



# 2025 Submission Package

We are pleased to provide the 2025 MAC Awards submission requirements. As categories are updated annually, please review each carefully before submitting your nominations. There is additional information [here](#). If you have any questions, please contact us at [membership@frpo.org](mailto:membership@frpo.org).

To participate in the 2025 FRPO MAC Awards, all entries must be submitted through the online submission portal. Each award category includes specific form fields - please complete all required sections carefully.

## **Submission Limits & Eligibility:**

Each organization may submit a maximum of (2) entries per category, unless otherwise specified. Submissions are open to FRPO members in good standing, and any nominated buildings must be owned or managed by the submitting organization at the time of application. FRPO reserves the right to disqualify ineligible submissions or cancel categories with insufficient entries.

## **Important Dates:**

- Submission Portal: This will open in early September (members will be notified via email)
- Submission Deadline: Monday, September 22 at 12:00 PM – late submissions will not be accepted
- MAC Awards Presentation: Thursday, December 4th at the Metro Toronto Convention Centre

## **Submission Tips:**

- Each question has a maximum word count noted in the portal. If your answer exceeds the limit, the system will prevent submission.
- We recommend drafting responses in a separate document for easy copy/paste.
- Provide clear, concise, and detailed responses. Bullet points are acceptable where appropriate.
- Do not wait until the last minute to upload.
- The company name submitted in your application will be displayed at the Gala if you are selected as a finalist or winner. Non-member companies or vendors will not be recognized in nominations or awards.

## **Supporting Materials:**

- Hyperlinks are not permitted (unless specified, such as in website fields) and will be disregarded by judges.
- You must provide supplemental photo files, clearly labelled and in the correct order. Photos using AI or virtual staging must be disclosed (see next page for parameters)
- High-resolution company logos must be submitted with each award category you enter.
- High-quality, well-composed photographs are essential. Poor-quality or limited visuals may impact the assessment of your submission. Please refer to file size and format guidelines on the portal.

## **Judging Process:**

An independent judging panel will evaluate all submissions and select the top three finalists in each category, along with the overall winner. Finalists will be notified in advance, and winners will be announced at the Awards Gala on December 4th.

We look forward to your participation and wish all nominees the best of luck!



# 2025 Submission Package

## NEW FOR 2025 - Virtual Staging Guidelines

Virtual staging or AI enhanced images are permitted for the FRPO MAC Awards but must follow specific guidelines. Failure to comply will result in disqualification.

Only soft goods - such as furniture, rugs, plants, and artwork - may be virtually staged. Hard goods like light fixtures, appliances, faucets, flooring, or window coverings cannot be digitally altered.

Additionally, you may not remove flaws, move walls, or make any changes that present an unrealistic or misleading image. **Renderings are NOT permitted in your submissions.** FRPO reserves the right to remove any submissions that do not adhere to these parameters.

All virtually staged or AI-enhanced photos must be clearly labeled (as shown below) and must be **accompanied by the original, unedited version for reference.**



**Allowed:** Virtual staging of soft goods like furniture, area rugs, plants, and artwork is permitted. You may also use mock-ups as shown below should this make sense for your submission.



**Not Allowed:** Virtual staging of hard goods such as light fixtures, doors, faucets, appliances, window coverings, or flooring is not allowed.



# Social Media Award of Excellence

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

This award recognizes a rental housing provider that has shown outstanding proficiency in utilizing social media platforms to establish meaningful connections with current residents, potential tenants, and employees. Submissions must demonstrate innovation, active engagement, measurable achievements, and imaginative campaigns implemented across various channels. Nominations are open for both corporate and single-property social media channels. Your submission should focus on activities between October 1st, 2024, and September 1st, 2025. Our panel of judges will thoroughly assess your social media presence as part of the evaluation process.

## **REQUIRED INFORMATION:**

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Community or Building Name (if applicable):
- Number of Units in your portfolio:
- Advertising Agency (FRPO Members Only):

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

1. Please outline your overall approach to social media and how it is implemented across your platforms. (250 words maximum)
2. How would you describe your brand's personality and how does it contribute to effective customer engagement? (150 words maximum)
3. How does your social media strategy differentiate your organization from others in the rental housing industry?(150 words maximum)
4. Could you share a specific instance where your content creation and strategy led to successful marketing goals and increased engagement? (150 words maximum)
5. Please provide additional examples of your company's digital innovation and creativity, highlighting achievements in customer feedback, lead generation, conversions, brand advocacy, and community service campaigns over the past 12 months. (250 words maximum)
6. Kindly provide all relevant metrics in a bullet point format. (150 words maximum)
7. This submission includes virtually staged or AI enhanced images (YES or NO)

