



Dear FRPO Members,

We are pleased to provide the 2022 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](mailto:lmichal@frpo.org) or 416.385.1100 extension 22.

### **2022 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 is limited to a maximum of two submissions per category. The MAC Awards are currently scheduled for December 1<sup>st</sup> in conjunction with PM Expo and the Building Show. More information will be provided to members as it becomes available

The online submission portal will open no later than September 1<sup>st</sup> and members will be notified by email. All submissions must be received by **Monday, September 19<sup>th</sup> at 12 pm 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.

To streamline the judging process, 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, your submission will not upload. 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 and concisely, and with enough detail to adequately define your nomination. You may utilize a bullet point format where appropriate.

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. Each photo must be 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 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 the 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 in using social media to create connections with existing residents, prospects, and employees. Submissions should demonstrate innovation, engagement, tangible results, and creativity executed across multiple platforms. Emphasis should be on activities from October 1<sup>st</sup>, 2021 – September 1, 2022. Our judging panel will review your social media platforms as part of their evaluations.

### **Nomination Deadline: Monday, September 19th, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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 how this is executed across your platforms (350 words max)
2. What is your “brand personality” and how do you use this to effectively engage with your customers? (250 words max)
3. How does your social media strategy stand out from others in the rental housing industry? (250 words max)
4. Please provide a specific example of how you used content creation and strategy to successfully achieve your marketing goals and increase engagement: (250 words max)
5. Please provide other examples of your company’s digital innovation and creativity that demonstrate success, engagement, and an overall personalized experience (positive customer feedback, leads, and conversions, brand advocacy, community service campaigns, etc.) (350 words)
6. Please provide your metrics (150 words bullet point)

#### **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 the overall concept, creativity, layout, copy or script, platforms used, results, and execution. Campaigns must have occurred between October 1<sup>st</sup>, 2021 – September 1st, 2022

### **Nomination Deadline: Monday, September 19th, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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. Describe the target market for this specific campaign: (100 words max)
2. Please describe your marketing strategy and goals for this campaign: (350 words max)
3. What platforms did you use for this and why? (250 words max)
4. How long did this campaign run for and what was the budget? (150 words max)
5. Please describe your results in detail and the campaign's positive impact on your business (350 words)
6. 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 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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 an FRPO member):

1. What is the overall vision or theme of the website? (150 words)
2. Describe the main objective(s) of the website and how the user experience was designed to achieve these (350 words)
3. Please describe any improvements to your website in the last year. If this is a new website, outline the improvements that have been made over the previous site: (250 words max)
4. Describe the accessibility features of your website related to AODA compliance and any that go above and beyond what is currently required: (250 words max)
5. Please provide any relevant metrics and analytics from the past year: (this may include leads, conversions, page visits, weekly/monthly traffic) (250 words bullet point)
6. How does your website stand out from others in the rental housing industry? (150 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 2020 and September 2022. 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 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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? (150 words max)
3. What was the development timeline? (100 words max)
4. What are the best features of your development? (350 words max)
5. Please describe this building’s energy and water conservation, waste management, net-zero/ positive, or other sustainable initiatives. (350 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? (250 words max)
8. Please describe your lease-up strategy: (250 words max)

### **REQUIRED SUPPLEMENTAL FILES:**

Please include ample photos of various suite types, floor plans, exterior building, 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 rental housing provider that has achieved excellence in the development of a new rental housing project of 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 2020 and September 2022. 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 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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? (150 words max)
3. What was the development timeline? (100 words max)
4. What are the best features of your development? (350 words max)
5. Please describe this building’s energy and water conservation, waste management, net-zero/ positive, or other sustainable initiatives. (350 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? (250 words max)
8. Please describe your lease-up strategy: (250 words max)

### **REQUIRED SUPPLEMENTAL FILES:**

Please include photos of various suite types, floor plans, common areas, exterior building, 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 with 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 2020 to September 2022 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 19<sup>th</sup>, 12:00 pm**

Please review the "Eligibility and Entry Requirements" before 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 and how is this integrated into your business to achieve your environmental goals?
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 success in reducing the environmental footprint (500 words max)
3. Please list any other NEW 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? (300 words max)
5. Please describe your resident outreach strategy and programs related to sustainability and their positive impacts: (300 words max)
6. How does your organization excel in your environmental efforts compared to the average rental housing provider? (350 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 support your submission. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

## Best Amenities - New Development



This award recognizes a housing provider that has created an exceptional amenities package for their residents in a new purpose-built rental development. Examples include (but are not limited to) fitness/pool facilities, media centre, rental offices, rooftop patio, dog park, playground, outdoor areas, workspaces, etc. Nominations will be judged on creativity, design, innovation, and value provided to the resident community. This category is open to buildings occupied as of September 2019.

### **Nomination Deadline: Monday, September 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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. (500 words)
5. Identify how your amenities excel compared to other new developments: (350 words max)

### **REQUIRED SUPPLEMENTAL FILES**

Please include a minimum of 10 high-resolution photos of your amenity spaces in your submission. Your submission should provide the judging panel with a thorough representation of the amenities available to your residents. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

## Best Amenities - Renovated



This award recognizes a housing provider that has demonstrated excellence in renovating or upgrading resident amenities or common spaces. This can include improvements to existing areas (excludes lobby) or the creation of new amenities. 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, workspaces, etc. Nominations will be judged on creativity, design, and value provided to the community. Renovations must have taken place between September 2020 and September 2022.

