2027 PINNACLE OF EXCELLENCE

AWARD REQUIREMENTS, QUESTIONS, AND NOMINATION INSTRUCTIONS

AWARD REQUIREMENTS - INDIVIDUAL ACHIEVEMENT AWARDS

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

This award recognizes a maintenance supervisor who 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.

An experienced industry panel will determine the finalists based on the criteria each candidate submits in essay form in response to the predetermined questions. Finalists will be interviewed to determine the winner.

DISCLAIMER: Must answer initial NOMINEE QUESTIONS to qualify for the category.

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

This award recognizes a regional maintenance supervisor who 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.

An experienced industry panel will determine the finalists based on the criteria each candidate submits in essay form in response to the predetermined questions. Finalists will be interviewed to determine the winner.

DISCLAIMER: Must answer initial NOMINEE QUESTIONS to qualify for the category.

- **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).

An experienced industry panel will determine the finalists based on the criteria each candidate submits in essay form in response to the predetermined questions. Finalists will be interviewed to determine the winner.

DISCLAIMER: Must answer initial NOMINEE QUESTIONS to qualify for the category.

- **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.

An experienced industry panel will determine the finalists based on the criteria each candidate submits in essay form in response to the predetermined questions. Finalists will be interviewed to determine the winner.

DISCLAIMER: Must answer initial NOMINEE QUESTIONS to qualify for the category.

- **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.

TAn experienced industry panel will determine the finalists based on the criteria each candidate submits in essay form in response to the predetermined questions. Finalists will be interviewed to determine the winner.

DISCLAIMER: Must answer initial NOMINEE QUESTIONS to qualify for the category.

- **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.

An experienced industry panel will determine the finalists based on the criteria each candidate submits in essay form in response to the predetermined questions. Finalists will be interviewed to determine the winner.

DISCLAIMER: Must answer initial NOMINEE QUESTIONS to qualify for the category.

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

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.

An experienced industry panel will determine the finalists based on the criteria each candidate submits in essay form in response to the predetermined questions. Finalists will be interviewed to determine the winner.

DISCLAIMER: Must answer initial NOMINEE QUESTIONS to qualify for the category.

- **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.

An experienced industry panel will determine the finalists based on the criteria each candidate submits in essay form in response to the predetermined questions. Finalists will be interviewed to determine the winner.

DISCLAIMER: Must answer initial NOMINEE QUESTIONS to qualify for the category.

- **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.

An experienced industry panel will determine the finalists based on the criteria each candidate submits in essay form in response to the predetermined questions. Finalists will be interviewed to determine the winner.

DISCLAIMER: Must answer initial NOMINEE QUESTIONS to qualify for the category.

- **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.

An experienced industry panel will determine the finalists based on the criteria each candidate submits in essay form in response to the predetermined questions. Finalists will be interviewed to determine the winner.

DISCLAIMER: Must answer initial NOMINEE QUESTIONS to qualify for the category.

- **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.

An experienced industry panel will determine the finalists based on the criteria each candidate submits in essay form in response to the predetermined questions. Finalists will be interviewed to determine the winner.

DISCLAIMER: Must answer initial NOMINEE QUESTIONS to qualify for the category.

- **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.

THERE ARE NO QUESTIONS FOR THIS CATEGORY

- **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.

THERE ARE NO QUESTIONS FOR THIS CATEGORY

AWARD REQUIREMENTS - TEAM/PROPERTY AWARDS

- **TEAM/PROPERTY: Affordable Community of the Year – 2000 and Newer**
- **TEAM/PROPERTY: Affordable Community of the Year – 1999 and Older**

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

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

DISCLAIMER: If you are submitting a video and it exceeds the maximum allowable file size (250 MB) please UPLOAD your file to WeTransfer.com and note in the FIRST QUESTION you have SUBMITTED a VIDEO via WeTransfer.com. The email address to SHARE the file with is ae@thegiaa.com. Please title your file as the following "AWARDNAME_PROPERTYNAME". For example, if you are submitting for Affordable Community of the Year the file should be named as such: "AffordableCommunity_ABCPropertyName". If you have any questions, please reach out to GIAA Staff at ae@thegiaa.com.

- **TEAM/PROPERTY: Community Amenities – 2000 and Newer**
- **TEAM/PROPERTY: Community Amenities – 1999 and Older**

This category recognizes a property with the best amenities, providing entertainment and/or all-around value built for its residents.

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

DISCLAIMER: If you are submitting a video and it exceeds the maximum allowable file size (250 MB) please UPLOAD your file to WeTransfer.com and note in the FIRST QUESTION you have SUBMITTED a VIDEO via WeTransfer.com. The email address to SHARE the file with is ae@thegiaa.com. Please title your file as the following "AWARDNAME_PROPERTYNAME". For example, if you are submitting for Affordable Community of the Year the file should be named as such: "AffordableCommunity_ABCPropertyName". If you have any questions, please reach out to GIAA Staff at ae@thegiaa.com.

