



**2011
Customer Service Award of Excellence**



This award recognizes a residential rental company who has delivered outstanding customer service to its' residents. Organizations will be judged on their commitment to high standards of resident care in their teams and organization. Our panel of judges will take into consideration activities, initiatives and programs that involve their tenants and show a willingness to go above and beyond 'just housing'.

NOMINATION DEADLINE: Monday, October 3rd 2011, 12:00pm Noon

Please Note: All nominations must be in PowerPoint this year. All criteria listed on this form must be included in your presentation. Please follow the guideline below. For more information, see the following page for submission requirements.

Information to be included on your first PowerPoint Slide:

1. Award applying for
2. Company Name
3. Name of Contact Person
4. Address
5. Phone Number
6. E-Mail Address

The following questions must be answered in the subsequent slides. Winners and nominees will be determined based on this information.

1. Number of Units:
2. Describe your tenant profile (Students, seniors, families, etc)
3. Profile of activities (BBQ, Fun fair, service clubs, garage sales, etc)
4. Describe how your tenant services go beyond 'just housing':
5. Please provide examples of actions taken by the company demonstrating service "beyond the call of duty":
6. What is your customer service vision or mission statement?
7. Please describe your efforts in building a strong tenant community:
8. Please describe how your customer service strategies make your organization unique from others in the industry?
9. What communication/management tools or processes are used to maintain a high level of customer service?
10. Please include at least (2) tenant testimonials

In Addition: Please include photos, testimonials and any other relevant information in your PowerPoint submission.

Submission Reminders – use as your final checklist

Have you included the PowerPoint presentation on CD/DVD for this award submission?

Have you included separate electronic high-resolution photo files in either .jpg or .tiff format?

Have you included your company logo in both .jpeg and .eps format on the CD/DVD?

Have you clearly labeled your CD/DVD with award applying for, company and contact name?

ALL NOMINATIONS MUST BE FRPO MEMBERS

The Federation of Rental-housing Providers of Ontario
Contact: Lynzi Michal, Manager of Member Services
20 Upjohn Road
Suite 105
Toronto, ON M3B 2V9
lmichal@frpo.org

Please review Eligibility and Entry Requirements on following page prior to submitting your nomination. Thank you.

2011 Eligibility and Entry Requirements

Please review this information carefully to ensure that your entry is eligible and that you understand the entry requirements. Any entries that do not meet specifications, will be sent back once for adjustment but must be returned by entry deadline of **Monday, October 3rd, 2011 at 12pm noon.**

Basic Entry Information

- All nominations must be FRPO Members in good standing.
- Deadline for entries is Monday, October 3rd 2011, 12:00pm, no exceptions.
- **We no longer accept hard copies of your award submission. All submissions must be produced in a PowerPoint presentation and on CD/DVD with supplemental files included**
- Your presentation must clearly state on the first slide:
 - Award applying for
 - Nominee name and/or company name
 - Contact Information including lead person, address, phone number and email address
 - Please note: The information you provide will appear on your award if you should win.
- All questions/criteria on the nomination form **MUST** be included in your presentation.
- Your CD/DVD **MUST** include the PowerPoint file as well as a separate file for each photos contained in your presentation (please see section below on photographs).
- Please be sure to review each nomination form for any additional requirements
- Each nomination entry must be submitted individually on separate CD/DVD's

PowerPoint Presentations and Supplemental Electronic Data

All electronic files must be saved in an '**unlocked**' format and on either CD or DVD. CD/DVD must be clearly marked with Nominee name and company as well as award applying for. All included files should be referenced and clearly marked.

Photographs

Any photos you wish to be considered must be in high resolution of at least 4 mega-pixels and must be included in your PowerPoint presentation as well as saved separately on your CD/DVD. File names must be referenced appropriately. Judges will only be reviewing the PowerPoint presentations. Acceptable image formats are .jpg and .tiff. All files must be clearly named for identification purposes.

Company Logos

Each submission must include your company logo on CD/ DVD in both .jpg **AND** .eps format. The logo you submit will be used for the awards presentation should you be a nominee.

If you have any questions or require clarification, please do not hesitate to contact:

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