



## 2019 MAC Awards Eligibility & Entry Requirements



Dear FRPO Members,

We are pleased to introduce changes to this year's submission process in an effort to streamline applications and the judging process. Please review the requirements carefully before submitting your nominations. If you have any questions, please contact Lynzi Michal at [lmichal@frpo.org](mailto:lmichal@frpo.org) or 416.385.1100 extension 22.

### **Changes for 2019**

We are no longer accepting PDF submissions. All submissions must be completed directly through the online portal in the provided form fields specific to each award category. More information is provided below about this process. In addition, each organization will be limited to a maximum of two submissions per category. We have also added one new category highlighting company culture excellence.

### **Important Information About the Submission Process**

The award submission portal will open a minimum of two weeks prior to the deadline. All submissions must be received by **Monday, September 30<sup>th</sup> at 12pm noon**. Late submissions will not be accepted. Members will be notified by email as soon as the submission portal has opened.

The FRPO MAC Awards are open to organizations of all sizes. The judging panels will narrow the field to three finalists with the winner being announced at the Awards Gala being held on December 5<sup>th</sup>. Finalists will be notified ahead of time. All nominations must be FRPO members in good standing. Any nominated buildings must be managed or owned by your organization at the time of submission. FRPO reserves the right to cancel any categories with an insufficient number of entries.

In order to streamline the length of submissions, each required answer has a maximum word count, please refer to individual questions for limits. You are not required to use the maximum word count. If your answer exceeds the maximum word count, you will not be able to upload your submission. We suggest creating your submissions in a document that you can easily copy and paste your answers into the provided form fields. 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.

Hyperlinks are not permitted unless otherwise noted (eg. website address). Judges will disregard any hyperlinks that are included in any other fields. You will be able to upload your supplemental photo files in the order you wish the judges to view them. It is very important that each photo is clearly labeled for the judges. In addition, you must include high resolution versions of your company logo with each award category that you apply for.

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.

You may even consider adding text to your photos to assist the judging panel in assessing your application. The photos and logos that you submit must be high resolution to display on large screens at the Awards Gala.

Finally, please keep in mind that the company name that you list on your application, is what will be displayed at the Gala should you be a finalist or winner.

Good luck to all nominees.



**2019 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. Campaigns must have occurred between October 1<sup>st</sup>, 2018 – September 30<sup>th</sup>, 2019**

**NOMINATION DEADLINE: Monday, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Campaign Name:
6. Target market for this specific campaign: **(100 words max)**
7. Number of units in your portfolio:
8. Please describe your marketing strategy for this campaign: **(250 words max)**
9. What platforms did you use for this campaign and why? **(500 words max)**
10. How long did this campaign run for and what was the budget? **(250 words max)**
11. What was your ROI and how did you benchmark the effectiveness of this campaign? **(250 words max)**
12. Please describe in further detail the results of this campaign and positive impact on your business: **(500 words)**
13. Please provide hyperlinks in the fields provided related to your campaign (if applicable) eg. video content, website, etc **(max 6 links)**

**In Addition:** Please include clearly labeled electronic versions of your campaign and related photos in your supplemental file uploads. All submissions must also include high-resolution versions of your company logo in both .jpg and .eps formats.

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



**2019 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.**

**Submissions should have an emphasis on activities from Oct 1<sup>st</sup>, 2018 – Sept 30<sup>th</sup>, 2019.**

**NOMINATION DEADLINE: Monday, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company Name:
2. Contact Person
3. Phone Number:
4. Email Address:
5. Number of Units in your portfolio:
6. Please describe your social media strategy and policies: **(250 words max)**
7. Which social media platforms are you currently using? Please provide your reasoning behind each platform as well as your target demographic for each: **(500 words max)**
8. What are your readership statistics? Please also include screenshots of notable results in shares, comments, likes, follows, etc in your supplemental photo uploads **(500 words max)**
9. What did you want to achieve with social media and how do you measure your results year over year? **(250 words max)**
10. Please describe the results of these efforts and the positive impact on your business: **(500 words max)**
11. What challenges have you encountered in using social media? **(250 words max)**
12. Please provide the hyperlinks to your social media channels/sites in the fields provided: **(10 max)**

**In Addition:** Please include at least 6 photos/images relevant to your submission as well as high- resolution versions of your company logo in both .jpg and .eps format

