



2019 Circle of Excellence Nomination Categories & Descriptions

Amenities | Garden

This category honors the creativity and ingenuity of community staff in developing and implementing services and items offered to residents within a garden-style community. Communities entered in this category offer unique, cutting-edge amenities that elevate residents' experience and living style within the garden-style community. Communities may include, as supplemental documents to their entry, photos of amenities, photos of residents using amenities, resident reviews, social media posts relating to the renovation, or other documentation that would further the community's case for being awarded this category.

Amenities | Mid-High Rise

This category honors the creativity and ingenuity of community staff in developing and implementing services and items offered to residents within a mid-high rise community. Communities entered in this category offer unique, cutting-edge amenities that elevate residents' experience and living style within the mid-high rise community. Communities may include, as supplemental documents to their entry, photos of amenities, photos of residents using amenities, resident reviews, social media posts relating to the renovation, or other documentation that would further the community's case for being awarded this category.

Assistant Manager | Garden

This category honors the leadership, marketing, and customer service skills demonstrated by the community assistant manager that result in seamless garden-style community operations. Individuals entered in category handle all resident requests and complaints, prepare and deliver official community notices, and process evictions on delinquent residents. Individuals may include, as supplemental documents to their entry, photos, resident reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Assistant Manager | Mid-High Rise

This category honors the leadership, marketing, and customer service skills demonstrated by the community assistant manager that result in seamless mid-high rise community operations. Individuals entered in category handle all resident requests and complaints with grace, prepare and deliver official community notices, and process evictions on delinquent residents. Individuals may include, as supplemental documents to their entry, photos, resident reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Best Online Presence (Combined Best Social Media and Best Website)

This category honors the outstanding use of reporting, writing, photography, and design in digital media, and the imaginative use of interactivity and multimedia. Communities entered in this category will convey a distinct identity and create a unique environment on the web. Communities may also include, as supplemental documents to their entry, links to mobile websites and examples of social media that further the mission of the community.

Clubhouse

This category honors the creativity and ingenuity, professional design and artistry of interior décor and set up within a community clubhouse. Communities entered in this category will have a model unit designed with or without the assistance or direction of a professional interior designer. Communities may also include, as supplemental documents to their entry, links to websites or photos of the clubhouse, or other documentation that would further the community's case for being awarded this category.

Community Affordable

This category honors the unparalleled commitment to interior design, exceptional exterior appeal, a united sense of community amongst residents and dedication to superior customer service. Communities entered in this category set the standard and increase resident expectations of other affordable communities. Communities may include, as supplemental documents to their entry, photos, resident or general public reviews, social media posts, or other documentation that would further the community's case for being awarded this category.

Community Conventional | Garden

This category honors the unparalleled commitment to interior design, exceptional exterior appeal, a united sense of community amongst residents and dedication to superior customer service. Communities entered in this category set the standard and increase resident expectations of other conventional, garden style communities. Communities may include, as supplemental documents to their entry, photos, resident or general public reviews, social media posts, or other documentation that would further the community's case for being awarded this category.

Community Conventional | Mid-High Rise

This category honors the unparalleled commitment to interior design, exceptional exterior appeal, a united sense of community amongst residents and dedication to superior customer service. Communities entered in this category set the standard and increase resident expectations of other conventional, mid-high rise communities. Communities may include, as supplemental documents to their entry, photos, resident or general public reviews, social media posts, or other documentation that would further the community's case for being awarded this category.

Community Model

This category honors the creativity and ingenuity of interior, professional design and artistry décor and set up within a model unit. Communities entered in this category will have a model unit designed with or without the assistance or direction of a professional interior designer. Communities may also include, as supplemental documents to their entry, links to websites or photos of the model unit, or other documentation that would further the community's case for being awarded this category.

Community Manager | Garden

This category honors the community-building, team building, and customer service skills demonstrated by the community manager that result in a garden-style community that residents are proud to be a part of. Individuals entered in this category maintain high standards pertaining to occupancy, routine maintenance, and leasing operations. Individuals may include, as supplemental documents to their entry, photos, resident reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Community Manager | Mid-High Rise

This category honors the community-building, team building, and customer service skills demonstrated by the community manager that results in a mid-high rise community that residents are proud to be a part of. Individuals entered in this category maintain high standards pertaining to occupancy, routine maintenance, and leasing operations. Individuals may include, as supplemental documents to their entry, photos, resident reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Exterior Curb Appeal

This category honors the maintenance and craftsmanship of lawn care, landscaping and use of exterior accessories. Communities entered in this category will have demonstrated care in maintaining front paths, paint colors, apartment numbers, and fencing. Communities may include, as supplemental documents to their entry, photos of the community, resident or general public reviews, social media posts relating to the quality of care, or other documentation that would further the community's case for being awarded this category.

