



# Nomination Package for the 2022 CRRA Annual Awards Gala

Nominations open from  
March 22<sup>nd</sup> to April 22<sup>nd</sup>, 2022

The CRRA Annual Awards Gala recognizes excellence in the CRRA Membership and the Albertan Residential Rental Industry. The winners are nominated and selected by fellow CRRA Members.

**All nominators and nominees must be current 2022 CRRA Members.**

## NOMINATOR'S INFORMATION

First & Last Name: \_\_\_\_\_

Company (if applicable): \_\_\_\_\_

Email: \_\_\_\_\_

Phone #: \_\_\_\_\_ I am a 2022 CRRA Member:  Yes  No

How would you prefer to be contacted by the Awards Gala Committee should they require further information?  Email  Phone  Phone & Email

## NOMINEE'S INFORMATION

First & Last Name: \_\_\_\_\_

Company (if applicable): \_\_\_\_\_

Email: \_\_\_\_\_

Phone #: \_\_\_\_\_

The Nominee is a 2022 CRRA Member:  Yes  No

*Included in this package are the 2022 Award Categories & Criteria. Please review their contents before filling out the remainder of the Nomination Form on the next pages. Only one category may be selected per nomination form.*

*All nominations must be submitted by 4:00 pm on Tuesday, April 22<sup>nd</sup>, 2022, to [Nikki@CRRA.ca](mailto:Nikki@CRRA.ca) or faxed to 403-265-9696.*

*Nominations requiring additional information (photographs, PDF's, etc.) must be sent in, along with those additional documents, to [Nikki@CRRA.ca](mailto:Nikki@CRRA.ca) by Tuesday, April 22<sup>nd</sup>, 2022.*



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## CATEGORY SELECTION

*Only one category may be selected per nomination.*

- |  |  |
|--|--|
| <input type="radio"/> Community Service Award                        | <input type="radio"/> Resident Manager of the Year |
| <input type="radio"/> Gold Star Service Award                        | <input type="radio"/> Service Member of the Year   |
| <input type="radio"/> Eco-Initiative Award                           | <input type="radio"/> Tenant Experience Award      |
| <input type="radio"/> Digital Marketing Excellence - Owner & Manager | <input type="radio"/> Landlord of the Year         |
| <input type="radio"/> Digital Marketing Excellence - Service         | <input type="radio"/> Innovation Award             |
| <input type="radio"/> Maintenance Person of the Year                 | <input type="radio"/> Building Renovation Award    |
| <input type="radio"/> Social Housing Provider of the Year            | <input type="radio"/> Building of the Year         |
| <input type="radio"/> Property Manager of the Year                   | <input type="radio"/> New Building of the Year     |

1. WHAT QUALIFIES THIS NOMINEE FOR THE AWARD YOU'RE NOMINATING THEM FOR?  
(*Minimum 200 words.*)



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2. WHAT SETS THIS NOMINEE APART FROM THEIR COMPETITION? *(Minimum 200 words)*

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3. PLEASE PROVIDE ADDITIONAL INFORMATION THAT SUPPORTS YOUR NOMINATION. IF YOU ARE SUBMITTING ATTACHMENTS TO SUPPORT YOUR NOMINATION, PLEASE LIST THEM BELOW. *(Google Reviews, Yelp, Business Website URLs, Client/Customer/Tenant Testimonies, etc.)*



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4. NOMINATIONS FOR THE FOLLOWING CATEGORIES REQUIRE ACCOMPANYING IMAGES:

- BUILDING RENOVATION AWARD
- BUILDING OF THE YEAR
- NEW BUILDING OF THE YEAR

5. IMAGES MAY BE SUBMITTED FOR ALL OTHER CATEGORIES AS SUPPORTING DOCUMENTS FOR THE NOMINATION.

6. I UNDERSTAND THAT I AM SUBMITTING THE ABOVE NOMINATION TO THE CRRA AWARDS GALA COMMITTEE FOR CONSIDERATION. THE INFORMATION INCLUDED IS TRUE TO THE BEST OF MY KNOWLEDGE, AND I UNDERSTAND THAT I MAY BE CONTACTED BY MEMBERS OF THE AWARDS GALA COMMITTEE FOR FURTHER INFORMATION REGARDING MY NOMINATION.

I AGREE

NOMINATOR'S SIGNATURE: \_\_\_\_\_

DATE OF SUBMISSION: \_\_\_\_\_



# 2022 CRRA Award Categories & Criteria

## Community Service Award

The Community Service Award recognizes a company or individual who clearly demonstrates their commitment to community involvement through community initiatives that can include volunteer activities, contributions to charitable activities, tenant relations/community initiatives and working to benefit the lives of disadvantaged Calgarians.

## Gold Star Service Award

The Gold Star Service Award recognizes Service Member companies who excel in their respective area of business by continually providing outstanding service to the residential rental industry. Applications should include at least one of the following: customer reviews & feedback, issue resolution process, and online (Google, Yelp) reviews.

## Eco-Initiative Award

The Eco-Initiative Award recognizes a CRRA Member (individual or company) that demonstrates a commitment to protecting the environment by implementing eco-friendly processes. Some initiatives may include energy/water conservation, effective recycling programs, composting, food sharing, community gardens, etc.