## **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 INFORMATION:**

Please include a minimum of 8 clearly labeled digital versions of your campaign (if applicable) and related photos in your supplemental file uploads. Should your submission be nominated as a finalist, these images will be used in the awards ceremony. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)



# Best Advertising Campaign

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

This category recognizes a rental housing provider who has exhibited exceptional clarity, innovation, and excellence in a single advertising/marketing campaign related to rental housing. Entries will be evaluated based on the campaign's overall concept, creativity, layout, copy or script, platforms utilized, results achieved, and execution. The campaigns under consideration must have taken place between October 1st, 2024, and September 1st, 2025.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Campaign Name:
- Number of Units in your portfolio:
- Advertising Agency (FRPO Members Only):

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

1. Please provide an overview of the target market for this specific campaign. (100 words maximum)
2. Could you describe the marketing strategy and goals you had in mind for this campaign? (350 words maximum)
3. Which platforms did you utilize for this campaign and what factors influenced your choice? (250 words maximum)
4. What was the duration of this campaign and what was the allocated budget? (150 words maximum)
5. Kindly elaborate on the results of the campaign and the positive impact it had on your business. (250 words maximum)
6. If applicable, please include up to 10 hyperlinks related to your campaign, such as video content or website links, social media, etc in the provided fields.
7. This submission includes virtually staged or AI enhanced images (YES or NO)

## REQUIRED SUPPLEMENTAL INFORMATION:

Please include a minimum of 8 clearly labeled 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. Should your submission be nominated as a finalist, these images will be used in the awards ceremony. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)





# Best Property Management Website

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

**Please Note: This category is limited to one entry per organization**

This award celebrates a rental housing provider that demonstrates outstanding creativity, design, content strategy, visual appeal, user experience, and effective use of digital tools on their property management website. It recognizes excellence from the perspective of both current residents and prospective renters. Nominations are open to both corporate websites and individual property websites. As part of the judging process, our panel will actively explore and evaluate your site's design, functionality, and overall user experience.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Website Address:
- Number of Units in your portfolio:
- Website Developer (FRPO Members Only):

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

1. Please provide a concise description of the overall vision or theme of your website. (150 words maximum)
2. Describe the primary objective(s) of your website and how the user experience was intentionally designed to achieve these goals. (250 words maximum)
3. If your website has undergone recent improvements, please detail those enhancements. In the case of a new website, outline the improvements made compared to the previous site. (250 words maximum)
4. Describe the accessibility features of your website, particularly in relation to AODA compliance, and highlight any additional features that go beyond current requirements. (150 words maximum)
5. Please share relevant metrics and analytics from the past year, such as leads, conversions, page visits, and weekly/monthly traffic, in a bullet point format. (150 words maximum)
6. How does your website differentiate itself from others in the rental housing industry? (150 words maximum)
7. This submission includes virtually staged or AI enhanced images (YES or NO)

## REQUIRED SUPPLEMENTAL INFORMATION:

Please provide a minimum of 5 images of your website that will be used in the awards presentation. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png). Should your submission be nominated as a finalist, these images will be used in the awards ceremony.



# Rental Development of the Year - Secondary Market

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

This award acknowledges a housing provider who has demonstrated excellence in completing a new rental development project in a secondary market (outside of the Greater Toronto Area). The evaluation criteria encompass overall creativity, suite design, curb appeal, amenities, and the effective utilization of space and functionality within the floor plan. Only traditional purpose-built rental projects are eligible and must have received their occupancy permit between November 2023 and March 2025.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Building Address
- Building Name (if applicable):
- Number of Units in Building:

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

1. Please provide the average monthly rent for each unit type. (100 words maximum)
2. Explain the characteristics of the neighborhood and the reasons behind choosing this location for development? (250 words maximum)
3. What was the timeline for the development process? Please include the date your occupancy permit was issued? (150 words maximum)
4. What are the best features of your development that set it apart? (150 words maximum)
5. Please outline the sustainable initiatives incorporated into the building, such as energy and water conservation, waste management, net-zero/positive practices, or any other relevant initiatives. (350 words maximum)
6. Describe the accessibility features of this development, including any elements that exceed current building code or other related requirements. (150 words maximum)
7. What factors distinguish this development from others in the surrounding area? (250 words maximum)
8. Please provide an overview of your lease-up strategy and any relevant metrics. (250 words maximum)
7. This submission includes virtually staged or AI enhanced images (YES or NO)

## REQUIRED SUPPLEMENTAL INFORMATION:

Please include ample photos of various suite types, floor plans, exterior shots, 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. Any images that include the use of A.I. or virtually staged furnishings must be disclosed and clearly labeled. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png). Should your submission be nominated as a finalist, these images will be used in the awards ceremony.

