



# 2025 Nomination Categories & Criteria



## COMMUNITY SERVICE AWARD

The **Community Service Award** recognizes an **individual, organization, or company CRRA Member** that has made a significant positive impact through community service, volunteerism, and charitable initiatives. This award honours those who go above and beyond to support and improve the well-being of residents, neighborhoods, and the broader community. Nominees will be evaluated based on the following criteria:

- 1. Commitment to Community Engagement** – The nominee must demonstrate a strong dedication to community involvement through volunteer work, social programs, charitable contributions, or advocacy efforts that benefit tenants and the surrounding community.
- 2. Impact & Measurable Outcomes** – The nominee should show evidence of tangible, positive change resulting from their community service initiatives. Testimonials, data, or case studies demonstrating improved quality of life for residents or local communities will be considered.
- 3. Innovation in Service Initiatives** – The nominee should exhibit creativity and innovation in addressing social issues, such as housing stability, tenant support programs, neighborhood revitalization, or partnerships with local organizations to provide essential resources.
- 4. Collaboration & Leadership** – The nominee should actively collaborate with other stakeholders, including local governments, non-profits, businesses, and tenant groups, to enhance community service efforts. Their leadership in mobilizing support and resources will be assessed.
- 5. Long-Term Commitment & Sustainability** – The nominee should demonstrate a commitment to ongoing community service efforts, ensuring that programs and initiatives have a lasting, sustainable impact.

### Submission Requirement:

- Evidence of measurable impact, such as statistics, program success stories, or media coverage of their initiatives.



# 2025 Nomination Categories & Criteria



## GOLD STAR SERVICE AWARD

The **Gold Star Service Award** recognizes an outstanding **Service CRRA Member** who has demonstrated exceptional dedication to customer service within the residential rental industry. This award honours individuals or companies that consistently go above and beyond to provide reliable, professional, and high-quality service to clients and industry partners. Nominees will be evaluated based on the following criteria:

- 1. Excellence in Customer Service** – The nominee must demonstrate a commitment to providing outstanding customer service by being responsive, professional, and proactive in addressing client or tenant needs. Their ability to build strong relationships and maintain high service standards will be a key factor.
- 2. Customer Satisfaction** – The nominee should provide measurable evidence of client satisfaction, such as testimonials, high customer retention rates, or positive feedback. Their ability to create positive experiences and resolve issues effectively will be evaluated.
- 3. Communication & Responsiveness** – The nominee should excel in clear, timely, and transparent communication, ensuring clients or industry partners are well-informed and supported. Their ability to provide updates, answer inquiries, and foster trust through strong communication skills will be assessed.
- 4. Professionalism & Industry Expertise** – The nominee should demonstrate extensive knowledge of their field and uphold the highest standards of professionalism. Their ability to navigate industry challenges, provide expert guidance, and serve as a trusted resource will be considered.
- 5. Leadership & Commitment to Excellence** – The nominee should set a high standard for customer service within the industry by inspiring others, mentoring peers, or implementing best practices that enhance service quality. Their leadership and dedication to continuous improvement will be recognized.



# 2025 Nomination Categories & Criteria



## ECO-INITIATIVE AWARD

The **Eco-Initiative Award** recognizes a current **Owner Manager, Property Management, Not for Profit, or Service Member of the CRRA** who has demonstrated exceptional commitment to environmental sustainability within the residential rental industry. This award honors those who implement innovative green practices, reduce environmental impact, and promote energy efficiency in rental properties. Nominees will be evaluated based on the following criteria:

