2021 Nomination Guide
The Emerald Awards are a special opportunity for the rental housing industry to acknowledge the great work done by associates working in property management throughout the state. We are celebrating the 11th anniversary in Western Washington this year.

The next Emerald Awards in Eastern Washington will be in 2022.

Nominations this year will be made through a new and improved process. Nominators will have the ability to save and come back to the application, and add collaborators to work on it together!

Western Washington Emerald Awards: March 5, 2021 at the Hyatt Regency in Bellevue.

Due to the limited number of tickets available for the Emerald Awards ceremony, only sponsors, nominating companies and nominees can purchase tickets for the event.

A small number of tickets may be available for property management companies wishing to evaluate the ceremony before participating.

To check on the availability of these tickets, please contact Tricia Johnson at tricia@wmfha.org
Who can be nominated for an Emerald Award?

We encourage companies to nominate at all levels, from onsite leasing to portfolio managers! You don’t have to be a WMFHA member to nominate someone or to be nominated.

How are the winners chosen?

Winners are determined by a tabulation of the scores from the nominator declaration, nominee statement, shops or interviews for a possible score of 100 points.

Please refer to the judging rubric to see the weight of each item per award category.

Once the nominee packet is completed, all nominee names and company information is redacted from the documents. The packet is sent to out of state judges. They make their decisions based only on the information provided with no background about the individual or the company. Shops are completed by an outside company independent of WMFHA staff.

Our judging panel consists of executives from apartment associations across the country.
Nomination Submission

In order to ensure fair and thorough consideration of each nominee, nominations must be complete before being sent to the judging panel.

A complete nomination packet includes:

- Nominator Declaration
- Nominee Statement
- Photos (for some property nominees only)

Nominations that are incomplete at the submission deadline will be sent as incomplete packets and will receive a score of 0.

Nomination forms will be available through the WMFHA website when nominations open. The nominator declaration is required at the time of the nomination. Nominee statement forms will be sent to nominees after the nomination deadline closes.

Schedule

All nominations must be received by 9/4/20.

Nominations open.................................August 3
Nomination deadline..............................September 4
Nominee packets submission deadline........September 30
Secret and scheduled judging and shops.......Oct. 5 - Nov. 13
Finalists announced..............................Nov. 10
In-person finalist interviews......................Dec. 11 - 14
Emerald Awards 2021.........................March 5, 2021
Categories

Community Manager of the Year
This category recognizes outstanding Community Managers that demonstrate superior leadership through the success of their properties. Awards will be given in the following categories:

1-150 units
151-300 units
301 + units
Affordable Community

The judging will be based on: two questionnaires, a shop and a panel interview.

Assistant Community Manager of the Year
This category recognizes outstanding Assistant Managers who excel in the day-to-day operations on a property. Awards will be given in the following categories:

1-300 units
301 + units

The judging will be based on: two questionnaires, a shop and site interview.

Leasing Consultant of the Year
This category recognizes the onsite position that requires product knowledge, selling skills, tenacity, professionalism, patience and more. Any leasing professional whose primary responsibility is leasing onsite is eligible. Awards will be given in the following categories:

1-300 units
301 + units

The judging will be based on: two questionnaires and a shop.

Maintenance Supervisor of the Year
This category recognizes individuals who demonstrate management skill, professionalism and the highest standards of technical excellence. Any site Maintenance Supervisor directly responsible for overseeing maintenance staff of one or more properties is eligible. Awards will be given in the following categories:

1-150 units
151-300 units
301+ units

The judging will be based on: two questionnaires, a site interview and a panel interview.
**Categories**

**Maintenance Technician of the Year**
This category recognizes individuals who contribute to a property's physical upkeep, performance and appearance. Any porter, groundskeeper, service technician, or housekeeper is eligible. Awards will be given in the following categories:
- 1-300 units
- 301 + units

*The judging will be based on: two questionnaires and a site interview.*

**Rookie of the Year - Office**
The purpose of this category is to acknowledge exceptional individuals who are new to the residential property management field and have expressed a strong desire to make the business of property management their profession. Date of hire must be on or after 6/1/2018.

*The judging will be based on: two questionnaires, and a shop.*

**Rookie of the Year - Maintenance**
The purpose of this category is to acknowledge exceptional individuals who are new to the property management maintenance field and have expressed a strong desire to make the business of property maintenance their profession. Date of hire must be on or after 6/1/2018.

*The judging will be based on: two questionnaires and an onsite interview.*

**Portfolio Manager of the Year**
This category recognizes a multi-property Regional Manager or Portfolio Manager who bridges the gap between properties, owners and corporate offices. Regional supervisors who demonstrate excellence managing a multi-site property portfolio are eligible.

*The judging will be based on: two questionnaires and a panel interview.*

**Regional Maintenance Director of the Year**
This category recognizes multi-property Regional Maintenance Directors who bridge the gap between properties, owners and corporate offices. Regional maintenance managers who demonstrate excellence managing a multi-site property portfolio are eligible.

*The judging will be based on: two questionnaires and a panel interview.*
Categories

Credential Holder of the Year
This award recognizes an individual that has earned and maintained one of these designations: CAM, CAPS, CAS, CAMT or NALP, and has demonstrated exceptional accomplishments in Residential Property Management. Individuals may NOT self-nominate.

The judging will be based on: two questionnaires and a panel interview.