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

**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. Our judges will navigate your website as part of their assessment**

**NOMINATION DEADLINE: Monday, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

**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. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Website Address:
6. Number of units in your portfolio:
7. What did you want to achieve with your website? **(250 words max)**
8. 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: **(500 words max)**
9. Please provide an overview of the interactive features designed to engage the user: **(250 words max)**
10. Please describe the structure, navigation and overall functionality of the website: **(250 words max)**
11. Please describe the measurement tools in place and the overall success of this site (i.e. traffic, stats, utilization of specific features): **(500 words max)**
12. What obstacles did you encounter while developing or making improvements to the site? **(250 words max)**

**In Addition:** All submissions must also include high- resolution versions of your company logo in both .jpg and .eps formats.

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

**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, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Building Address:
6. Number of Units in building or community:
7. What are the average rents at this property by unit type? **(100 words max)**
8. What is the typical tenant profile for this property? **(100 words max)**
9. What year was the property originally developed? **(50 words max)**
10. Please describe in detail the amenities/common areas available to residents. If this is part of a new development, please identify how your amenities excel compared to standard new projects: **(500 words max)**
11. If this was a renovation or addition, what was the total pre-tax cost of the project and time frame it was completed? **(250 words)**

**In Addition:** Please include 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 as well as your high-resolution company logo in both .jpg and .eps formats.

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

**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. This project must have been completed within the last two years and no later than Sept 30<sup>th</sup>, 2019.**

**NOMINATION DEADLINE: Monday, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Building Address:
6. Name of Contractor that completed the work (only include this if the contractor is a FRPO member):
7. Number of units in building:
8. Average monthly rent by unit types: **(100 words max)**
9. What year was this property originally developed? **(50 words max)**
10. What was the total pre-tax cost breakdown of this renovation and time frame it was completed? **(250 words max)**
11. Please describe the renovation plan for this project and time it took to complete: **(250 words max)**
12. What obstacles did you encounter during renovations and how did you overcome them? **(250 words max)**
13. Please explain the functionality and aesthetics of the curb appeal/entrance of your building: **(250 words max)**
- 14. Please describe any improvements you made to property signage visible from the street if any: (100 words max)**
15. Tell us what feature you feel makes the most impact in improving the curb appeal of this property: **(250 words max)**

**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. Please also upload high-resolution versions of your company logo in both .jpg and .eps formats. If your submission includes a contractor name, please include their logo as well.

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



**2019**  
**Best Suite Renovation Under \$20,000**



**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 between Sept 1<sup>st</sup>, 2018 - Sept 30<sup>th</sup>, 2019.**

**NOMINATION DEADLINE: Monday, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Building Address and Unit Number:
6. Name of Contractor that completed the work (only include this please if the contractor is a FRPO member):
7. Number of Units in building:
8. Please provide the unit type (1 bedroom, 2 bedrooms, etc) and the average rent for the same unit type in this building: **(50 words max)**
9. Monthly Rent for this specific unit prior to renovations:
10. Monthly Rent for this specific unit following renovations:
11. Please detail any factors affecting the rental rate of the renovated unit: **(100 words max)**
12. What year was the property originally developed? **(50 words max)**
13. Please provide the breakdown of renovation costs and total pre-tax spend: **(250 words max)**
14. What time period was the renovation completed in? **(100 words max)**
15. What are you most proud of in completing this renovation? **(250 words max)**

**In Addition:** You must include before and after photos of your renovation. 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. Please also upload high-resolution versions of your company logo in both .jpg and .eps formats. If your submission includes a contractor name, please include their logo as well.

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

**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, innovative 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 between Sept 1<sup>st</sup>, 2018 - Sept 30<sup>th</sup>, 2019.**

**NOMINATION DEADLINE: Monday, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Building Address and Unit Number:
6. Name of Contractor that completed the work (only include this please if the contractor is a FRPO member).
7. Number of Units in building:
8. Please provide the unit type (1 bedroom, 2 bedrooms, etc) and the average rent for the same unit type in this building: **(50 words max)**
9. Monthly Rent for this specific unit prior to renovations:
10. Monthly Rent for this specific unit following renovations:
11. Please detail any factors affecting the rental rate of the renovated unit: **(100 words max)**
12. What year was the property originally developed? **(50 words max)**
13. Please provide the breakdown of pre-tax renovation costs and total pre-tax spend: **(250 words max)**
14. What time period was the renovation completed in? **(100 words max)**
15. What are you most proud of in completing this renovation? **(250 words max)**

**In Addition:** You must include before and 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. Please also upload high-resolution versions of your company logo in both .jpg and .eps formats. If your submission includes a contractor name, please include their logo as well.

