



CALL FOR ENTRY – 2018

**It's time to enter your community into the
"2018 Best of Delaware Apartment Living Awards."**

This honor recognizes excellence within the industry in Delaware. Show the public and your peers that your community offers the physical qualities, marketing achievements and management caliber of an award winning property.

All winners are bestowed with distinction to proudly display the "2018 Best of Delaware Apartment Living Award" and logo when advertising and marketing their communities.

Community nominations are judged within rental price point for each category entered.

Judging Categories for Properties (each eligible for 1st and 2nd Place Awards):

CATEGORY A

1960 and prior: • \$900 and below
• \$901 and above

CATEGORY B

1960 to 1970: • \$925 and below
• \$926 to \$1000
• \$1001 to \$1100
• \$1101 and above

CATEGORY C

1971 to 1988: • \$975 and below
• \$976 to \$1125
• \$1126 to \$1200
• \$1201 and above

CATEGORY D

1989 to 2008: • \$1001 to \$1325
• \$1326 and above

CATEGORY E

2009 to present: • \$1100 and below
• \$1101 and above

**ALL 2018 ENTRIES
MUST BE COMPLETED
NO LATER THAN
JULY 3, 2018**

In addition, there are Individual and Team Awards!

Please see a complete list of Best of Delaware categories

Please forward all participating community registrations via email to Susan Whitehead at swhitehead@daaonline.org

BEST OF LUCK TO ALL 2018 PARTICIPANTS!



OFFICIAL RULES AND INSTRUCTIONS



PROPERTY/COMPANY NOMINATIONS

GENERAL RULES

1. Nominees must be DAA members in good standing.
2. Deadline: Nominations must be completed and submitted with all materials requested by **July 3, 2018**. Any nominations received after July 3, 2018 will not be eligible.
3. Site visits will be conducted in late July.
4. Need to complete an email from DAA and a summary when a nomination is made.

EXCELLENCE IN PROPERTY MANAGEMENT RULES & REQUIRED MATERIALS

1. Nominees will be screened based on the required submission materials. Winners will be chosen from each category.
2. Current Marketing Materials (brochures, floor plans, etc.)
3. A paragraph stating why your property deserves an Excellence in Property Management Award.
4. Need to complete an email from the DAA and complete a survey about your property.

WEBSITE NOMINATIONS

Will be judged on the look and feel of the site, functionality, ease of use and navigation.

INDIVIDUAL NOMINATIONS

GENERAL RULES

1. Nominee's company must be a DAA member in good standing.
2. Deadline: Nominations must be completed and submitted with materials requested by **July 3, 2018**. Any nominations received after July 3, 2018 will not be eligible.
3. Interviews will be conducted with property staff finalist only the end of July.
4. The best daytime phone and mobile number must be included for each staff member for each nomination.

PROPERTY STAFF NOMINATIONS RULES & REQUIRED MATERIALS

1. Nominees will be screened based on their required submitted materials. Winners will be chosen from each category.
2. REQUIRED MATERIALS: Job description; one (1) short summary explaining why nominee should be considered from a Direct Supervisor/Manager. Person nominating will receive an email from DAA with a questionnaire to be completed and nominee will also receive a summary and questionnaire to complete.
3. A mobile phone number for each nominee must be included so he or she can be easily contacted if they are selected as a finalist.

Questions may be directed to Susan Whitehead, Executive Director.
Email swhitehead@daaonline.org or call (302) 691-5141.



2018 BEST OF DELAWARE APARTMENT LIVING AWARDS NOMINATION CATEGORY DESCRIPTIONS



LEASING AND MARKETING EXCELLENCE will be awarded to the community who displays a high level of understanding on how to lease their community to prospects and market their community through various marketing avenues.

MAINTENANCE EXCELLENCE will be awarded to the community whose maintenance appearance and processes will have shown to be outstanding. The community's overall maintenance appearance (i.e. maintenance common areas and shop) and processes will have been demonstrated by its ability to maintain a clean property with a high standard around curb appeal throughout the community. Additionally, Maintenance Excellence will have shown a high standard to follow common maintenance practices and procedures as indicated by maintenance logs or similar tracking methods.

OVERALL COMMUNITY EXCELLENCE is an award given to a property that, as a whole, is exemplary. The property that receives this award will have set the standard for property operations, curb appeal, outstanding customer service and a cohesive team that truly cares about the property's overall appearance and operations. Three categories will be included in Leasing and Marketing Excellence, Maintenance Excellence and Curb Appeal.

