



2019 Mark of Excellence Call for NOMINATIONS

Each year, the Southern California Rental Housing Association presents the Mark of Excellence Awards ceremony recognizing outstanding achievements in the Rental Housing Industry. This event marks its 26th year and it will feature a reception, dinner and a fully-staged awards program with multiple award categories. Join us as we honor the best of the best in San Diego, Imperial and Southeast Riverside County Friday, November 1, 2019.

Deadline to submit your nominations: Wednesday May 29, 2019 by 5:00 p.m.

WHO CAN NOMINATE? Southern California Rental Housing Association Members and their employees.

WHO IS ELIGIBLE? Southern California Rental Housing Association members. Employees of members are eligible. All properties nominated must be located in these areas: San Diego County, Imperial County and South Riverside. All individuals nominated must perform their responsibilities in these areas (though they may perform in other regions also). Winners and nominees from previous years are eligible to be nominated again in certain categories. See individual categories for descriptions. Members may nominate individuals/companies they are not affiliated with. **Every nominee must have a supervisor's endorsement to complete the nomination package.**

COST TO ENTER: Entries received without the appropriate fee will not be accepted. Please be aware that the fee is non-refundable and non-transferable. No exceptions will be made.

Regular	Interpreter Fee
\$50 per nomination Industry Partners: FREE Company/\$25 Individual	\$30 per nominee for categories: Porter/ Custodian
	AND
<i>Late Fee: \$90 per nomination until 5pm on Thursday, 5/30</i>	Maintenance /Make-Ready Technician of the Year

SUBMISSIONS: Due Wednesday, May 29, 2019. All nomination and award submissions are to be entered by 5:00pm at the Southern California Rental Housing Association office on deadline due dates. All entries must be submitted in English.

ELIGIBILITY TIME FRAME: The entries will be judged on accomplishments achieved during the period July 2018 through May 2019.

JUDGING: Impartial judges will judge nomination submissions. Nominees will either be interviewed in person and/or anonymously shopped. Winners will be announced the day of the event (Friday November 1, 2019).

SUBMISSION PACKETS: A submission packet is due by Friday, June 28, 2019. Packets will be emailed to designees after the nomination deadline. Please visit www.socalrha.org for details on nomination categories and requirement details. *Early submittal is highly encouraged.*

SECRET SHOPS: Some categories will be secretly shopped during August 2019.

TIME LINE:

Nominations and Interpreter Requests due:	Wednesday, May 29, 2019 by 5:00 p.m.
* LATE Nominations due:	Tuesday, May 30 at 5pm (<i>*Only accepted if accompanied by \$90 late</i>)
Packets to nominees:	Monday June 3, 2019 – Friday June 7, 2019
Nominee Workshop:	Tuesday, June 18, 2019 at 1:00 p.m. (afternoon session) Wednesday, June 19, 2019 10:00 a.m. (morning session)
Submission Packets due:	Friday, June 28 at 5pm
* LATE Submission Packets due:	Monday, July 1 at 5pm (<i>*Only accepted if accompanied by \$25 late submission fee</i>)
Panel Interviews:	August dates to be announced
Secret Shops:	During the month of August

INTERPRETERS: To ensure fairness, the *Maintenance/Make-Ready Technician* and the *Porter/Custodian* categories will be provided with the same accredited interpreter (Spanish) for their panel interview portion of the award process. Use of the interpreter is optional, although **strongly** recommended. Nominees utilizing the interpreter service will not be penalized in any way. Southern California Rental Housing Association has procured an interpreter service at a reduced group fee of \$25 per nominee. Nominees interested in this service need to request the service and send payment to the **Southern California Rental Housing Association by Wednesday, May 29, 2019.**

FREE WORKSHOP: Nominees will receive helpful hints from past winners, judges and participants on Tuesday, June 18, 2019 from 1:00 p.m. and Wednesday, June 19, 2019 from 10:00 a.m. at the Southern California Rental Housing Association. Nominees will have the opportunity to attend a morning or afternoon workshop . RSVP is required. Contact 858.751.8070 or email events@socalrha.org with any questions.