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





**2019  
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 between April 1<sup>st</sup>, 2018 - Sept 30<sup>th</sup>, 2019.**

**NOMINATION DEADLINE: Monday, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Building address:
6. Name of Contractor that completed the work (only include this please if the contractor is a FRPO member):
7. Number of units in building:
8. What is the target market for this property? **(100 words max)**
9. What year was the property originally developed? **(50 words max)**
10. Please provide the breakdown of pre-tax renovation costs and total spend: **(250 words max)**
11. What time period was the renovation completed in? **(100 words)**
12. What challenges did you encounter in completing this project and how did you overcome them? **(250 words max)**
13. What are you most proud of in completing this renovation? **(250 words max)**

**In Addition:** You must include before and after photos of your renovation. 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. Please also upload high-resolution versions of your company logo in both .jpg and .eps formats. If your submission includes a contractor name, please include their logo as well.

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



**2019**  
**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 2017 and September 2019. Buildings must be classified as traditional purpose built rental and excludes nursing homes and retirement residences.**

**NOMINATION DEADLINE: Monday, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company name:
2. Contact person:
3. Phone number:
4. Email address:
5. Building address:
6. Number of units in building:
7. Average monthly rent by unit type: **(100 words max)**
8. Please describe the neighbourhood and why you chose to develop in this area? **(250 words max)**
9. What time period was the development completed in? **(100 words)**
10. What are the best features of the development? **(500 words)**
11. What makes this development stand out from others in the area? **(250 words max)**
12. What obstacles did your organization encounter to get the project completed and how did you overcome them? **(500 words max)**
13. Please describe your lease up strategy: **(250 words max)**
14. What are you most proud of? **(250 words max)**

**In Addition:** Please 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. Please ensure your photos are clearly labeled. Please also upload high-resolution versions of your company logo in both .jpg and .eps formats

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

This award recognizes a rental housing provider who has demonstrated excellence in environmental stewardship and a commitment to greener rental communities. This includes excellence in the areas of energy and water conservation, waste management, net zero/positive developments or other sustainable initiatives. Nominations may be submitted on a portfolio basis or as a single property. Submissions should focus on activities and or projects from October 2017 to September 2019 and must provide firm data which measures outcomes. If the initiative relates to a new development or new investment, it should provide substantiation as to how this new building or investment excels when compared to standard new projects.

Please be specific in providing time frames around projects/initiatives. The items highlighted should demonstrate a willingness to lead in environmental management and practices. Your submission should provide the judges with a clear sense of your organization's overall environmental strategy.

**NOMINATION DEADLINE: Monday, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Location of Project (if applicable):
6. What is your company's environmental mission statement? How is this integrated into your operations to achieve environmentally conscious outcomes? **(500 words max)**
7. Please outline the environmental management practices your organization uses to achieve efficiencies and conservation in each: water, electricity, waste and gas. This must include evidence such as year over year results, before/after implementation or other relevant metrics that demonstrate your commitment to a reduction in environmental footprint. **(1000 words)**
8. Please list any other notable or innovative programs, capital investments or management practices used to successfully increase conservation and sustainability: **(500 words)**
9. How does your organization monitor and audit your environmental impact? **(500 words max)**
10. Please describe your resident outreach strategy and programs related to sustainability and their positive impacts: **(500 words max)**
11. How does your organization lead in their environmental efforts compared to the average rental housing provider? **(250 words)**

**In Addition:** Please include at least 6 high-resolution photos/images related to your submission as well as your company logo in both .jpg and .eps format.