- 1. Commitment to Sustainability** – The nominee must demonstrate a strong commitment to environmental responsibility through sustainable property management, eco-friendly renovations, energy-efficient upgrades, or green building certifications. Their dedication to long-term environmental stewardship will be a key consideration.
- 2. Implementation of Green Practices** – The nominee should have successfully implemented specific eco-friendly initiatives, such as energy-efficient appliances, water conservation measures, solar power integration, waste reduction programs, or environmentally conscious landscaping. The effectiveness and impact of these initiatives will be evaluated.
- 3. Innovation & Leadership in Sustainability** – The nominee should showcase leadership in promoting sustainability by introducing new green solutions, educating clients, tenants and staff on eco-friendly practices, or advocating for sustainable policies within the industry. Their ability to set an example for others in the rental housing sector will be recognized.
- 4. Community Engagement** – The nominee should actively engage tenants, clients and the local community in sustainability efforts, such as recycling programs, green education initiatives, or partnerships with environmental organizations. Their efforts to encourage widespread participation in sustainability will be considered.
- 5. Measurable Environmental Impact** – The nominee must provide evidence of the positive environmental impact of their initiatives, such as reductions in energy consumption, lower carbon footprints, waste diversion metrics, or cost savings from sustainable investments. Their ability to demonstrate tangible benefits will be an important factor in the selection process.



# 2025 Nomination Categories & Criteria



## DIGITAL MARKETING EXCELLENCE

The **Digital Marketing Excellence Award** recognizes an **Owner Manager, Property Management, or Not for Profit CRRA Member** that has demonstrated outstanding innovation and effectiveness in digital marketing and tenant engagement. This award honors those who utilize creative, data-driven, and impactful digital strategies to enhance brand awareness, improve communication with tenants, and drive business or organizational success.

Nominees will be evaluated based on the following criteria:

- 1. Innovation & Creativity in Digital Marketing** – The nominee must demonstrate originality and ingenuity in their digital marketing efforts, whether through social media campaigns, website optimization, email marketing, video content, or other digital strategies. Their ability to create compelling and unique marketing materials that enhance their organization’s visibility will be a key factor.
- 2. Effectiveness & Impact** – The nominee should provide measurable results that showcase the effectiveness of their digital marketing and communication strategies. Metrics such as increased tenant engagement, improved online visibility, higher occupancy rates, or successful community-building efforts will be considered.
- 3. Tenant Communication & Engagement** – The nominee should illustrate a strong commitment to transparent, timely, and effective communication with tenants through digital platforms. Their ability to provide important updates, educate tenants, and foster a sense of community through email newsletters, mobile apps, text alerts, or social media interactions will be evaluated.
- 4. Strategic Execution & Community Building** – The nominee should demonstrate a well-planned and executed digital communication strategy that enhances relationships with tenants and the broader community. Their efforts to provide helpful resources, promote resident events, or engage in dialogue through digital channels will be assessed.
- 5. Industry Leadership & Best Practices** – The nominee should set a high standard for digital marketing and tenant communication within the residential rental industry. Their ability to serve as a role model, share knowledge, and inspire other property owners, managers, and organizations through best practices in digital engagement will be recognized.



# 2025 Nomination Categories & Criteria



## DIGITAL MARKETING EXCELLENCE

The **Digital Marketing Excellence Award** recognizes a **CRRA Service Member** who has demonstrated outstanding innovation and effectiveness in digital marketing strategies within the residential rental industry. This award honors individuals or companies that utilize creative, data-driven, and impactful digital marketing techniques to enhance brand awareness, improve client engagement, and drive business success. Nominees will be evaluated based on the following criteria:

- 1. Innovation & Creativity in Digital Marketing** – The nominee must demonstrate originality and ingenuity in their digital marketing efforts, whether through social media campaigns, website optimization, email marketing, video content, or other digital strategies. Their ability to differentiate themselves in a competitive market will be a key factor.
- 2. Effectiveness & Impact** – The nominee should provide measurable results that showcase the effectiveness of their digital marketing initiatives. Metrics such as increased lead generation, improved online engagement, higher website traffic, or enhanced conversion rates will be considered.
- 3. Strategic Execution & Brand Growth** – The nominee should illustrate a well-planned and executed digital marketing strategy that aligns with their brand’s goals. Their ability to create consistent messaging, maintain a strong online presence, and build a recognizable brand will be evaluated.
- 4. Engagement & Audience Connection** – The nominee should demonstrate excellence in engaging with clients, prospects, and the rental community through digital platforms. Their ability to foster meaningful interactions, respond to online inquiries, and create content that resonates with their target audience will be assessed.
- 5. Industry Leadership & Best Practices** – The nominee should serve as a leader in digital marketing within the residential rental industry, sharing knowledge, inspiring others, or setting a high standard for best practices in online marketing. Their commitment to ethical and effective digital marketing strategies will be recognized.



