



**2017  
Certified Rental Building Member  
Company of the Year  
UNDER 15 Buildings Enrolled**



**This award recognizes a residential rental company, property manager and/or owner who best demonstrates commitment to the Certified Rental Building (“CRB”) program’s values – “ongoing commitment to quality of apartment living”; “ongoing commitment to quality service”; and, “working with residents to create greener apartment communities.” Entries will be judged on a demonstrated commitment to achieving and/or exceeding the CRB Standards of Practice (SOP), engagement of staff, and creating CRB resident awareness. Submissions should include examples of best practices in each of the following categories of the CRB Standards of Practice - Human Resources, Resident Management, Operations Management, and Environmental Operations.**

**NOMINATION DEADLINE: Monday, October 2<sup>nd</sup>, 12:00pm Noon**

**Please Note:** All submissions must be submitted in PDF format. Any photos included in your PDF, must also be submitted as individual files. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements before submitting your nomination.

**The following Information MUST be included on the first page of your PDF submission:**

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

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

1. # of CRB approved properties and number of units?
2. What is your customer “quality” service vision or mission statement? Demonstrate how the CRB values and SOPs are an integral part of your company’s culture, day-to-day operations, and your quality commitment to staff & residents.
3. Provide examples of actions taken (initiatives, programs or activities) demonstrating your organization’s best practices as they relate to one “selected” standard in each of the following CRB SOP categories - Human Resources, Resident Management, Operations Management and Environmental Operations (focus on frontline employee & resident involvement).
4. Describe how your residents benefit from living in a Certified Rental Building.
5. Describe how your team and organization have benefited from being part of the Certified Rental Building program.
6. Describe your efforts to raise staff and resident awareness of living and working in a Certified Rental Building.
7. What communication/management tools, training or processes are used to maintain awareness of the CRB program?

**In Addition:** Please include a minimum of 6 photos as well as testimonials and any other relevant information in your submission. Please note this award must focus on all of your CRB enrolled buildings.

**ALL NOMINATIONS MUST BE FRPO CRB MEMBERS IN GOOD STANDING**

For more information, please contact:

Ted Whitehead  
[twhitehead@frpo.org](mailto:twhitehead@frpo.org)  
416.385.1100 Ext 27

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



**2017  
Certified Rental Building Member  
Company of the Year  
OVER 15 Buildings Enrolled**



**This award recognizes a residential rental company, property manager and/or owner who best demonstrates commitment to the Certified Rental Building (“CRB”) program’s values – “ongoing commitment to quality of apartment living”; “ongoing commitment to quality service”; and, “working with residents to create greener apartment communities.” Entries will be judged on a demonstrated commitment to achieving and/or exceeding the CRB Standards of Practice (SOP), engagement of staff, and creating CRB resident awareness. Submissions should include examples of best practices in each of the following categories of the CRB Standards of Practice - Human Resources, Resident Management, Operations Management, and Environmental Operations.**

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4. Name of Contact Person
6. Phone Number
7. E-Mail Address

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

1. # of CRB approved properties and number of units?
2. What is your customer “quality” service vision or mission statement? Demonstrate how the CRB values and SOPs are an integral part of your company’s culture, day-to-day operations, and your quality commitment to staff & residents.
3. Provide examples of actions taken (initiatives, programs or activities) demonstrating your organization’s best practices as they relate to one “selected” standard in each of the following CRB SOP categories - Human Resources, Resident Management, Operations Management and Environmental Operations (focus on frontline employee & resident involvement).
4. Describe how your residents benefit from living in a Certified Rental Building.
5. Describe how your team and organization have benefited from being part of the Certified Rental Building program.
6. Describe your efforts to raise staff and resident awareness of living and working in a Certified Rental Building.
7. What communication/management tools, training or processes are used to maintain awareness of the CRB program?

**In Addition:** Please include a minimum of 6 high resolution photos as well as testimonials and any other relevant information in your submission. Please note this award must focus on all of your CRB enrolled buildings.

