



Dear FRPO Members,

We are pleased to provide the 2021 MAC Awards submission requirements. As categories are updated annually, please review the requirements carefully before submitting your nominations. If you have any questions, please contact Lynzi Michal at lmichal@frpo.org or 416.385.1100 extension 22.

2021 Eligibility & Entry Requirements

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 are pleased to bring back the full complement of awards this year as well as one new addition; the Impact Award. We have also divided the Rental Development of the Year category into over 200 units or under 200 units. The MAC Awards are currently scheduled for December 2nd and will be provided in a virtual format should an in-person event not be permitted. More information will be provided to members as it becomes available

The online submission portal will open no later than September 1st and members will be notified by email. All submissions must be received by **Monday, September 20th at 12pm noon**. Late submissions will not be accepted.

The FRPO MAC Awards are open to organizations of all sizes and we encourage you to participate in this process. The judging panels will independently evaluate the submissions and narrow the field to three finalists. Judges will meet to deliberate the finalist's submissions and determine the winning entry. 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. You may even consider adding text to your photos to assist the judging panel in assessing your application. In addition, you must include high resolution versions of your company logo with each award category that you apply for.

Special attention should be paid to the quality and quantity of your supporting photos/files. High-quality, well shot photographs are encouraged. Poor quality photos may hinder your submission. The photos and logos that you submit must be high resolution to display on large screens at the Awards Gala. Please refer to file limits noted on the submission portal page.

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.

Social Media Excellence



This award recognizes a property management organization that has demonstrated excellence through the use of social media to create connections with existing residents, prospects and employees. Submissions should demonstrate innovation, tangible results, execution and creativity with an emphasis on activities from October 1st, 2020 – September 1, 2021. Our judging panel will review your social media platforms as part of their evaluations.

Nomination Deadline: Monday, September 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Number of Units in your portfolio:

1. Please describe your overall social media strategy and provide specific examples of how this has changed as a result of the Covid-19 Pandemic: (500 words max)
2. What is your 'brand personality' and how do you use this to effectively engage with your customers? (250 words max)
3. Which social media platforms are you currently using? Briefly describe your content strategy for each: (500 words max)
4. How does your social media strategy stand out from others in the rental housing industry? (250 words max)
5. Please provide a specific example of how you used content strategy and creation to successfully achieve your marketing goals: (250 words max)
6. Please describe how you used social media as a crisis management and communication tool during the COVID-19 pandemic (this can include tenant and staff communications): (300 words max)
7. Please provide other examples of your company's digital innovation and creativity as well as any metrics that demonstrate success, engagement and an overall personalized experience (positive customer feedback, leads and conversions, brand advocacy, community service campaigns, etc.) (350 words)

Social Media Accounts:

Please provide the hyperlinks to your social media channels/sites for the judging panel in the fields provided: (Maximum of 10)

REQUIRED SUPPLEMENTAL FILES:

Please include at least 8 high resolutions photos/images from your social media profiles relevant to your submission. In addition, all submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Best Advertising Campaign



This award recognizes a housing provider that has demonstrated clarity, innovation and excellence in a single rental housing advertising/marketing campaign. Entries will be judged on overall concept, creativity, layout, copy or script, platforms used, results and execution. Campaigns must have occurred between October 1st, 2020 – September 1st, 2021

Nomination Deadline: Monday, September 20th, 12:00pm

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.

Company Name:
Contact Person
Phone Number:
Email Address:
Campaign Name:
Number of Units in your portfolio:

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: (100 words max)
2. Please describe your marketing strategy for this campaign: (350 words max)
3. What platforms did you use for this and why? (500 words max)
4. How long did this campaign run for and what was the budget? (250 words max)
5. What was your ROI and how did you benchmark the effectiveness of this campaign? (300 words max)
6. Please describe in further detail the results of this campaign and positive impact on your business: (500 words max)
7. Please provide hyperlinks in the fields provided related to your campaign (if applicable) eg. video content, website, etc (max 8 links)

REQUIRED SUPPLEMENTAL FILES

Please include a minimum of 8 clearly labelled digital versions of your campaign (if applicable) and related photos in your supplemental file uploads. Your supplemental files should provide a clear picture to the judges of your campaign. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Best Property Management Website



This award celebrates a rental housing provider 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 and/or prospective resident viewpoint. Nominations may be submitted for a corporate website or single property website. Our judges will actively navigate your website as part of their assessment