# 2025 Nomination Categories & Criteria



## MAINTENANCE PERSON OF THE YEAR

The **Maintenance Person of the Year Award** recognizes an outstanding maintenance professional from a **CRRA Owner Manager, Property Management or Not for Profit Member** who has demonstrated exceptional skill, dedication, and customer service in maintaining residential rental properties. This award honors individuals who go above and beyond to ensure the safety, functionality, and comfort of rental communities while delivering excellent service to tenants and property owners. Nominees will be evaluated based on the following criteria:

- 1. Excellence in Maintenance & Repairs** – The nominee must demonstrate strong technical skills in performing repairs, preventative maintenance, and property upkeep. Their ability to efficiently diagnose and resolve maintenance issues while ensuring quality workmanship will be a key factor.
- 2. Responsiveness & Tenant Satisfaction** – The nominee should be known for their prompt response to maintenance requests and their commitment to tenant satisfaction. Their ability to minimize disruptions, address concerns professionally, and maintain a positive attitude in all interactions will be evaluated.
- 3. Problem-Solving & Innovation** – The nominee should exhibit strong problem-solving skills and a proactive approach to maintenance challenges. Their ability to find cost-effective, long-term solutions and implement preventative maintenance strategies will be assessed.
- 4. Safety & Compliance** – The nominee should demonstrate a commitment to safety, adhering to all regulations, codes, and best practices in property maintenance. Their role in ensuring a safe environment for tenants, property staff, and contractors will be considered.
- 5. Professionalism & Teamwork** – The nominee should set a high standard for professionalism by working collaboratively with property management, tenants, and service providers. Their ability to communicate effectively, manage workloads efficiently, and contribute to a positive team environment will be recognized.



# 2025 Nomination Categories & Criteria



## SOCIAL HOUSING PROVIDER OF THE YEAR

The **Social Housing Provider of the Year Award** recognizes a **CRRA Not for Profit Member** that has demonstrated outstanding commitment to providing safe, affordable, and well-managed housing for individuals and families in need. This award honors a provider that goes above and beyond in delivering high-quality housing, tenant support services, and community engagement initiatives. Nominees will be evaluated based on the following criteria:

- 1. Commitment to Affordable & Inclusive Housing** – The nominee must demonstrate a strong commitment to providing accessible, affordable, and inclusive housing options. Their efforts in addressing housing needs for vulnerable populations, including low-income families, seniors, and individuals with disabilities, will be key factors.
- 2. Tenant Support & Community Services** – The nominee should provide services beyond housing, such as tenant assistance programs, employment support, mental health resources, or community-building initiatives. Evidence of impactful programs and tenant satisfaction will be considered.
- 3. Property Management & Maintenance Excellence** – The nominee should demonstrate excellence in property upkeep, safety, and compliance with housing regulations. Their ability to maintain clean, safe, and well-managed properties while prioritizing tenant well-being will be assessed.
- 4. Innovation in Housing Solutions** – The nominee should showcase innovative approaches to social housing, such as partnerships with community organizations, creative funding strategies, or unique property designs that enhance affordability and sustainability.
- 5. Sustainability & Environmental Responsibility** – The nominee should demonstrate efforts to incorporate energy-efficient, environmentally friendly, and sustainable housing solutions, helping to reduce environmental impact while providing cost-effective living spaces.

### Submission Requirement:

- Supporting documents such as testimonials from tenants, community partners, and stakeholders highlighting the nominee's impact.
- Case studies or reports showcasing successful programs, initiatives, or improvements made by the nominee.