**IMPORTANT NOTE:** Renderings are not permitted in your submission. Only photos showing the completed project may be included in your submission.



# Rental Development of the Year - 200 Units or Less

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

This award acknowledges a housing provider who has demonstrated excellence in completing a new rental development project comprising of 200 units or fewer. The evaluation criteria encompass overall creativity, suite design, curb appeal, amenities, and the effective utilization of space and functionality within the floor plan. Only traditional purpose-built rental projects are eligible and must have received their occupancy permit between November 2023 and March 2025.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Building Address
- Building Name (if applicable):
- Number of Units in Building:

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

1. Please provide the average monthly rent for each unit type. (100 words maximum)
2. Explain the characteristics of the neighborhood and the reasons behind choosing this location for development? (250 words maximum)
3. What was the timeline for the development process? Please include the date your occupancy permit was issued? (150 words maximum)
4. What are the best features of your development that set it apart? (150 words maximum)
5. Please outline the sustainable initiatives incorporated into the building, such as energy and water conservation, waste management, net-zero/positive practices, or any other relevant initiatives. (350 words maximum)
6. Describe the accessibility features of this development, including any elements that exceed current building code or other related requirements. (150 words maximum)
7. What factors distinguish this development from others in the surrounding area? (250 words maximum)
8. Please provide an overview of your lease-up strategy and any relevant metrics. (250 words maximum)
7. This submission includes virtually staged or AI enhanced images (YES or NO)

## REQUIRED SUPPLEMENTAL INFORMATION:

Please include ample photos of various suite types, floor plans, exterior shots, 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. Any images that include the use of A.I. or virtually staged furnishings must be disclosed and clearly labeled. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png). Should your submission be nominated as a finalist, these images will be used in the awards ceremony.

**IMPORTANT NOTE:** Renderings are not permitted in your submission. Only photos showing the completed project may be included in your submission.



# Rental Development of the Year - Over 200 Units

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

This award acknowledges a housing provider who has demonstrated excellence in completing a new rental development project with 200 or more units. The evaluation criteria encompass overall creativity, suite design, curb appeal, amenities, and the effective utilization of space and functionality within the floor plan. Only traditional purpose-built rental projects are eligible and must have received their occupancy permit between November 2023 and March 2025.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Building Address
- Building Name (if applicable):
- Number of Units in Building:

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

1. Please provide the average monthly rent for each unit type. (100 words maximum)
2. Explain the characteristics of the neighborhood and the reasons behind choosing this location for development? (250 words maximum)
3. What was the timeline for the development process? Please include the date your occupancy permit was issued? (150 words maximum)
4. What are the best features of your development that set it apart? (150 words maximum)
5. Please outline the sustainable initiatives incorporated into the building, such as energy and water conservation, waste management, net-zero/positive practices, or any other relevant initiatives. (350 words maximum)
6. Describe the accessibility features of this development, including any elements that exceed current building code or other related requirements. (150 words maximum)
7. What factors distinguish this development from others in the surrounding area? (250 words maximum)
8. Please provide an overview of your lease-up strategy and any relevant metrics. (250 words maximum)
7. This submission includes virtually staged or AI enhanced images (YES or NO)

## REQUIRED SUPPLEMENTAL INFORMATION:

Please include ample photos of various suite types, floor plans, exterior shots, 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. Any images that include the use of A.I. or virtually staged furnishings must be disclosed and clearly labeled. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png). Should your submission be nominated as a finalist, these images will be used in the awards ceremony.

**IMPORTANT NOTE:** Renderings are not permitted in your submission. Only photos showing the completed project may be included in your submission.





# Best Amenities - New Development

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

This award celebrates a rental housing provider who has crafted an outstanding amenities package for residents in a new purpose-built rental development. Examples of these amenities can include but are not limited to, fitness/pool facilities, media centres, rental offices, rooftop patios, dog parks, playgrounds, outdoor areas, workspaces, and more. Emphasis should be on exclusive use items for building residents. Nominations will be evaluated based on their practicality, design, innovation, and the value provided to the resident community. This category is open to new developments only with occupancy beginning on or after September 1st, 2022.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Building Address:
- Building Name (if applicable):
- Number of Units in Building:

