



PACE AWARDS SCORING

PACE Judges rate criterion on a scale of 0 to 5 as follows:

- 0-Unsatisfactory
- 1-Poor
- 2-Needs Improvement
- 3-Baseline/Meets Expectations
- 4-Above Average/Exceeds Expectations
- 5-Exceptional

N/A – Unable to Judge or Not Applicable for this Community.

In the instance of a Yes/No criterion/question:

- 0-No
- 3-Yes

When N/A is selected, both the total points earned and possible points for that criterion are reduced to 0.

The total score is out of 100, although a score of 105 is possible with Bonus Points. The baseline score is approximately **73**.

Judges may leave a comment for each criterion regardless of the score or applicability. All scores lower than or higher than 3 require a comment. Comments are intended to explain why the baseline wasn't met and identify opportunities for improvement or highlight why the baseline score was exceeded.

1. Exterior Curb Appeal – 17% of score

		Rating
1.	<i>Visibility of main/monument sign(s)</i>	0-5
2.	<i>Appearance/condition of main/monument sign(s)</i>	0-5
3.	<i>EHO logo visible on main/monument sign(s)</i>	0 or 3
4.	<i>Effective directional signage throughout property exterior</i>	0 or 3
5.	<i>Appearance/condition and consistency of exterior signage throughout property</i>	0-5
6.	<i>Appearance/condition and visibility of exterior flags and banners throughout property</i>	0-5
7.	<i>Appearance/condition of awnings</i>	0-5
8.	<i>Appearance/condition of parking lot(s) (well-lit, clean, striped, free of potholes and cracks, free of disabled vehicles, etc.)</i>	0-5
9.	<i>Appearance/condition of parking garage(s) (well-lit, clean, striped, free of potholes and cracks, free of disabled vehicles, etc.)</i>	0-5
10.	<i>Appearance/condition of parking signs and posts</i>	0-5
11.	<i>Visitor parking clearly marked</i>	0 or 3
12.	<i>Handicap parking clearly marked</i>	0 or 3
13.	<i>Appearance/condition of sidewalks and curbs that are property's responsibility (clean and free of cracks and trip hazards)</i>	0-5
14.	<i>Appearance/condition of landscaping, grass, trees and shrubs (trees and shrubs alive and neatly pruned, grass neatly mowed and edged, flower beds well-maintained and neatly mulched, etc.)</i>	0-5
15.	<i>Appearance/condition of exterior light fixtures</i>	0-5
16.	<i>Appearance/condition of exterior trash and recycling areas</i>	0-5
17.	<i>Appearance/condition of building exterior(s) (siding, windows, balconies/patios, downspouts, brickwork, etc. in good condition)</i>	0-5
18.	<i>Appearance/condition of benches, outdoor seating areas (well-maintained, clean, free of debris and pleasant looking and pleasant odor)</i>	0-5
19.	<i>Overall cleanliness of property exterior (grounds free of litter and debris)</i>	0-5
<p>Total Exterior Curb Appeal Rating: POSSIBLE POINTS = 0 – 87 BASELINE POINTS = 57</p> <p>COMMENTS:</p>		

2. Interior First Impression Reception Area, Leasing Center, Front Desk/Lobby – 17% of score

		Rating
1.	<i>Easy recognition of designated management center/space</i>	0-5
2.	<i>Federal Fair Housing poster displayed in location visible to all, e.g., management center, reception area, leasing center, front desk/lobby</i>	0 or 3
3.	<i>Office/leasing and/or front desk atmosphere and organization (well-lit, clean, free of debris, pleasant fragrance, décor, etc.)</i>	0-5
4.	<i>Appearance of staff (appear professional, wearing appropriate uniforms and name tags as required per dress code. note, dress code documentation required with application materials.)</i>	0-5
5.	<i>Knowledgeable and informed staff</i>	0-5
6.	<i>Appropriate greeting and engaging conversation</i>	0-5
7.	<i>Marketing materials and sales aids for prospective residents displayed/offered.</i>	0 or 3
8.	<i>Quality of marketing materials and sales aids provided for prospective residents.</i>	0-5
Total Interior First Impression Reception Area, Leasing Center, Front Desk/Lobby Rating: POSSIBLE POINTS = 0 – 36 BASELINE POINTS = 24 COMMENTS:		

