



Emerald Awards 2024 Nominee Questions

Community Manager

1. Give examples of how you contribute to the success of the property and your company.
2. Describe efforts you take to keep your site team motivated and performing at a high level.
3. What was your biggest accomplishment of 2023 that most likely led to this nomination?
4. What do you do to ensure you (and your team if you have one) work to ensure property goals are met?
5. Give specific examples of resources you use to improve your industry knowledge and professional development, and how they have impacted your career.

Assistant Manager

1. Give examples of how you contribute to the success of the property and your company.
2. What was your biggest accomplishment of 2023 that most likely led to this nomination?
3. If you could implement one change at your apartment community, what would it be and why?
4. What do you do to set an example for your team to achieve desired results?
5. Give specific examples of resources you use to improve your industry knowledge and professional development, and how they have impacted your career.

Leasing Consultant

1. Give examples of how you contribute to the success of the property and your company.
2. What do you think is the most important amenity to promote at your community and why?
3. How do your efforts impact overall resident satisfaction and provide for a great customer experience for residents?
4. What was your biggest accomplishment of 2023 that most likely led to this nomination?
5. Explain your desired career path and describe what you have done so far to achieve it.

Rookie Office, Rookie Maintenance

1. Give examples of how you contribute to the success of the property and your company.
2. How do your efforts impact overall resident satisfaction and provide for a great customer experience for residents?
3. What was your biggest accomplishment of 2023 that most likely led to this nomination?
4. If you could implement one change at your apartment community, what would it be and why?
5. What is your favorite part of your job and why?

Maintenance Supervisor

1. Give examples of how you contribute to the success of the property and your company.
2. Describe efforts you take to keep your site team motivated and performing at a high level.
3. What was your biggest accomplishment of 2023 that most likely led to this nomination?
4. What do you do to set an example for your team to achieve desired results?
5. Give specific examples of resources you use to improve your industry knowledge and professional development, and how they have impacted your career.

Maintenance Technician

1. Give examples of how you contribute to the success of the property and your company.
2. What technical skill could you improve in the most, and how are you working to improve that skill?
3. How do your efforts impact overall resident satisfaction and provide a great customer experience for residents?
4. What was your biggest accomplishment of 2023 that most likely led to this nomination?
5. What efforts and resources do you plan to use to advance your career?

Corporate Support Staff

1. What was your biggest accomplishment of 2023 that most likely led to this nomination?
2. Tell us about a time you achieved success when the odds were stacked against you.
3. How do you contribute to the success of your team/company?
4. What trends or emerging issues do you think are the most important for someone in your role to be aware of to ensure future success? And what actions are you taking to keep yourself informed?
5. If you could implement a new initiative or program at your company, what would it be and how would it add value?

Portfolio Manager

6. Give examples of how you contribute to the success of your company and your site teams.
7. Describe efforts you take to keep your site teams motivated and performing at a high level.
8. What was your biggest accomplishment of 2023 that most likely led to this nomination?
9. How do you balance achieving corporate initiatives and developing on-site motivation and performance?
10. Give specific examples of resources you use to improve your industry knowledge and professional development, and how they have impacted your career.

Regional Maintenance Director

1. Give examples of how you contribute to the success of your company and your site teams.
2. Describe efforts you take to keep your site teams motivated and performing at a high level.
3. What was your biggest accomplishment of 2023 that most likely led to this nomination?
4. How do you balance achieving corporate initiatives and developing on-site motivation and performance?
5. Give specific examples of resources you use to improve your industry knowledge and professional development, and how they have impacted your career.

Credential Holder

1. Give examples of how you contribute to the success of your team associates and your company.
2. What was the most challenging thing you have had to learn in property management and how did you master it?
3. What is your favorite part of your job and why?



4. How has what you learned in achieving your credential impacted the way you do your job?
5. Give specific examples of resources you use to improve your industry knowledge and professional development, and how they have impacted your career.

Community of the Year

1. What unique ideas have you and your team put into place in 2023 to retain your residents and provide a great customer experience?
2. Describe innovative ways that you have attracted new residents to your community.
3. Describe efforts you take to keep your site team motivated and performing at a high level.
4. How do you maximize financial performance at your property?
5. What strategies do you employ to set your community apart from the competition?

Renovated Community

1. Describe why this community was chosen to be renovated.
2. Describe in detail the unique renovation features of your community and their purpose.
3. How have residents responded to the renovation and how has the renovation impacted resident satisfaction?
4. How has your renovation improved financial performance at your property?
5. Submit three before and three after photos or drawings electronically that demonstrate the breadth and type(s) of renovation.

New Development

1. What unique ideas have you put into place to provide a great customer experience for residents?
2. Describe innovative ways that you have attracted new residents to your community.
3. Describe efforts you take to keep your site team motivated and performing at a high level.
4. How do you maximize financial performance at your property?
5. What strategies do you employ to set your community apart from the competition?

Curb Appeal: Mid-Rise or High-Rise

1. What efforts does your team implement regarding the interior of your community to make it stand out from your competitors?
2. Describe a defining characteristic regarding the building design at your property.
3. Outline any major common area amenity initiatives that your property has undertaken in the last 12 months.

4. How do you work together with your supplier partners to keep them focused on your property appearance?
5. Please submit three exterior or interior photos representing the curb appeal of your property electronically with your response.

Curb Appeal: Garden Style

1. What efforts does your team implement regarding the exterior of your community to make it stand out from your competitors?
2. Describe a defining characteristic regarding the landscaping and outdoor common space at your property.
3. Outline any major curb appeal initiatives that your property has undertaken in the last 12 months.
4. How do you work together with your supplier partners to keep them focused on your property appearance?
5. Please submit three exterior photos representing the curb appeal of your property electronically with your response.

Community Service: Individual/Team or Company

1. What are some successful ways you have given back to the communities in which you do business?
2. Why is it important to you to give back through community service?
3. Please describe how you balance your focus on social responsibility issues with the pursuit of achieving business goals?
4. How do you encourage others in the industry to follow your lead and get involved?
5. What plans do you have for yourself or your company to promote an awareness of, and an involvement in issues that are important to the greater good of our communities?

Industry Partner: Individual/Team or Company

1. How do you assist multifamily owners and managers in maximizing the value of their properties?
2. Give a specific example of how your products and services have provided solutions for your clients' needs?
3. What are some ways you or your company work to build strong relationships?
4. Demonstrate ways you or your company strive to create positive customer experiences.
5. How has your company given back to the industry?