

# AWARD GUIDELINES

## INDIVIDUAL AWARDS

### CORPORATE PROFESSIONAL OF THE YEAR

Individuals who do not work on-site at an apartment community, and who are considered to work "behind the Scenes" are eligible for this award (Example: IT, Human Resources, Accounting, Administrative, etc.)

*Judging Criteria: Judged on, but not limited to work, ethic, time management, attitude, dependability, people skills, professionalism, quality of work and service above and beyond.*

### PROPERTY SUPERVISOR OF THE YEAR

Regional supervisors and area supervisors who are responsible for multiple properties and people are eligible for this award.

*Judging Criteria: judged on, but not limited to philosophy & management ability, human & team resource skills, time management, visionary, resident satisfaction, creativity, integrity, leadership, professionalism, accomplishments, effective financial asset management & profitability, industry involvement, owner-client rapport, demonstrates company mission & vision, increased or maintained occupancy and fair housing knowledge*

### MAINTENANCE SUPERVISOR OF THE YEAR

Maintenance supervisors who are responsible for multiple properties & manage a maintenance team are eligible for this award.

*Judging Criteria: judged on, but not limited to maintenance skills, knowledge of trade, average service request turn-around, people skills, fair housing knowledge, follow-up skills, attitude, resident satisfaction, professionalism, knowledge of maintenance equipment, dependability, leadership, creative budget strategy, compatibility with management goals and management skills*

### MANAGER OF THE YEAR

Managers of apartment communities or rental housing communities are eligible for this award.

*Judging Criteria: judged on, but not limited to leadership, management skills & philosophy, industry knowledge, resident retention, budgeting & asset administration, attitude, professionalism, solution management, creativity, profitability, demonstrating ownership qualities, human resource guidance, knowledge of staff roles, and fair housing knowledge*

## **ASSISTANT MANAGER OF THE YEAR**

Assistant Managers of apartment communities or rental housing communities are eligible for this award.

*Judging Criteria: judged on, but not limited to leadership, industry knowledge, attitude, professionalism, solution management, creativity, dependability, demonstrating ownership qualities, sales skills, human resource guidance, collection management, and fair housing knowledge*

## **LEASING PROFESSIONAL OF THE YEAR**

Leasing professionals of apartment communities or rental housing communities are eligible for this award.

*Judging Criteria: judged on, but not limited to sales skills, closing ratio, marketing proficiency, follow-up skills, attitude, creativity, professionalism, fair housing knowledge, solution management, dependability, team player, phone skills, and conversion ratios*

## **ROOKIE LEASING PROFESSIONAL OF THE YEAR**

Leasing professionals of apartment communities or rental housing communities who did not work in the rental housing industry before August 2025 are eligible for this award.

*Judging Criteria: judged on, but not limited to sales skills, closing ratio, marketing proficiency, follow-up skills, attitude, creativity, professionalism, fair housing knowledge, solution management, dependability, team player, phone skills, and conversion ratios*

## **LEAD SERVICE TECHNICIAN OF THE YEAR**

Service Technicians who perform maintenance at apartment communities or rental housing communities and manage/supervise other Service Technicians at the community, or who are the only Service Technician for the community, are eligible for this award.

*Judging Criteria: judged on, but not limited to maintenance skills, knowledge of trade, average service request turn-around, people skills, fair housing knowledge, follow-up skills, attitude, resident satisfaction, professionalism, communication with the manager, knowledge of maintenance equipment, dependability, customer service philosophy, and leadership*

## **SERVICE TECHNICIAN OF THE YEAR**

Service Technicians who perform maintenance at apartment communities or rental housing communities or who are the only Service Technician for the community, are eligible for this award.

*Judging Criteria: judged on, but not limited to maintenance skills, knowledge of trade, average service request turn-around, people skills, fair housing knowledge, follow-up skills, attitude, resident satisfaction, professionalism, communication with the manager, knowledge of maintenance equipment, dependability, customer service philosophy, and leadership*

## **ROOKIE SERVICE TECHNICIAN OF THE YEAR**

Service Technicians who perform maintenance at apartment communities or rental housing communities who did not work in the rental housing industry before August 2025 are eligible for this award.