# 2025 Nomination Categories & Criteria



## PROPERTY MANAGER THE YEAR

The **Property Manager of the Year Award** recognizes an outstanding individual from a **CRRA Property Management Member** who has demonstrated excellence in managing residential rental properties. This award honours a property manager who upholds the highest standards of professionalism, client service, and community engagement while ensuring the efficient operation of rental properties. Nominees will be evaluated based on the following criteria:

- 1. Excellence in Property Management** – The nominee must exhibit a high level of expertise in property management, including tenant relations, lease administration, maintenance coordination, and financial oversight. They should demonstrate strong problem-solving skills, attention to detail, and a proactive approach to property management.
- 2. Commitment to Resident and Client Satisfaction** – The nominee should be known for delivering exceptional service to property owners and tenants. Their ability to foster positive relationships, address concerns promptly, and ensure a high standard of living within their managed properties should be reflected in client and tenant feedback.
- 3. Industry Leadership & Contribution** – The nominee should actively contribute to the property management industry through participation in the CRRA, mentoring colleagues, implementing innovative management strategies, or advocating for best practices and regulatory improvements.
- 4. Community Involvement** – The nominee should demonstrate a commitment to community engagement by supporting initiatives that promote fair housing, tenant education, or neighborhood improvement programs. Their efforts to enhance the rental housing experience beyond their direct management responsibilities will be recognized.
- 5. Business Growth & Operational Success** – The nominee must show measurable success in managing rental properties, whether through improved occupancy rates, efficient cost management, enhanced tenant retention, or successful property improvements. Their ability to implement effective management practices that lead to business growth and operational excellence will be key factors in this evaluation.





# 2025 Nomination Categories & Criteria



## RESIDENT MANAGER THE YEAR

The **Resident Manager of the Year Award** recognizes an outstanding resident manager from a **CRRA Owner Manager, Property Management or Not for Profit Member** who has demonstrated exceptional dedication to property management, tenant satisfaction, and operational excellence. This award honors individuals who play a vital role in ensuring the smooth operation of rental properties while fostering a positive and welcoming living environment for tenants. Nominees will be evaluated based on the following criteria:

- 1. Excellence in Property Management** – The nominee must demonstrate strong property management skills, including maintenance coordination, lease enforcement, and compliance with housing regulations. Their ability to efficiently oversee daily property operations while maintaining high standards will be a key factor.
- 2. Tenant Relations & Customer Service** – The nominee should be known for fostering positive tenant relationships by being approachable, responsive, and proactive in addressing concerns. Their ability to create a safe, supportive, and well-maintained living environment will be evaluated.
- 3. Communication & Problem-Solving** – The nominee should excel in clear, timely, and effective communication with tenants, property owners, and service providers. Their ability to resolve conflicts, provide updates, and ensure transparency in all interactions will be assessed.
- 4. Commitment to Community & Resident Well-Being** – The nominee should demonstrate efforts to enhance the community experience for residents through tenant engagement initiatives, safety programs, or community-building activities. Their role in fostering a sense of belonging and resident satisfaction will be considered.
- 5. Professionalism & Leadership** – The nominee should set a high standard for professionalism within the residential rental industry by upholding ethical practices, continuously improving their skills, and serving as a leader or mentor for fellow property management professionals.



# 2025 Nomination Categories & Criteria



## SERVICE MEMBER THE YEAR

The **Service Member of the Year Award** recognizes an outstanding individual or company who is a **CRRA Service Member** who provides exceptional support services to the residential rental industry. This award honors individuals whose dedication, expertise, and service have significantly contributed to the success of rental industry. Nominees will be evaluated based on the following criteria:

- 1. Excellence in Service** – The nominee must demonstrate outstanding service, reliability, and expertise in their field, whether in maintenance, property management support, legal services, technology solutions, or other rental industry-related services. Their work should consistently exceed expectations, ensuring the smooth operation of residential rental properties.
- 2. Commitment to Client Satisfaction** – The nominee should be known for their dedication to customer service, maintaining strong relationships with property owners and managers. Their ability to provide timely, effective, and professional service should be reflected in client testimonials, referrals, and positive feedback.
- 3. Industry Contribution & Innovation** – The nominee should actively contribute to the advancement of the residential rental industry by introducing innovative solutions, improving service efficiency, or advocating for best practices. Their involvement in industry organizations, training programs, or knowledge-sharing initiatives will be considered.
- 4. Community Engagement** – The nominee should demonstrate a commitment to the CRRA by supporting fair housing practices, participating in and supporting CRRA events (CRRA EXPO, Annual Awards Gala, Golf Extravaganza & Christmas Social), or engaging in programs that benefit landlords. Their efforts to improve the rental housing environment beyond their immediate role will be recognized.
- 5. Professional Growth & Leadership** – The nominee must show a commitment to continuous learning, professional development, and leadership within their field. Their ability to mentor others, stay up to date with industry trends, and take on leadership roles within their organization or association will be key factors in this evaluation.