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

1. Please provide the average rents for each unit type at this property. (100 words max)
2. Describe the typical resident profile for this property. (100 words max)
3. Please describe the vision and key considerations that shaped your amenity strategy during the pre-development phase.. (250 words max)
4. Please highlight the amenities and common areas available to your residents. (350 words)
5. Highlight the features that distinguish your amenities from those in other new developments. (250 words max)
7. This submission includes virtually staged or AI enhanced images (YES or NO)

## REQUIRED SUPPLEMENTAL INFORMATION:

Please include a minimum of 10 high-resolution photos of your amenity spaces in your submission. Photos are an important part of this category. Your submission should provide the judging panel with a thorough representation of the amenities available to your residents. Any images that include the use of A.I. or virtually staged furnishings must be disclosed and clearly labeled. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)

**IMPORTANT NOTE:** Renderings are not permitted in your submission. Only images showing the completed project may be included.



# Best Amenity Space Renovation

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

This award acknowledges a rental housing provider who has displayed outstanding achievements in renovating or upgrading resident amenities or common spaces. This can encompass enhancements made to existing areas (excluding the lobby) or the creation of new amenities. Examples may include but are not limited to, pool upgrades, laundry room renovations, fitness facilities, media centres, rental offices, rooftop areas, dog parks, playgrounds, outdoor areas, workspaces, and more. Nominations will be evaluated based on creativity, design, and the value provided to the community. Renovations must have been carried out between September 2023 and September 2025.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Building Address:
- Building Name: (if applicable)
- Number of Units in Building:
- Name of Contractor (FRPO Members Only):

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

1. Please provide the average rents for each unit type at this property. (100 words maximum)
2. Describe the typical tenant profile for this property. (100 words maximum)
3. In which year was the property originally developed? (50 words maximum)
4. Provide a detailed description of the amenities and common areas available to your residents and highlight the specific improvements you have made. (350 words maximum)
5. Please state the total pre-tax cost of the renovation project and the time frame in which the renovation was completed. (150 words maximum)
7. This submission includes virtually staged or AI enhanced images (YES or NO)

## REQUIRED SUPPLEMENTAL INFORMATION:

Please include a minimum of 10 photos of your amenity spaces in your submission and must include before and after photos. Photos are an integral part of this submission and comparative photos should clearly show the changes that have been made. Any images that include the use of A.I. or virtually staged furnishings must be disclosed and clearly labeled. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png).

**IMPORTANT NOTE:** Renderings are not permitted in your submission. Only photos showing the completed project may be included.



# Best Lobby Renovation

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

This award recognizes a rental housing provider that has demonstrated excellence in renovating the interior of an existing lobby. Entries will be evaluated based on the overall appeal of the interior, special or unique design elements, creative and efficient utilization of space, and enhanced functionality of the floor plan. The renovation project must have been completed between October 1st, 2023, and September 1st, 2025.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Building Address:
- Building Name (if applicable):
- Number of Units in Building:
- Name of Contractor (FRPO Members Only):

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

1. Please provide the average rents for each unit type at this property. (100 words maximum)
2. Describe the typical resident profile for this property. (100 words maximum)
3. In which year was the property originally developed? (50 words maximum)
4. Describe the renovation plan for this project, including the timeframe it took to complete. (100 words maximum)
5. Outline the enhanced functionality resulting from the renovation and highlight the specific feature that you believe has the most significant impact. (150 words maximum)
6. Please provide a breakdown of the pre-tax renovation costs and the total expenditure. (100 words maximum)
7. This submission includes virtually staged or AI enhanced images (YES or NO)

## REQUIRED SUPPLEMENTAL INFORMATION:

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 that clearly demonstrate the changes. Any images that include the use of A.I. or virtually staged furnishings must be disclosed and clearly labeled. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png).

**IMPORTANT NOTE:** Renderings are not permitted in your submission.

**IMPORTANT NOTE:** Renderings are not permitted in your submission. Only images showing the completed project may be included.



# Best Suite Renovation under \$50,000

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

**Please Note: This category is specific to one single rental unit**

This award recognizes a rental housing provider that has demonstrated excellence in renovating the interior of an existing rental unit. Entries will be evaluated based on the overall appeal of the interior, innovative or unique design elements, creative and efficient utilization of space, and the functionality of the floor plan. The renovation project must have been completed between September 1st, 2024, and September 1st, 2025.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Building Address and Unit Number:
- Number of Units in the building:
- Name of Contractor (FRPO Members Only):

