

USAA EXCELLENCE AWARDS 2026

2026 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, October 9th
- 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
- Nominees are ineligible if they've won the same award category within the last 3 years
- All nominees must submit a completed application (Zoom interview may be required) to be considered to win



PROPERTY CATEGORIES:

OUTSTANDING PROPERTY AGED 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 *formerly known as Overall Community of the Year*

OUTSTANDING PROPERTY AGED 2-10 YEARS

Nominees for this category are communities who are stabilized & more than 2 & under 10 years old. They display excellence in curb appeal, resident satisfaction, retention, & atmosphere **formerly Overall Community of the Year*

OUTSTANDING PROPERTY AGED 2-10 YEARS

Nominees for this category are communities who are stabilized & more than 10 years old. They display excellence in curb appeal, resident satisfaction, retention, & atmosphere ** formerly Overall Community of the Year*

COMMUNITY TEAM OF THE YEAR

Nominees for this category have displayed excellence in performance such as occupancy, resident retention, NOI, & teamwork

COMMUNITY TRANSFORMATION AWARD

Nominees should be communities that have undergone a major transformation whether through renovation, remodeling, or repositioning. From aesthetic upgrades to shifts in purpose or resident offerings, this award honors communities that have boldly reimaged themselves & elevated their impact.

COMMUNITY SOCIAL MEDIA AGED 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

COMMUNITY SOCIAL MEDIA OF THE YEAR AGED 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



INDIVIDUAL AWARDS

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 2026 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 2026 and have displayed excellence in their role

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 2026 calendar year) and displayed excellence in their role

MAINTENANCE TEAM MEMBER OF THE YEAR:

Nominees for this category have been in a non-supervisory maintenance position during the majority of 2026 and displayed excellence in their role

ASSISTANT MANAGER OF THE YEAR:

Nominees for this category were in the role of assistant manager during the majority of 2026 and have displayed excellence in their role

COMMUNITY MANAGER UNDER 200 UNITS

Nominees for this category were in the role of community manager overseeing no more than 200 units collectively during the majority of 2026 and have displayed excellence in their role

COMMUNITY MANAGER OVER 200 UNITS

Nominees for this category were in the role of community manager overseeing more than 200 units collectively during the majority of 2026 and have displayed excellence in their role

INDIVIDUAL CATEGORIES:

MAINTENANCE SUPERVISOR OF THE YEAR:

Nominees for this category have been in a supervisory maintenance position for the majority of 2026 and displayed excellence in their role

REGIONAL MANAGER OF THE YEAR

Nominees for this category hold a position responsible for the operations of multiple properties within a specific area

SUPPORT PROFESSIONAL OF THE YEAR

Nominees for this category support suppliers or onsite teams behind the scenes & are essential to their success, day to day functionality etc. Nominees held support position for the majority of 2026 and displayed excellence in their role

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



SUPPLIER TEAM AWARDS

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 **nominee will be ineligible for this award if they've previously won this award category in the last 3 years*

SUPPLIER SOCIAL MEDIA OF THE YEAR

Nominees for this category are Supplier Partners that utilize their social media for excellent marketing, client engagement, & creatively demonstrates their brand & target audience



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LIFETIME ACHIEVEMENT AWARD

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*

