



# PINNACLE OF EXCELLENCE

## REQUIREMENTS & NOMINATION INSTRUCTIONS

Each year, the Greater Iowa Apartment Association presents the 2022 Pinnacle of Excellence Awards ceremony recognizing outstanding achievements in the Rental Housing Industry in Iowa.

Winners of the 2022 Pinnacle of Excellence Awards will receive their awards at our event ceremony on October 14, 2022. Presenting the awards this year will be our Awards Sponsors.

The 2022 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 reflects industry best practices.

### DEADLINES & KEY DATES

- **EVENT** -- Early Bird Registration Ends: September 23, 2022
- **EVENT** -- Final Registration Ends: October 7, 2022
- **NOMINATIONS** -- Begin: June 27, 2022
- **NOMINATIONS** -- Deadline: September 9, 2022

### 2022 PINNACLE OF EXCELLENCE CATEGORIES

#### Individual Achievement Awards

**\*\*\* IF A FINALIST, A ZOOM INTERVIEW WILL BE REQUIRED**

Categories for which individuals can be nominated:

- *Maintenance Supervisor of the Year, Individual Site*
- *Maintenance Supervisor of the Year, Multi-Site*
- *NAA Emerging Leader*
- *Apartment Maintenance Technician of the Year*
- *Apartment Leasing Professional of the Year*
- *Apartment Manager of the Year*
- *Apartment Portfolio Manager (Regional Manager) of the Year*
- *Rookie of the Year in the Role of Onsite Maintenance*
- *Rookie of the Year in the Role of Onsite Office*
- *Rookie of the Year in the Role of Vendor Representative*
- *Supplier Sales Professional of the Year*

## Individual Achievement Criteria

- ***INDIVIDUAL: Maintenance Supervisor of the Year - Individual Site\*\*\****  
This individual oversees staff at one location or community. Must be in position for 1+ year(s). Maintenance Supervisors who oversee maintenance at numerous apartment communities are not eligible for this award (SEE BELOW).
- ***INDIVIDUAL: Maintenance Supervisor of the Year – Multi-Site\*\*\****  
This individual oversees multiple maintenance teams at multiple locations. Must be in position for 1+ year(s).
- ***INDIVIDUAL: NAA Emerging Leader***  
This award strives to recognize a professional with fewer than 10 years of service who has made noteworthy contributions to his or her organization and the apartment industry at large.
- ***INDIVIDUAL: Apartment Maintenance Technician of the Year***  
This award recognizes an onsite maintenance professional that has demonstrated outstanding efforts and contributions to their community and education. Must be in position for 1+ year(s) and have a title of Maintenance Technician or equivalent.
- ***INDIVIDUAL: Apartment Leasing Professional of the Year\*\*\****  
This award recognizes a leasing professional that has demonstrated outstanding efforts and contributions to their community and education. This individual must be an onsite leasing professional or Assistant Manager who has spent at least 80% of their time over the last 12 months performing leasing and marketing activities.
- ***INDIVIDUAL: Apartment Manager of the Year\*\*\****  
This award recognizes an apartment community manager that has demonstrated outstanding efforts and contributions to their community and education. This individual must be an apartment community manager. If the nominee's job description is to 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. Must be in position for 1+ year(s).
- ***INDIVIDUAL: Apartment Portfolio Supervisor (Regional Manager) of the Year\*\*\****  
This award recognizes an apartment portfolio supervisor that has demonstrated outstanding efforts and contributions to their communities and education. This individual must manage a portfolio of AT LEAST 4 apartment communities. Must be in position for 1+ year(s).
- ***INDIVIDUAL: Rookie of the Year in the Role of Onsite Maintenance***  
This award is the opportunity to recognize maintenance team members who have excelled within their first year and demonstrated a strong potential for long-term success in our industry. This person must have less than one years' experience in this position.
- ***INDIVIDUAL: Rookie of the Year in the Role of Onsite Office***  
This award is a great opportunity to recognize onsite office team members who have excelled within their first year and demonstrated a strong potential for long-term success in our industry. This person must have less than one years' experience in this position.
- ***INDIVIDUAL: Rookie of the Year in the Role of Supplier Representative***  
The Rookie of the Year in the Supplier Representative Role award is given to those who go above and beyond for the communities they support. Those that show care and compassion helping others will make perfect candidates for this award. Rookie of the year is less than one year of experience with their supplier company.
- ***INDIVIDUAL: Supplier Sales Professional of the Year***  
This award recognizes a sales professional who best exemplify the characteristics of professionalism, service, and expertise. Must be in position for 1+ year(s).