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

1. Please provide the unit type (e.g., 1 bedroom, 2 bedrooms) and the average rent for the same unit type within this building. (50 words maximum)
2. In which year was the property originally developed? (50 words maximum)
3. What was the monthly rent for this unit before the renovations?
4. What is the current monthly rent for this unit following the renovations?
5. When did the renovation take place, and how long did it take to complete? (100 words maximum)
6. Please describe your vision and strategy for this renovation. (100 words maximum)
7. Detail any factors that influenced the rental rate of the renovated unit. (100 words maximum)
8. What are the standout features or improvements of this renovation? (200 words maximum)
9. Please provide a breakdown of the pre-tax renovation costs and the total pre-tax spend. (100 words maximum)
10. This submission includes virtually staged or AI enhanced images (YES or NO)

## REQUIRED SUPPLEMENTAL INFORMATION:

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 that clearly demonstrate the changes. Any images that include the use of A.I. or virtually staged furnishings must be disclosed and clearly labeled. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png).

**IMPORTANT NOTE:** Renderings are not permitted in your submission. Only images showing the completed project may be included.





# Best Suite Renovation over \$50,000

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

**Please Note: This category is specific to one single rental unit**

This award recognizes a rental housing provider that has demonstrated excellence in renovating the interior of an existing rental unit. Entries will be evaluated based on the overall appeal of the interior, innovative or unique design elements, creative and efficient utilization of space, and the functionality of the floor plan. The renovation project must have been completed between September 1st, 2024, and September 1st, 2025.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Building Address and Unit Number:
- Number of Units in the building:
- Name of Contractor (FRPO Members Only):

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

1. Please provide the unit type (e.g., 1 bedroom, 2 bedrooms) and the average rent for the same unit type within this building. (50 words maximum)
2. In which year was the property originally developed? (50 words maximum)
3. What was the monthly rent for this unit before the renovations?
4. What is the current monthly rent for this unit following the renovations?
5. When did the renovation take place, and how long did it take to complete? (100 words maximum)
6. Please describe your vision and strategy for this renovation. (100 words maximum)
7. Detail any factors that influenced the rental rate of the renovated unit. (100 words maximum)
8. What are the standout features or improvements of this renovation? (200 words maximum)
9. Please provide a breakdown of the pre-tax renovation costs and the total pre-tax spend. (100 words maximum)
10. This submission includes virtually staged or AI enhanced images (YES or NO)

## REQUIRED SUPPLEMENTAL INFORMATION:

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 that clearly demonstrate the changes. Any images that include the use of A.I. or virtually staged furnishings must be disclosed and clearly labeled. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png).

**IMPORTANT NOTE:** Renderings are not permitted in your submission. Only images showing the completed project may be included.



# Climate Leadership Award of Excellence

**DEADLINE:**  
**SEPTEMBER 22**  
**12:00 pm**

This award recognizes a rental housing provider that has demonstrated exceptional commitment to climate action through measurable and verified reductions in greenhouse gas (GHG) emissions. It celebrates meaningful performance improvements, regardless of building size or portfolio scale. Submissions will be evaluated based on the percentage reduction in GHG emissions between the baseline period (July 1, 2018 – June 30, 2019) and the reporting period (July 1, 2024 – June 30, 2025). While members are welcome to submit data for as many buildings as they wish, only individual buildings will be eligible to win.

To ensure credibility and objectivity, all submissions will be reviewed and assessed by QUWA Smart Services, a third-party engineering firm. QUWA will verify emissions data and select the finalists based on the greatest percentage reduction in emissions.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Building Address
- Building Name: if applicable):

Next, you must submit emissions data through **ENERGY STAR Portfolio Manager (ESPM)**, a free online tool provided by Natural Resources Canada and the U.S. Environmental Protection Agency.

**New to Portfolio Manager?** After you create a [Portfolio Manager](#) account, review the [Quick Start Guide](#) to learn how to enter your property's energy data. Once you've entered your property information, open the "[2025 FRPO Climate Leadership Award Submission](#)" report template to create and submit your report. For assistance, please contact Dilan Cetinkaya, [dcetinkaya@frpo.org](mailto:dcetinkaya@frpo.org).

## The following submission answers are optional, but strongly encouraged to help strengthen your nomination:

1. Sustainability Mission Statement: Briefly describe your organization's sustainability mission and targets, and how it guides your operations. (150 words maximum)
2. Emissions Reduction Measures: Outline any programs, operational changes, or capital upgrades implemented to reduce emissions (e.g. HVAC improvements, lighting retrofits, control systems, envelope upgrades, etc.). (500 words maximum)
3. Data Tracking and Verification: Share how your organization tracks and verifies its emissions data. (250 words maximum)
4. Resident Engagement: Describe any initiatives involving residents in sustainability and climate action. (250 words maximum)

## REQUIRED SUPPLEMENTAL INFORMATION:

Please include minimum 8 high-resolution visuals, such as: photos of the building(s) or project, graphs/infographics showing performance, promotional or educational materials. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png). Should your submission be nominated as a finalist, these images will be used in the awards presentation.