Nomination Deadline: Monday, September 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Website Address:

Number of Units in your portfolio:

Website Developer (please include this only if they are a FRPO member):

1. What is the overall vision or theme of the website? (250 words max)
2. Please describe any improvements to your website in the last year. If this is a new website, please describe the improvements that have been made over the previous site: (250 words max)
3. Please provide an overview of the interactive features designed to engage the user: (250 words max)
4. Please describe the structure, navigation and overall functionality of the website: (250 words max)
5. Please describe your website's accessibility features related AODA compliance and any features that go above and beyond what is currently required: (250 words max)
6. Please describe the measurement tools in place and the overall success of this site (i.e. analytics, traffic, stats, utilization of specific features): (500 words max)
7. How does your website stand out from others in the rental housing industry? (250 words max)

REQUIRED SUPPLEMENTAL FILES:

Please provide a minimum of 5 images or screenshots from your website that may be used in the awards presentation. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Rental Development of the Year (200 UNITS OR LESS)



This award recognizes a housing provider that has achieved excellence in the development of a new rental housing project of 200 units or less. 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 2019 and September 2021. Buildings must be classified as traditional purpose-built rental and excludes nursing homes and retirement residences. This category is open to developments with 200 units or less.

Nomination Deadline: Monday, September 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Building Address (and name if applicable):

Number of Units in building:

1. Average monthly rent by unit type: (100 words max)
2. Please describe the neighbourhood and why you chose to develop in this area? (250 words max)
3. What time period was the development completed in? (100 words max)
4. What are the best features of your development? (500 words max)
5. Please describe this building's energy and water conservation, waste management, net zero/positive or other sustainable initiatives. (500 words max)
6. Describe the accessibility features of this development and any that go above and beyond what is currently required (300 words)
7. What makes this development stand out from others in the area? (300 words max)
8. What obstacles did your organization encounter during development and how did you overcome them? (500 words max)
9. Please describe your lease up strategy: (300 words max)

REQUIRED SUPPLEMENTAL FILES:

Please include ample photos of various suite types, floor plans, common areas, outdoor grounds, lobby, rental office, amenities and any other noteworthy aspects of the rental development. Your photos must be clearly labeled and provide the judges with a thorough representation of your development. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Rental Development of the Year (OVER 200 UNITS)



This award recognizes a housing provider that has achieved excellence in the development of a new rental housing project over 200 units. 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 2019 and September 2021. Buildings must be classified as traditional purpose-built rental and excludes nursing homes and retirement residences. This category is open to any developments with 201 units or more.

Nomination Deadline: Monday, September 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Building Address (and name if applicable):

Number of Units in building:

1. Average monthly rent by unit type: (100 words max)
2. Please describe the neighbourhood and why you chose to develop in this area? (250 words max)
3. What time period was the development completed in? (100 words max)
4. What are the best features of your development? (500 words max)
5. Please describe this building's energy and water conservation, waste management, net zero/positive or other sustainable initiatives. (500 words max)
6. Describe the accessibility features of this development and any that go above and beyond what is currently required (300 words)
7. What makes this development stand out from others in the area? (300 words max)
8. What obstacles did your organization encounter during development and how did you overcome them? (500 words max)
9. Please describe your lease up strategy: (300 words max)

REQUIRED SUPPLEMENTAL FILES:

Please include photos of various suite types, floor plans, common areas, outdoor grounds, lobby, rental office, amenities and any other noteworthy aspects of the rental development. Your photos must be clearly labeled and provide the judging panel a thorough representation of your development. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Environmental Excellence



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 projects from October 2019 to September 2021 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 and success.

Nomination Deadline: Monday, September 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Location of project (if applicable):

1. What is your company's environmental mission statement? How is this integrated into your operations to successfully achieve environmentally conscious outcomes? (500 words max)
2. 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 max)
3. Please list any other notable or innovative programs, capital investments or management practices that have been implemented in the last 12 months to successfully increase conservation and sustainability: (500 words max)
4. How does your organization monitor and audit your environmental impact? (500 words max)
5. Please describe your resident outreach strategy and programs related to sustainability and their positive impacts: (500 words max)
6. How does your organization excel in your environmental efforts compared to the average rental housing provider? (250 words max)

REQUIRED SUPPLEMENTAL FILES

Please include at least 8 high-resolution photos/images related to your submission. These may be graphs, photos, infographics, collateral materials, etc that are relevant to your submission. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

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, work spaces, etc. Nominations will be judged on creativity, design and value provided to the resident community.