**ALL NOMINATIONS MUST BE FRPO CRB MEMBERS IN GOOD STANDING**

For more information, please contact:

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[twhitehead@frpo.org](mailto:twhitehead@frpo.org)  
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## 2017 Advertisement Excellence - Single Campaign



**This award recognizes a housing provider that has demonstrated clarity, innovation and excellence in a single rental housing advertising campaign. Entries will be judged on overall concept, creativity, layout, copy or script, platforms used, results and execution.**

**NOMINATION DEADLINE: Monday, October 2<sup>nd</sup>, 12:00pm Noon**

**Please Note:** All submissions must be submitted in PDF format. Any photos included in your PDF, must also be submitted as individual files. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements before submitting your nomination.

**The following Information MUST be included on the first page of your PDF submission:**

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

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

1. Target Market for this specific campaign:
2. Number of Units in your portfolio:
3. Please describe in detail your marketing strategy for this campaign:
4. What platforms did you use for this campaign and why?
5. How long did this campaign run for and what was the budget?
6. What was your ROI and how did you benchmark the effectiveness of this campaign?
7. Please describe in further detail the results of this campaign and positive impact on your business:
8. Please include the electronic versions of your campaign in your PDF presentation.

**ALL NOMINATIONS MUST BE FRPO MEMBERS IN GOOD STANDING**

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Lynzi Michal, Director of Membership & Marketing  
lmichal@frpo.org  
416.385.1100 Ext 22

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



## 2017 Advertisement Excellence - Social Media



**This award recognizes a property management organization that has demonstrated clarity, innovation and excellence through use of social media. This can include various social media platforms used to engage existing residents as well as attract prospective renters. This award will be given to those who deliver informative, insightful, engaging and useful content on a regular basis and have integrated social media as part of their marketing and communications strategy.**

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**The following Information MUST be included on the first page of your PDF submission:**

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 your submission. Winners and nominees will be determined based on this information.**

1. Number of Units in your portfolio:
2. Please describe your social media strategy and policies:
3. Which social media platforms are you currently using? Please provide your reasoning behind each platform as well as target demographic for each:
4. What are your readership statistics? Please include screenshots of notable comments, tweets, likes, follows, shares, etc
5. What did you want to achieve with social media and how do you measure your results year over year?
6. Please describe the results of these efforts and the positive impact on your business:
7. What challenges have you encountered in using social media?
8. Please provide your social media addresses/handles/names as **hyperlinks** in your presentation so that we may easily access your social media accounts.

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**2017**  
**Best Property Management Website**



**This award recognizes a residential rental company that has demonstrated excellence in creativity, design, content structure, use of graphics, ease of navigation, interactivity and overall utilization of the medium. This award will be given to a property management company for an overall effective property management website from a resident or prospective resident standpoint. Nominations may be submitted for a corporate website or single property website.**

**NOMINATION DEADLINE: Monday, October 2<sup>nd</sup>, 12:00pm Noon**

**Please Note:** All submissions must be submitted in PDF format. Any photos included in your PDF, must also be submitted as individual files. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements before submitting your nomination.

**The following Information MUST be included on the first page of your PDF submission:**

1. Award applying for
2. Company Name
3. Website Address (please hyperlink this in your presentation so that we may easily access your website)
4. Name of Contact Person
5. Address
6. Phone Number
7. E-Mail Address
8. Website Developer (if they are a FRPO member)

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information. In addition, judges will navigate your website.**

1. Please provide the website address as a **hyperlink**:
2. Number of Units in your Portfolio:
3. What did you want to achieve with your website?
4. What is the overall vision or theme of the website? Also, if this is a new website, please list the improvements that were made over the previous website:
5. Please describe any interactive features that your website may have and how they engage the user:
6. Please describe the structure, navigation and overall functionality of the website:
7. Please describe the measurements tools in place and the overall success of this site (i.e. traffic, stats, utilization of specific features):
8. What obstacles did you encounter while developing or making improvements to the site?