Community of the Year
The Community of the Year category recognizes a rental housing community that maintains the highest level of excellence in talent, resident service, maintenance, budget and overall operations. Awards will be given in the following property categories:

- 1-150 units
- 151 + units
- Affordable Community

The judging will be based on: one questionnaire and an onsite interview.

New Development of the Year
This category recognizes a new rental housing community that maintains the highest level of excellence in talent, service, maintenance and overall operations. Any community opened after January 1, 2018 is eligible. Awards will be given in:

- 1-150 units
- 151 + units
- Affordable Community

The judging will be based on: one questionnaire and an onsite interview.

Renovated Community of the Year
This category recognizes a recently substantially renovated community that exhibits excellence in property value, quality, service and overall operations. Any community renovated after January 1, 2018 is eligible. Awards will be given in the following property categories:

- 1-150 units
- 151 + units

The judging will be based on: one questionnaire and an onsite interview.
Curb Appeal
This award recognizes a property’s design, overall efforts to create exceptional visual curb appeal and their ability to showcase the community. Analysis of a community’s appearance, landscape and grounds if applicable, amenity spaces, use of signage, exterior building condition, cleanliness, and resident common areas will be evaluated. Awards will be given in the following property categories:
- Garden Style built pre-1995
- Garden Style built 1995 or after
- Mid Rise / High Rise any age

The judging will be based on: one questionnaire and an onsite interview.

Community Service Award
This award recognizes an individual or company that has demonstrated a sincere personal service to society, their community, charities, and/or the multifamily industry at large. Companies and individuals MAY self-nominate. Awards will be given in the following categories:
- Individual Community Service
- Team/Company Community Service

The judging will be based on: two questionnaires.

Industry Partner of the Year
This award recognizes companies who actively support the rental housing industry, provide excellent and reliable service, make a positive impact on the apartment industry, and whose company is currently a member of WMFHA. Companies may NOT self-nominate. Awards will be given in the following categories:
- Industry Partner - Individual
- Industry Partner - Company

The judging will be based on: two questionnaires.

Lifetime Achievement Award
This award is in recognition of an individual’s exceptional and sustained efforts and contributions and outstanding achievements impacting the multifamily industry over a lifetime. Individuals may NOT self-nominate.

The judging will be based on: one questionnaire and selection by the WMFHA Board of Directors.
**Categories**

**WMFHA Outstanding Volunteer Award**
This is a special award presented by WMFHA to the volunteer(s) who has given of their time and made an impact on the industry through their efforts supporting and contributing to Washington Multi-Family Housing Association.

**Nomination Fees**

Unless otherwise noted below, all category nomination fees are **$155** for members or **$195** for future members.

**Credential Holder of the Year**
- $95 for members
- $145 for future members

**Curb Appeal**
- $135 for members
- $175 for future members

There is no fee to nominate for the following awards:

- Community Service Awards
- Industry Partner of the Year
- Lifetime Achievement Award
Tips & Tricks

• Plan ahead!
• Tell a story!
• Give concrete examples
• Mention the impact on residents, the property, and the company
• Write your submission in a program that reviews spelling and grammar before submitting
• Read your submission aloud before submitting
• Ask a friend or colleague to review your content before submitting
• Invite our Director of Events to talk to your team about the Emerald Awards nomination process
• Have fun!
**2020 Recipients**

**Community Manager of the Year**
- 1-150 Units: John Jones - Avenue5
- 151-300 Units: Katie Hulbert - Avenue5
- 301+ Units: Jennifer Pertzborn - Pinnacle
Affordable: Michelle Rautenberg - HNN Communities

**Assistant Community Manager of the Year**
- 1-300 Units: Allison Schumer - Greystar
- 301+ Units: Anh Phan - Pinnacle

**Leasing Consultant of the Year**
- 1-300 Units: Harley Nerheim-Chereck - Thrive
- 301+ Units: Joe Majewski - Greystar

**Rookie of the Year**
Office: Julie Page - Greystar
Maintenance: Sarrah Kashino - Pacific Crest

**Maintenance Technician of the Year**
- 1-300 Units: Keegan Krahn - Griffis
- 301+ Units: Victor Moran - Epic

**Maintenance Supervisor of the Year**
- 1-150 Units: Camilla Maston - Weidner
- 151-300 Units: Mike Aldana - Greystar
- 301+ Units: Phillip Barnet - Griffis

**Regional Maintenance Director of the Year**
Dana Nichols - ConAm

**Credential Holder of the Year**
Aaron Hansen, CAM, CAS - Pinnacle

**Community of the Year**
- 1-150 Units: Junction Bothell - Insite
- 151+ Units: Twenty20 MAD - LMC
Affordable: International Place - Allied

**Curb Appeal**
- Garden Style (Pre 1995): The Onyx - Greystar
- Garden Style (Post 1995): Bella Sonoma - FPI Management
- Mid/High Rise: The Bond - Insite

**Renovated Community of the Year**
- 1-150 Units: The Malloy - Epic
- 151+ Units: Solara - Sares-Regis Group

**New Development of the Year**
- 1-150 Units: The Merc - Avenue5
- 151+ Units: Kiara - Holland
Affordable: HANA - Greystar

**Community Service Award**
Individual: Nikki Bailey - Pinnacle
Team: Tarragon Loves Charity

**Industry Partner of the Year**
The Plumbing & Drain Company

**WMFHA Outstanding Volunteer**
Kris Buker - Bell Partners

**Lifetime Achievement Award**
Dean Weidner - Weidner Apartment Homes