# 2025 Nomination Categories & Criteria



## SMALL LANDLORD THE YEAR

The **Small Landlord of the Year Award** recognizes an outstanding **CRRA Owner Manager Member who manages 50 units or fewer** and exemplifies excellence in property management, tenant relations, and community impact. This award honors a landlord who demonstrates professionalism, ethical business practices, and a commitment to providing quality housing. Nominees will be evaluated based on the following criteria:

- 1. Excellence in Property Management** – The nominee must demonstrate strong property management skills, including tenant communication, lease compliance, property maintenance, and financial responsibility. They should take a proactive approach to managing their rental units and ensuring a safe, well-maintained living environment for tenants.
- 2. Commitment to Tenant Satisfaction** – The nominee should be known for fostering positive relationships with tenants by being responsive, fair, and supportive. Their ability to create a welcoming and stable rental environment, as reflected in tenant feedback and retention rates, will be a key consideration.
- 3. Industry Involvement & Professionalism** – The nominee should actively engage in the residential rental industry by staying informed about the laws that govern their business, participating in the CRRA and advocating for the industry. Their dedication to ethical business practices and ongoing professional development will be evaluated.
- 4. Community Impact & Social Responsibility** – The nominee should demonstrate a commitment to the broader community by supporting fair housing initiatives, participating in neighborhood improvement efforts, or engaging in charitable housing programs. Their contributions to improving rental housing beyond their own properties will be recognized.
- 5. Business Success & Sustainability** – The nominee must show a record of sustainable asset management, financial stability, and business growth. Their ability to maintain high occupancy rates, invest in property improvements, and implement innovative management practices will be considered.



# 2025 Nomination Categories & Criteria



## LARGE LANDLORD THE YEAR

The **Large Landlord of the Year Award** recognizes an outstanding **CRRA Owner Manager Member who has 51 units or more** in their Alberta portfolio and demonstrates excellence in property management, tenant relations, and industry leadership. This award honors a landlord who upholds the highest standards of professionalism, ethical business practices, and community involvement while maintaining high-quality rental housing. Nominees will be evaluated based on the following criteria:

- 1. Excellence in Large-Scale Property Management** – The nominee must exhibit strong property management expertise, including overseeing multiple units efficiently, maintaining high occupancy rates, ensuring regulatory compliance, and implementing effective maintenance and financial management strategies. Their ability to handle the complexities of managing a large portfolio while maintaining high standards will be a key consideration.
- 2. Commitment to Tenant Satisfaction** – The nominee should be known for fostering positive relationships with tenants by being responsive, fair, and proactive. Their ability to create a safe, well-maintained, and welcoming rental environment, as reflected in tenant feedback, retention rates, and conflict resolution practices, will be evaluated.
- 3. Industry Leadership & Contribution** – The nominee should actively contribute to the residential rental industry through participation in the CRRA, mentorship of other landlords, implementation of innovative rental strategies, or advocacy for policies that support responsible property ownership and fair housing practices.
- 4. Community Impact & Social Responsibility** – The nominee should demonstrate a commitment to their community by supporting local housing initiatives, participating in neighborhood development efforts, or engaging in charitable programs that improve access to quality rental housing. Their role in enhancing the rental housing industry beyond their own properties will be considered.
- 5. Business Growth & Operational Success** – The nominee must show a record of financial stability, business growth, and long-term sustainability. Their ability to scale operations, invest in property improvements, and implement effective management practices that contribute to a thriving rental business will be key factors in the evaluation process.