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**2017  
Amenities Award of Excellence**



**This award recognizes a housing provider that has demonstrated excellence in providing, creating or improving common areas and amenities for their residents. This can include improvements to existing common areas (excludes lobby) or creation of new amenities or common areas. Examples include (but are not limited to) pool upgrades, laundry room renovations, fitness facilities, media centre, rental offices, rooftop patio, dog park, playground, outdoor areas, etc. Nominations will be judged on creativity, design and value provided to the resident community.**

**NOMINATION DEADLINE: Monday, October 2<sup>nd</sup>, 12:00pm Noon**

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**The following Information MUST be included on the first page of your PDF submission:**

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

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

1. Building Address and map highlighting the property location:
2. Number of Units in building or community:
3. What are the average rents at this property by unit type?
4. What is the typical tenant profile for this property?
5. What year was the property originally developed?
6. Please describe in detail the amenities/common areas available to residents:
7. If this was a renovation or addition, what was the total cost of the project and time frame?
8. Please include detailed photos of each amenity/common area in your submission. If your submission relates to new or renovated amenities, please include the before and after photos.

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## 2017 Best Curb Appeal



**This award recognizes a housing provider or manager that has demonstrated excellence in enhancing the curb appeal (visible from the street) of their property. Entries will be judged based on the overall visual appeal of the exterior, property improvements, garden (plant/floral usage), colour, landscaping, structural design, functionality and aesthetics of the entrance to the building. Our panel of judges will take into consideration the overall curb appeal and its relevancy to your residents and surrounding neighbourhood. Pictures of the project must have been taken of the building during the period of November 2016 – September 2017.**

**NOMINATION DEADLINE: Monday, October 2<sup>nd</sup>, 12:00pm Noon**

**Please Note:** All submissions must be submitted in PDF format. Any photos included in your PDF, must also be submitted as individual files. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements before submitting your nomination.

**The following Information MUST be included on the first page of your PDF submission:**

1. Award applying for
2. Company Name
3. Name of Contact Person
4. Building Address
5. Phone Number
6. E-Mail Address
7. Name of Contractor that completed the work (Only include this if the contractor is a FRPO member).

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

1. Building address and map highlighting the property location:
2. Number of Units:
3. Average Monthly Rent by unit type:
4. What year was this property originally developed?
5. What was the total cost of the renovation?
6. Please describe the renovation plan for this project and time it took to complete:
7. What obstacles did you encounter during renovations and how did you overcome them?
8. Please explain the functionality and aesthetics of the curb appeal/entrance of your building:
9. Please describe any improvements you made to property signage visible from the street if any:
10. Tell us what feature you feel makes the most impact in improving the curb appeal of this property:

**In Addition:** You must include before and after photographs of the renovations. Photos should be shot from similar angles to provide the judging panel a side by side comparison of before and after. Your photos are a significant portion of this award so we encourage you to use impactful photos.

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**2017**  
**Best Suite Renovation Under \$12,500**



**This award recognizes a company that has achieved excellence in renovating the interior of a single existing rental unit. Entries will be judged on the overall interior appeal, special or unique design, creative and efficient use of space and functionality or improvements to the floor plan. Judges will also take into account the rent increase potential. This project must have been completed within the last two years and no later than September 30<sup>th</sup>, 2017.**

**NOMINATION DEADLINE: Monday, October 2<sup>nd</sup>, 12:00pm Noon**

**Please Note:** All submissions must be submitted in PDF format. Any photos included in your PDF, must also be submitted as individual files. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements before submitting your nomination.

**The following Information MUST be included on the first page of your PDF submission:**

1. Award applying for
2. Company Name
3. Location of project and unit number
4. Name of Contact Person
5. Address
6. Phone Number
7. E-Mail Address
8. Name of Contractor that completed the work (Only include this please if the contractor is a FRPO member).

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

1. Location of building, unit number and map highlighting the property address:
2. Number of Units in building:
3. Please provide the unit type (1 bedroom, 2 bedroom, etc) and the average rent for the same unit type in this building:
4. Monthly Rent for this specific unit prior to renovations:
5. Monthly Rent for this specific unit following renovations:
6. What year was the property originally developed?
7. Please provide the breakdown of renovation costs and total spend:
8. What time period was the renovation completed in?
9. What are you most proud of in completing this renovation?