## Team/Property Awards

**\*\*\* NO ZOOM INTERVIEWS WILL BE REQUIRED; THESE ARE ALL QUESTION-BASED, PHOTOS (OR VIDEO), AND REQUESTED COLLATERAL MATERIALS**

Categories for which communities can be nominated:

- Affordable Community of the Year
- Community Amenities - Original Built After 2000
- Community Amenities - Original Built Before 2000
- Community Crisis Response of the Year
- Community of the Year (151+ units)
- Community of the Year (Less than 150 units)
- Rehab Community of the Year
- New Construction Community of the Year
- Resident Activities - Conventional Community
- Resident Activities - Senior Community
- Property Management Company of the Year

## Team/Property Achievement Criteria

- **TEAM/PROPERTY: Affordable Community of the Year**  
Community must be a member in good standing with GIAA to be eligible for this award and operates as an **affordable community**.
- **TEAM/PROPERTY: Community Amenities - Original Built After 2000**  
Community must be a member in good standing with GIAA to be eligible for this award and operates as a **conventional community** built **AFTER** year 2000.
- **TEAM/PROPERTY: Community Amenities - Original Built Before 2000**  
Community must be a member in good standing with GIAA to be eligible for this award and operates as a **conventional community** built **BEFORE** year 2000.
- **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 2021 and/or 2022. Community must be a member in good standing with GIAA to be eligible for this award and can operate as an affordable or conventional community.
- **TEAM/PROPERTY: Community of the Year (151+ Units)**  
Community must be a member in good standing with GIAA to be eligible for this award and operates as a conventional community with **MORE** than 151 units.
- **TEAM/PROPERTY: Community of the Year (Less than 150 Units)**  
Community must be a member in good standing with GIAA to be eligible for this award and operates as a conventional community with **LESS** than 151 units.
- **TEAM/PROPERTY: Rehab Community of the Year**  
The Rehab Community of the Year Award recognizes a recently renovated apartment community (**completed after April 1, 2021**) that 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.
- **TEAM/PROPERTY: New Construction Community of the Year**  
The New Construction Community of the Year Award recognizes a new apartment community (**opening after April 1, 2021**) that 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.

- **TEAM/PROPERTY: Resident Activities - Conventional Community**  
Community must be a member in good standing with GIAA to be eligible for this award and operates as a **conventional community** with hosted resident activities from April 1, 2021 through May 1, 2022.
- **TEAM/PROPERTY: Resident Activities - Senior Community**  
Community must be a member in good standing with GIAA to be eligible for this award and operates as a **senior community** with hosted resident activities from April 1, 2021 through May 1, 2022.
- **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 categories combined. **No criteria are required, and no nominations will be accepted.**

## 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 SEPTEMBER 9, 2022. 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)

You must either answer the questions asked OR submit up to a 3-minute video to be evaluated by one of the outside judges GIAA has committed to work with for 2022'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:

- Why do you think you were nominated for this award?*
- What are your biggest assets/strengths in the position you were nominated?*
- What would winning this award mean to you?*
- Anything else you want to add about yourself. This will be included in the scoring of your submission.*

Scores are ADDED UP from each question (value of each question is 10 points). Highest score wins categories WITHOUT INTERVIEWS NEEDED. For any category which INTERVIEWS are NEEDED, the top 3 scores will be required to participate in a ZOOM INTERVIEW with one of our judges. The judge will have a different set of questions which will be scored. The highest score from the interview will win that category.

**WHEN RESPONDING VIA VIDEO PLEASE STATE THE QUESTION, THEN ANSWER IT.**

## 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 SEPTEMBER 9, 2022.

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

You answer the question(s) asked AND submit up what is being asked to be provided to be evaluated by one of the outside judges GIAA has committed to work with for 2022'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?
- 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.