



Dear FRPO Members,

We are pleased to provide the 2023 MAC Awards submission requirements. As categories are updated annually, please review each carefully before submitting your nominations. If you have any questions, please contact Lynzi Michal at lmichal@frpo.org.

2023 Eligibility & Entry Requirements

To submit your entries for the FRPO MAC Awards, please use the online portal and complete the provided form fields that are specific to each award category. Additional information regarding this process is outlined below.

Please note that each organization is limited to a maximum of two submissions per category, unless otherwise specified. The MAC Awards ceremony will be held on Thursday, November 30th, in conjunction with PM Expo and the Building Show. Further details will be shared with members as they become available.

The online submission portal will open no later than September 1st, and members will be notified by email. The deadline for all submissions is **Wednesday, September 20th, at 12:00 pm**. Late submissions will not be accepted.

The FRPO MAC Awards are open to organizations of all sizes, and we highly encourage your participation in this process. Independent judging panels will evaluate the submissions and determine the top three finalists, including the ultimate winner. Finalists will be notified in advance. To be eligible for nomination, all applicants must be FRPO members in good standing, and any nominated buildings must be managed or owned by the submitting organization at the time of application. FRPO reserves the right to cancel categories with insufficient entries.

To expedite the judging process, each required answer has a maximum word count, which can be found within each respective question. You are not obligated to reach the word count limit, but if your answer exceeds it, your submission will not upload. We recommend preparing your answers in a separate document so that you can easily copy and paste them into the designated form fields. Please provide clear and concise responses, with sufficient detail to effectively present your nomination. Bullet points can be utilized where appropriate.

Unless otherwise specified (e.g., website addresses), hyperlinks are not allowed in the submissions. Judges will disregard any hyperlinks included in other fields. However, you can upload supplemental photo files in the desired order for the judges' review. Each photo must be clearly labeled, and adding text to the photos can assist the judging panel in evaluating your application. Additionally, you must include high-resolution versions of your company logo with each award category you apply for.

Pay special attention to the quality and quantity of your supporting photos/files. We encourage high-quality, well-shot photographs. Poor quality or lack of photos may hinder the assessment of your submission as this is a vital component of many categories. Please refer to the file limits specified on the submission portal page.

Lastly, keep in mind that the company name provided in your application will be displayed at the Gala if you become a finalist or winner. We wish all nominees the best of luck!

Social Media Excellence



This award recognizes a property management organization 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. Your submission should focus on activities between October 1st, 2022, and September 1st, 2023. Our panel of judges will thoroughly assess your social media presence as part of the evaluation process.

Nomination Deadline: Wednesday, September 20th, 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 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)

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 category acknowledges 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, 2022, and September 1st, 2023.

Nomination Deadline: Wednesday, September 20th, 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. 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? (250 words maximum)
3. Which platforms did you utilize for this campaign and what factors influenced your choice? (150 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. (150 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.

REQUIRED SUPPLEMENTAL FILES

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



This award recognizes a rental housing provider who has showcased remarkable skills in creativity, design, content structure, graphic usage, user-friendly navigation, interactivity, and overall utilization of the medium on their property management website. It recognizes excellence from the perspective of both current and potential residents. Nominations are open for both corporate websites and single-property websites. Our judges will actively explore and navigate your website as part of the evaluation process.

NEW FOR 2023: This category is limited to one entry per company

Nomination Deadline: Wednesday, September 20th, 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 (FRPO Members Only):

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)

REQUIRED SUPPLEMENTAL FILES

Please provide a minimum of 5 images 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). Should your submission be nominated as a finalist, these images will be used in the awards ceremony.

Rental Development of the Year - 200 Units or Less



This award acknowledges a housing provider who has demonstrated excellence in developing a new rental housing project comprising 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. Eligible projects must have been completed between November 2021 and September 2023. Traditional purpose-built rental buildings are eligible for consideration, while nursing homes and retirement residences are excluded. This category is open to developments featuring 200 units or less.

Nomination Deadline: Wednesday, September 20th, 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. 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? (150 words maximum)
3. What was the timeline for the development process? (100 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. (250 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? (150 words maximum)
8. Please provide an overview of your lease-up strategy and any relevant metrics. (150 words maximum)

REQUIRED SUPPLEMENTAL FILES

Please include ample photos of various suite types, floor plans, exterior buildings, 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). Should your submission be nominated as a finalist, these images will be used in the awards ceremony.