**In Addition:** You must include floor plans and before/after photos of the project. Photos should be shot from similar angles to provide the judging panel a side by side comparison of before and after. Your photos are a significant portion of this award so we encourage you to use impactful photos.

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**This award recognizes a company that has achieved excellence in renovating the interior of an existing rental unit. Entries will be judged on the overall interior appeal, special or unique design, creative and efficient use of space and functionality of the floor plan. Judges will also take into account the rent increase potential. This project must have been completed within the last two years and no later than September 30<sup>th</sup>, 2017.**

**NOMINATION DEADLINE: Monday, October 2<sup>nd</sup>, 12:00pm Noon**

**Please Note:** All submissions must be submitted in PDF format. Any photos included in your PDF, must also be submitted as individual files. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements before submitting your nomination.

**The following information MUST be included on the first page of your PDF submission:**

1. Award applying for
2. Company Name
3. Location of Project and unit number
4. Name of Contact Person
5. Address
6. Phone Number
7. E-Mail Address
8. Name of Contractor that completed the work (Only include this please if the contractor is a FRPO member).

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

1. Location of building, unit number and map highlighting the property address:
2. Number of Units in building:
3. Please provide the unit type (1 bedroom, 2 bedroom, etc) and the average rent for the same unit type in this building:
4. Monthly Rent for this specific unit prior to renovations:
5. Monthly Rent for this specific unit following renovations:
6. What year was the property originally developed?
7. Please provide the breakdown of renovation costs and total spend:
8. What time period was the renovation completed in?
9. What are you most proud of in completing this renovation?

**In Addition:** You must include floor plans and before/after photos of the project. Photos should be shot from similar angles to provide the judging panel a side by side comparison of before and after. Your photos are a significant portion of this award so we encourage you to use impactful photos.

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**2017  
Lobby Renovation of the Year**



**This award recognizes a company that has achieved excellence in renovating the interior of an existing lobby and/or common area corridors to & from parking areas. Entries will be judged on the overall interior appeal, special or unique design, creative and efficient use of space and improved functionality of the floor plan. This project must have been completed within the last two years and no later than September 30<sup>th</sup>, 2017.**

**NOMINATION DEADLINE: Monday, October 2<sup>nd</sup>, 12:00pm Noon**

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**The following Information MUST be included on the first page of your PDF submission:**

1. Award applying for
2. Company Name
3. Location of Project
4. Name of Contact Person
5. Address
6. Phone Number
7. E-Mail Address
8. Name of Contractor that completed the work (Only include this please if the contractor is a FRPO member).

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

1. Building address and map highlighting the location:
2. Number of Units:
3. What is the target market for this property?
4. What year was the property originally developed?
5. Please provide the breakdown of renovation costs and total spend:
6. What time period was the renovation completed in?
7. What challenges did you encounter in completing this project and how did you overcome them?
8. What are you most proud of in completing this renovation?

**In Addition:** You must include floor plans and before/after photos of the project. Photos should be shot from similar angles to provide the judging panel a side by side comparison of before and after. Your photos are a significant portion of this award so we encourage you to use impactful photos.

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**2017  
Rental Development of the Year**



**This award recognizes a housing provider that has achieved excellence in the development of a new rental housing project. This award will be judged on the overall creativity and suite design, curb appeal, amenities, and efficient use of space and functionality of the floor plan. The project must have been completed between November 2015 and September 2017. Buildings must be classified as traditional purpose built rental and excludes nursing homes and retirement residences.**

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**The following Information MUST be included on the first page of your PDF submission:**

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

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

1. Building address and map highlighting the property location:
2. Number of Units:
3. Average Monthly Rent by unit type:
4. Please describe the neighbourhood and why you chose to develop in this area?
5. What time period was the development completed in?
6. What are the best features of the development?
7. What makes this development stand out from others in the area?
8. What obstacles did your organization encounter to get the project completed and how did you overcome them?
9. Please describe your lease up strategy in detail:
10. What are you most proud of?

