

2026 TOPS Awards Nomination Criteria and Questions Per Award Category

Overview:

All nominees will be judged by industry employees who work outside the state of North Carolina. Each award category specifies the required items and judging criteria, which may include:

- Submittal of the online nomination
- Confirmation of approval from the nominee's supervisor
- Submittal of the online supplemental nomination by the nominee (*select categories)

The Nominee must:

- Team Category
 - Have been in operation April 1, 2025 - Present
 - Have been a TAA Member April 1, 2025 - Present
 - Be a current TAA Member Company or Sole Proprietor in good standing
- Individual Category
 - Be a full-time employee of a current TAA Member Company in good standing
 - Have been employed with the job title in the nominated category during the period of April 1, 2025, to June 30, 2026 (hired *before* nomination period). They are not required to be at the same community or company.
 - Rookie Individual is an exemption (Office, Service, and Supplier). These individuals should have been hired *during* the nomination period, between April 1, 2025, and June 30, 2026

The Person Submitting the Nomination (Nominator) must:

- Be a full-time employee of a TAA Member in good standing
- Complete the nomination in full

Please note: You may not nominate yourself for an individual award. You can nominate your own community or team for a team award.

The nomination period is defined as April 1, 2025, to June 30, 2026.

Deadlines:

- Nominators may submit nominations until Sunday, October 11, 2026 at 11:59 PM.
- Nominees may submit their Supplemental Nomination Forms until Sunday, October 18, 2026 at 11:59 PM.

Award Category: OUTSTANDING SERVICE TEAM INDIVIDUAL

Requirements:

- Completion of nomination
- Approval from nominee's supervisor
- Completion of supplemental nomination by nominee

Judged on:

- Nomination
- Supplemental nomination

Information needed for Nomination:

Nominator details (person submitting the nomination):

- Full name
- Title
- Apartment community or company
- Cell phone number
- Office phone number
- Email address
- Working relationship to Nominee
- Supervisor approval (Check box if you obtained approval from the nominee's supervisor to submit this nomination. Applicable to all award categories except for Outstanding Supplier Individual or Team)

Nominee details:

- Nominee's full name
- Apartment community or company
- Cell phone number
- Email address

Nomination Form:

1. By what percentage did the property outperform budgeted renewal conversion ratio?
 - a. 0% or less
 - b. 0.1% - 5%
 - c. 5.1% - 10%
 - d. 10.1% or greater
2. During the nomination period, service requests handled by this nominee were completed on average:
 - a. Within 12 hours
 - b. Within 24 hours
 - c. Within 48 hours

3. What specific ideas or recommendations did this nominee make to improve the value of the property?
4. What specific actions did this nominee take to exhibit teamwork and/or enhance morale among his/her peers?
5. How has this nominee provided customer service at the property in a way that sets the nominee apart from his/her peers?
6. What skills does this nominee possess that contribute to his/her success as a Service Team Member?
7. Please note any additional information that you feel is important for the judges.

Supplemental Nomination Form:

1. Describe a situation where you had to make a tough decision in the absence of your Service Supervisor. What was the result of that decision?
2. Tell us about a time when a resident was dissatisfied, and you went above and beyond to make them happy.
3. What actions have you taken during the nomination period to increase your skills or job knowledge? How did that positively impact your property?
4. What sets you apart from other Service Team members in the industry?
5. If you could implement any new initiative or program at your property, what would it be, and how would it add value to your property?
6. How were you involved in the Triangle Apartment Association during the nomination period?
(Select all that apply)
 - Served as a Board Member
 - Served as a Committee Chair
 - Served as a Sub-Committee or Task Force Chair
 - Served on a Committee
 - Instructed an Educational seminar (in-person or virtual)
 - Attended an Educational seminar (in-person or virtual)
 - Attended an event
 - Participated in a Collection Event or Day of Service
 - Encouraged staff participation in TAA
 - How?
 - Referred a new member
 - PAC (Political Action Committee) Contributor
 - Other _____
7. Please note any industry-related designations/certifications and/or degrees that you hold. Designations and licenses must be current and in good standing.
 - CPM
 - NALP / CALP
 - Brokers License
 - MBA
 - CAPS

- ARM
- Real Estate License
- PHD
- CAM
- CAMT
- BA
- CAS
- Other _____

Please list any additional industry-related certifications, achievements or recognitions earned by you within your company, organization or trade association during the nomination period