# 2021 MMHA Star Awards
# Nomination Guide

2021 MMHA
SHAKEN -NOT- STIRRED
STAR AWARDS

21 OCT 2021

MMHA

# 2021

# MMHA Star Awards

## Schedule
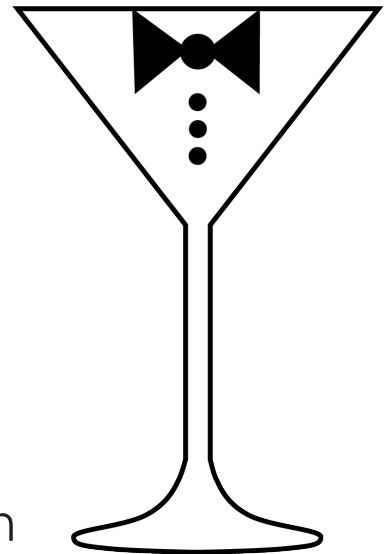Nominations Due:  May 14, 2021

## Event Details
Thursday, October 21, 2021
6PM -10PM
The Hall at Maryland Live
7002 Arundel Mills Circle
Hanover, MD 21076

All property judging will be conducted on site (no video submissions) June - August
All people judging will be conducted via Zoom Interviews which will be scheduled in advance  June-August

$150 nomination fee for each nomination
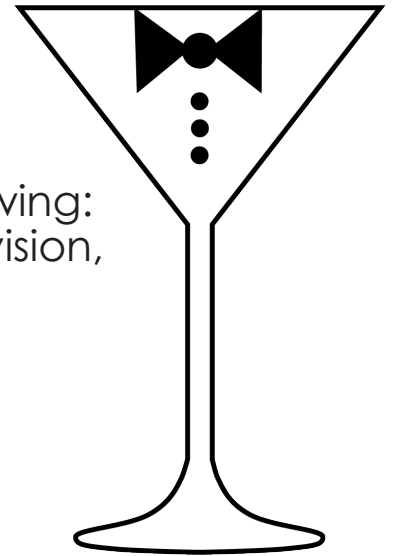
Black Tie Optional - Come Dressed To Kill!

# Individual Nomination Categories

## Regional Manager of the Year *NEW*

This award recognizes a multi-property Regional Manager or Portfolio Manager who bridges the gap between properties, owners, and corporate offices.

Regional managers nominated for this category should be nominated by their teams. Nomination will be in essay format and should cover the following: management philosophy, human resource skills, vision, creativity, leadership, and integrity.

## Property Manager of the Year

This award recognizes outstanding Property Managers that demonstrate leadership through the success of their properties. This nominee demonstrates skill in leadership, marketing, budget management, and operations. Interview questions will focus on management skills & philosophy, industry knowledge, budget and asset administration, appearance, and attitude.
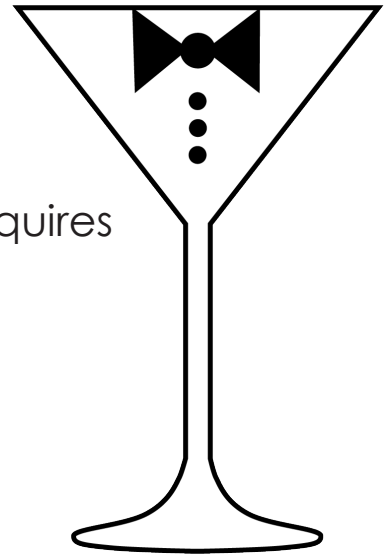
## Assistant Property Manager of the Year  *NEW*

This award recognizes outstanding Assistant Managers who assist in the day to day operations on a property.  Interview questions will focus on leadership philosophy, industry knowledge, attitude, problem solving, knowledge of staff roles, and creativity.
Any on-site professional whose primary responsibility is to assist the Manager with on-site leasing, accounting/bookkeeping, and/or management is eligible.

## Leasing Consultant of the Year

This award recognizes the on-site position that requires product knowledge, selling skills, tenacity, professionalism, patience, and more.  Leasing consultants will be mystery shopped using an independent mystery shopping service.  Any leasing professional whose primary responsibility is on-site leasing is eligible.