**Your submission should include:** photos of various suite types, floor plans, common areas, outdoor grounds, lobby, rental office, amenities and any other noteworthy areas of the rental development.

**ALL NOMINATIONS MUST BE FRPO MEMBERS IN GOOD STANDING**

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



**2017  
Environmental Excellence**



**This award recognizes a rental housing provider who has demonstrated excellence in environmental practices. This could include excellence in the areas of energy conservation, water conservation, recycling or other environmentally conscious practices. Entries will be judged based on the level of conservation or recycling achieved and the quality of environmental accomplishments when compared to that of an average rental housing provider in Ontario. Nominations may be submitted on a company wide basis or as a single property.**

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**The following information MUST be included on the first page of your PDF submission:**

1. Award applying for
2. Company Name
3. Location of Project (if applicable)
4. Name of Contact Person
5. Address
6. Phone Number
7. E-Mail Address

**The following must be included in your submission. Winners and nominees will be determined based on this information.**

**Award:**

This award is designed to have the flexibility to recognize different types of environmental practices. Some may focus on electricity or gas conservation. Others may focus on water conservation. Recycling of waste may be the focus of some submissions. There may be other environmentally conscious initiatives which it would be appropriate to recognize. Finally, it may be a combination of the above. The items highlighted should demonstrate a willingness to lead in environmental practices through innovation and raising current standards to a new level. Your submission should also include an overview of your organization's overall environmental strategy.

**Submission:**

The submission should outline what activities were specifically undertaken by the rental housing provider to generate environmentally conscious outcomes. These submissions may be based on capital investments or management practices, resident outreach initiatives or possibly some other initiatives of the housing provider. Where possible, submissions should provide firm data which measures outcomes before and after implementation. If the initiative relates to a new building or new investment, it should provide substantiation as to how this new building or investment excels when compared to standard new projects.

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**2017  
Resident Manager of the Year**



**This award recognizes an employee, nominated by their employer, who has demonstrated excellence and professionalism in on-site building management. Consideration will be given to the property management challenges faced by the employee in the past year, their work accomplishments for the year, and the standard of service provided. Extra weight will be given for the effective management of on-site daily activities, building and maintaining positive professional relationships with residents, providing a clean and organized environment in which residents can call home. Nominations must include evidence of resident satisfaction.**

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**The following information MUST be included on the first page of your PDF submission:**

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

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

1. How long has the nominee been involved in the rental housing industry?
2. Why is this nominee worthy of this award?
3. What is the resident profile of this community?
4. What noteworthy challenges did this nominee face in the last year?
5. Please describe the nominee's accomplishments in the last year:
6. What makes this employee stand out from others?
7. Your submission must include a maximum of three (3) tenant testimonials as to why this employee is deserving of this award. ( Please include a typed version in your submission if the originals are handwritten)
8. Please include at least 3 high resolution photos of the nominee in your presentation. These will be used at the Awards Gala should this nominee be named a finalist.

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**2017  
Leasing Professional of the Year**



**This award recognizes an individual employee nominated by their employer that has done an outstanding job in leasing, tenant screening and revenue increases. Entries will be based on the agent's closing ratio, volume of tenants screened, tenant turnover, vacancy rates within the building(s) and overall professionalism of the leasing agent.**

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**The following Information MUST be included on the first page of your PDF submission:**

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

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

1. How long has the nominee been involved in the rental housing industry?
2. Why is this nominee worthy of this award?
3. Please describe this leasing professional's portfolio: (unit count, do they look after one building, several, etc)
3. Over the past year, what has their average vacancy rate been?
4. How many tenants has the nominee screened in the past year?
5. What is the agent's closing ratio (visitors seen: leases signed)
6. What is the average rent by unit types in the nominee's building or portfolio?
7. What was the nominee's rental revenue increase per unit as a percentage over the last 12 months?
8. Please describe the local market and any factors affecting rent lifts?
9. Describe any leasing obstacles and how the nominee has faced these challenges:
10. Within the past year, what has the average tenant turnover rate been and factors relating to turnover?
11. Please describe any other activities the nominee has been involved with that have contributed to their success as a leasing professional:
12. Please include at least 3 high resolution photos of the nominee in your presentation. These will be used at the Awards Gala should this nominee be named a finalist.