3. Management and Property Operations – 17% of score

		Rating
1.	<i>Emergency management plan, including evacuation procedures, in place (documentation required with application materials)</i>	0 or 3
2.	<i>Infectious disease response policies and plan in place (documentation required with application materials)</i>	0 or 3
3.	<i>Effective key management system in use (manual or KeyTrac type system)</i>	0 or 3
4.	<i>Preventative maintenance program in place, current and in use (documentation required with application materials)</i>	0 or 3
5.	<i>Required fire inspection report(s) posted, presented or included with application materials</i>	0 or 3
6.	<i>Fire systems, extinguishers, sprinklers and smoke detectors marked and currently inspected</i>	0 or 3
7.	<i>Alarm boxes and extinguisher enclosures are present and in good repair.</i>	0 or 3
8.	<i>Package policy in place, e.g., direct-to-door delivery, logging and holding packages at the management office, smart-lock access, etc. (documentation required with application materials)</i>	0 or 3
9.	<i>Current elevator license posted, presented and/or included with application materials</i>	0 or 3
10.	<i>Federal and State EEOC Posters in appropriate area clearly visible and current</i>	0 or 3
11.	<i>Current apartment availability list available (printed and/or digital list presented and/or provided with application materials)</i>	0 or 3
12.	<i>Effective resident retention plan in place, e.g., lease renewal offers, resident satisfaction surveys and special resident retention activities, etc. (documentation with year-over-year numbers presented and/or provided with application materials)</i>	0-5
13.	<i>Effective marketing outreach plan in place to generate and increase traffic and market share as necessary, e.g., relationships with local businesses, targeted mailings, waitlist, etc. (documentation presented and/or provided with application materials)</i>	0-5
Total Management and Property Operations Rating: POSSIBLE POINTS = 0 – 43 BASELINE POINTS = 39 COMMENTS:		

4. Building Interior and Common Area Appearance – 8% of score

		Rating
1.	<i>Appearance/condition of common area hallways (well-lit, clean, well-maintained, free of debris)</i>	0-5
2.	<i>Appearance/condition of mailbox area (well-lit, clean, well-maintained, free of debris)</i>	0-5
3.	<i>Appearance/condition of elevator and elevator lobby (well-lit, clean, well-maintained, free of debris)</i>	0-5
4.	<i>Appearance/condition of stairwells (well-lit, clean, well-maintained, free of debris)</i>	0-5
5.	<i>Appearance/condition of apartment entry doors and hardware (well-maintained, attractive, consistent, etc.)</i>	0-5
6.	<i>Common area exits clearly marked and hallway signage in good repair.</i>	0 or 3
7.	<i>Appearance/condition of laundry facility (clearly marked, well-lit, clean, well-maintained, free of debris and appropriately noticed with operating instructions)</i>	0-5
8.	<i>Appearance/condition of common area restrooms (clearly marked, well-lit, clean, well-maintained, free of debris and stocked)</i>	0-5
9.	<i>Appearance/condition of interior trash room/trash chutes and recycling area(s) (clearly marked, well-lit, clean, well-maintained, free of debris and appropriately noticed with instructions as applicable)</i>	0-5
10.	<i>Appearance/condition of resident storage areas (clearly marked, well-lit, clean, well-maintained, free of debris and appropriately noticed with instructions as applicable)</i>	0-5
Total Building Interior and Common Area Appearance Rating: POSSIBLE POINTS = 0 – 48 BASELINE POINTS = 30 COMMENTS:		

5. Resident Services and Common Area Amenities – 16% of score

		Rating
1.	<i>Appearance/condition of pool area (clearly marked, properly secured, rules posted, clean, adequate and well-maintained pool furniture, safe and inviting atmosphere)</i>	0-5
2.	<i>Current pool license and test logs posted and necessary safety equipment on hand.</i>	0 or 3
3.	<i>Appearance/condition of restroom/locker room (clearly marked, well-lit, clean, well-maintained, free of debris and stocked)</i>	0-5
4.	<i>Appearance/condition of fitness center (clearly marked, well-lit, well-organized and well-maintained, clean, free of debris, pleasant looking, pleasant odor and equipment in working order)</i>	0-5
5.	<i>Appearance/condition of roof deck, courtyard and/or picnic areas (clearly marked, well-lit, well-maintained, clean, free of debris, pleasant looking, pleasant odor, appropriately furnished and inviting)</i>	0-5
6.	<i>Appearance/condition of pet areas (clearly marked, well-lit, well-maintained, clean, free of debris, pleasant looking and appropriately stocked).</i>	0-5
7.	<i>Appearance/condition of playgrounds (equipment and space well-maintained, clean, free of debris, rules posted, safe and inviting atmosphere)</i>	0-5
8.	<i>Appearance/condition of tennis courts and other outdoor athletic areas (equipment and space well-maintained, clean, free of debris, rules posted, safe and inviting atmosphere)</i>	0-5
9.	<i>Appearance/condition of community rooms and resident areas, e.g., business center, theater room, game room, clubhouse and/or other specialty areas) (clearly marked, well-lit, well-maintained, clean, free of debris, pleasant looking, pleasant odor appropriately furnished and inviting)</i>	0-5
10.	<i>Resident services offered to provide value (documentation presented and/or provided with application materials)</i>	0-5
11.	<i>Resident events (virtual and in-person) sponsored by the community add value, e.g., pool parties, monthly happy hours, dog days, book clubs, etc. (documentation presented and/or provided with application materials)</i>	0-5
12.	<i>Community service initiatives and events bring residents together and provide for the greater good outside of the community, e.g., food drives, school supply drives, tutoring, fundraisers, etc. (documentation presented and/or provided with application materials)</i>	0-5
Total Common Area Amenities Rating		
POSSIBLE POINTS = 0 – 58		
BASELINE POINTS = 36		

