

OVERALL JUDGING CRITERIA

PROPERTY MANAGER OF THE YEAR

- Property Managers have to wear many different hats in their job – what method does he/she use to prioritize their responsibilities?
- What major obstacles has he/she had to overcome in running their community and how have they accomplished it?
- How does he/she motivate, retain, and increase productivity or their employees?
- What innovative ideas or programs has he/she implemented at the community and how did it benefit staff, residents and the management company?
- What is his/her strongest skill? Give us an example of how he/she used that skill to solve a problem or deal with something at work.
- What steps does he/she take to operate within budget parameters?
- What goal(s) has he/she set specifically for next year in the areas of:
 - Preventative Maintenance
 - External/internal property improvement
 - Increased occupancy/Resident retention
 - Marketing the property
- What kind of educational training has he/she participated in?
- What kind of training programs does he/she use on-site for new employees?

NOMINATOR NARRATIVE

- Brief description of the property including size, age, number employees overseen, etc.
- Two letters of appreciation from residents noting customer service.

MAINTENANCE SUPERVISOR OF THE YEAR

- Detail the process for bringing a new member of the maintenance team up to speed.
- What is the average turn around time for work orders? (confirm with support)
- What constitutes an emergency at the property? Explain the process that is used to address emergencies.
- What is his/her strongest skill? Give an example of the skill used to solve a problem.
- What kind of educational or industry training has he/she had?
- What is one idea that he/she has implemented in the past year to improve his/her own performance?
- Describe the leadership skills and programs he/she uses to ensure that the department runs smoothly and efficiently (regarding staff and operations)

NOMINATOR NARRATIVE

- Overall safety and organization of the shop (OSHA/safety training & procedure manuals, MSDS forms, lockout procedures, etc.)
- Brief description of the property including size, age, number employees overseen, etc.
- Two letters of appreciation from residents noting customer service.

LEASING PROFESSIONAL OF THE YEAR

- Detail the resident services he/she has implemented.
- What marketing strategies does he/she employ?
- What is his/her year-to-date closing ratio (as of 6-1-09)
- Describe his/her follow-up with prospective residents that goes above and beyond the company's policies and procedures.
- Describe his/her role within the team and how he/she demonstrates professionalism around co-workers, residents and prospects.
- Describe how he/she has helped to facilitate relocations of residents.
- Describe his/her administrative responsibilities. Does he/she perform accurate and timely office administration?
- Give a few examples of how he/she is a team player.
- Give a few examples of how he/she is a self motivator and employs good problem solving skills in relation to work responsibilities.
- What types of educational and industry training has he/she participated in?

NOMINATOR NARRATIVE

- Give a brief description of how he/she contributes to the property and overall company's goals.
- Two letters of appreciation from residents noting customer service.

COMMUNITY OF THE YEAR – PRE 1990 AND 1990 & NEWER

Overall Community of the Year candidates will be chosen from "Pre-1990" and "1990 & Newer" finalist submission packets. Areas of focus will be curb appeal, landscaping, marketing, property management, quality of life, and accomplishments brought to the industry and community. Please see attached document for information regarding Community of the Year submission requirements.

Submission Guidelines and Deadlines

All Submission Packets must be received by **August 13, 2010**. Maximum 500 word written submission, in a folder, explaining how the candidate meets and exceeds the above listed criteria. Any other additional information regarding the candidate that the role he/she plays in the operation of the property will also be considered.

Please mail to: CTAA; 330 Main Street, 3rd Floor; Hartford, CT 06106

Awards will be given on November 19, 2010 at the CTAA Nutmeg Award Cocktail Reception as part of the Annual CTAA Tradeshow