# 2025 Nomination Categories & Criteria



## OUTSTANDING TENANT EXPERIENCE

The **Outstanding Tenant Experience Award** recognizes an individual or group from a **CRRA Owner Manager, Property Management or Not for Profit Member** that has demonstrated exceptional dedication to providing an outstanding rental experience for tenants. This award honors those who prioritize customer service, tenant satisfaction, and community engagement, creating a positive and supportive living environment. Nominees will be evaluated based on the following criteria:

- 1. Excellence in Customer Service** – The nominee must demonstrate a commitment to providing outstanding customer service to tenants, ensuring responsiveness, professionalism, and a tenant-first approach. Their ability to address concerns, provide timely solutions, and create a welcoming atmosphere will be a key factor.
- 2. Tenant Satisfaction & Retention** – The nominee should provide measurable evidence of tenant satisfaction, such as high retention rates, positive feedback, and testimonials. Their ability to foster long-term tenant relationships and create a stable rental environment will be evaluated.
- 3. Communication & Transparency** – The nominee should illustrate a strong commitment to clear, consistent, and proactive communication with tenants. Their ability to provide essential updates, educate tenants on rental policies, and maintain open dialogue through digital platforms, newsletters, or tenant portals will be assessed.
- 4. Community Building & Tenant Engagement** – The nominee should demonstrate efforts to build a strong tenant community through organized events, social initiatives, or resident support programs. Their ability to enhance the overall living experience and encourage a sense of belonging will be considered.
- 5. Industry Leadership & Best Practices** – The nominee should serve as a leader in tenant relations within the residential rental industry by setting a high standard for customer service and tenant engagement. Their commitment to ethical practices, continuous improvement, and knowledge-sharing will be recognized.



# 2025 Nomination Categories & Criteria



## INNOVATION AWARD

The **Innovation Award** recognizes a **CRRA Service Member** who has demonstrated exceptional creativity and forward-thinking solutions in supporting the residential rental industry. This award honors a professional or company that has introduced innovative products, services, or processes that improve efficiency, enhance landlord experiences, or advance the industry as a whole. Nominees will be evaluated based on the following criteria:

- 1. Creativity & Innovation** – The nominee must have introduced a unique or significantly improved service, technology, or process that enhances residential rental operations. Their ability to think outside the box and apply inventive solutions to industry challenges will be a key consideration.
- 2. Impact on the Rental Industry** – The nominee should demonstrate how their innovation has positively affected landlords and/or property managers by improving service quality, efficiency, cost savings, or convenience. The measurable benefits and long-term sustainability of the innovation will be evaluated.
- 3. Adoption & Implementation** – The nominee should provide evidence of successful implementation of their innovation, including widespread adoption, client satisfaction, or industry recognition. Their ability to scale and integrate their solution effectively will be considered.
- 4. Commitment to Excellence & Professionalism** – The nominee should uphold high standards of professionalism, ethical business practices, and outstanding customer service while introducing their innovation. Their reputation within the industry and commitment to quality service will be assessed.
- 5. Leadership & Industry Advancement** – The nominee should be actively engaged in the CRRA and in advancing the rental industry by sharing knowledge, participating in CRRA events, or mentoring others in implementing innovative practices. Their role as a leader in service innovation will be recognized.



# 2025 Nomination Categories & Criteria



## BUILDING RENOVATION AWARD

The **Building Renovation of the Year Award** recognizes a **residential rental property either owned or managed by a CRRA Owner Manager, Property Management or Not for Profit Member** that has undergone significant renovations to enhance its aesthetics, functionality, sustainability, and overall tenant experience. This award honours a property that demonstrates exceptional improvements through upgrades, restorations, or repurposing while maintaining high standards of design and management. Nominees will be evaluated based on the following criteria:

- 1. Scope & Quality of Renovation** – The nominee must showcase the extent and quality of the renovation, including improvements to structural elements, unit interiors, common areas, or building systems. The level of transformation and craftsmanship will be key factors.
- 2. Impact on Tenant Experience** – The renovations should significantly enhance tenant satisfaction by improving living conditions, comfort, and amenities. Evidence of positive tenant feedback, increased occupancy, or enhanced community engagement will be considered.
- 3. Design & Aesthetic Appeal** – The project should reflect thoughtful design choices that enhance the building's overall aesthetic appeal while maintaining functionality. Modernization efforts that respect the building's character or elevate its visual appeal will be evaluated.
- 4. Sustainability & Efficiency Improvements** – The nominee should demonstrate a commitment to eco-friendly upgrades, such as energy-efficient appliances, improved insulation, water conservation measures, or sustainable building materials. The environmental benefits of the renovation will be assessed.
- 5. Innovation & Problem-Solving** – The renovation should address and overcome unique challenges such as outdated infrastructure, building code compliance, or creative space utilization. Solutions that enhance the building's longevity and future viability will be recognized.