COMMENTS:	
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6. Available Unit Tour – 8% of score

Tour Type: Model ___ Mini-Model ___ Vacant ___ Virtual ___ Other ___ NA ___

		Rating
1.	<i>Appearance/condition of exterior entryway (door paint, trim, locks and hardware well-maintained, attractive and consistent)</i>	0-5
2.	<i>Initial impression (unit well-lit, clean, free of debris or pests, pleasant looking and inviting)</i>	0-5
3.	<i>Appearance/condition of carpet/flooring (clean and pleasant looking)</i>	0-5
4.	<i>Appearance/condition of furniture and accessories (furnishings are appropriate, attractive, clean and well-maintained, furnishings are well-placed and space is inviting.)</i>	0-5
5.	<i>Quality and appearance of turnover hardware, paint, electrical outlets/switches clean, etc.</i>	0-5
Total Available Unit Tour Rating: POSSIBLE POINTS = 0 – 25 BASELINE POINTS = 15 COMMENTS:		

SAMPLE

7. Maintenance Practices – 17% of score

		Rating
1.	<i>Appearance of maintenance staff (properly attired, wearing appropriate uniforms and name tags as required per dress code. note, dress code documentation required with application materials.)</i>	0-5
2.	<i>Appearance/condition and organization of maintenance shop (well-lit, clean, free of debris, pleasant odor, appropriately secured, tools, equipment and supplies properly stored and clearly marked)</i>	0-5
3.	<i>Proper shop safety practices in place and adequate safety supplies on hand (eyewear, hearing protection, breathing masks, etc.)</i>	0 or 3
4.	<i>Eye wash station with current eye wash solution, First Aid kit and blood born pathogen (bodily fluids) kit, located in appropriate areas and easily accessible</i>	0 or 3
5.	<i>Maintenance staff manager with CFC license or certified to deal with refrigerant (as applicable) (presented or included with application materials)</i>	0 or 3
6.	<i>CFC recovery equipment in use and maintained properly</i>	0 or 3
7.	<i>Current refrigerant recovery and P/M logs in use</i>	0 or 3
8.	<i>Current boiler license posted, presented and/or included with application materials, and chiller operation logs posted on equipment and/or on file</i>	0 or 3
9.	<i>Current lock out/tag out kit stocked appropriately and clearly identified</i>	0 or 3
10.	<i>MSDS information current and available (as applicable)</i>	0 or 3
11.	<i>OSHA poster posted and clearly visible and current and binder updated properly</i>	0 or 3
12.	<i>Alarm systems testing logs current and on file, presented and/or included with application materials</i>	0 or 3
13.	<i>Proper storage of flammables and paint</i>	0 or 3
Total Maintenance Practices Rating: POSSIBLE POINTS = 0 - 43 BASELINE POINTS = 39 COMMENTS:		

Bonus Points: (0 to 5)

Judges may add 0 to 5 bonus points for superior service, individual honors or added recognition. Examples include Green, Eco-Friendly, White Glove, Unique Tech Implementation, Innovative/Bright Idea, Transformation/Renovation and more.

COMMENTS:

Negative Points (-1 to -5)

Failure to upload all required application materials by deadline (Automatic 5-point deduction)

Failure to have Fair Housing poster (Automatic disqualification)

COMMENTS:

Judge's Choice Award

Communities that exhibit extraordinary qualities and that deserve recognition but were not the overall winners in their category may be selected for a Judge's Choice Award. Reasons for nomination may include: COVID-19 Response; Green, Eco-Friendly Community; White Glove/Cleanliness; Creative Technology Implementations; Community Service Initiatives; Transformation/Renovation and more. Note, only one Judge's Choice nomination is allowed per judge.

Nomination for Judge's Choice Award: Yes/No

Reason for Judge's Choice Nomination:

Final Score: _____

Note, the total score is out of 100 percent, although a score of 105 is possible with Bonus Points. The baseline score is approximately **73**.

Closing Thoughts:

The PACE Judges wanted to express their thoughts about what they liked most about your community and what aspects you may focus on to improve.

Exceptional/Noteworthy Qualities

- 1)
- 2)
- 3)

Opportunities for Improvement

- 1)
- 2)
- 3)

SAMPLE