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For more information, please contact:

Lynzi Michal, Director of Membership & Marketing  
lmichal@frpo.org  
416.385.1100 Ext 22

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



**2017**  
**Property Manager of the Year**



**This award recognizes an individual employee nominated by their employer that has demonstrated excellence and professionalism in property management. This person has successfully managed their portfolio, staff, capital projects and budgets while ensuring a high level of customer service and resident satisfaction.**

**NOMINATION DEADLINE: Monday, October 2<sup>nd</sup>, 12:00pm Noon**

**Please Note:** All submissions must be submitted in PDF format. Any photos included in your PDF, must also be submitted as individual files. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements before submitting your nomination.

**The following Information MUST be included on the first page of your PDF submission:**

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

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

1. How long has the nominee been involved in the rental housing industry?
2. Please describe in detail this nominee's portfolio: (number of units, buildings, locations, etc)
3. Why is this nominee worthy of this award?
4. Please describe any specific challenges has this nominee faced in the last year?
5. Please describe the nominee's notable accomplishments in the last year?
6. Describe how this nominee has shown strong management, budgeting, asset management and leadership skills:
7. Please describe any other activities the nominee has been involved with that have contributed to their success as a property manager:
8. Please include at least 3 high resolution photos of the nominee in your presentation. These will be used at the Awards Gala should this nominee be named a finalist.

**ALL NOMINATIONS MUST BE FRPO MEMBERS IN GOOD STANDING**

For more information, please contact:

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416.385.1100 Ext 22

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



**2017  
Community Service Award of Excellence**



**This award recognizes a company that has gone above and beyond to give back to the communities that they operate in. This company has become involved in their community through volunteer activities, contributions to a charity or charities and other service projects or events. Nominees will be judged on their overall contribution (funds raised, people helped, volunteerism, etc.) to their community service project and/or initiatives, as well as the positive impact (both short-term and long-term) that their efforts have made. Special consideration will be given to projects based in Ontario. Please note that this award focuses on your activities in the community at large as an organization.**

**NOMINATION DEADLINE: Monday, October 2<sup>nd</sup>, 12:00pm Noon**

**Please Note:** All submissions must be submitted in PDF format. Only the PDF should be submitted. Any photos included in your PDF, must also be submitted as individual files. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements before submitting your nomination.

**The following Information MUST be included on the first page of your PDF submission:**

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 your submission. Winners and nominees will be determined based on this information.**

1. Number of Units in Ontario:
2. What is your community service vision or mission statement?
3. Please describe how you integrate community service into your company culture?
4. Please provide a profile of activities (fundraiser, volunteer days, charitable organization, etc):
5. Please provide specific examples of your organization working closely within the community and describe how these have made a positive social impact.
6. Please include any recognition that you have received for your charitable and/or community service projects:
7. Please describe how your community service strategies make your organization unique from others in the industry:

**In Addition:** Please include photos and any other relevant information in your submission.

**ALL NOMINATIONS MUST BE FRPO MEMBERS IN GOOD STANDING**

For more information, please contact:

Lynzi Michal, Director of Membership & Marketing  
lmichal@frpo.org  
416.385.1100 Ext 22

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





**2017**  
**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 residents and show a willingness to go above and beyond 'just housing' or the status quo. This award can be applied for as a single community or as a company- wide initiative.**

**NOMINATION DEADLINE: Monday, October 2<sup>nd</sup>, 12:00pm Noon**

**Please Note:** All submissions must be submitted in PDF format. Any photos included in your PDF, must also be submitted as individual files. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements before submitting your nomination.