# Environmental Excellence

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

**Please Note: This category is limited to one entry per organization**

This award honours a rental housing provider that demonstrates exceptional environmental stewardship and a strong commitment to fostering greener rental communities. Submissions must focus on the organization as a whole and may highlight initiatives such as energy and water conservation, waste reduction, net-zero or net-positive developments, and other sustainability efforts. Initiatives must have occurred between October 2023 and September 2025, with clear timelines and measurable results. Entries should reflect a proactive, strategic approach to sustainability across your operations and portfolio.

**REQUIRED INFORMATION:**

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Number of Units in Building:

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

1. Please provide your company's environmental mission statement and elaborate on how it is integrated into your business operations to achieve your environmental goals. (150)
2. Outline the environmental management practices implemented by your organization to enhance efficiency and conservation in the areas of water, electricity, waste, and gas. Support your claims with evidence such as year-over-year results, before-and-after implementation comparisons, or other relevant metrics that demonstrate success in reducing the environmental footprint. (500 words maximum)
3. List any new programs, capital investments, or management practices that have been implemented within the past 12 months to successfully promote conservation and sustainability. (500 words maximum)
4. Describe how your organization monitors and audits its environmental impact. (250 words maximum)
5. Detail your resident outreach strategy and the programs you have in place to engage residents in sustainability initiatives, along with the positive impacts these programs have achieved. (250 words maximum)
6. Explain how your organization excels in its environmental efforts compared to the average rental housing provider. (350 words maximum)

**REQUIRED SUPPLEMENTAL INFORMATION:**

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). Should your submission be nominated as a finalist, these images will be used in the awards ceremony.



# Resident Manager of the Year

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

**Please Note: This category is limited to one entry per company**

This award acknowledges an exceptional employee, nominated by their employer, for their outstanding achievements in on-site building management. The nomination should highlight the property management challenges encountered by the employee and showcase notable accomplishments over the past year. Submissions should exemplify exceptional management of on-site activities, a commitment to ensuring high resident satisfaction, and a demonstration of overall professionalism.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Nominee Name:
- Nominee Name Pronunciation:

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

1. Please provide the duration of the nominee's involvement in the rental housing industry. (100 words maximum)
2. Describe the resident profile of the community in which the nominee operates. (100 words maximum)
3. Explain why this nominee is deserving of this award. (150 words maximum)
4. Please describe the notable accomplishments achieved by the nominee in the past year. (150 words maximum)
5. Detail the challenges that the nominee encountered over the past year. (150 words maximum)
6. What makes this employee stand out from others? (150 words maximum)

## REQUIRED SUPPLEMENTAL INFORMATION:

Please include at least 6 high-resolution photos of the nominee in their work settings. A minimum of 3 of these photos must be solo shots of the nominee. 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

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

**Please Note: This category is limited to one entry per company**

This award acknowledges an exceptional individual employee, nominated by their employer, for their outstanding performance in leasing, resident screening, and revenue management over the past year. The evaluation criteria include the agent's closing ratio, the number of tenants screened, tenant turnover, vacancy rates within the building(s), and the overall professionalism demonstrated by the leasing agent.

## **REQUIRED INFORMATION:**

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Nominee Name:
- Nominee Name Pronunciation:

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

1. How long has the nominee been involved in the rental housing industry? (50 words max)
2. Why is this nominee deserving of the Leasing Professional of the Year award? (100 words max)
3. What does the nominee's leasing portfolio include in terms of unit count and number of buildings or properties managed? (75 words max)
4. Over the past year, what has been the nominee's average vacancy rate, number of prospects screened, closing ratio (visitors vs. leases signed), and tenant turnover rate? (Bullet format is acceptable)
5. What is the average rent by unit type within the nominee's portfolio, and what has been the average percentage increase in rental revenue per unit over the past 12 months? Please include any relevant market conditions that may have influenced rental rates. (100 words max)
6. What leasing challenges has the nominee encountered in the past year, and how were they successfully addressed? (100 words max)
7. What additional activities or initiatives has the nominee undertaken that have contributed to their success as a leasing professional? (100 words max)

## **REQUIRED SUPPLEMENTAL INFORMATION:**

Please include at least 6 high-resolution photos of the nominee in their work settings. A minimum of 3 of these photos must be solo shots of the nominee. 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