### Submission Requirement:

- Before and after photos showcasing the renovation's transformation must be included with the nomination.
- Additional supporting documents such as tenant testimonials, project details, and sustainability initiatives are encouraged.



# 2025 Nomination Categories & Criteria



## BUILDING OF THE YEAR

The **Building of the Year Award** recognizes a **residential rental property either owned or managed by a CRRA Owner Manager, Property Management or Not for Profit Member** that exemplifies excellence in management, tenant experience, design, sustainability, and overall community impact. This award honors a building that stands out for its outstanding maintenance, innovative features, and commitment to providing a high-quality living environment for its residents. Nominees will be evaluated based on the following criteria:

- 1. Excellence in Property Management & Operations** – The nominated building must demonstrate superior property management, including maintenance, cleanliness, security, and overall operational efficiency. A well-run, high-quality rental property that prioritizes tenant well-being will be a key factor.
- 2. Tenant Satisfaction & Community Engagement** – The building should foster a positive living experience through strong tenant relations, effective communication, and community-building initiatives. Evidence of high tenant satisfaction, retention rates, or positive feedback will be considered.
- 3. Design & Aesthetic Appeal** – The property should showcase thoughtful architectural design, high-quality construction, and strong curb appeal. Whether newly developed or a well-maintained older building, attention to aesthetic and functional design elements will be recognized.
- 4. Sustainability & Environmental Responsibility** – The building should incorporate eco-friendly initiatives such as energy-efficient appliances, water conservation systems, waste reduction programs, or sustainable building materials. The commitment to environmental responsibility and green living will be evaluated.
- 5. Innovation & Unique Features** – The property should offer modern, innovative, or unique amenities that enhance the tenant experience, such as smart home technology, shared community spaces, or wellness-focused features.

### Submission Requirements:

- Photos of the building showcasing exterior and interior features must be included with the nomination.
- 80% Occupancy Rate
- Additional supporting documents such as tenant testimonials, community impact stories, and sustainability initiatives are encouraged.





# 2025 Nomination Categories & Criteria



## NEW BUILDING OF THE YEAR

The **New Building of the Year Award** recognizes a new **residential rental property either owned or managed by a CRRA Owner Manager, Property Management or Not for Profit Member** that exemplifies excellence in design, innovation, sustainability, and tenant experience. This award honors a newly constructed building that sets a high standard for quality living, efficient management, and community impact. Nominees will be evaluated based on the following criteria:

- 1. Excellence in Design & Construction** – The nominated building must demonstrate superior architectural design, structural integrity, and high-quality construction. The incorporation of modern aesthetics, functional layouts, and durable materials will be key factors.
- 2. Innovation & Modern Features** – The building should integrate cutting-edge technology, smart home features, or innovative amenities that enhance the tenant experience. Unique design elements that improve energy efficiency, security, or convenience will be evaluated.
- 3. Tenant Experience & Community Impact** – The property should provide a welcoming, comfortable, and well-managed living environment. Efforts to foster a strong sense of community, provide tenant-focused amenities, and ensure high satisfaction will be considered.
- 4. Sustainability & Environmental Responsibility** – The building should incorporate eco-friendly initiatives such as energy-efficient systems, water conservation strategies, waste reduction programs, or the use of sustainable materials. The commitment to green living and environmental stewardship will be assessed.
- 5. Operational Excellence & Future Viability** – The building should demonstrate sound property management practices, including efficient operations, maintenance plans, and long-term sustainability. The ability to maintain its quality and continue providing an outstanding living environment will be recognized.

### Submission Requirements:

- Photos of the building showcasing exterior, interior, and key features must be included with the nomination.
- 50% Occupancy Rate
- Age of the building is no more than 5 years
- Additional supporting documents such as tenant testimonials, sustainability initiatives, and community impact stories are encouraged.