Nomination Deadline: Monday, September 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Building Address:

Number of Units in building:

1. What are the average rents at this property by unit type? (100 words max)
2. What is the typical tenant profile for this property? (100 words max)
3. What year was the property originally developed? (50 words max)
4. Please describe in detail the amenities/common areas available to your residents. If this is part of a new development, please identify how your amenities excel compared to standard new projects. If this is a renovation or new addition, please highlight the improvements you have made: (500 words max)
5. If this was a renovation or addition, please provide the total pre-tax cost of the project and time frame in which it was completed. New developments should include the pre-tax cost of your amenity spaces. (250 words max)

REQUIRED SUPPLEMENTAL FILES

Please include a minimum of 8 photos of your amenity spaces in your submission. If your submission relates to new or renovated amenities, you must include before and after photos. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Best Lobby Renovation



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 October 1st, 2019 - Sept 1st, 2021.

Nomination Deadline: Monday, September 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Building Address:

Number of Units in building:

Name of Contractor that completed the work (only include this please if the contractor is a FRPO member):

1. What is the target market for this property? (100 words max)
2. What year was the property originally developed? (50 words max)
3. Please describe the renovation plan for this project and time it took to complete: (350 words max)
4. Outline the improved functionality and which feature you feel makes the most impact: (350 words max)
5. What challenges did you encounter in completing this project and how did you overcome them? (250 words max)
6. Please provide the breakdown of pre-tax renovation costs and total spend: (250 words max)

REQUIRED SUPPLEMENTAL FILES

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, high quality photos. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Best Curb Appeal



This award recognizes a housing provider 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 September 1st, 2021.

Nomination Deadline: Monday, September 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Building Address:

Name of Contractor (only include this if the contractor is a FRPO member):

1. Number of units in building:
2. Average monthly rent by unit types: (100 words max)
3. What year was this property originally developed? (50 words max)
4. Please describe the renovation plan for this project and time it took to complete: (350 words max)
5. Outline the improved functionality and which feature you feel makes the most impact in improving the curb appeal of this property: (350 words max)
6. What obstacles did you encounter during this project and how did you overcome them? (250 words max)
7. Please describe any improvements you made to property signage visible from the street if any: (100 words max)
8. What was the total pre-tax cost breakdown of this renovation and time frame it was completed? (250 words max)

REQUIRED SUPPLEMENTAL FILES

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, high quality photos. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Best Suite Renovation under \$25,000



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. This project must have been completed between October 1st, 2019 - Sept 1st, 2021.

Nomination Deadline: Monday, September 20th, 12:00pm

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.

Company Name:

Contact Person:

Phone Number:

Email Address:

Building Address and Unit Number:

Name of Contractor (only include this if the contractor is a FRPO member):

Number of Units in the building:

1. 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)
2. Monthly Rent for this specific unit prior to renovations:
3. Monthly Rent for this specific unit following renovations:
4. Please describe your vision and strategy for this renovation: (250 words max)
5. Please detail any factors affecting the rental rate of the renovated unit: (100 words max)
6. What year was the property originally developed? (50 words max)
7. When did this renovation take place and how long did it take to complete? (100 words max)
8. What are the best features or improvements of this renovation? (250 words max)
9. Please provide the breakdown of pre-tax renovation costs and total pre-tax spend: (250 words max)

REQUIRED SUPPLEMENTAL FILES

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, we encourage you to use impactful, high quality photos. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Best Suite Renovation over \$25,000



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. This project must have been completed between October 1st, 2019 - September 1st, 2021.

Nomination Deadline: Monday, September 20th, 12:00pm

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.

Company Name:

Contact Person:

Phone Number:

Email Address:

Building Address and Unit Number:

Name of Contractor (only include this if the contractor is a FRPO member):

Number of Units in the building:

1. 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)
2. Monthly Rent for this specific unit prior to renovations:
3. Monthly Rent for this specific unit following renovations:
4. Please describe your vision and strategy for this renovation: (250 words max)
5. Please detail any factors affecting the rental rate of the renovated unit: (100 words max)
6. What year was the property originally developed? (50 words max)
7. When did this renovation take place and how long did it take to complete? (100 words max)
8. What are the best features or improvements of this renovation? (250 words max)
9. Please provide the breakdown of pre-tax renovation costs and total pre-tax spend: (250 words max)

