



2024 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

Except for Section 6, 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) that are property's responsibility</i>	0-5
2.	<i>Appearance/condition of main/monument sign(s) that are property's responsibility</i>	0-5
3.	<i>EHO logo visible on main/monument sign(s) that are property's responsibility and/or visible at property entrance</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) that are property's responsibility (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) that are property's responsibility (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 that are property's responsibility</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 that are property's responsibility (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 (clearly marked, well-lit, well-maintained, clean, free of debris, pleasant looking and pleasant odor)</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

Total Exterior Curb Appeal Rating:

POSSIBLE POINTS = 0 – 87

BASELINE POINTS = 57

COMMENTS:

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 presented and/or provided 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 presented and/or provided with application materials)</i>	0 or 3
2.	<i>Infectious disease response policies and plan in place (documentation presented and/or provided 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 presented and/or provided 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 presented and/or provided 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:

6. Available Unit Tour – 8% of score

For this section, the property should show judges what they would show a prospective renter, e.g., Model Unit, Vacant Unit, Virtual Tour, etc. If no unit is available to tour, mark all questions as N/A. To maintain fairness, in this section only, N/A responses will receive a baseline score of 3 points per criterion, equivalent to a neutral score.

		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 hardware, paint, electrical outlets/switches clean, etc.</i>	0-5
Total Available Unit Tour Rating: POSSIBLE POINTS = 0 – 25 BASELINE POINTS = 15 COMMENTS:		

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 presented and/or provided 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 (0 to -5)

Judges may subtract 0 to 5 points for abject failures.

COMMENTS:

Fair Housing Poster Posted: YES NO (Automatic Disqualification)

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: 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

If YES, 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**.

Walk-Up Song:

Ask the team to imagine that their property wins a PACE Award at the November Awards Ceremony...is there a particular song they'd like to hear played as they make their way to the stage? If so, share the song title below, and we will try to accommodate it if possible.

Closing Thoughts:

The PACE Judges are REQUIRED 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)