Rental Development of the Year – Over 200 Units



This award acknowledges a housing provider who has demonstrated excellence in developing a new rental housing project comprising 201 units or more. The evaluation criteria encompass overall creativity, suite design, curb appeal, amenities, and the effective utilization of space and functionality within the floor plan. Eligible projects must have been completed between November 2021 and September 2023. Traditional purpose-built rental buildings are eligible for consideration, while nursing homes and retirement residences are excluded. This category is open to developments featuring 201 units or more.

Nomination Deadline: Wednesday, September 20th, 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. 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? (150 words maximum)
3. What was the timeline for the development process? (100 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. (250 words maximum)
6. Describe the accessibility features of this development, including any elements that exceed current building code or related requirements. (150 words maximum)
7. What factors distinguish this development from others in the surrounding area? (150 words maximum)
8. Please provide an overview of your lease-up strategy and any relevant metrics. (150 words maximum)

REQUIRED SUPPLEMENTAL FILES – Please read carefully

Please include ample photos of various suite types, floor plans, exterior buildings, 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). Should your submission be nominated as a finalist, these images will be used in the awards ceremony.

Environmental Excellence



This award acknowledges a rental housing provider who has exemplified outstanding environmental stewardship and a strong commitment to fostering greener rental communities. The criteria for excellence encompass energy and water conservation, waste management, net-zero/positive developments, and other sustainable initiatives. Nominations can be submitted based on a portfolio of properties or for individual properties. The submissions should emphasize activities and projects undertaken between October 2021 and September 2023, accompanied by concrete data that measure the outcomes achieved. In the case of new developments or investments, the submission

should provide evidence of how these initiatives surpass the standards set by typical projects. Clear time frames must be provided for each project or initiative. The highlighted items should demonstrate a proactive approach to environmental management and sustainable practices, showcasing the organization's overall environmental strategy and accomplishments to the judging panel.

Nomination Deadline: Wednesday, September 20th, 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. 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. (350 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. (350 words maximum)
4. Describe how your organization monitors and audits its environmental impact. (150 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. (150 words maximum)
6. Explain how your organization excels in its environmental efforts compared to the average rental housing provider. (250 words maximum)

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

Best Amenities - New Development



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 creativity, 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, 2020.

Nomination Deadline: Wednesday, September 20th, 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. 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 initially developed? (50 words maximum)
4. Please highlight the amenities and common areas available to your residents. (350 words)
5. Highlight the ways in which your amenities outshine those of other new developments. (250 words maximum)

REQUIRED SUPPLEMENTAL FILES

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

Best Amenity Space Renovation



This award acknowledges a 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 2021 and September 2023.

Nomination Deadline: Wednesday, September 20th, 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 (FRPO Members Only):

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)

REQUIRED SUPPLEMENTAL FILES

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

Best Lobby Renovation



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, 2021, and September 1st, 2023.

Nomination Deadline: Wednesday, September 20th, 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 (FRPO Members Only):

1. Please provide a concise description of the target market for this property. (100 words maximum)
2. In which year was the property originally developed? (50 words maximum)
3. Describe the renovation plan for this project, including the timeframe it took to complete. (100 words maximum)
4. Outline the enhanced functionality resulting from the renovation and highlight the specific feature that you believe has the most significant impact. (150 words maximum)
5. Please provide a breakdown of the pre-tax renovation costs and the total expenditure. (100 words maximum)

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 celebrates a rental housing provider who has demonstrated outstanding achievement in enhancing the curb appeal of an existing rental building, with a particular focus on its visible impact from the street. Entries will be assessed based on the overall visual appeal of the exterior, property enhancements, landscaping, design, functionality, and the aesthetics of the building's entrance. The judging criteria will also consider the relevance of the curb appeal to the residents and the surrounding neighborhood. Eligible projects should have been completed between October 1st, 2021, and September 1st, 2023.

Nomination Deadline: Wednesday, September 20th, 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 (FRPO Members Only):

1. Please provide the number of units in the building:
2. Describe the average monthly rent for each unit type. (100 words maximum)
3. In which year was this property initially developed? (50 words maximum)
4. Provide a detailed description of the renovation plan for this project, including the time it took to complete. (150 words maximum)
5. Outline the enhanced functionality resulting from the renovation and highlight the features that have the most significant impact on improving the curb appeal of this property. (150 words maximum)
6. If applicable, describe any improvements made to property signage visible from the street. (100 words maximum)
7. Provide a breakdown of the total pre-tax costs for this renovation. (100 words maximum)

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 \$40,000



This award recognizes a company 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, 2022, and September 1st, 2023.