REQUIRED SUPPLEMENTAL FILES

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, we encourage you to use impactful, high quality photos. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Resident Manager or Managers of the Year



This award recognizes an employee or team, 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 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Nominee Name(s):

1. How long has the nominee been involved in the rental housing industry? (100 words max)
2. Why is this nominee worthy of this award? (250 words max)
3. What is the resident profile of this community? (100 words max)
4. What noteworthy challenges did this nominee face in the last year? (250 words max)
5. Please describe the nominee's accomplishments in the last year: (250 words max)
6. What makes this employee stand out from others? (250 words max)

REQUIRED SUPPLEMENTAL FILES:

Please include at least 6 high-resolution photos of the nominee in their work settings. These will be used at the Awards Gala should this nominee be named a finalist. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

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 management 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 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Nominee Name:

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

REQUIRED SUPPLEMENTAL FILES

Please include at least 6 high-resolution photos of the nominee in their work setting. These will be used at the Awards Gala should this nominee be named a finalist. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

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 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Nominee Name:

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

REQUIRED SUPPLEMENTAL FILES:

Please include at least 6 high-resolution photos of the nominee in their work setting. These will be used at the Awards Gala should this nominee be named a finalist. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Impact Award



This award recognizes a rental housing provider that has achieved extraordinary social outcomes related to one initiative or project in Ontario. Nominees must be able to demonstrate the positive impact of their efforts. Projects may include but are not limited to affordable housing, community initiatives, financial relief programs, advocacy or other service projects. Submissions will demonstrate creativity, innovation, execution and will be judged on their overall contribution and success. Projects must have taken place between March 2020 and September 2021.

Nomination Deadline: Monday, September 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Number of Units in Ontario:

1. Please describe your project or initiative (350 words max)
2. Where and when did this initiative/project take place? (150 words max)
3. Please tell us about your inspiration or motivation behind this project or initiative (500 words max)
4. Who was your target audience? (250 words max)
5. What were the goals? (350 words max)
6. How did your team approach this project? (500 words max)
7. What was the social impact and how did you measure success? (500 words max)
8. Please explain how this project/initiative contributes to a positive landlord/tenant relationship? (350 words max)
9. How does this project align with your corporate mission statement or values? (250 words max)
10. Please use this space for any other relevant details that support your submission (350 words max)

REQUIRED SUPPLEMENTAL FILES:

Please include a minimum of 8 high resolution photos related to your project or initiative. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Community Service Award of Excellence

Rental Housing Provider



This award recognizes a company that has gone above and beyond to give back to the communities they operate in. This company is 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 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Number of Units in Ontario:

1. What is your community service vision or mission statement? (150 words max)
2. Please describe how you integrate community service into your company culture? (300 words max)
3. Please provide a profile of activities or programs (fundraiser, volunteer days, charitable organization, etc): (500 words max)
4. Please provide specific examples of your organization working closely within the community and describe how this has made a positive social impact: (250 words max)
5. Please describe any new initiatives or activities that your organization has undertaken or participated in from October 2020 until September 2021: (500 words max)
6. Please describe how your community service strategies make your organization unique from others in the industry: (500 words max)

REQUIRED SUPPLEMENTAL FILES:

Please include a minimum of 8 high resolution photos related to your community service work. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Community Service Award of Excellence

Supplier Members



This award recognizes a company that has gone above and beyond to give back to the communities they operate in. This company is 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 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

1. What is your community service vision or mission statement? (150 words max)
2. Please describe how you integrate community service into your company culture? (300 words max)
3. Please provide a profile of activities or programs (fundraiser, volunteer days, charitable organization, etc): (500 words max)
4. Please provide specific examples of your organization working closely within the community and describe how this has made a positive social impact: (250 words max)
5. Please describe any new initiatives or activities that your organization has undertaken or participated in from October 2019 until September 2020: (500 words max)
6. Please describe how your community service initiatives make your organization unique from others in the industry: (500 words max)

REQUIRED SUPPLEMENTAL FILES:

Please include a minimum of 8 high resolution photos related to your community service work. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

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 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Number of Units in Ontario:

1. Describe your resident profile (Students, seniors, families, etc): (100 words max)
2. What is your customer service vision or mission statement? (300 words max)
3. What communication/management tools, training or processes are used to maintain a high level of customer service? (500 words max)
4. Profile of activities or programs provided to residents (resident services or events, loyalty programs, etc) (500 words max)
5. Please describe any new services or initiatives that have been introduced in the last year that demonstrate your leadership in customer service: (250 words max)
6. Please describe how your organization adapted your customer service strategies during the COVID-19 pandemic: (500 words max)
7. Please provide specific examples of actions taken by your company or employees demonstrating service "beyond the call of duty": (350 words max)
8. Please describe your efforts in building a strong resident community: (250 words max)
9. Please describe how your customer service strategies make your organization unique from others in the industry? (500 words max)
10. How does your company actively monitor and audit customer service levels and resident satisfaction? (500 words max)

REQUIRED SUPPLEMENTAL FILES:

Please include at least 8 images relevant to customer service (resident appreciation events, welcome brochures, marketing materials, training, staff, etc). All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

Company Culture Award of Excellence



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 20th, 12:00pm

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.

Company Name:

Contact Person

Phone Number:

Email Address:

Number of Units in Ontario:

Number of employees:

1. Describe the vision, mission and values of your company: (250 words max)
2. How does leadership guide by these principles to inspire others and achieve organizational goals? (250 words max)
3. Please describe the recruitment strategies and hiring practices that are utilized to attract high quality team members: (300 words max)
4. How does your organization actively promote diversity, equity and inclusion within your organization? What metrics are used to monitor these initiatives? (500 words max)
5. Please outline your training or development programs related to employee retention, development and engagement: (350 words max)
6. Describe how you measure employee engagement and cultural alignment as well as your most recent results: (350 words max)
7. Please outline the methods your organization utilizes to reward and recognize staff? (250 words max)
8. How did your organization support employees and maintain engagement during the COVID-19 health crisis? Please provide specific details (500 words max)
9. How does your organization support employee mental health? (350 words max)
10. Describe how your organization has embedded Corporate Social Responsibility into your company culture? (350 words max)
11. What is your average voluntary employee turnover rate and any related factors: (250 words max)
12. Please describe how your company culture stands out from others? (250 words max)

REQUIRED SUPPLEMENTAL FILES: Please include at least 8 high resolution images/photos relevant to your company culture (employee events, training materials, staff images, recognition pieces, infographics, etc). All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

The Certified Rental Building Program Award of Excellence

Member of the Year



This award recognizes the property management organization and/or owner enrolled in the Certified Rental Building Program that has demonstrated exceptional and award-worthy actions and activities that go above and beyond the CRBP high standards of quality and the basic requirement that CRBP buildings are well-run, well-managed, well-maintained and operate in an environmentally responsible fashion.

This award acknowledges excellence. As such, the recipient of this award must clearly demonstrate how the core values of quality service, professionalism, caring, respect, leadership, integrity and innovation are integrated into activities.

Nomination Deadline: Monday, September 20th, 12:00pm

Award nominees are evaluated on actions and activities in relation to a minimum of 3 out of the 4 areas of investigation:

- Customers (residents, potential residents and/or the broader community)
- Employees, contractors or other internal team members
- Innovation
- Environmental Leadership/Sustainability

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?

Answer at minimum 3 out of the following 4 questions

6. Provide at least one example that demonstrates where, when and how you have gone above and beyond the usual expectation of quality service to provide residents, potential residents and/or the broader community with noteworthy/award-winning service/actions that exemplify the CRBP values of caring, quality integrity and professionalism (500 words max)

7. Provide at least one example that exemplifies your commitment to your employees and/or the contractors that work with your organization and that identifies how you encourage innovation, improved work processes, initiative, professionalism, continued development and/or leadership skills (500 words max).

8. Provide at least one example of innovation that positively impacts the quality of life in your buildings and for your residents. Your innovation example should provide evidence of leadership, risk-taking, and collaboration (500 words max).

CONTINUED...

9. Environmental Leadership/Sustainability – Provide at least one example of how your organization has provided environmental education and/or innovative project with residents focused on energy reduction and/or waste reduction and diversion. (500 words max)

REQUIRED SUPPLEMENTAL FILES:

Please include a minimum of 8 photos/images related to your submission (staff training, infographics, CRB branded materials, sustainability, etc) The photos submitted are an integral part of your application and should provide visual evidence of the examples referenced in your application. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

All submissions must be members in good standing and be up to date with CRB audits.

For more information on the CRB Award, please contact:

Ted Whitehead
Director of Certification
twhitehead@frpo.org
416.385.1100 Ext. 27