GENERAL INFORMATION: Nominations and award submissions are non-refundable and non-transferable. Participants, companies and properties will be listed in the award program and subsequent media EXACTLY as they appear on the official Nominee Information Form. (*In the event that a nominee has switched companies by the event date, the nominating company will be listed*). SOUTHERN CALIFORNIA RENTAL HOUSING ASSOCIATION reserves the right to alter or combine categories at their discretion. In addition, they may choose not to present an award in categories receiving less than five (5) submissions.

2019 Mark of Excellence CATEGORIES

COMMUNITIES

Rental Community of the Year: This category recognizes a rental housing community that maintains the highest level of excellence in service, maintenance and overall operation. Any property is eligible. Awards will be given in the following categories: 1 – 100, 101-300 and 301+ units. The judging will be based on: A 1,200-word questionnaire and a secret community shop. A recent property photo must be included.

Property of the Year 35+ Years: This category is open to any property over 35 Years old. The judging will be based on: A 1,200-word questionnaire and a secret community shop. A recent property photo must be included. Properties submitted in this category will not be considered in the general category of "Rental Community of the Year."

MANAGEMENT

Multi-Site Manager of the Year: This category recognizes outstanding managers that demonstrate leadership through the success of their properties. Any manager of two or more properties is eligible. Owner operators are eligible for this category. The judging will be based on: A 1,200-word questionnaire and a panel interview. A recent individual photo must be included.

Property Manager of the Year: This category recognizes outstanding managers that demonstrate leadership through the success of their properties. Any single site manager or co-manager pair is eligible. Owner operators are eligible for this category. Awards will be given in the following property categories: 1-100, 101-300 and 301+ units. The judging will be based on: A 1,200-word questionnaire and a panel interview. A recent individual photo must be included.

Assistant Manager of the Year: This category recognizes outstanding assistant managers who participate in day-to-day operations on a property. Any on-site professional whose primary responsibility is to assist the on-site manager with leasing, and/or management is eligible. Awards will be given in the following property categories: 1-250 and 251+ units. The judging will be based on: A 1,200-word questionnaire and a panel interview. A recent individual photo must be included.

Leasing Professional of the Year: This category recognizes the on-site position that requires product knowledge, selling skills, tenacity and patience. Any leasing professional whose primary responsibility is leasing is eligible. The judging will be based on: A 1,200-word questionnaire and a panel interview. A recent individual photo must be included.

MAINTENANCE

Maintenance Supervisor of the Year: This category recognizes individuals who demonstrate talent, wisdom and the highest standards of technical excellence. Any site maintenance supervisor directly responsible for overseeing maintenance staff of one or more properties, is eligible. Awards will be given in the following categories: Single or Multiple sites 1 - 250 units and Single or Multiple sites 251+ units. The judging will be based on: A 1,200-word questionnaire and a panel interview. A recent individual photo must be included.

Maintenance/Make-Ready Technician of the Year: This category recognizes those individuals who provide repairs, rehabs, turnovers and other technical maintenance service on a property. Any employee who handles maintenance, service requests and turnovers are eligible. Awards will be given in the following property categories: 1– 250 and 251+ units. The judging will be based on: A panel interview and nominee may be required to perform a common maintenance task. An interpreter is available (at the SOUTHERN CALIFORNIA RENTAL HOUSING ASSOCIATION rate of \$25) and is **strongly** recommended. A recent individual photo must be included.

Porter/Custodian of the Year: This category recognizes individuals who contribute to a property's physical performance and appearance. Any porter, groundskeeper, housekeeper, or custodian is eligible. The judging will be based on: A panel interview and nominee may be required to perform a common property task. An interpreter is available (at the SOUTHERN CALIFORNIA RENTAL HOUSING ASSOCIATION rate of \$25) and is **strongly** recommended. A recent individual photo must be included.