Nomination Deadline: Wednesday, September 20th, 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 (FRPO Members Only):

Number of Units in the building:

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? (100 words maximum)
9. Please provide a breakdown of the pre-tax renovation costs and the total pre-tax spend. (150 words maximum)

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 \$40,000



This award recognizes a company 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, 2022, and September 1st, 2023.

Nomination Deadline: Wednesday, September 20th, 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 (FRPO Members Only):

Number of Units in the building:

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? (100 words maximum)
9. Please provide a breakdown of the pre-tax renovation costs and the total pre-tax spend. (150 words maximum)

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 acknowledges an exceptional employee or team, 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(s) 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.

NEW FOR 2023: This category is limited to one entry per company

Nomination Deadline: Wednesday, September 20th, 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. 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 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 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.

NEW FOR 2023: This category is limited to one entry per company

Nomination Deadline: Wednesday, September 20th, 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. Please provide the duration of the nominee's involvement in the rental housing industry. (50 words maximum)
2. Explain why this nominee is deserving of this award. (100 words maximum)
3. Describe the leasing professional's portfolio, including the unit count and whether they oversee one building or multiple properties. (100 words maximum)
4. Over the past year, what has been the nominee's average vacancy rate? (50 words maximum)
5. How many prospects has the nominee screened in the past year? (50 words maximum)
6. What is the agent's closing ratio, measured by the number of visitors seen versus leases signed? (50 words maximum)
7. What is the average rent for each unit type within the nominee's building or portfolio? (100 words maximum)
8. What has been the average rental revenue increase per unit, expressed as a percentage, over the past 12 months for the nominee? (100 words maximum)
9. Please describe any local market conditions or other factors that have influenced rental rates. (50 words maximum)
10. Discuss any leasing obstacles encountered and how the nominee has successfully addressed these challenges. (100 words maximum)
11. Within the past year, what has been the average tenant turnover rate, and what factors contribute to turnover? (100 words maximum)
12. Please describe any additional activities or initiatives in which the nominee has been involved that have contributed to their success as a leasing professional. (100 words maximum)

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 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.

NEW FOR 2023: This category is limited to one entry per company

Nomination Deadline: Wednesday, September 20th, 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. Please provide the duration of the nominee's involvement in the rental housing industry. (50 words maximum)
2. Describe the nominee's portfolio, including the number of units, buildings, locations, and any other relevant details. (100 words maximum)
3. Explain why this nominee is deserving of this award. (100 words maximum)
4. Describe the challenges that the nominee faced in the past year. (100 words maximum)
5. Detail the notable accomplishments achieved by the nominee in the past year. (100 words maximum)
6. Explain how the nominee has demonstrated strong management, budgeting, asset management, and leadership skills. (150 words maximum)
7. Describe any other activities in which the nominee has been involved that have contributed to their success as a property manager. (100 words maximum)

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 celebrates a rental housing provider in Ontario 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 2022 and September 2023.

Nomination Deadline: Wednesday, September 20th, 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 provide a description of your project or initiative. (150 words maximum)
2. Where and when did this initiative/project take place? (100 words maximum)
3. Share the inspiration or motivation behind this project or initiative. (250 words maximum)
4. Who was your target audience for this project or initiative? (100 words maximum)
5. Outline the objectives that were set for this initiative/project. (150 words maximum)
6. Explain how your team approached and executed this project. (150 words maximum)
7. What was the social impact of the project/initiative, and how did you measure its success? (150 words maximum)
8. Describe how this project/initiative contributes to fostering a positive landlord/tenant relationship (150 words maximum)
9. Explain how this project aligns with your corporate mission statement or values. (150 words maximum)
10. Please utilize this space to provide any additional relevant details that support your submission. (150 words maximum)

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 celebrates a rental housing provider that has shown exceptional dedication to giving back to the communities in which they operate. The company actively engages with its community through volunteer activities, charitable contributions, service projects, and events. Nominees will be evaluated based on their overall contribution to community service projects and initiatives, considering factors such as funds raised, people assisted, volunteerism, and more. Special attention will be given to projects based in Ontario.