## Service Supervisor of the Year

This award recognizes individuals who demonstrate management skills, professionalism, and the highest standards of technical excellence. Interview questions will focus on leadership philosophy, knowledge of the trade, budget management, work flow organization, customer service philosophy, fair housing knowledge, and integrity.  Individual must supervise one or more employees or subcontractors.
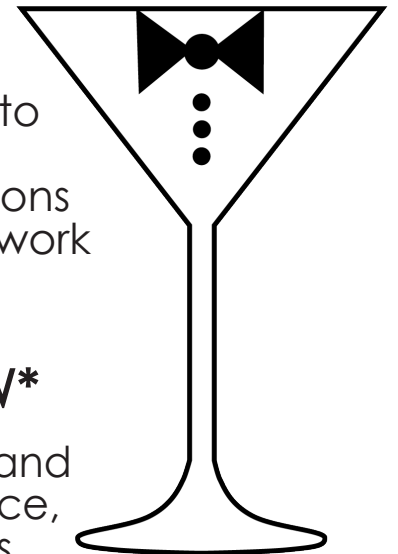
## Service Technician of the Year

This award recognizes individuals who contribute to a property's physical upkeep, performance, and appearance.  Interview questions will focus on attitude, average turn periods/process, average service request turn-around, customer service skills, maintenance skills, and work ethic.

## Porter of the Year

This award recognizes individuals who contribute to a property's physical upkeep, performance, and appearance as an onsite porter.  Interview questions will focus on attitude, customer service skills, and work ethic.

## Best Community Team of the Year *NEW*

This award recognizes a rental housing community and its team that maintains the highest level of excellence, talent, service, maintenance and overall operations. Interview will focus on team cohesion, overall staff presentation, knowledge of roles, and customer service philosophy.

## Corporate Employee of the Year  *NEW*

Open to any regular member corporate employee including but not limited to:  Human Resource Professional, Administrative Professional, Marketing Professional, IT Professional, Accounting Professional and Training Professional.  Candidate must provide support to the Management Company or owner and have more than 12 months experience.  This nomination will be in essay format and should cover leadership, industry knowledge, accomplishments and professionalism.
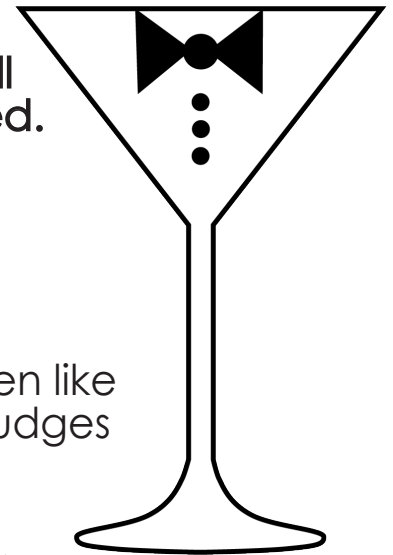
## Superstar of the Year

This award recognizes an individual at your company who goes above and beyond. Nomination will be submitted in an essay format.

# Community Categories

Categories will be broken into sub categories based on price point. Price points are set once all entries are received, but before scoring has started. Judging of properties will take place in person.

## Garden Community of the Year

This award recognizes a garden style community – A one, two, or three floor community built in a garden like setting in a suburban, rural, or urban location. The judges on-site tour will consider signage, building, grounds, landscaping, fair housing poster visibility, leasing center, apartment unit, common areas, amenities & maintenance shop.

## Elevator Community of the Year

This award recognizes an elevator style community with 4+ floors with elevator access. The judges on-site tour will consider signage, building, grounds, landscaping, fair housing poster visibility, leasing center, elevator area, apartment unit, common areas, amenities & maintenance shop.
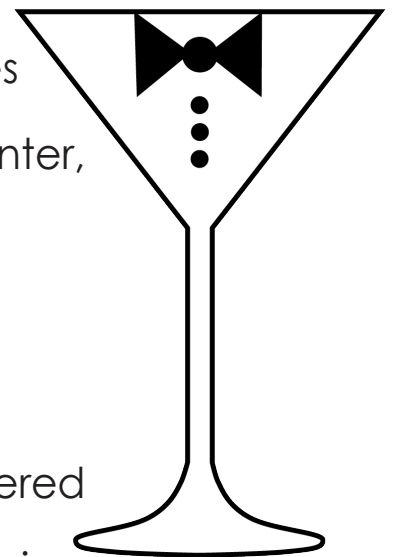
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## Townhome Community of the Year

This award recognizes a townhome style community. The judges on-site tour will consider signage, building, grounds, landscaping, fair housing poster visibility, leasing center, townhome unit, common areas, amenities & maintenance shop.

## Active Adult Community of the Year

This award recognizes 55+ communities. The judges on-site tour will consider signage, building, grounds, landscaping, fair housing poster visibility, leasing center, apartment unit, common areas, amenities & maintenance shop.

## Workplace Housing
## (Affordable) Community of the Year

This award recognizes communities that are considered Affordable Housing. The judges on-site tour will consider signage, building, grounds, landscaping, fair housing poster visibility, leasing center, apartment unit, common areas, amenities & maintenance shop.

## Spirit of Caring

(no nomination fee) – Is your property or company involved in community outreach? Tell us about it and MMHA will donate $500 to the winning program! Entry to be submitted in Essay format.

**Questions?** Contact Director of Events Lori Crook

LCrook@mmhaonline.org | 443.846.4237