

A stylized, white-on-blue illustration of a cityscape with various apartment buildings, trees, and clouds. The buildings are detailed with windows and architectural features. The sky is light blue with a few white clouds and small birds. The overall style is clean and modern.

APARTMENT COMMUNITY EXCELLENCE AWARDS

2019 NOMINATION GUIDE



MULTIFAMILY NW
The Association Promoting Quality Rental Housing

NOMINATION PROCESS

Who can be nominated for an ACE Award?

ACE Award nominees encompass a wide array of Property Management employees. We encourage companies to nominate at all levels, from on-site leasing staff to portfolio managers. The titles may differ across companies, but generally ACE nominees are: Leasing Agents, Maintenance Technicians, Assistant Managers, Maintenance Supervisors, Managers and Portfolio Managers.

How many nominees are in each category?

Nominations vary across categories but average about 15-30 per grouping. Companies may only nominate 15 employees and no more than 3 per category.

How are the winners chosen?

Winners are determined by a tabulation of the scores from the nomination questionnaire, nominee questionnaire, phone interview and letters of recommendation for a possible score of 75 points.

- The nomination questionnaire is worth up to 10 points, 5 points for the rankings & 5 points for the essay
- The nominee questionnaire is worth up to 25 points, 1-5 points awarded for each answer, there are 5 questions.
- The phone interview is worth up to 25 points, 1-5 points awarded for each answer, there are 5 questions.
- The letters of recommendation are worth up to 15 points, 5 points each , 1-5 points awarded for content and completeness.

Once the nominee packet is completed, all specific nominee & company information is redacted from all documents. The nominee questionnaire and the letters of recommendation are sent to out-of-state judges. They make their decision based only on the information provided with no background about the individual or company. The phone interviews are completed by Multifamily NW staff and not seen by the out-of-state judges.

Our judging panel consists of Executive Directors from Apartment Associations across the country. We strive to keep the anonymity of our nominees and using out-of-state judges helps us accomplish this goal.

The Judges' scores and the phone interview scores are combined and sent to an accounting firm who will determine the winners based upon the total scores. The accounting firm will provide the winners in sealed envelopes that will not be opened until the winner is announced on stage the night of the ceremony.

NOMINATION SUBMISSION

In order to ensure the fair and thorough consideration of each nominee, nominations must be complete before being sent to the judging panel.

A complete nomination packet includes:

- Nomination Form - worth up to 10 points
- Nominee Questionnaire - worth up to 25 points
- Phone Interview - worth up to 25 points
- Three Letters of Recommendation– worth up to 15 points
- Photos/Site Plans (for property nominees only)

Nominations that are incomplete at the submission deadline will be sent as incomplete packets and will receive a score of 0 for their incomplete portion.

Nomination Forms will be available on the Multifamily NW website via Survey Monkey forms. .PDF or Word Doc forms can be requested. Completed forms are submitted by email to ACE@multifamilynw.org. Completed forms must be typed to be considered. Questions on form completion? Email ACE@multifamilynw.org.

SCHEDULE

All submissions must be sent by end of business on April 15th. Multifamily NW and the ACE Committee assume no responsibility for the delivery of nominations. It is the responsibility of the nominating individual to see that the submission is completed on time.

Nomination Opens	January 7, 2019
Nomination Deadline	February 2, 2019
Nominee Submission Window	March 1, 2019 thru April 15, 2019
Judging	April 16, 2019 thru May 7, 2019
Scores to Accounting Firm	May 8, 2019

WHAT ARE THE ACE AWARDS

The first ACE Awards were introduced in 2000 at a luncheon to honor outstanding professionals in the local multifamily industry. In 2002, the event was moved to a dinner at the Embassy Suites. In 2004, the Ross Dey Award was added to honor an individual who exhibits professionalism and leadership and contributes to the credibility and betterment of the property management industry. In 2008, the Sally Johnson award was introduced for an industry supplier who continually shows support of the Association in the community and is a resource to the Association and the industry through their volunteer efforts. The ACE committee chose to take a hiatus in 2011 and spent a year and a half updating and revamping the nomination and award process. The result of this effort was a stunning return in 2012 at the Portland Art Museum. We have since outgrown the Art Museum and now the event is held at the Downtown Marriott.

SPONSORSHIP & ATTENDANCE

Due to the limited number of tickets available for the ACE Awards ceremony, only sponsors and nominating companies may purchase tickets for the event.

However, a small number of tickets may be available for property management company attendees wishing to evaluate the ceremony before participating.

To check on the availability of these tickets, please contact Ashley Carrico Rogers at Ashley@multifamilynw.org.

ACE AWARDS COMMITTEE

The committee meets monthly to plan and execute the ACE Awards ceremony each year. The committee prides itself in upholding the tradition and integrity of ACE in the local rental housing industry.

The committee is available for any questions or concerns you may have about the ACE process and event. If you want a one-on-one information session about ACE, please contact Ashley Carrico Rogers at Ashley@multifamilynw.org.