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

**Please Note: This category is limited to one entry per company**

This award acknowledges an exceptional individual employee, nominated by their employer, who has demonstrated excellence and professionalism in property management. The nominee has successfully overseen their portfolio, managed staff, executed capital projects, and maintained budgets, all while prioritizing customer service and ensuring a high level of resident satisfaction throughout the past year.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Nominee Name:
- Nominee Name Pronunciation:

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

1. How long has the nominee worked in the rental housing industry? (50 words max)
2. Provide an overview of the nominee's portfolio, including the number of units, buildings, locations, and any other relevant details. (100 words max)
3. What makes this nominee an outstanding candidate for this award? (100 words max)
4. What key challenges has the nominee faced in the past year, and how were they addressed? (100 words max)
5. Highlight the nominee's most notable accomplishments over the past year. (100 words max)
6. How has the nominee demonstrated strength in management, budgeting, asset performance, and leadership? (150 words max)
7. What additional initiatives, activities, or contributions have supported the nominee's success as a property manager? (100 words max)

## REQUIRED SUPPLEMENTAL INFORMATION:

Please include at least 6 high-resolution photos of the nominee in their work settings. A minimum of 3 of these photos must be solo shots of the nominee. 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

**DEADLINE:**  
**SEPTEMBER 22**  
**12:00 pm**

**Please Note: This category is limited to one entry per company**

This award celebrates a rental housing provider that has accomplished remarkable social outcomes through a specific initiative or project. Nominees should be able to demonstrate the positive impact generated by their efforts. Projects may encompass various areas, such as affordable housing, community initiatives, financial relief programs, advocacy, or other service projects. Submissions should showcase creativity, innovation, and leadership, and will be evaluated based on their overall contribution and success. Eligible projects must have been implemented between March 2024 and September 2025.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Number of Units in Ontario:
- Campaign or Project Name:

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

1. Provide a clear summary of your project or initiative, including its purpose and key features. (250 words max)
2. When and where did this project or initiative take place? (250 words max)
3. What inspired or motivated your team to launch this project? (250 words max)
4. Who was the intended audience or beneficiary of this initiative? (150 words max)
5. What goals or objectives were set at the outset of the project? (350 words max)
6. Describe your team's approach to planning and executing the initiative. (350 words max)
7. What was the social impact of the project, and how did you evaluate its success? (350 words max)
8. In what ways did this initiative help strengthen landlord-tenant relationships? (250 words max)
9. How does this project reflect or support your company's mission or core values? (250 words max)
10. Use this space to include any additional details, outcomes, or insights that support your submission. (350 words max)

## REQUIRED SUPPLEMENTAL INFORMATION:

Please include a minimum of 8 high-resolution photos related to your project or initiative. These will be used in the awards presentation should your submission be a finalist. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)



# Community Service Award of Excellence

## RENTAL HOUSING PROVIDERS

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

**Please Note: This category is limited to one entry per company.**

This award honours a rental housing provider that has demonstrated exceptional commitment to supporting and uplifting the communities in which they operate. The recipient actively contributes through volunteerism, charitable donations, service projects, and community-focused events. Submissions will be evaluated based on the reach and impact of their efforts - measured by funds raised, individuals supported, and the extent to which a culture of service is embedded within the organization. Priority will be given to initiatives with a strong presence in Ontario.

### **REQUIRED INFORMATION:**

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Number of Units in Ontario:

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

- What is your organization's community service mission or guiding philosophy? (100 words max)
- How is community service embedded into your company's culture and day-to-day operations? (250 words max)
- Describe your annual community engagement activities such as fundraising initiatives, volunteer programs, sponsorships, or scholarships, etc. (250 words max)
- Share specific, measurable examples of how your organization has partnered with local communities to create meaningful social impact. (350 words max)
- Highlight any new initiatives or programs launched or supported between October 2024 and September 2025. (350 words max)
- In what ways does your approach to community service set your organization apart within the rental housing industry? (250 words max)

### **REQUIRED SUPPLEMENTAL INFORMATION:**

Please include a minimum of 8 high-resolution photos to support your nomination. These will be used in the awards presentation should your submission be a finalist. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)



# Community Service Award of Excellence

SUPPLIER MEMBERS

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

**Please Note: This category is limited to one entry per company.**

This award honours a supplier member that has demonstrated exceptional commitment to supporting and uplifting the communities in which they operate. The recipient actively contributes through volunteerism, charitable donations, service projects, and community-focused events.