INDUSTRY PARTNERS/SERVICE PROVIDERS

Company (No Fee): Any SOUTHERN CALIFORNIA RENTAL HOUSING ASSOCIATION Industry Partner or Service Provider Company is eligible. Nomination criteria: Companies may self-nominate. **First Place Winners from the past two years are NOT eligible to compete.** The judging will be based on:

3 letters of recommendation from clients and a Panel Interview. (Clients do not need to be SOUTHERN CALIFORNIA RENTAL HOUSING ASSOCIATION members.) A recent photo of all local employees must be included by email/scanned copy.

Individual (Discounted Fee of \$25): Any employee of a SOUTHERN CALIFORNIA RENTAL HOUSING ASSOCIATION Industry Partner or Service Provider company is eligible. Nomination criteria: Individuals may NOT self-nominate but may be nominated by their supervisor or owner of the company, or another SOUTHERN CALIFORNIA RENTAL HOUSING ASSOCIATION Affiliate member. **First Place Winners from the past two years are NOT eligible to compete.** The judging will be based on: A panel Interview. A recent individual photo must be included by email/scanned copy.

TEAM

Good Neighbors of the Year – Any group of more than 3 persons from the same Property Management or Industry Partner Company are eligible to apply. This category recognizes philanthropic effort on the part of SOUTHERN CALIFORNIA RENTAL HOUSING ASSOCIATION members. Achievements may include any local charitable endeavors, community service projects, “give-back” projects or humanitarian efforts. **First Place Winners from the past two years are NOT eligible to compete.** The judging will be based on: *3-8 service photos, a 1,200-word questionnaire, an essay and a panel interview.* (At least one member of the team must be present for the panel interview and complete teams are encouraged to attend).



**Southern California
Rental Housing Association**



Official 2019 Mark of Excellence Nomination Form
NOMINATIONS ARE DUE ON WEDNESDAY, MAY 29 BY 5:00PM

SINGLE ENTRY: Please complete this form in **full**.
MULTIPLE ENTRIES: Please complete designee and payment info. Provide an Excel spreadsheet with a list of nominees. Include all the information requested below on the spreadsheet. Email to events@socalrha.org.

NOMINEE Information:

(To be used on awards and in MOE printed program and other media.) **Please print clearly.**
Please provide nominee's actual site address, **NOT** the company address. The site address will be used to shop the nominees.

Full Name of Nominee or Property: _____ Member #: _____
Nominee Property/Company/Owner: _____
Nominee Property Address: _____ City, State, Zip: _____
Nominee Phone: _____ Nominee Fax: _____
Nominee Designation: CAPS __ CAM __ CAMT __ NALP __ Other: _____
Nominee work E-mail (all information will be sent via e-mail): _____

NOMINATED FOR (refer to INFORMATION on page 2 for Categories):
Category: _____
Units: _____
 YES NO Interpreter requested for categories *Maintenance/Make-Ready Technician or Porter/Custodian ONLY*. \$30 fee for interpreter

Nominee's DIRECT SUPERVISOR or Company Executive information:

I approve of the above nomination: (name and signature) _____

COMPANY DESIGNEE information:

The designee will receive all media, announcements, mailings and other award materials to distribute to their company nominees.
ONLY the designee will receive all scheduled interview times for their company. **(One designee per company preferred)**

Name: _____ Property: _____
Company/Owner _____
Address: _____ City, State, Zip: _____
Phone: _____ Fax: _____ E-mail: _____

I agree that I am responsible to forward submittal packets, interview schedules and all other pertinent information to nominees.

Payment: Due upon registration
 Visa MasterCard Discover AMEX Check (Enclosed)
Credit Card Number: _____ Exp. Date: _____ CC Sec. Code: _____
Name as it appears on card: _____ Authorized Signature: _____
Date: ____ / ____ / 2019
Cost:
Single entry/ies ____ @ \$50 = \$ _____ Industry Partners/Service Providers- Individual: ____ @ \$25 = \$ _____
Interpreter ____ @ \$35 = \$ _____ **TOTAL Amount: \$ _____**