*Judging Criteria: judged on, but not limited to maintenance skills, knowledge of the trade, average service request turn-around, people skills, fair housing knowledge, follow-up skills, attitude, resident satisfaction, professionalism, communication with the manager, knowledge of maintenance equipment, dependability, and customer service philosophy*

## **MAKE READY/PAINTER TECHNICIAN OF THE YEAR**

Service Technicians who perform groundskeeping or porter services at apartment communities or rental housing communities are eligible for this award.

*Judging Criteria: judged on, but not limited to multi-task oriented, efficiency, time management, attitude, work ethic, fair housing knowledge, resident relations, and dependability*

## **GROUNDSKEEPER/PORTER OF THE YEAR**

Service Technicians who perform groundskeeping or painting services at apartment communities or rental housing communities are eligible for this award.

*Judging Criteria: judged on, but not limited to multi-task oriented, efficiency, time management, attitude, work ethic, attendance, fair housing knowledge, resident relations, and dependability*

## **HOUSEKEEPING PROFESSIONAL OF THE YEAR**

Individuals who perform housekeeping services at apartment communities or rental housing communities are eligible for this award.

*Judging Criteria: judged on, but not limited to housekeeping skills, knowledge of trade, average, attitude, resident relations, fair housing knowledge, quality of work, and dependability*

## **CARL P. LATTIMORE JR. MANAGEMENT VOLUNTEER OF THE YEAR**

This award recognizes a management professional who has demonstrated outstanding dedication and service to the Tulsa Apartment Association through volunteer involvement. Eligible nominees must be employed by a TAA member management company and have actively contributed their time, leadership, and expertise to support TAA programs, events, committees or initiatives. This award honors an individual whose volunteer efforts have made a meaningful impact on both the association and the multifamily housing industry.

## **CARL P. LATTIMORE JR. SUPPLIER VOLUNTEER OF THE YEAR**

This award recognizes a supplier volunteer professional who has demonstrated exceptional commitment to the Tulsa Apartment Association through active volunteer service and support. This award honors an individual whose time, leadership and involvement have made a lasting impact on TAA, its members, and the multifamily industry.

### **TEAM AWARDS**

## **SERVICE TEAM OF THE YEAR**

Maintenance (service) teams are eligible for this award.

*Judging Criteria: judged on, but not limited to maintenance skills, knowledge of the trade, average service request turn-around, people skills, fair housing knowledge, follow-up skills, attitude, resident satisfaction, professionalism, communication with the manager, knowledge of maintenance equipment, dependability, and customer service philosophy*

## **MANAGEMENT COMPANY OF THE YEAR**

Residential property management companies are eligible for this award.

*Judging Criteria: judged on, but not limited to company culture, employee professional development, business practices, fiscal management, customer service, integrity, adherence to TAA ethical standards, involvement in the association, and community involvement*

## COMMUNITY AWARDS

### COMMUNITY OF THE YEAR

Apartment communities and rental housing communities built within the designated years are eligible for these awards.

- Community of the Year Built Before 1980
- Community of the Year Built 1981 to 1993
- Community of the Year Built 1994 to 2005
- Community of the Year Built 2006 to 2020
- Community of the Year Built 2021 to Present

*Judging Criteria: judged on, but not limited to signage, curb appeal, overall staff presentation, cleanliness, parking areas, office/clubhouse, amenities, model, resident activities, and involvement in the surrounding community*

## SUPPLIER AWARDS

### ATTENTION!!! RESIDENTIAL PROPERTY MANAGEMENT PROFESSIONALS

Don't forget to nominate the Supplier companies and individuals you feel are worthy of recognition. Nominations are FREE! Nominees must be a member of the Tulsa Apartment Association. *Not sure if they are a member? [Click here to view the Supplier Member Directory.](#)*

### SUPPLIER COMPANY OF THE YEAR

Supplier companies are eligible for this award.

*Judging Criteria: judged on, but not limited to impact and commitment within the apartment association, company culture, quality of product or service, community service, integrity, customer service, client rapport, and value-added to client*

### SUPPLIER SALES PROFESSIONAL OF THE YEAR

Individuals who work for a Supplier Member Company as sales representatives are eligible for this award.

*Judging Criteria: judged on, but not limited to sales skills, marketing proficiency, follow-up skills, attitude, professionalism, creativity, people skills, enthusiasm, ethics, industry knowledge, product or service knowledge, customer rapport, and involvement in TAA*

