



# 2019 Award Nomination Form

## AWARD CATEGORIES

*Please submit one nomination per form!*

- Community Service Award
- Environmental Excellence Award
- Media Excellence Award
- Property Manager of the Year
- Renovation Award
- Tenant Service Award
- Customer Service Award
- Maintenance Person of the Year
- Non-Profit Society Award
- Resident Manager of the Year
- Service Member of the Year

Small Landlord Award:  5 Units or More  4 Units or Less

Building of Year Award:  1—25 Units  26—100 Units  101+ Units

Nominator's Name: \_\_\_\_\_ Company: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_



Nominee's Name: \_\_\_\_\_ Company: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Website: \_\_\_\_\_

Please tell us why this individual/company deserves this award. Please provide as much detail as possible to support your nomination by citing specific reasons & examples. Additional documents with more information will be accepted. ***Vague or incomplete nominations may not be considered.***

---



---



---



---



---



---



---



---



---



---

## **2019 AWARD DEFINITIONS AND CRITERIA**

### **Community Service Award**

The Community Service Award recognizes a company or individual who clearly demonstrates their commitment to community involvement through community initiatives that can include: volunteer activities, contributions to charitable activities, tenant relations/community activities and working to benefit the lives of disadvantaged Calgarians.

### **Customer Service Award**

The Customer Service Award recognizes those individuals who work for a Service Member company who excel in their respective area of business by continually providing outstanding service to the residential rental industry.

### **Environmental Excellence Award**

The Environmental Excellence Award recognizes individuals or companies that demonstrate a commitment to protecting the environment, encouraging others to reduce their carbon footprint, fostering innovation and raising environmental awareness. Some examples include: implementing an effective recycling program, reducing building emissions, improving energy efficiency, and water conservation.

### **Media Excellence Award**

The Media Excellence Award recognizes companies who utilize innovative print and social media strategies to communicate with their clients. These strategies include: printed advertising, websites (full and mobile versions), Facebook, Twitter and YouTube. The focus is on how often the information is updated and how timely the information is delivered to the audience. An example would be how companies use these mediums to communicate information during an emergency.

### **Maintenance Person of the Year Award**

The Maintenance Person of the Year Award recognizes an individual who shows dedication to providing quality maintenance service through the use of their expertise and skills; and whose cheerful manner and consistent good performance reflects positively in their relationship with residents and other staff.

### **Non-Profit Society Award**

The Non-Profit Society Award recognizes an organization that has demonstrated an ongoing commitment to excellence and professionalism in representing the clients, members, or community it serves.

## **2019 AWARD DEFINITIONS AND CRITERIA**

### **Property Manager of the Year Award**

The Property Manager of the Year Award recognizes an individual who demonstrates excellence, leadership, and professionalism in property management. This person effectively manages their portfolio, staff and budgets while ensuring a high level of resident satisfaction.

### **Renovation Award**

The Renovation Award recognizes a property manager / owner who demonstrates excellence in enhancing the appeal of the lobby, exterior, common areas, or suites of the property. Entries will be judged on the visual appeal based on a comparison of the before and after of the space. This will include an assessment of the layout and aesthetics. This project must have been completed within the last 2 years. **Nominations MUST be submitted with Before & After photos of the renovations.**

### **Resident Manager of the Year Award**

The Resident Manager of the Year Award recognizes an individual(s) who demonstrates excellence and professionalism in managing and overseeing the day to day operation of their rental property. The individual(s) has effectively managed their portfolio while ensuring a high level of resident satisfaction.

### **Service Member of the Year Award**

The Service Member of the Year Award recognizes individuals or companies who show continual exceptional customer satisfaction. This also encompasses involvement and support within the CRRA: event attendance, sponsorship and volunteering.

### **Small Landlord Award**

The Small Landlord of the Year Award recognizes a small company or individual who demonstrates a commitment to excellence, education and professionalism in managing a small portfolio. This includes effectively managing their portfolio, ensuring the property is well maintained, and retaining a high level of resident satisfaction.

#### **There are Two Small Landlord of the Year Categories:**

- Small Landlord of the Year – 5 units or more
- Small Landlord of the Year – 4 units or less

### **Tenant Service Award**

The tenant service award recognizes customer-focused owners and property managers who provide outstanding service to their tenants on an on-going basis.

## **2019 AWARD DEFINITIONS AND CRITERIA**

### **Building of the Year Award**

#### **There are 3 Categories of Building of the Year Awards**

- 1 – 25 Unit Building Category
- 26 – 100 Unit Building Category
- 101+ Unit Building Category

#### **General statement:**

The “Building of the Year” Awards are designed so that any sized landlord can be recognized for their achievements. Our committee takes into account many aspects of the submissions including: the size of owner, the size of the building and the age of building. This award also recognizes owners/managers for the performance of their duties related to the overall management and maintenance of their buildings. **Photographs must be included in nomination.**

Entrants are judged on the following:

- Cleanliness of building
- Lighting
- Fire Procedures
  - Emergency evacuation plans
  - Upgrades to system
- Security
- Renovations
  - In suites
  - In common areas
- Mechanical Room
  - Preventive maintenance program in place (records clear and on site)
  - Mechanical room clean and orderly
- Occupancy Levels
- Owner / Manager Performance
  - Management of their Duties
  - Maintenance of their Building