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



**2019  
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 as well as work accomplishments in the past year and the overall standard of service provided. Extra weight will be given for the effective management of on-site daily activities, building and maintaining positive relationships with residents, providing a clean and organized environment in which residents can call home.**

**NOMINATION DEADLINE: Monday, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Nominee Name:
6. How long has the nominee been involved in the rental housing industry? **(100 words max)**
7. Why is this nominee worthy of this award? **(250 words max)**
8. What is the resident profile of this community? **(100 words max)**
9. What noteworthy challenges did this nominee face in the last year? **(250 words max)**
10. Please describe the nominee's accomplishments in the last year: **(250 words max)**
11. What makes this employee stand out from others? **(250 words max)**

**In Addition:** Please include at least 5 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 submissions must also include high resolution versions of your company logo in both .jpg and .eps formats.

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



**2019**  
**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 in the past year.**

**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.**

**NOMINATION DEADLINE: Monday, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Nominee Name:
6. How long has the nominee been involved in the rental housing industry? **(100 words max)**
7. Why is this nominee worthy of this award? **(250 words max)**
8. Please describe this leasing professional's portfolio: (unit count, do they look after one building, several, etc) **(100 words max)**
9. Over the past year, what has their average vacancy rate been? **(100 words max)**
10. How many prospects has the nominee screened in the past year? **(100 words max)**
11. What is the agent's closing ratio? (visitors seen: leases signed) **(100 words max)**
12. What is the average rent by unit types in the nominee's building or portfolio? **(100 words max)**
13. What was the nominee's rental revenue increase per unit as a percentage over the last 12 months? **(100 words max)**
14. Please describe the local market and any factors affecting rent lifts? **(250 words max)**
15. Describe any leasing obstacles and how the nominee has faced these challenges: **(250 words max)**
16. Within the past year, what has the average tenant turnover rate been and factors relating to turnover? **(250 words max)**
17. Please describe any other activities the nominee has been involved with that have contributed to their success as a leasing professional: **(250 words max)**

**In Addition:** Please include at least 5 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 submissions must also include high-resolution versions of your company logo in both .jpg and .eps formats.

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



**2019**  
**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 over the past year.**

**NOMINATION DEADLINE: Monday, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Nominee Name:
6. How long has the nominee been involved in the rental housing industry? **(100 words max)**
7. Please describe this nominee's portfolio: (number of units, buildings, locations, etc) **(100 words max)**
8. Why is this nominee worthy of this award? **(250 words max)**
9. Please describe any specific challenges has this nominee faced in the last year? **(250 words max)**
10. Please describe the nominee's notable accomplishments in the last year? **(250 words max)**
11. Describe how this nominee has shown strong management, budgeting, asset management and leadership skills: **(250 words max)**
12. Please describe any other activities the nominee has been involved with that have contributed to their success as a property manager: **(250 words max)**

**In Addition:** Please include at least 5 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 submissions must also include high resolution versions of your company logo in both .jpg and .eps formats.

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



**2019  
Community Service Award of Excellence:  
Rental Housing Providers**



**This award recognizes a company that has gone above and beyond to give back to the communities they operate in. This company has become involved in their community through volunteer activities, charitable contributions 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, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Number of Units in Ontario:
6. What is your community service vision or mission statement? **(100 words max)**
7. Please describe how you integrate community service into your company culture? **(250 words max)**
8. Please provide a profile of activities (fundraiser, volunteer days, charitable organization, etc): **(250 words max)**
9. Please provide specific examples of your organization working closely within the community and describe how these have made a positive social impact: **(250 words max)**
10. Please describe any new initiatives or activities that your organization has undertaken or participated in from October 2018 until September 2019: **(500 words max)**
11. Please include any recognition that you have received for your charitable and/or community service projects (dates should be provided): **(250 words max)**
12. Please describe how your community service strategies make your organization unique from others in the industry: **(500 words max)**

**In Addition:** Please include a minimum of 6 high resolution photos related to your community service work and your company's high-resolution logo in .jpg and .eps formats.

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



**2019**  
**Community Service Award of Excellence:**  
**Supplier Members**



**This award recognizes a supplier member 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, charitable contributions 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, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Number of Units in Ontario:
6. What is your community service vision or mission statement? **(100 words max)**
7. Please describe how you integrate community service into your company culture? **(250 words max)**
8. Please provide a profile of activities (fundraiser, volunteer days, charitable organization, etc): **(250 words max)**
9. Please provide specific examples of your organization working closely within the community and describe how these have made a positive social impact: **(250 words max)**
10. Please describe any new initiatives or activities that your organization has undertaken or participated in from October 2018 until September 2019: **(500 words max)**
11. Please include any recognition that you have received for your charitable and/or community service projects (dates should be provided): **(250 words max)**
12. Please describe how your community service strategies make your organization unique from others in the industry: **(500 words max)**

**In Addition:** Please include a minimum of 6 high resolution photos related to your community service work. All submissions must also include high resolution versions of your company logo in both .jpg and .eps formats.