CATEGORIES

Civic Award

The Civic Award is given to those who go above and beyond in their community and through their charity efforts. Those that show care and compassion helping others will make perfect candidates for this award.

Property of the Year (New 1-5 Years/Established 5+ Years)

This award is given to a property that is exemplary. The property that receives this award will have set the standard for property operations, curb appeal, outstanding customer service and a cohesive team that truly cares about the property's overall appearance and operations.

Renovated Property of the Year

Similar to Property of the Year, this category recognizes a property that has been renovated within the last three (3) years to improve its quality, aesthetics and/or all around value. Renovated Property nominees will be required to submit before and after photos of the work along with site plans.

Portfolio Manager of the Year (Any Size Portfolio)

This award recognizes the efforts, leadership and commitment of those Portfolio Managers whose attributes, quality and performance have helped to make their portfolio of properties and team a success. Those nominated for this award should possess exceptional leadership, property performance, financial performance and organizational skills. It is the leadership and skill set of the Portfolio Manager that motivates and inspires their team's performance. *This person must have at least two years' experience in this role.*

Senior Housing Manager of the Year (1-199/200+ Units)

Above all, working in the senior housing sector requires a passion for working with seniors that fosters a home-like environment and encourages wellness, friendship and a positive connection to a supportive community. To be successful, a Senior Housing Manager must demonstrate strong leadership, market knowledge, relationship building and outreach marketing abilities in addition to overall property performance.

Rookie of the Year (Any Position)

This award is a great opportunity to recognize those individuals who have excelled within their first year and demonstrated a strong potential for long-term success in our industry. *This person must have been in the industry for at least six months and have less than one years' experience in property management.*

Property Manager of the Year (1-99/100-199/200+ units)

The Manager of the Year award recognizes outstanding performance in the operations of the property. To be successful, a Property Manager must have a strong commitment to leadership, financial performance, resident retention and overall property performance.

CATEGORIES CONT..

Single-family Property Manager of the Year (Any Size Portfolio)

Like the Manager of the Year award, this award recognizes outstanding performance for managers of single-family residences. Single-family Managers often face many difficult situations without the help of a staff and at far-spread properties.

Assistant Manager of the Year (1-199/200 + units)

The Assistant Manager of the Year award recognizes efforts to aid the manager in outstanding performance in the operations of a property. To be successful, an Assistant Manager must have a strong commitment to leadership, resident retention, vendor management and overall property performance.

Leasing Associate of the Year (Any Size community)

This award recognizes the top performers in leasing. A good leasing person is performance driven and naturally successful because of enthusiasm for the position, follow-up, sales skills and exemplary customer service. A property cannot be successful without the commitment of a dynamic leasing person and their exceptional closing skills.

Maintenance Tech of the Year (1-99/100-199/200+ units)

The Maintenance Tech of the Year award was added to recognize efforts to support properties and management with outstanding performance. This person demonstrates a strong work ethic, a professional attitude and a willingness to learn from their managers to create a successful maintenance team.

Maintenance Manager of the Year (1-99/100-199/200+ units)

Maintenance Manager of the Year will be awarded to one who has shown outstanding efforts and organizational skills and who has maintained overall property performance and appearance. This professional demonstrates a strong ability to train and mentor others. A successful Maintenance Manager leads by example, possesses good leadership skills and always gives 110%.

Affordable Housing Manager of the Year (1-199/200 + units)

Being an Affordable Housing Manager requires strong organizational skills, keen attention to detail, full working knowledge of affordable housing program rules and excellent time management skills. This is a great way to recognize someone in your organization that works countless hours to ensure their property is always in compliance.

Compliance Specialist of the Year

There are many rules and regulations in the world of Affordable Housing, and Compliance Specialists have to be well versed in all of them. The Compliance Specialist is responsible for the evaluation and monitoring of properties to assure compliance with applicable affordable housing programs; keeps current on all changes in regional affordable housing regulations and assists in the distribution of this information to asset management and property operations staff on a regional basis.

CATEGORIES CONT..

Property Support

This person demonstrates a strong work ethic, a professional attitude and a willingness to learn from their peers to create a successful team. This award would apply to; housekeepers, porters, doormen, concierge staff, and all other team members who support the property in addition to the office and/or maintenance staff.

TIPS & TRICKS

Don't know where to start? Here are a few tips & tricks to help you.

- This is your time to brag about you! Tell us all of the awesome and amazing things you have accomplished.
- Get your 3 letters of recommendation from people who have the time to write a complete recommendation. You are judged on the content of these letters.
- Get a co-worker or friend to run you through a few interview questions for your phone interview.
- Start thinking about your experiences over the last few years, good ones and bad ones, this way when you are asked questions you will have a story that will immediately come to mind.
- If you want to win you need to complete your full nominee packet. All items are listed on page 3 under Nomination Submission
- When in doubt ask your nominator. They believe in you and want you to win!



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