Nomination Deadline: Wednesday, September 20th, 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 provide your community service vision or mission statement. (100 words maximum)
2. Describe how you integrate community service into your company culture. (150 words maximum)
3. Outline your organization's annual community service activities or programs, including fundraising, volunteer days, sponsorship, scholarships, and more. (150 words maximum)
4. Please provide specific and measurable examples that demonstrate how your organization has actively collaborated with the community and made a positive social impact. (250 words maximum)
5. Describe any new initiatives or activities your organization has undertaken or participated in between October 2022 and September 2023. (250 words maximum)
6. Explain how your community service strategies make your organization stand out from others in the industry. (150 words maximum)

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 Member



This award celebrates a supplier member that has shown exceptional dedication to giving back to the communities in which they operate. The company actively engages with its community through volunteer activities, charitable contributions, service projects, and events. Nominees will be evaluated based on their overall contribution to community service projects and initiatives, considering factors such as funds raised, people assisted, volunteerism, and more. Special attention will be given to projects based in Ontario.

Nomination Deadline: Wednesday, September 20th, 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:

1. Please provide your community service vision or mission statement. (100 words maximum)
2. Describe how you integrate community service into your company culture. (150 words maximum)
3. Outline your organization's annual community service activities or programs, including fundraising, volunteer days, sponsorship, scholarships, and more. (150 words maximum)
4. Please provide specific and measurable examples that demonstrate how your organization has actively collaborated with the community and made a positive social impact. (250 words maximum)
5. Describe any new initiatives or activities your organization has undertaken or participated in between October 2022 and September 2023. (250 words maximum)
6. Explain how your community service strategies make your organization stand out from others in the industry. (150 words maximum)

REQUIRED SUPPLEMENTAL FILES:

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

Customer Service Award of Excellence



This award recognizes a rental housing provider that has consistently provided exceptional customer service to its residents. Organizations will be evaluated based on their dedication to upholding high standards of resident care within their teams and overall organization. Our panel of judges will consider your activities, initiatives, and programs that actively involve residents and demonstrate a commitment to surpassing the ordinary notions of "just housing" or maintaining the status quo. This award can be applied either as a single community or as a company-wide initiative.

Nomination Deadline: Wednesday, September 20th, 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 the resident profile of your community, including information about the types of residents you serve, such as students, seniors, families, etc. (100 words maximum)
2. Share your customer service vision or mission statement, highlighting your organization's commitment to delivering exceptional service. (150 words maximum)
3. Explain the communication tools, training programs, or processes you employ to maintain a high level of customer service. (250 words maximum)
4. Provide a profile of the activities or programs offered to residents, such as resident services, events, loyalty programs, and more. (250 words maximum)
5. Describe any new services or initiatives introduced in the last 12 months that demonstrate your leadership and innovation. (250 words maximum)
6. Explain how your organization utilizes technology to enhance the customer experience. (250 words maximum)
7. Describe your efforts in building a strong resident community, fostering a sense of belonging and connection among residents. (250 words maximum)
8. Share how your customer service strategies differentiate your organization from others in the industry. (250 words maximum)
9. Explain the methods your company employs to actively monitor and audit customer service levels and assess resident satisfaction. (250 words maximum)

REQUIRED SUPPLEMENTAL FILES:

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

Company Culture Award of Excellence



This award recognizes a FRPO member company that exhibits an exceptional dedication to fostering a positive company culture. This encompasses a demonstrated emphasis on the company vision, nurturing a supportive work environment, implementing effective recruitment and training programs, offering rewards and recognition, and achieving high levels of employee engagement and satisfaction. Both property management and supplier members are eligible for this award.

Nomination Deadline: Wednesday, September 20th, 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 that guide your company. (100 words maximum)
2. Explain how leadership exemplifies these principles to inspire others and achieve organizational goals. (150 words maximum)
3. Describe the recruitment strategies and hiring practices your organization employs to attract high-quality team members. (150 words maximum)
4. Detail how your organization actively promotes diversity, equity, and inclusion within the company, including the metrics used to monitor these initiatives. (250 words maximum)
5. Outline your training or development programs aimed at employee retention, development, and engagement. (250 words maximum)
6. Describe how you measure employee engagement and cultural alignment and share your most recent results. (250 words maximum)
7. Outline the methods your organization utilizes to reward and recognize staff. (150 words maximum)
8. Explain how your organization has adapted to recent changes in the workplace, providing specific details. (250 words maximum)
9. Describe how your organization supports employee mental health. (150 words maximum)
10. Explain how your organization has embedded Corporate Social Responsibility into its company culture. (150 words maximum)
11. Share your average voluntary employee turnover rate and any factors related to it. (150 words maximum)
12. Describe how your company culture distinguishes itself from others. (250 words maximum)

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)