



2018 Best of Living Awards Call to Enter

**Fees: \$180. Entry Fee plus \$65 per category
(except for Leasing/Marketing Excellence at \$120)
Entry Deadline: April 30, 2018**

Management Company: _____

Apartment Community: _____ # of Units: _____

Address: _____ Property Age: _____

City: _____ Zip Code: _____ Is this a 1 person office? Yes or No

Phone: _____ Property Email address _____

Register ON-LINE at www.PAA-CENTRAL.com ** Once your online registration is completed, you will receive a form to submit the names of any nominees **.

Categories

Curb Appeal Excellence \$ _____

Leasing/Marketing Excellence (if you are entering this category—cost is \$120.00) \$ _____

Additional Leasing/Marketing Excellence nominees (\$120 each)

You will need to submit names and vacation dates on a different sheet.

The PHONE SHOP will be RECORDED. All Nominee's MUST SIGN WAIVER (attached)

Maintenance Excellence \$ _____

Overall Excellence (must enter curb appeal, leasing/marketing, maintenance to be eligible for Overall Excellence) \$ _____

Property Manager of the Year \$ _____

Service Supervisor of the Year \$ _____

Service Technician of the Year \$ _____

Service Team of the Year \$ _____

Rookie of the Year \$ _____

MVP of the Year \$ _____

Regional Manager of the Year \$ No Charge

Management Company of the Year \$ No Charge

Entry Fee \$ 180.00

Total Amount Due \$ _____

How To Enter:

You must be a good-standing member of the Pennsylvania Apartment Association—CENTRAL PAA-Central) to be eligible.

- A community can be entered into as many categories as desired.
- The cost for your initial entry is \$180 and \$65 for each additional category for communities. (Leasing and Marketing shops are \$120.00/shop)
- All entries must be received by April 20, 2018 by visiting www.PAA-Central.com

**The Awards Gals will be held on October 4, 2018
at Spooky Nook Sports Complex—Lancaster**

Rules of Entry

- A separate entry form must be submitted along with all related materials for each category entered. The entry form may be copied for multiple entries. To be eligible, forms and fees must be received by the Pennsylvania Apartment Association—CENTRAL (PAA-Central) offices by April 20, 2018.
- All good-standing members of PAA-CENTRAL are eligible to enter their apartment communities.
- Communities must have at least 20 percent of their units occupied.
- No transfers, cancellations or refunds will be accepted.
- Awards are subject to evaluation by impartial judges from out of our region. Judges will review entries from each category and score according to the criteria outlined in this form.
- All entries will be judged. If fewer than three entrants are received in a given category, the committee will contact the entrants regarding application options.
- The Association reserves the right to audit the entry forms for accuracy by the applicant. If there is found to be a variance in the information, the judges reserve the right to disqualify the applicant(s). No refunds will be given for disqualified applications.
- PAA –CENTRAL and the Awards Committee shall have the final authority on any discrepancy or dispute that may arise in this contest. The contest is being conducted in good spirit and fairness to all who enter, and all participants are requested to cooperate in this manner.
- Each year, PAA-CENTRAL will refine this Award Program with technical awareness. Problems may inadvertently occur and will be corrected as they are brought to our attention.
- No prior notice will be given to award winners. Awards will be announced and presented at the Awards Gala on October 4, 2018 at the Spooky Nook Sports Complex—Lancaster.

It is time for you to enter your community in the “2018 Best of Living Awards.” This honor recognizes excellence within the apartment industry. Show the public and your peers that your community offers the physical qualities, marketing achievements and management caliber of an award-winning property.

Winners are bestowed with the distinction to proudly display the “2018 Best of Living Award” and logo when advertising and marketing their communities.

Curb Appeal Excellence: This award is designed to evaluate the property’s appeal when driving by or through the community. Judges will grade the property based on their first impression. **Please refer to the judging form on www.paa-central.com.**

Leasing & Marketing Excellence: This award will judge the property’s total leasing and marketing program and will encompass the following categories: Phone shop, Site shop, Site inspection. This is a “blind” shop. Please NOTE that ALL ENTRANTS in this category must sign a WAIVER FORM (s) attached to this packet of information. Please mail/email the signed waiver back with your entry form.

Maintenance Excellence: This award evaluates the overall level of care of the community and its residents. This will include cleanliness, turnover and maintenance shop inspection. **Please refer to judging form on www.paa-central.com.**

Overall Community Excellence: This award represents the crowning achievement in community care, advertising and aesthetics. It will be presented to those communities that best exemplify the ideal in apartment living. This distinction will be determined by a cumulative total of points awarded in the following Categories: Curb Appeal, Leasing and Marketing, and Maintenance. **You must submit entries for all three categories to be eligible for this honor.**

Leasing Professional of the Year: An excellent leasing professional is more than an attractive face with a courteous smile. He or she rarely answers a call from a prospective resident without setting an appointment, never begins a meeting without a warm welcome and firm handshake, always follows up and would not let prospects leave without encouraging them to become residents. This year everyone on the leasing team has a chance to win...enter as many nominees as you would like. The highest score on the blind phone/site shop determines this winner. Reminder that you must sign waiver form for phone shop.

