUDE website URL
- **FOR RESIDENT ACTIVITIES** - SUBMIT any images from activities, promotional items, brochures, flyers, and any additional relevant information (if applicable)
- **FOR COMMUNITY CRISIS RESPONSE** - SUBMIT written description of COMMUNITY CRISIS RESPONSE any INCLUDE any images or collateral from crisis (if applicable)

**Scores are ADDED UP from each section a, b, and c when applicable (value of each question is 10 points). Highest score wins that category.**