



Property of Excellence Award Criteria

When shoppers are sent to nominated properties, the below will be the scoring criteria used. The shop will be 50% of the total score, and the questionnaire will also be 50%.

Topaz Awards

Landscaping

How well maintained was the landscaping?	1	2	3	4	5
How aesthetically pleasing was the landscaping?	1	2	3	4	5
Does the landscaping look good in a variety of seasons?	1	2	3	4	5

Maintenance

In general how well maintained is the building exterior?	1	2	3	4	5
In general how well maintained is the parking lot?	1	2	3	4	5
In general how well maintained are the walkways and other common areas?	1	2	3	4	5

Location

How easy is it to find the apartment community?	1	2	3	4	5
Is the community well-lit at night?	1	2	3	4	5

Amenities

How good is the quality and variety of the amenities offered? 1 2 3 4 5

Are the amenities (pools, ball courts, etc.) well maintained? 1 2 3 4 5

Community

Does the apartment complex offer activities for their residents? 1 2 3 4 5

Does the apartment complex participate in local service projects? 1 2 3 4 5

Are their shared spaces where residents can interact? 1 2 3 4 5

Staff

Is the staff friendly and helpful? 1 2 3 4 5

Is the staff professional in their appearance and behavior? 1 2 3 4 5

Is the staff knowledgeable and informed? 1 2 3 4 5

Clubhouse/Leasing Office

Is the leasing office/club house in good condition, clean and welcoming? 1 2 3 4 5

Is the leasing office/club house easily accessible? 1 2 3 4 5

Does the leasing office/club house offer any space for residents to use? 1 2 3 4 5

Apartment Unit

Is the unit clean?	1	2	3	4	5
Does the unit look comfortable?	1	2	3	4	5
Is the unit move in ready?	1	2	3	4	5
Does the unit appeal to the 5 senses?	1	2	3	4	5
Does the unit have a "WOW" factor?	1	2	3	4	5