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





**2019**  
**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 your activities, initiatives and programs that involve 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, September 30<sup>th</sup>, 12:00pm Noon**

Please review the ‘Eligibility and Entry Requirements’ prior to submitting your nomination.

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

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Number of units in portfolio:
6. Describe your resident profile (Students, seniors, families, etc): **(100 words max)**
7. What is your customer service vision or mission statement? **(250 words max)**
8. What communication/management tools, training or processes are used to maintain a high level of customer service? **(500 words max)**
9. Profile of activities or programs provided to residents (resident events, services etc) **(500 words max)**
10. Please describe any new services or initiatives that have been introduced in the last year: **(250 words max)**
11. Please provide specific examples of actions taken by your company demonstrating service “beyond the call of duty”: **(500 words max)**
12. Please describe your efforts in building a strong resident community: **(250 words max)**
13. Please describe how your customer service strategies make your organization unique from others in the industry? **(500 words max)**
14. How does your company actively monitor and audit customer service levels and resident satisfaction? **(500 words max)**

**In Addition:** Please include images relevant to customer service (resident appreciation events, welcome brochures, etc) and your company’s high-resolution logo in .jpg and .eps formats.

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

**This award recognizes a FRPO member company that shows an extraordinary commitment to company culture. This includes a demonstrated focus on company vision, work environment, recruitment and training programs, rewards and recognition as well as high levels of employee engagement and satisfaction. This award is open to both property management and supplier members.**

**NOMINATION DEADLINE: Monday, September 30<sup>th</sup>, 12:00pm Noon**

Please review the 'Eligibility and Entry Requirements' prior to submitting your nomination.

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

1. Company Name:
2. Contact Person:
3. Phone Number:
4. Email Address:
5. Number of units in portfolio:
6. Number of employees:
7. Describe the vision, mission and values of your company: **(250 words max)**
8. How does leadership guide by these values to inspire others and achieve company objectives? **(250 words max)**
9. Please describe the recruitment strategies and hiring practices that are utilized to attract high quality team members: **(250 words max)**
10. Please outline your training or development programs related to employee retention, growth and engagement: **(250 words max)**
11. Please provide the tools and corresponding metrics you use to measure cultural alignment and employee engagement: **(250 words max)**
12. Please outline the methods your organization uses to reward and recognize staff? **(250 words)**
13. How does your organization incorporate Corporate Social Responsibility into your company culture? **(250 words max)**
14. What is your voluntary employee turnover rate and any related factors: **(250 words max)**
15. Describe how you measure employee engagement and your most recent results: **(250 words max)**
16. Please describe how your company culture stands out from others? **(250 words max)**

**In Addition:** Please include at least 6 high resolution images/photos relevant to company culture in your submission as well as your company logo in both .eps and .jpg format.

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



**2019  
Certified Rental Building Member Company  
of the Year**



**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, September 30<sup>th</sup>, 12:00pm Noon**

Please review the ‘Eligibility and Entry Requirements’ prior to submitting your nomination.

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

1. Company Name:
2. Name of Contact Person:
3. Phone Number:
4. E-Mail Address:
5. # of CRB approved properties and number of units?
6. What is your customer “quality” service vision or mission statement? Please 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. **(500 words max)**
7. 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). **(500 words max)**
8. Describe how your residents benefit from living in a Certified Rental Building. **(500 words max)**
9. Describe how your team and organization have benefited from being part of the Certified Rental Building program. **(500 words max)**
10. Describe your efforts to raise staff and resident awareness of living and working in a Certified Rental Building. **(500 words max)**
11. What communication/management tools, training or processes are used to maintain awareness of the CRB program? **(500 words max)**

**In Addition:** Please include a minimum of 6 photos/images as well as your high-resolution logo in both .jpg and .eps format. 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) or 416.385.1100 Ext 27