



“Call for Nominations”  
For the Property Management  
Association of Michigan

**Entries due**  
**September 28th, 2012**

The GLAStar Awards & Education Conference  
will be held on November 15 & 16, 2012.

# AWARD CATEGORIES AND SCORING CRITERIA

## Categories for Communities

The following categories have four awards based on community size:

1 to 150 Units    151 to 300 Units    301 to 450 Units    451 & More

### Best Curb Appeal

Landscape & grounds  
Use of signage  
Exterior building condition

### Best Overall Marketing

Creativity & design  
Visual appeal  
Clarity of copy

### Best Decorated Model

Interesting or fun theme  
Layout for practical use  
Visual appeal of the photos

### Manager of the Year

Leadership & professionalism  
Employee & resident retention  
Collections & occupancy  
Involvement in Association

### Leasing Person of the Year

Closing skills  
Phone skills  
Customer service skills

### Leasing Team of the Year

Closing skills as a team  
Phone skills as a team  
Customer service skills as a team

### Maintenance Person of the Year

Resident satisfaction on service requests  
Knowledge of maintenance  
Communication with residents & staff

### Maintenance Team of the Year

Resident satisfaction on service request  
Knowledge of maintenance  
Communication with residents & staff

### Best Overall Star Community

Employee retention & customer service  
Fiscal responsibility & curb appeal  
Involvement in association

The category of Best Overall Star Community has 3 additional types and each type has ONE winner only.

### Best Overall Star Student

### Best Overall Star Senior

### Best Overall Star Affordable

*Please use criteria under Best Over All Star Community above*

The following categories have 3 awards and are based on the year the property was built:

1 to 10 Years    11 to 20 Years    21 & Older

### Best One Bedroom Floor Plan

Layout  
Use of space  
Architectural features

### Best Two Bedroom or more Floor Plan

Layout  
Use of space  
Architectural features

The following categories have one winner

### Regional Manager of the Year

Leadership & Professionalism  
Budgetary skills  
Uniformity of policy & procedure  
Involvement in association

### Assistant Manager of the Year

Ability to assist the Manager  
Strong customer service skills  
Involvement in association

### Maintenance Supervisor of the Year

Resident satisfaction on service requests  
Supervisory skills  
Knowledge of maintenance

### Best New Development

Less than two years old  
Benefits to neighborhood  
Design & features

### Best Innovative Idea at a Community

A unique or interesting feature or program  
Innovative feature is integral in marketing of community  
Feature adds value to neighborhood

### Best Community Support Staff

Adds value to the team  
Works well independently  
Efficient, trustworthy & dependable

### NAA Designee of the Year

Have at least one NAA designation  
Involvement in association  
Demonstrate improvement in performance

### Best Renovated Community

Apartment rehab of \$3,500 per unit or more  
Completed rehab in this or last two years  
Customer relations during rehab

### Excellence in Education

Support of association education  
Offers all level of education  
Management Company has to have at least 3 NAA designations

### Executive of the Year

Strong leadership & capabilities  
Integrity  
Service to residents & employees  
Ability to develop profitable business  
Involvement in association

### Independent Owner of the Year

Strong leadership & capabilities  
Ability to develop profitable business  
Involvement in Association  
Leasing, marketing & maintenance  
(Under 50 units)

### Management Company of the Year

Financial oversight & leadership  
Marketing, leasing, maintenance  
Involvement in association  
Community service programs

## *AWARD CATEGORIES AND SCORING CRITERIA*

### Categories for Vendors

#### **Business Partner Company of the Year**

- \* Excellence in product quality
- \* Customer service
- \* Involvement in Association

#### **Business Person of the Year**

- \* Integrity in business
- \* A formed relationship with the customers
- \* Involvement in apartment association

### The GLAStar Awards

Since 1995 the Great Lakes Area Star (GLAStar) Awards have honored excellence in the Michigan apartment industry. The 2012 winners will receive recognition and a prestigious award at the Gala Awards dinner on November 16, 2012.

All members of PMAM are eligible to enter. You may enter as many categories as you like, each entry must have a separate entry board and supporting materials. All categories are for both conventional and affordable housing.

The vendors have their own categories. Good luck!

This year you will receive one brochure with information on both the Awards and Education for the GLAStar Conference!

## *HOW TO PREPARE A GLASTAR BOARD*

- The entry is to be prepared on a board made of foam or cardboard. It cannot be larger than 36"H X 48"W. **Correct size will receive 10 points.**
- All materials must fit on the entry board. Please carefully secure all items as the board will be moved for judging, storage and display.
- Gather documents, photos, articles, brochures or other materials for your entry board. Eligible entry activity must have occurred between **September 1, 2011 and September 1, 2012.**
- Create or secure one letter of nomination. **The nomination letter will receive 0-10 points.**
- Solicit letters of reference. **The reference letters will receive 0-10 points.**
- Use the gathered material together with a theme or design that will help to demonstrate why your entry should win this award. Place the material on the entry board. **Design of the board will receive 0-5 points.**
- **Complete the entry form and attach form to back of entry board.**
- Also attach to the back of the entry board an envelope that includes a copy of the entry form, \$40 check payable to PMAM, and **a 4" x 6" glossy photograph with typed label including:** This picture is for the slide show!  
Category name, community name, vendor name, and/or individual name, unit count or age, city and apartment association chapter. This picture is for the slide show! Do not take a picture of your board! **(You may use one check to pay for multiple boards, call us first!)**
- Include information on each of the scoring criteria listed under the award category you are entering. **Each criteria listed will receive 0-10 points.**
- Double check to ensure all these criteria are included on your entry.
- Entries are due no later than September 28th, 2012 by 5pm. You may turn them in early too!
- **Deliver your entry board to your local chapter of PMAM. Call 616-531-5243**

Winners **will not** be announced prior to the GLAStar Awards dinner Gala on November 16, 2012

## ***GLASTAR ENTRY FORM***

**Please make copies of this form! Each category that you choose to enter will need a separate entry form.**

Category: \_\_\_\_\_

Option A: Unit Division:     1 to 150         151 to 300         301 to 450         451 & up

**Or**

Floor Plan Category only: Year Division:     1 to 10 years     11 to 20 years     21 & older

**Please do not mark both!! It is either unit count, age, or nothing marked at all!!**

Management Company Name: \_\_\_\_\_

Community or Vendor Company Name: \_\_\_\_\_

**City in which Community is Located:** \_\_\_\_\_

Person/Team Being Nominated: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Which chapter are you a member of ?

- Detroit Metropolitan Apartment Association     Property Management Association of Mid Michigan
- Property Management Association of West Michigan     Washtenaw Area Apartment Association

**Please check your entry form to ensure it is complete:**

- Board proper size, 10 points
- Check enclosed     Labeled 4 x 6 glossy picture enclosed
- Nomination letter on entry board, 0-10 points
- Reference letters on entry board, 0-10 points     Entry form attached to entry board
- Board design, 1-5 points     Scoring criteria addressed, 0-10 points each
- Envelope attached with a copy of this form, check & labeled glossy picture

PMAM is located at 2675 44th Street SW #303 Wyoming, MI 49519  
616-531-5243 \* pmamhq.org \* info@pmawm.com