### **Nomination Deadline: Monday, September 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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 and highlight the improvements you have made: (500 words max)
5. Please provide the total pre-tax cost of the project and the time frame in which the renovation was completed. (150 words max)

### **REQUIRED SUPPLEMENTAL FILES**

Please include a minimum of 10 photos of your amenity spaces in your submission and 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 1<sup>st</sup>, 2020 - Sept 1<sup>st</sup>, 2022.

### **Nomination Deadline: Monday, September 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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 (you may include this if the contractor is a member of FRPO):

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 the 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. Please provide the breakdown of pre-tax renovation costs and total spend: (250 words max)

### **REQUIRED SUPPLEMENTAL FILES**

Your submission must include a minimum of 10 images. Photos should be shot from similar angles to provide the judging panel with 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, landscaping, design, functionality, and overall aesthetics of the entrance to the building. The judges will take into consideration the overall curb appeal and its relevance to your residents and surrounding neighbourhood. This project must have been completed within the last two years and no later than September 1st, 2022.

### **Nomination Deadline: Monday, September 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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 an FRPO member):

1. Number of units in building:
2. Average monthly rent by unit types: (100 words max)
3. What year was this property initially developed? (50 words max)
4. Please describe the renovation plan for this project and the time it took to complete: (350 words max)
5. Outline the improved functionality and the features that make the most impact in improving the curb appeal of this property: (350 words max)
6. Please describe any improvements you made to property signage visible from the street if any: (100 words max)
7. What was the total pre-tax cost breakdown of this renovation? (100 words max)

### **REQUIRED SUPPLEMENTAL FILES**

Your submission must a minimum of 10 images. Photos should be shot from similar angles to provide the judging panel with 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 September 1<sup>st</sup>, 2021- September 1<sup>st</sup>, 2022.

**Nomination Deadline: Monday, September 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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 an 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. What year was the property originally developed? (50 words max)
3. Monthly rent for this unit before renovations:
4. Monthly rent for this unit following renovations:
5. When did this renovation take place and how long did it take to complete? (100 words max)
6. Please describe your vision and strategy for this renovation: (250 words max)
7. Please detail any factors affecting the rental rate of the renovated unit: (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**

Your submission must include a minimum of 10 images including before and after photos of the project. Photos should be shot from similar angles to provide the judges with a side-by-side comparison. 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 September 1<sup>st</sup>, 2021 - September 1st, 2022.

**Nomination Deadline: Monday, September 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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 an 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. What year was the property originally developed? (50 words max)
3. Monthly rent for this unit before renovations:
4. Monthly rent for this unit following renovations:
5. When did this renovation take place and how long did it take to complete? (100 words max)
6. Please describe your vision and strategy for this renovation: (250 words max)
7. Please detail any factors affecting the rental rate of the renovated unit: (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**

Your submission must include a minimum of 10 images including before and after photos of the project. Photos should be shot from similar angles to provide the judges with a side-by-side comparison. 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(s) of the Year



This award recognizes an employee or team, nominated by their employer, who has achieved excellence in on-site building management. Consideration will be given to the property management challenges faced by the employee(s) as well as notable accomplishments in the past year. Submissions should demonstrate exceptional management of on-site activities, high resident satisfaction, and overall professionalism.

### **Nomination Deadline: Monday, September 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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 challenges did this nominee face in the last year? (350 words max)
5. Please describe the nominee’s accomplishments in the last year: (350 words max)
6. What makes this employee stand out from others? (350 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, the volume of tenants screened, tenant turnover, vacancy rates within the building(s), and the overall professionalism of the leasing agent.

### **Nomination Deadline: Monday, September 19<sup>th</sup>, 12:00 pm**

Please review the "Eligibility and Entry Requirements" before 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 have this 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 type 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 what factors relate 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 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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 challenges 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: (350 words max)
7. Please describe any other activities the nominee has been involved with that have contributed to their success as a property manager: (350 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 should demonstrate creativity, innovation, and leadership and will be judged on their overall contribution and success. Projects must have taken place between March 2021 and September 2022.

### **Nomination Deadline: Monday, September 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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 the inspiration or motivation behind this project or initiative (500 words max)
4. Who was your target audience? (250 words max)
5. Outline the objectives of this initiative/project: (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 its 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 of their efforts. 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 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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? (250 words max)
3. Please outline your organization’s annual community service activities or programs (fundraising, volunteer days, sponsorship, scholarships, etc.): (500 words max)
4. Please provide specific examples of your organization working closely within the community and how this made a positive social impact: (250 words max)
5. What new initiatives or activities has your organization undertaken or participated in from October 2021 through September 2022? (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 its 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 of their efforts. 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

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Contact Person

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## **REQUIRED SUPPLEMENTAL FILES:**

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## Customer Service Award of Excellence



This award recognizes a rental housing provider that 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 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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? (350 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 12 months that demonstrate your leadership and innovation: (350 words max)
6. How does your organization utilize technology in the customer experience? (350 words max)
7. Please describe your efforts in building a strong resident community: (250 words max)
8. Please describe how your customer service strategies make your organization unique from others in the industry? (350 words max)
9. How does your company actively monitor and audit customer service levels and resident satisfaction? (250 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 an FRPO member company that shows an extraordinary commitment to company culture. This includes a demonstrated focus on the 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 19<sup>th</sup>, 12:00 pm**

Please review the “Eligibility and Entry Requirements” before 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 has your organization adapted to changes in the workplace following the COVID-19 pandemic? 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)