



“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 leader ship & 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