



USAA EXCELLENCE AWARDS 2024

2024 EXCELLENCE AWARDS GUIDELINES & CATEGORY DESCRIPTIONS



USAA Excellence Awards were created to recognize and reward hard work and success in our local industry. Nominate anyone you think should be recognized for their professionalism, efforts, and contributions to the multifamily industry. See category descriptions below for more details.



GUIDELINES:

- **Nominations will close Friday, November 1st**
- **Nominees must be employed by a member in good standing with Upper State Apartment Association**
- **Nominees will be notified as soon as possible so they may begin working on their awards package & application**
- **All nominees must submit an application & complete a Zoom interview to be considered to win**

PROPERTY CATEGORIES:

LEASING ROOKIE OF THE YEAR:

Nominees for this category have been a leasing professional for less than 12 months (majority of the 12 months during the 2024 calendar year) and displayed excellence in their role

LEASING PROFESSIONAL OF THE YEAR:

Nominees for this category were in the role of leasing professional during the majority of 2024 and have displayed excellence in their role
**nominee will be ineligible for this award if they've previously won this award category in the last 3 years*

MAINTENANCE ROOKIE OF THE YEAR:

Nominees for this category have been a maintenance professional for less than 12 months (majority of the 12 months during the 2024 calendar year) and displayed excellence in their role





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PROPERTY CATEGORIES:

MAINTENANCE TEAM MEMBER OF THE YEAR:

Nominees for this category have been in a non-supervisory maintenance position during the majority of 2024 and displayed excellence in their role **nominee will be ineligible for this award if they've previously won this award category in the last 3 years*

ASSISTANT MANAGER OF THE YEAR:

Nominees for this category were in the role of assistant manager during the majority of 2024 and have displayed excellence in their role **nominee will be ineligible for this award if they've previously won this award category in the last 3 years*

COMMUNITY MANAGER OF THE YEAR

Nominees for this category were in the role of community manager during the majority of 2024 and have displayed excellence in their role **nominee will be ineligible for this award if they've previously won this award category in the last 3 years*

MAINTENANCE SUPERVISOR OF THE YEAR:

Nominees for this category have been in a supervisory maintenance position for the majority of 2024 and displayed excellence in their role **nominee will be ineligible for this award if they've previously won this award category in the last 3 years*

REGIONAL MANAGER OF THE YEAR

Nominees for this category hold a position responsible for the operations of multiple properties within a specific area **nominee will be ineligible for this award if they've previously won this award category in the last 3 years*





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INDIVIDUAL + TEAM AWARDS

COMMUNITY TEAM OF THE YEAR

Nominees for this category have displayed excellence in performance such as occupancy, resident retention, NOI, & teamwork **nominee will be ineligible for this award if they've previously won this award category in the last 3 years*

SUPPLIER TEAM OF THE YEAR

Nominees for this category are companies that consistently demonstrate exceptional service, dedication, efficiency, & creativity in delivering high quality service to their clients

INDIVIDUAL SUPPLIER PARTNER OF THE YEAR

Nominees for this category consistently demonstrate exceptional service, dedication, efficiency, & creativity in delivering high quality service to their clients as an individual representative of their company **nominee will be ineligible for this award if they've previously won this award category in the last 3 years*

SOCIAL MEDIA OF THE YEAR 0-5 YEARS

Nominees for this category are communities less than 5 years old that utilize their social media for excellent marketing, resident engagement, & creatively demonstrates their brand & target audience **nominee will be ineligible for this award if they've previously won this award category in the last 3 years*

SOCIAL MEDIA OF THE YEAR 5+ YEARS

Nominees for this category are communities more than 5 years old that utilize their social media for excellent marketing, resident engagement, & creatively demonstrates their brand & target audience **nominee will be ineligible for this award if they've previously won this award category in the last 3 years*





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INDIVIDUAL + TEAM AWARDS

COMMUNITY OF THE YEAR 2+ YEARS

Nominees for this category are communities who are stabilized & more than 2 years old. They display excellence in curb appeal, resident satisfaction, retention, & atmosphere **nominee will be ineligible for this award if they've previously won this award category in the last 3 years*

COMMUNITY OF THE YEAR 0-2 YEARS

Nominees for this category are communities who have not had residents longer than 2 years. They display excellence in curb appeal, resident satisfaction, innovation, & atmosphere **nominee will be ineligible for this award if they've previously won this award category in the last 3 years*

INSTRUCTOR OF THE YEAR

Nominees for this category have taught at least one course for USAA in the 2024 year & been nominated by a former student for their excellent performance as an instructor

EXCELLENCE AWARD-LIFETIME ACHIEVEMENT

Nominees for this category have tenure in the multifamily industry. Over the course of their career they have demonstrated passion, commitment, & service to the industry & industry peers **nominee will be ineligible for this award if they've previously won this award category in the last 3 years*