- **TEAM/PROPERTY: Best Marketing Campaign – 2000 and Newer**
- **TEAM/PROPERTY: Best Marketing Campaign – 1999 and Older**

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

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

DISCLAIMER: If you are submitting a video and it exceeds the maximum allowable file size (250 MB) please UPLOAD your file to WeTransfer.com and note in the FIRST QUESTION you have SUBMITTED a VIDEO

via WeTransfer.com. The email address to SHARE the file with is ae@thegiaa.com. Please title your file as the following "AWARDNAME_PROPERTYNAME". For example, if you are submitting for Affordable Community of the Year the file should be named as such: "AffordableCommunity_ABCPropertyName". If you have any questions, please reach out to GIAA Staff at ae@thegiaa.com.

- **TEAM/PROPERTY: Best Rehab/Renovated Unit - Under $15k**
- **TEAM/PROPERTY: Best Rehab/Renovated Unit – Over $15k**

The Best Rehab/Renovated Unit recognizes an apartment community **unit** that has been rehabbed in the past 24 months (from June 30th, 2024 through June 30th, 2026), was under (or over depending on the spend) $15,000 per unit for the entire rehab, and excels in service both to the resident and community. Communities must be members in good standing with GIAA to be eligible for this award.

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

DISCLAIMER: If you are submitting a video and it exceeds the maximum allowable file size (250 MB) please UPLOAD your file to WeTransfer.com and note in the FIRST QUESTION you have SUBMITTED a VIDEO via WeTransfer.com. The email address to SHARE the file with is ae@thegiaa.com. Please title your file as the following "AWARDNAME_PROPERTYNAME". For example, if you are submitting for Affordable Community of the Year the file should be named as such: "AffordableCommunity_ABCPropertyName". If you have any questions, please reach out to GIAA Staff at ae@thegiaa.com.

- **TEAM/PROPERTY: Rehab Community of the Year – Exterior**
- **TEAM/PROPERTY: Rehab Community of the Year – Interior**

The Rehab Community of the Year Award recognizes an apartment community that has opened or rehabbed in the past 24 months (from June 30th, 2024 through June 30th, 2026) and excels in service to the resident and community. The rehab can be for either EXTERIOR (bark park, paint, landscaping, etc.) or INTERIOR (clubhouse, game room, etc.). Communities must be members in good standing with GIAA to be eligible for this award.

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

DISCLAIMER: If you are submitting a video and it exceeds the maximum allowable file size (250 MB) please UPLOAD your file to WeTransfer.com and note in the FIRST QUESTION you have SUBMITTED a VIDEO via WeTransfer.com. The email address to SHARE the file with is ae@thegiaa.com. Please title your file as the following "AWARDNAME_PROPERTYNAME". For example, if you are submitting for Affordable Community of the Year the file should be named as such: "AffordableCommunity_ABCPropertyName". If you have any questions, please reach out to GIAA Staff at ae@thegiaa.com.

- **TEAM/PROPERTY: Curb Appeal – Affordable**
- **TEAM/PROPERTY: Curb Appeal – Market Rate**

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

DISCLAIMER: If you are submitting a video and it exceeds the maximum allowable file size (250 MB) please UPLOAD your file to WeTransfer.com and note in the FIRST QUESTION you have SUBMITTED a VIDEO via WeTransfer.com. The email address to SHARE the file with is ae@thegiaa.com. Please title your file as the following "AWARDNAME_PROPERTYNAME". For example, if you are submitting for Affordable Community of the Year the file should be named as such: "AffordableCommunity_ABCPropertyName". If you have any questions, please reach out to GIAA Staff at ae@thegiaa.com.

- **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 rental property styles, sizes, and ages. Service is a vital component of these awards, and service to the residents and the community. The community must be a member in good standing to be eligible for this award.

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

DISCLAIMER: If you are submitting a video and it exceeds the maximum allowable file size (250 MB) please UPLOAD your file to WeTransfer.com and note in the FIRST QUESTION you have SUBMITTED a VIDEO via WeTransfer.com. The email address to SHARE the file with is ae@thegiaa.com. Please title your file as the following "AWARDNAME_PROPERTYNAME". For example, if you are submitting for Affordable Community of the Year the file should be named as such: "AffordableCommunity_ABCPropertyName". If you have any questions, please reach out to GIAA Staff at ae@thegiaa.com.

- **TEAM/PROPERTY: New Construction Community of the Year (2025+)**

The New Construction Community of the Year Award recognizes an apartment community that has opened in the past 18 months (from January 1st, 2025 through June 30th, 2026) and excels in service to the residents and community. Communities must be members in good standing with GIAA to be eligible for this award.

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

DISCLAIMER: If you are submitting a video and it exceeds the maximum allowable file size (250 MB) please UPLOAD your file to WeTransfer.com and note in the FIRST QUESTION you have SUBMITTED a VIDEO via WeTransfer.com. The email address to SHARE the file with is ae@thegiaa.com. Please title your file as the following "AWARDNAME_PROPERTYNAME". For example, if you are submitting for Affordable Community of the Year the file should be named as such: "AffordableCommunity_ABCPropertyName". If you have any questions, please reach out to GIAA Staff at ae@thegiaa.com.