Submissions will be evaluated based on the reach and impact of their efforts - measured by funds raised, individuals supported, and the extent to which a culture of service is embedded within the organization. Priority will be given to initiatives with a strong presence in Ontario.

## **REQUIRED INFORMATION:**

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:

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

- What is your organization's community service mission or guiding philosophy? (100 words max)
- How is community service embedded into your company's culture and day-to-day operations? (250 words max)
- Describe your annual community engagement activities such as fundraising initiatives, volunteer programs, sponsorships, or scholarships, etc. (250 words max)
- Share specific, measurable examples of how your organization has partnered with local communities to create meaningful social impact. (350 words max)
- Highlight any new initiatives or programs launched or supported between October 2024 and September 2025. (350 words max)
- In what ways does your approach to community service set your organization apart within the rental housing industry? (250 words max)

## **REQUIRED SUPPLEMENTAL INFORMATION:**

Please include a minimum of 8 high-resolution photos to support your nomination. These will be used in the awards presentation should your submission be a finalist. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)





# Company Culture Award of Excellence

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

**Please Note: This category is limited to one entry per company.**

This award celebrates a FRPO member company that demonstrates an outstanding commitment to cultivating a positive, people-focused workplace culture. Nominees will be recognized for their alignment with a clear company vision, efforts to foster a supportive and inclusive work environment, and success in attracting, developing, and retaining top talent. Key areas of evaluation include recruitment and training practices, recognition and reward programs, leadership engagement, and overall employee satisfaction. Both property management and supplier member organizations are eligible for this award.

## **REQUIRED INFORMATION:**

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Number of Employees

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

1. What are your company's vision, mission, and core values? (100 words max)
2. How does leadership embody these principles to inspire and engage employees? (150 words max)
3. What strategies do you use to recruit and retain top talent? (150 words max)
4. How do you promote diversity, equity, and inclusion? Include key initiatives and how you track progress. (200 words max)
5. How does your organization approach salary equity and transparency across roles and teams? (200 words max)
6. Describe your training and development programs and how they support retention and engagement. (200 words max)
7. How do you measure employee engagement and cultural alignment? Share recent results or examples. (200 words max)
8. How do you recognize and reward staff contributions? (100 words max)
9. How has your organization embraced workplace evolution in 2025 (e.g., flexibility, technology, employee expectations)? (200 words max)
10. What programs or supports do you offer for employee mental health and well-being? (150 words max)
11. How is Corporate Social Responsibility integrated into your company culture? (150 words max)
12. What is your average voluntary turnover rate, and what factors contribute to it? (100 words max)
13. What sets your company culture apart from others in the industry? (200 words max)

## **REQUIRED SUPPLEMENTAL INFORMATION:**

Please include a minimum of 8 high-resolution photos to support your nomination. These will be used in the awards presentation should your submission be a finalist. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)



# Customer Service Award of Excellence

**DEADLINE:  
SEPTEMBER 22  
12:00 pm**

This award honours a rental housing provider that consistently delivers exceptional, meaningful service to its residents. Nominees will be evaluated on their commitment to resident care and engagement through programs and initiatives that prioritize genuine value and resident well-being. Judges will look for evidence of a strong service culture, proactive communication, and innovative approaches that go beyond simply providing housing to truly fostering a welcoming and supportive community. This award is open to both single-community efforts and company-wide initiatives.

## REQUIRED INFORMATION:

- Company Name:
- Contact Person:
- Phone Number:
- Email Address:
- Building Name (if applicable)

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

1. Describe your community's resident profile, including the types of residents you serve (e.g., students, seniors, families). (100 words max)
2. Share your customer service vision or mission statement, emphasizing your organization's commitment to exceptional resident care. (150 words max)
3. Explain the communication tools, training, and processes your team uses to consistently deliver high-quality service. (250 words max)
4. Outline the activities and programs you offer residents, such as services, events, loyalty initiatives, and more. (250 words max)
5. Highlight any new services or initiatives introduced in the past 12 months that showcase your leadership and innovation. (250 words max)
6. Describe how your organization leverages technology to enhance the resident experience. (250 words max)
7. Explain your approach to building a strong resident community that fosters belonging and connection. (250 words max)
8. Share what sets your customer service strategy apart from others in the industry. (250 words max)
9. Describe the methods your organization uses to monitor service quality and measure resident satisfaction. (250 words max)

## REQUIRED SUPPLEMENTAL INFORMATION:

Please include a minimum of 8 high-resolution photos to support your nomination. These will be used in the awards presentation should your submission be a finalist. All submissions must also include your high-resolution company logo (.eps, .ai, .psd or .png)