

THE DIAMOND STATE AWARDS

Multi-Family Housing Industry Award Categories

Delaware Apartment Association *"Property/Company Categories"*

COMMUNITY EXCELLENCE

judged on, but not limited to signage, curb appeal, overall staff presentation, cleanliness, parking areas, office/club room, amenities, model, resident activities and involvement in the surrounding community.

Awards will be given in the following categories.

0-100 Units

101-300 Units

301-500 Units 501 plus units

LEASING & MARKETING EXCELLENCE

will be judged but limited to the community who displays a high level of understanding on how to lease apartments in their community to prospects and respond to questions via phone, internet, and in-person. The judge will be a secret shop by phone and then set up an in-person tour.

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 area 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, the will have shown a high standard to follow common maintenance practices and procedures as indicated by maintenance.

RENOVATED COMMUNITY EXCELLENCE

recognizing a community that has renovated apartments in the past two years which includes new design, appliances, kitchen and bathroom renovations

AFFORDABLE COMMUNITY EXCELLENCE

judged on, but not limited to signage, curb appeal, overall staff presentation, cleanliness, parking areas, office/clubroom, amenities, model, resident activities, and involvement in the surrounding community.

SENIOR COMMUNITY EXCELLENCE

judged on, but not limited to signage, curb appeal, overall staff presentation, cleanliness, parking areas, office/clubroom, amenities, model, resident activities and involvement in surrounding community.

SOCIAL MEDIA EXCELLENCE

This award category is based on innovation, out of the box thinking, long term content planning and engagement, and strategies that align with a management company's brand and business needs. To enter for this award you must submit a Social Media Plan which demonstrates your strategy and success.

COMPANY WEBSITE EXCELLENCE

is awarded to a Property Management Company website whose website possesses a user-friendly platform, which is easy to navigate throughout, shows amenities, is aesthetically pleasing and reflects the overall Property Management Company.

PROPERTY MANAGEMENT COMPANY OF THE YEAR

This category recognizes the Management Company who has actively supported the industry, provides excellent service to residents and employees, and has made a positive impact on the community. We will include scores from property visits in the interview scores as well.

plan to have 4-5 employees from your company to attend interview

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"Individual Categories"

PROPERTY MANAGER OF THE YEAR

This category recognizes outstanding Community Managers that demonstrate leadership throughout the success of their properties. Any on-site professional who owns/manages their property is eligible.

Awards will be given in the following categories:

- 1-199 Units
- 200-299 Units
- 300+ Units

ASSISTANT MANAGER OF THE YEAR

This category recognizes outstanding Assistant Managers who assist in day-to-day operations on a property. Any on-site professional whose primary responsibility is to assist the on-site Manager is eligible.

Awards will be given in the following categories:

- 1-249 Units
- 250+ Units

REGIONAL MANAGER OF THE YEAR

This category recognizes an individual who bridges the gap between properties, owners, and corporate offices. Supervisors who demonstrate management for a multi-site property portfolio are eligible.

LEASING PROFESSIONAL OF THE YEAR

This category recognizes the onsite position that requires product knowledge, professionalism, patience & more. Any leasing professional whose primary responsibility is leasing properties is eligible.

Awards will be given in the following categories:

- 1-249 Units
- 250+ Units

SERVICE SUPERVISOR OF THE YEAR

This category recognizes individuals who demonstrate management skill, professionalism and the highest standards of technical excellence. Any site maintenance supervisor of one or more properties is eligible.

Awards will be given in the following categories:

- 1-249 Units
- 250+ Units

SERVICE TECHNICIAN OF THE YEAR

This category recognizes individuals who contribute to a property's upkeep, performance and appearance. Any technician is eligible.

Awards will be given in the following categories:

- 1-249 Units
- 250+ Units

ROOKIE OF THE YEAR

This category recognizes an individual who has gone above and beyond in their new role. Any professional (Manager, Leasing, Maintenance, Regional, Corporate, Etc.) who has been in their position less than two years at the time of their nomination is eligible.

BEHIND THE SCENES EMPLOYEE OF THE YEAR

This category is recognizes but not limited to work ethic, time management, attitude, dependability, people skills, professionalism, quality of work, and service above and beyond. This nomination is for housekeepers, painters, make-ready staff, corporate office staff, porters, etc.

REGIONAL SERVICE DIRECTOR OF THE YEAR

This category recognizes an individual who bridges the gap between properties, owners, and corporate offices on Maintenance Projects. Supervisors who demonstrate management for a multi-site property portfolio are eligible.

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"Individual Categories"

SERVICE TEAM OF THEY YEAR

This category recognizes the service team at a Community that stands above the rest. This category is judged based on their overall teamwork, professionalism, resident retention, and commitment to their company's mission & goals

SUPPLIER PARTNER OF THEY YEAR

This category recognizes the supplier company that shows support of the Association, the apartment industry, and the community. The company will be judged based on overall professionalism, integrity, and client testimonials

SUPPLIER SALES PROFESSIONAL OF THE YEAR

This category recognizes the supplier sales professional that has outstanding client rapport, sales skills, problem solving ability, customer service and dependability.

QUERCETTI AWARD OF THE YEAR

Judged on, but not limited to individual's dedication, commitment, integrity, work ethic, cooperation, enthusiasm, professionalism, support for DAA, time volunteered for DAA, knowledge of the industry, long-term impact to DAA, how the candidate represents his/her company, how the candidate has impacted others in the industry.

