

# TULSA APARTMENT ASSOCIATION 2022 ZENITH AWARDS HAVANA *nights*

## ZENITH AWARDS GUIDELINES

*The Tulsa Apartment Association (TAA) Zenith Awards were created to recognize outstanding members for their professionalism, hard work and contributions to the apartment industry.*

*Award winners represent the best of the best in the Tulsa area apartment industry.*

*We hope this is an experience that you and your nominees will treasure for a lifetime!*

### HOW IT WORKS:

If you know of individuals, teams or communities that deserve recognition you can submit a nomination for them in the applicable award category. Nomination forms are available on the TAA website at [www.taaonline.org/nominations](http://www.taaonline.org/nominations). Nominations must be submitted via email using the official pdf nomination form.

**The deadline to submit nominations is Friday, August 12, 2022.**

TAA will notify individuals, teams and communities of their nomination by letter. The letter will inform the nominees of the judging process as well as any other items they will be required to provide. All nominees will be required to submit a video that will be used for judging, including Supplier nominees. Instructions for nominee videos can be found on the TAA website at [www.taaonline.org/videoguidelines](http://www.taaonline.org/videoguidelines).

Some awards will also be judged by a secret shop or secret on-site visit. View the award info for details. Winners will be announced at the Zenith Awards event on November 18<sup>th</sup> at the Cox Business Center Convention Center.

### ELIGIBILITY:

- ◆ Nominee must be a member of the Tulsa Apartment Association in good standing.
- ◆ It is recommended that a nominee be in their respective position for at least six months at the time of nomination (except for the Rookie of the Year awards), but it is not required.
- ◆ Nominees for the Rookie of the Year awards recognize outstanding individuals who are new to the apartment industry. Nominees will not have worked in the apartment industry prior to August 2021.
- ◆ Winners of the 2021 Zenith Awards are not eligible to be nominated for the awards they won in 2021.  
*Example: The winner of the Manager of the Year for 2021 is not eligible for the Manager of the Year for 2022..  
The winner is eligible for any other award this year, and will be eligible again for the Manager of the Year in 2023.*
- ◆ To be considered for the Affordable Community Award categories at least 75% of the units at your apartment community must participate in affordable housing initiatives (i.e, vouchers, tax credit, etc.). Please contact the TAA office if you are unsure if your community will qualify.

### NOMINATIONS:

- ◆ Nomination forms are simple to complete and will not require a description of why you are nominating the individual, team, community or company since this information can be included in the nominee's video.
- ◆ **TAA must receive all nominations on or before August 12, 2022.** Nominations must be submitted via email using the official nomination form. **Nomination forms can be found at [www.taaonline.org/nominations](http://www.taaonline.org/nominations).** If you encounter problems with the forms, contact the TAA office at 918-747-6217 or [info@taaonline.org](mailto:info@taaonline.org).
- ◆ One nomination form must be completed for each individual, team, or community being nominated.
- ◆ Nomination forms must be filled out completely and emailed to [nkrouse@taaonline.org](mailto:nkrouse@taaonline.org).
- ◆ Nomination fees as designated on each form and will be invoiced once the nomination has been received by TAA. Nominations must be paid in full by September 30, 2022.

*\$25 nomination fee for Individual Awards*

*\$50 nomination fee for Management Company, Service Team and Community Awards*

**FREE** nominations for Supplier Awards

## NOMINATIONS (CONTINUED):

- ◆ In the event we do not have the minimum nominations for an award, TAA may combine similar awards, remove the award from the program, or come up with an alternative option for the award.
- ◆ Once nominations have been received TAA will divide award categories based on the number of units where applicable. This allows more balance in the number of nominees for each award, and the possibility to present more awards for an award category. If you need clarification on this process, please contact the TAA office at [info@taaonline.org](mailto:info@taaonline.org) or 918-747-6217.
- ◆ If a nominee changes properties after they have been nominated, it is the nominee's responsibility to contact the TAA office and update their contact information to ensure they receive communication.

## JUDGING:

- ◆ All nominations will be judged by an unbiased panel of judges. TAA recruits apartment industry professionals from across the country to judge the nominee video submissions. Local judges will be used for any on-site judging that occurs.
- ◆ Nominees will receive a letter to notify them of their nomination. The letter will include details about the video they must submit and any other required submissions for the judging process.
- ◆ All individual, management company, apartment community, service team and supplier nominees will be required to submit a video to be used for judging.
- ◆ Judging criteria is listed for each award below. These are the guidelines used for judging the award.
- ◆ Judging results will be kept confidential. Winners will be announced during the Zenith Awards event on Friday, November 19<sup>th</sup> at the Cox Business Convention Center.