## Digital Marketing Excellence Award – Owner & Manager Members

The Digital Marketing Excellence Award recognizes a CRRA Owner & Manager or Property Management Member who has a mastery of digital marketing through online and social media strategies to communicate with their clients and tenants. This may include marketing campaigns through social media and how they stay in contact with their tenants/client base. Applications should include at least one of the following: Google analytics current to the application date, a brief overview of the digital marketing strategy, information on how the marketing is tailored to prospective clientele/tenants.

## Digital Marketing Excellence Award – Service Members

The Digital Marketing Excellence Award recognizes a Service Member company who has a mastery of digital marketing through online and social media strategies to communicate with their customers. This may include marketing campaigns through social media and how they keep their client base informed. Applications should include at least one of the following: Google analytics current to the application date, a brief overview of the digital marketing strategy, information on how the marketing is tailored to prospective customers.

## Maintenance Person of the Year

The Maintenance Person of the Year Award recognizes an individual who shows dedication to providing quality maintenance service through the use of their expertise and skills; and whose cheerful manner and consistent good performance reflects positively in their relationship with residents and other staff. Applications should include at least one of the following: co-worker testimony, tenant feedback.



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## Social Housing Provider of the Year

The Social Housing Provider of the Year Award recognizes a social housing society that provides housing through programs in the community. Applications should include at least one of the following: descriptions of programs offered, program success rates and how success is measured, examples of community involvement.

## Property Manager of the Year Award

The Property Manager of the Year Award recognizes an individual who demonstrates excellence, leadership, and professionalism in property management. This person effectively manages their portfolio, staff and budgets while ensuring a high level of resident satisfaction.

## Resident Manager of the Year Award

The Resident Manager of the Year Award recognizes an individual(s) who demonstrates excellence and professionalism in managing and overseeing the day-to-day operation of their rental property. This person has effectively managed their portfolio while ensuring a high level of resident satisfaction.

## Service Member of the Year Award

The Service Member of the Year Award recognizes a CRRA Service Member (individual or company) who has shown continual exceptional customer satisfaction. This also encompasses involvement and support within the CRRA: event attendance, sponsorship and volunteering.

## Landlord of the Year

The Landlord of the Year Award recognizes a CRRA Owner & Manager Member who demonstrates a commitment to excellence, education and professionalism in managing a portfolio with less than 50 units. This includes effectively managing their portfolio, ensuring the property is well maintained, and retaining a high level of resident satisfaction. Applications should include at least one of the following: tenant reviews and feedback, pictures of the rental portfolio, a list of the educational courses participated in.

## Tenant Experience Award

The Tenant Experience Award recognizes a tenant-focused CRRA Owner & Manager or Property Management Member (individual or company) who provides outstanding service to their tenants on an on-going basis. Applications should include at least one of the following: tenant reviews & feedback, issue resolution process, and online (Google, Yelp) reviews.

## Innovation Award

The Innovation Award recognizes a CRRA Service Member that has a service, product or process that puts them ahead of the competition. Applications must include the following: description of the service/product/process and how it is marketed to their clients, customer/client reviews & feedback.



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## Building Renovation Award

The Renovation Award recognizes a CRRA Owner & Manager or Property Management Member who demonstrates excellence in enhancing the appeal of the lobby, exterior, common areas, or suites of the property. Entries will be judged on the visual appeal based on a comparison of the before and after of the space. This will include an assessment of the layout and aesthetics. This project must have been completed within the last 2 Years. Nominations MUST be submitted with Before & After photos of the renovations to qualify. Nominations submitted without images will not be considered.

## Building of the Year Award

The Building of the Year Award is designed so that any sized landlord can be recognized for their achievements. Our committee takes into account many aspects of the submission including the age and state of the building. This award also recognizes owners/managers for the performance of their duties related to the overall management and maintenance of their buildings. Photographs must be included in nomination to qualify. Nominations submitted without images will not be considered.

Entrants are judged on the following:

- Cleanliness
- Lighting
- Fire Procedures
  - Emergency evacuation plans
  - Security System
- Eco Friendliness
- Renovations
  - In suites
  - In common areas
- Mechanical Room
  - Preventive maintenance program in place (records clear and on site)
  - Mechanical room clean and orderly
- Occupancy Levels
- Owner / Manager Performance
  - Management of their Duties
  - Maintenance of their Building



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## New Building of the Year

The New Building of the Year Award recognizes a CRRA Owner & Manager or Property Management Member's new residential rental building and what innovative features they bring to the rental industry. Our committee considers what amenities are available to the residents and the management of the building. The building must have a minimum of 50% occupancy and be less than two years old to qualify. Photographs must be included with the nomination to qualify.

Entrants are judged on the following:

- Date of Building's Opening
- Amenities and Innovative Features
- Community/Culture within the Building
- Cleanliness
- Lighting
- Fire Procedures
  - Emergency evacuation plans
  - Security System
- Eco Friendliness
- Renovations
  - In suites
  - In common areas
- Mechanical Room
  - Preventive maintenance program in place (records clear and on site)
  - Mechanical room clean and orderly
- Occupancy Levels
- Owner / Manager Performance
  - Management of their Duties
  - Maintenance of their Building