- **TEAM/PROPERTY: Resident Activities**

Please list and enclose photographs of all resident activities you have hosted from July 1, 2024 through June 30, 2025.

The winner will be determined by an experienced industry panel that will read a written submission of the nominee's community regarding excellence, service, and any collateral materials submitted by the

nominee. Please see detailed instructions in the "HOW WILL NOMINATIONS & JUDGING WORK" section below.

DISCLAIMER: If you are submitting a video and it exceeds the maximum allowable file size (250 MB) please UPLOAD your file to WeTransfer.com and note in the FIRST QUESTION you have SUBMITTED a VIDEO via WeTransfer.com. The email address to SHARE the file with is ae@thegiaa.com. Please title your file as the following "AWARDNAME_PROPERTYNAME". For example, if you are submitting for Affordable Community of the Year the file should be named as such: "AffordableCommunity_ABCPropertyName". If you have any questions, please reach out to GIAA Staff at ae@thegiaa.com.

- **TEAM/PROPERTY: Social Media Excellence**

Please list and enclose images of all social media campaigns, comments, and anything related to your social media accounts you have hosted from July 1, 2025 through June 30, 2026.

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

DISCLAIMER: If you are submitting a video and it exceeds the maximum allowable file size (250 MB) please UPLOAD your file to WeTransfer.com and note in the FIRST QUESTION you have SUBMITTED a VIDEO via WeTransfer.com. The email address to SHARE the file with is ae@thegiaa.com. Please title your file as the following "AWARDNAME_PROPERTYNAME". For example, if you are submitting for Affordable Community of the Year the file should be named as such: "AffordableCommunity_ABCPropertyName". If you have any questions, please reach out to GIAA Staff at ae@thegiaa.com.

- **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 determine the winner of this award.

The GIAA Board of Directors will determine the winner based on the abovementioned criteria.

DISCLAIMER: If you are submitting a video and it exceeds the maximum allowable file size (250 MB) please UPLOAD your file to WeTransfer.com and note in the FIRST QUESTION you have SUBMITTED a VIDEO via WeTransfer.com. The email address to SHARE the file with is ae@thegiaa.com. Please title your file as the following "AWARDNAME_PROPERTYNAME". For example, if you are submitting for Affordable Community of the Year the file should be named as such: "AffordableCommunity_ABCPropertyName". If you have any questions, please reach out to GIAA Staff at ae@thegiaa.com.

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 2027 Pinnacle of Excellence Awards will receive their awards at our event ceremony on February 26, 2027. Our Awards Sponsors will be presenting the awards this year.

The 2027 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.

IMPORTANT CHANGE TO THIS YEAR'S INSTRUCTIONS: *If you won a 2025 Pinnacle of Excellence Award, you are NOT ELIGIBLE to submit for the same category in 2027.*

The committee has determined that the previous year's award winner MUST sit out for one year and may be eligible to submit for the award in 2028.

DEADLINES & KEY DATES FOR NOMINATIONS

- **NOMINATIONS** – Deadline is December 18th, 2026
- **NOMINATION SUBMISSIONS** – Deadline is December 23rd, 2026

HOW WILL NOMINATIONS & JUDGING WORK?

PLEASE READ THE FOLLOWING CAREFULLY!

PLEASE NOTE (IMPORTANT): Each nominee should have their own email address!
The person nominating must submit the nominee's name and email address.

FOR THOSE WHO ARE NOMINATED - INDIVIDUAL

FOR ALL CATEGORIES, **PLEASE ANSWER ALL QUESTIONS ANSWERING ALL OF THE QUESTIONS IN THE NOMINATION LINK YOU WILL RECEIVE VIA EMAIL FROM GIAA STAFF**. LAST DAY TO SUBMIT IS DECEMBER 23rd, 2026. YOUR ANSWERS SHOULD BE UNIQUE TO THE QUESTIONS.

You must answer the questions asked **(NO VIDEOS ALLOWED FOR INDIVIDUALS)** to be evaluated by one of the outside judges GIAA has committed to working with for 2027's award process.

Scores are ADDED UP from each question (value of each question is 10 points). Highest scores QUALIFY for the ROUND OF INTERVIEWS to determine the overall winner.

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 November 27, 2026.

IF YOU ARE NOMINATED – Please answer the question(s) asked AND submit what is being asked to be provided for evaluation by one of the outside judges GIAA has committed to working with for 2027's award process in written or video form.

For ANY VIDEO SUBMISSIONS or COLLATERAL MATERIALS, the examples below are for instructional purposes ONLY.

a) ***SUBMIT A VIDEO 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 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*** *please see below; No video required*

b) ***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 -*** *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)*

Scores are ADDED UP from each section where applicable (value of each question is 10 points). The highest score wins that category.