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# AWARD CATEGORIES

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## INDIVIDUAL AWARDS:

### **Property Supervisor of the Year**

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

Judging Process: Video Submission

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

### **Multi-site Maintenance Supervisor of the Year**

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

Judging Process: Video Submission

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

### **Credential Holder of the Year**

*Certified Apartment Portfolio Supervisor (CAPS) - Certified Apartment Manager (CAM) - Certified Apartment Leasing Professional (CALP) - Certificate for Apartment Maintenance Technician (CAMT)*

*Any person who has a CAPS, CAM, CALP/NALP or CAMT credential and is in good standing is eligible to be nominated for this award.*

Judging Process: Video Submission

Judging Criteria: judged on, but not limited to leadership, skills & philosophy, industry knowledge, attitude, professionalism, solution management, creativity, and contributions to TAA

### **Manager of the Year**

*Conventional — Affordable*

Judging Process: Video Submission – Secret Community Visit

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, demonstrates ownership qualities, human resource guidance, knowledge of staff roles and fair housing knowledge

## INDIVIDUAL AWARDS (CONTINUED):

### **Assistant Manager of the Year**

*Conventional — Affordable*

Judging Process: Video Submission

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

### **Leasing Professional of the Year**

*Conventional — Affordable — Rookie*

Judging Process: Video Submission – Secret Shop

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

### **Behind the Scenes Professional**

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

Judging Process: Video Submission

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

### **Lead Service Technician of the Year**

*Conventional — Affordable*

Judging Process: Video Submission

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 manager, knowledge of maintenance equipment, dependability, customer service philosophy, and leadership

### **Assistant Service Technician of the Year OR Rookie Service Technician of the Year**

Judging Process: Video Submission

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 manager, knowledge of maintenance equipment, dependability and customer service philosophy

### **Make Ready/Painter Technician of the Year**

Judging Process: Video Submission

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**

Judging Process: Video Submission

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**

Judging Process: Video Submission

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

## TEAM AWARDS:

### **Management Company of the Year**

Judging Process: Video Submission

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

### **Service Team of the Year**

*Maintenance (service) teams are eligible for this award.*

Judging Process: Video Submission

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 manager, knowledge of maintenance equipment, dependability and customer service philosophy

## APARTMENT COMMUNITY AWARDS:

### **Community of the Year**

*Built before 1980 - Built 1981 to 1993 - Built 1994 to 2005 - Built 2006 to 2018 - Built 2019 to present*

Judging Process: Video Submission - Secret Community Visit

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

### **Affordable Community of the Year**

Judging Process: Video Submission - Secret Community Visit

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

### **Senior Living Community of the Year**

Judging Process: Video Submission - Secret Community Visit

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

### **Community Renovation of the Year**

Judging Process: Video Submission - Secret Community Visit

Judging Criteria: judged on, but not limited to before and after pictures, impact vs. cost, amenities, and overall appeal of the renovation

## SUPPLIER AWARDS (FREE NOMINATIONS):

### **Supplier Company of the Year**

Judging Process: Video Submission

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**

Judging Process: Video Submission

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

### **Supplier Support Professional of the Year [NEW AWARD!]**

Judging Process: Video Submission

Judging Criteria: judged on, but not limited to attitude, professionalism, enthusiasm, ethics, industry knowledge, product or service knowledge, customer rapport, and involvement in TAA

### **Rookie Supplier Individual of the Year**

Judging Process: Video Submission

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, client rapport, and involvement in TAA

## 25 YEAR MEMBER SERVICE AWARD (FREE NOMINATION):

### **25 Year Member Service Award**

Criteria: Any company who has been a member for 25 consecutive years, or any individual who has worked for member companies for 25 consecutive years is eligible for this award.

Please notify the TAA office at [info@taaonline.org](mailto:info@taaonline.org) to be recognized.

**NOMINATION FORMS AVAILABLE AT [TAAONLINE.ORG/NOMINATIONS](http://TAAONLINE.ORG/NOMINATIONS)**

Questions? Contact the Tulsa Apartment Association office at 918-747-6217 or [info@taaonline.org](mailto:info@taaonline.org).