RENOVATED PROPERTY OF THE YEAR Similar to Property of the Year, this category recognizes a property that has been renovated within the last three years to improve its quality, aesthetics and/or all around value. Renovated Property nominees will be required to submit before and after photos of the work along with the site plans.

REGIONAL MANAGER OF THE YEAR award recognizes the efforts, leadership and commitment of those Portfolio Managers whose attributes, quality and performance have helped to make their portfolio of properties and team a success. Those nominated for this award should possess exceptional leadership, property performance, financial performance and organizational skills. It is the leadership and skill set of the Portfolio Manager that motivates and inspires their team's performance.
This person must have at least two years experience in this role.

PROPERTY MANAGER OF THE YEAR award recognizes outstanding performance in the operations of the property. To be successful, a Property Manager must have a strong commitment to leadership, financial performance, resident retention and overall property performance.

PROPERTY MANAGEMENT COMPANY OF THE YEAR award recognizes the property management company which, as a whole, is exemplary in all aspects of property management, community service and personnel excellence.

LEASING PROFESSIONAL OF THE YEAR award recognizes the top performers in leasing. A good leasing person is performance driven and naturally successful because of enthusiasm for the position, follow-up, sales skills and exemplary customer service. A property cannot be successful without the commitment of a dynamic leasing person and their exceptional closing skills.

MAINTENANCE TECH OF THE YEAR award was added to recognize efforts to support properties and management with outstanding performance. This person demonstrates a strong work ethic, a professional attitude and a willingness to learn from their managers to create a successful maintenance team.

MAINTENANCE SUPERVISOR OF THE YEAR The Maintenance Manager of the Year will be awarded to one who has shown outstanding efforts and organizational skills and who has maintained overall property performance and appearance. This professional demonstrates a strong ability to train and mentor others. A successful Maintenance Manager leads by example, possesses good leadership skills and always gives 110%.

MAINTENANCE TEAM OF THE YEAR will be awarded to the team who has shown outstanding efforts and organizational skills and who has maintained overall property performance and appearance. The team will have demonstrated a strong ability to work together and maintain a high set of standards. A successful team leads by example, possesses good leadership skills and always gives their community and its residents 110%.

COMMUNITY SERVICE AWARD (INDIVIDUAL & PMC) are given to those who go above and beyond in their community and through their charity efforts. Those that show care and compassion helping others will make perfect candidates for this award.

ROOKIE OF THE YEAR (ANY POSITION) This award is a great opportunity to recognize those individuals who have excelled within their first year and demonstrated a strong potential for long term success in our industry.
This person must have been in the industry for at least six months and have less than one year's experience in property management.

WEBSITE EXCELLENCE is awarded to a Property Management Company website and to a Property website (two different awards) whose website possesses a user friendly platform, which is easy to navigate through, shows amenities, is aesthetically pleasing, and reflects the overall Property Management Company or Property.

Questions may be directed to Susan Whitehead, Executive Director.
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DELAWARE APARTMENT ASSOCIATION "BEST OF DELAWARE" ENTRY FORM 2018



Please complete a separate entry form for each community. Entry fees are \$225 for the first category and an additional \$75 for each subsequent category. Judging will take place in July. All forms must be received by the DAA no later than **July 3, 2018**.

I am submitting my entry for the following categories of excellence:

- Leasing and Marketing Excellence** \$ _____
- Maintenance Excellence** \$ _____
- Overall Community Excellence** \$ _____
- Renovated Property of the Year** \$ _____
- Regional Manager of the Year** \$ _____
Name _____
- Property Manager of the Year** \$ _____
Name _____
- Property Management Company of the Year** \$ _____
- Leasing Professional of the Year** \$ _____
Name _____
- Maintenance Tech of the Year** \$ _____
Name _____
- Maintenance Supervisor of the Year** \$ _____
Name _____
- Maintenance Team of the Year** \$ _____
- Community Service Individual** \$ _____
Name _____
- Community Service PMC** \$ _____
Name _____
- Rookie of the Year (Any Position)** \$ _____
Name _____
- Website Excellence** \$ _____

Nominee's Name _____

Please include any vacation dates for nominees in specific categories listed above to help facilitate this process.

PLEASE PRINT

Management Co./Owner _____

Community _____ Category _____

See Page 1 for category description
(Example: Category A, B, C, etc.)

Hours of Operation _____

Community Contact Person _____ Email _____

Address _____

Phone _____ Fax _____

Age of Property (Year construction began) _____ Total Number of Units _____

Send all forms to Susan Whitehead at swhitehead@daaonline.org by **July 3, 2018**.