Maintenance Team of the Year: You are the consummate professionals in every way. The maintenance team is known for their integrity, professionalism, and abilities. A personal TEAM interview will be scheduled.

Maintenance Supervisor of the Year: This award recognizes excellence in on-site performance. Nominees will be judged on the performance of their maintenance skills, administrative and financial responsibilities and their leadership. ***A personal interview will be scheduled.**

Each candidate's final score will be determined based on the following:

- The Interview
- Your Property's "curb appeal and maintenance" score

These scores will be totaled to reach the final score that will determine who takes home the trophy.

Service Technician of the Year: This award recognizes an outstanding individual service team member who displays knowledge of trade, maintenance skills, customer service satisfaction and promotes a positive image of their community and Management Company. ***A personal interview will be scheduled.**

Property Manager of the Year Award: This award will be presented to the individual who demonstrates exemplary success in their position. Candidates will be judged on leadership skills, overall financial performance, customer service and resident retention, enhancement of the asset, and demonstrated service to the local community. ***A personal interview will be schedule.**

Each candidate's final score will be determined based on the following:

- The Interview
- Your Property's "overall" score

Regional Property Manager of the Year Award: This award will be presented to the individual who demonstrates exemplary success in their position. Candidates will be judged on leadership skills, overall financial performance, customer service and resident retention, enhancement of the asset, and demonstrated service to the local community. *A personal interview will be schedule. No fee for this entry.

Each candidate's final score will be determined based on the following:

- The Interview
- Your Properties "overall" weighted score
- Portfolios "overall" weighted score

Management Company of the Year: Top honors will be given to the management company that has the highest "**OVERALL EXCELLENCE**"* score for each of their properties that are entered into the competition.

* In order to receive and Overall Excellence Score....You must enter Curb Appeal Excellence, Maintenance Excellence and Leasing/Marketing Excellence for each of the property(s) that you wish to be considered in the scoring. You are automatically entered into Property Management Company of the year category at **NO CHARGE**.

Rookie of the Year: This award recognizes an outstanding individual who has only served in the multi-housing industry for 1 year or less. Any new ON-SITE personnel should be considered. To be eligible for this award you must be nominated. *A personal interview will be scheduled.

MVP of the Year: This award recognizes an outstanding "TEAM PLAYER" who goes above and beyond to provide excellent service for their property/company. This individual will be nominated by his/her supervisor(s). ***A personal phone interview will be scheduled**. The interview will be a series of questions relating to the accomplishments of the nominee and why it is believed that they should be acknowledged as "MVP".



WAIVER RELEASE FORM FOR VOICE RECORDED TELEPHONE SHOP

Leasing Professional Name: _____

Property: _____

Management Company: _____

Telephone #: _____

**AUTHORIZATION FOR ELECTRONIC MONITORING
DURING BOLA COMPETITION**

In connection with PAA-Central's 2018 Best of Living Awards ("BOLA"), I, the undersigned, hereby consent to Ellis and any of its employees, agents, officers and directors, (collectively the "Releasees") recording my voice during telephone conversations taking place as part of the BOLA "shop" competition (the "Recording"), and using the Recording only for such purpose (the "Purpose").

I release the Releasees from any and all liability arising out of the recording or use of the recording for the Purpose. I agree not to make any claim against the Releasees as a result of the recording or use of the Recording for the Purpose, including but not limited to any claim that such use invades any right of privacy and/or publicity.

I have signed this release on the _____ day of _____, 20 _____.

Signature: _____

Nominator Name: _____ Telephone Number _____

Please fax or email the completed Waiver to PAA Central.
Fax: 717-930-0709 ~ Email: Liane@PAA-Central.com



2018 Nominee Form

Thanks for participating in the 2018 Best of Living nominee process. If you have nominated your team members to compete in the individual categories, please fill in their information below.

Please PRINT (clearly) their name, title (if applicable) and an email address that they can be reached. We will cross reference this information against your original registration to make sure that all of your categories are accounted for.

Community Name: _____ **Mgmt Co:** _____

Regional Manager Name: _____

Main Contact Person: _____ Title: _____

Email Address: _____ Phone: _____

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Leasing Professional to be "shopped": _____

Vacation Dates: _____

Leasing Professional to be "shopped": _____

Vacation Dates: _____

If you don't want to specifically assign someone, type "anyone": _____

Regional Manager of the Year: _____

Property Manager of the Year: _____

Service Supervisor of the Year: _____

Service Tech of the Year: _____

Service Team of the Year: _____

Rookie of the Year & Position: _____

(include email & phone number for the Rookie nominee)

MVP of the Year & Position: _____

>>>Person Nominating the MVP must include phone/email: _____

SEND COMPLETED FORMS TO INFO@PAA-CENTRAL.COM / FAX TO 717-930-0709