Housekeeper/Groundskeeper

This category honors the community staff members who demonstrate outstanding efforts and contributions to their community's housekeeping operations and/or general upkeep of the community. Individuals entered in this category show commitment to extraordinary guest service, exceptional cleanliness of public areas, a true passion for the hospitality and multi-family housing industry, maintenance and care of grounds, amenities, building exteriors, parking lots and other community buildings. Individuals may include, as supplemental documents to their entry, photos of housekeeping efforts,

resident reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Lease Up

This category honors the leadership and determination demonstrated by the executive team and onsite staff within the lease-up community. Communities entered in this category underwent new property construction between November 2018 and September 2019 and demonstrated unparalleled communication and organizational skills while securing leases at a "work in progress" property. Communities may include, as supplemental documents to their entry, before and after photos of the property, resident reviews, social media posts, statistics reflecting number of units leased between November 2018 and September 2019, social media posts relating to the lease-up, or other documentation that would further the community's case for being awarded this category.

Leasing Consultant | Garden

This category honors the leasing consultants that consistently provide exceptional customer service to prospective and current residents within a garden-style community. Individuals entered in this category demonstrate exceptional marketing and sales skills in efforts to increase occupancy rates. Individuals may include, as supplemental documents to their entry, occupancy statistics throughout their employment, photos, resident reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Leasing Consultant | Mid-High Rise

This category honors the leasing consultants that consistently provide exceptional customer service to prospective and current residents within a mid-high rise community. Individuals entered in this category demonstrate exceptional marketing and sales skills in efforts to increase occupancy rates. Individuals may include, as supplemental documents to their entry, occupancy statistics throughout their employment, photos, resident reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Maintenance Employee | Garden

The category honors the community staff members who demonstrate outstanding efforts and contributions to a garden-style community's unit repairs and upkeep. Individuals entered in this category show commitment to the preventative maintenance of equipment, adhere to safety policies, ensure service requests and repairs are completed correctly and provide exceptional customer service qualities towards residents. Individuals may include, as supplemental documents to their entry, photos of maintenance efforts, resident reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Maintenance Employee | Mid-High Rise

The category honors the community staff members who demonstrate outstanding efforts and contributions to a mid-high rise community's unit repairs and upkeep. Individuals entered in this category show commitment to the preventative maintenance of equipment, adhere to safety policies, ensure service requests and repairs are completed correctly and provide exceptional customer service qualities towards residents. Individuals may include, as supplemental documents to their entry, photos of maintenance efforts, resident reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Maintenance Supervisor | Garden

The category honors the maintenance supervisors who demonstrate outstanding efforts and contributions to a garden-style community's unit repairs and upkeep. Individuals entered in this category show commitment to the preventative maintenance of equipment, adhere to safety policies, ensure service requests and repairs are completed correctly and lead maintenance efforts amongst the maintenance team. Individuals may include, as supplemental documents to their entry, photos of maintenance efforts, resident reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Maintenance Supervisor | Mid-High Rise

The category honors the maintenance supervisors who demonstrate outstanding efforts and contributions to a mid-high rise community's unit repairs and upkeep. Individuals entered in this category show commitment to the preventative maintenance of equipment, adhere to safety policies, ensure service requests and repairs are completed correctly and lead maintenance efforts amongst the maintenance team. Individuals may include, as supplemental documents to their entry, photos of maintenance efforts, resident reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Maintenance Team | Garden

The category honors the maintenance team that demonstrates outstanding efforts and contributions to a garden-style community's unit repairs and upkeep. Individuals entered in this category show commitment to the preventative maintenance of equipment, adhere to safety policies, ensure service requests and repairs are completed correctly, and consistently perform in a true team effort. Individuals may include, as supplemental documents to their entry, photos of maintenance efforts, resident reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Maintenance Team | Mid-High Rise

The category honors the maintenance team that demonstrates outstanding efforts and contributions to a mid-high rise community's unit repairs and upkeep. Individuals entered in this category show commitment to the preventative maintenance of equipment, adhere to safety policies, ensure service requests and repairs are completed correctly, and consistently perform in a true team effort. Individuals may include, as supplemental documents to their entry, photos of maintenance efforts, resident reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Regional/District Manager

This category honors the oversight and management of property operations of a portfolio of multi-family communities. Individuals entered in this category demonstrates exceptional communication skills, thorough budgeting and accounting proficiency, and displays and maintains a sense of team-building and community throughout the workplace. Individuals may include, as supplemental documents to their entry, photos, resident or colleague reviews, social media posts, or other documentation that would further the individual's case for being awarded this category.

Renovation

This category honors the design, development, and construction conducted throughout the renovation process. Communities entered in this category have undergone a major, community-wide renovation between November 2018 and September 2019. Communities may include, as supplemental documents to their entry, before and after photos of the community, resident or general public reviews, social media posts relating to the renovation, or other documentation that would further the community's case for being awarded this category.

Resident Activities

This category honors the creativity and implementation of activities offered to community residents. Communities entered in this category will have planned and executed creative, exciting, and "out of the box" events and activities that increased resident engagement. Communities may also include, as supplemental documents to their entry, photos of the activity, resident engagement, social media posts relating to the activity, or other documentation that would further the community's case for being awarded this category.

Supplier Company of the Year

The category honors a company that has demonstrated exemplary skills in professionalism, work ethic, customer support, time management, operational excellence and employee support, that results in general company advancement and growth. Companies entered in this category maintain high professional standards and acts as a workplace example to corporate and clients alike.

Supplier Account Executive of the Year

The category honors the company-wide and area support skills demonstrated by the account executive that results in general company advancement. Individuals entered in this category maintain high professional standards and acts as a workplace example to corporate and local-based colleagues alike.