**The following Information MUST be included on the first page of your PDF submission:**

1. Award applying for
2. Company Name
3. Building Location (if applicable)
4. Name of Contact Person
5. Address
6. Phone Number
7. E-Mail Address

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

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

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

**ALL NOMINATIONS MUST BE FRPO MEMBERS IN GOOD STANDING**

For more information, please contact:

Lynzi Michal, Director of Membership & Marketing  
lmichal@frpo.org  
416.385.1100 Ext 22

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

Please review this information carefully to ensure that your entry is eligible and that you understand the entry requirements.

**NOMINATION DEADLINE: Monday, October 2<sup>nd</sup>, 12:00pm Noon**

### **Basic Entry Information**

- All nominations must be FRPO Members in good standing.
- All construction/renovation projects must have been completed from November 2015 to September 2017 unless otherwise stated.
- **All submissions must be provided in PDF format.**
- There is specific information that must be included on the first page of your submission. Please review each award carefully for required information. It is important that this information is provided.
  - Award applying for
  - Nominee name (please include this for personnel awards) and/or company name
  - Location of project and unit number (if applicable)
  - 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.
- **We suggest that presentations be a maximum of 20 pages. All presentations must be on a mainly white background with large black font. The judging committee will view the presentations on a large screen so please ensure that your presentation is easy to read in this format.**
- Please be sure to review each nomination form for any additional requirements and to ensure you have provided all information as noted in the criteria.
- FRPO reserves the right to discard categories should there be an insufficient number of nominations
- Any buildings that are nominated must be managed or owned by your organization at the time of submission

### **Supplemental Information**

There are additional files that **MUST** be included with your submission

- High resolution company logo (.eps and .jpg format)
- All photo files that are included in your submission **MUST** be submitted as individual files in addition to your pdf presentation. These files will be used to create the Awards Presentation at the Gala in November. It is very important that you include high resolution photos. You will be able to upload multiple files at once on the electronic submission website page.
- All supplemental files must be clearly named for identification purposes eg: ResidentBBQ.jpg  
Buildingexteriorbefore.jpg and Buildingexteriorafter.jpg
- Any buildings that are nominated must be managed or owned by your organization at the time of submission

### **Entry Process**

All submissions are uploaded electronically through the FRPO website. The submission link will be provided to the membership closer to the submission deadline. We will begin accepting nominations on September 15<sup>th</sup>. You will receive a confirmation from our system upon successful upload. Please review the information on our website prior to uploading your submissions for file size restrictions.

**Contact Person:** If you have any questions, please contact  
Lynzi Michal at [lmichal@frpo.org](mailto:lmichal@frpo.org) or 416.385.1100 Extension 22.

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

We receive many questions related to preparing your submissions. We have put together some tips and best practices based on frequently asked questions to assist you with the process.

- We suggest using a simple template for your submission. Only white backgrounds are permitted and your submission must be provided in PDF format. The judging panel will solely focus on the content rather than design elements of your presentation.
- Please follow the guidelines provided. All application questions should be answered clearly, concisely and with enough detail to adequately define your nomination. Extremely long or extremely short submissions are always more difficult to judge. We strongly suggest that you include no more than 20 slides in your presentation.
- High quality, well shot photographs are encouraged. Side by side before and after shots will show a clear picture of the work that has been completed. For all renovation categories, before and after photos are a requirement of your submission. Poor quality photos may hinder your submission and not adequately display the improvements to the judging panel. Please use similar before and after photos for greater impact.
- Please use a large clear black font in an easy to read format. We request that mainly white backgrounds are used in your submission. Your presentation will be viewed on a large screen for the judging panel so please keep this in mind when preparing your submission.
- Please be sure to include the required information on the first page of each submission. Each category may be slightly different as to the information required.
- The MAC awards are not limited to large organizations. The judging panel will take into account the size of an organization when comparing submissions. We encourage small owners and managers to submit award applications.
- Each category will be narrowed to three nominees with the winner being announced at the MAC Awards Gala to be held on November 30th at the Metro Toronto Convention Centre. Nominees will be notified ahead of time.

Good luck and we look forward to recognizing the best in the business. See you there.

For further information, please contact Lynzi Michal at [lmichal@frpo.org](mailto:lmichal@frpo.org) or 416.385.1100 ext 22.

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