



**Canadian  
Federation of  
Apartment  
Associations**

**Fédération  
canadienne des  
associations  
de propriétaires  
immobiliers**

# CFAA AWARDS PROGRAM 2018

CFAA wants to help you highlight your successes as a rental housing provider,  
as well as the successes of your team members.

CFAA will also be recognizing a rental supplier innovation, and one or more  
successes by member associations.

February 1, 2018

Buy a ticket and join CFAA at the Awards Dinner on Tuesday, May 15, 2018.

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## **Awards to be given in May 2018**

### **FOR LANDLORDS**

- Property Manager of the Year 7
- Off-Site Employee of the Year 8
- On-Site Employee of the Year 9
- Rental Development of the Year 10
- Renovation of the Year 11

### **FOR RENTAL HOUSING SUPPLIERS**

- New product or service of the Year 12

### **FOR APARTMENT ASSOCIATIONS**

- Association Achievement of the Year 13

**DEADLINE TO SUBMIT COMPLETED AWARDS APPLICATIONS:**

12:00 midnight PDT on Monday, April 9, 2018

**AWARDS TO BE ANNOUNCED AND PRESENTED**  
on Tuesday, May 15, 2018, at the CFAA Awards Dinner,  
which is part of CFAA Rental Housing Conference 2018.

See [www.CFAA-RHC.ca](http://www.CFAA-RHC.ca) for more information or tickets.

## **CFAA as an organization**

The Canadian Federation of Apartment Associations is the national umbrella group for Canada's rental housing providers. Most CFAA members are members of regional apartment associations covering the provinces or cities. CFAA also has some direct landlord members, and rental suppliers who are members of the CFAA Suppliers Council.

CFAA's member associations are:

- Eastern Ontario Landlord Organization (EOLO)
- Federation of Rental-housing Providers of Ontario (FRPO)
- Greater Toronto Apartment Association (GTAA)
- Hamilton & District Apartment Association (HDAA)
- Investment Property Owners Association of Nova Scotia (IPOANS)
- LandlordBC
- London Property Management Association (LPMA)
- Manufactured Home Park Owners Alliance of British Columbia (MHPOA)
- Professional Property Managers' Association (of Manitoba) (PPMA)
- Saskatchewan Landlord Association Inc. (SKLA)
- Waterloo Regional Apartment Management Association (WRAMA)

If you are a landlord member of one of those associations, you are a member of CFAA for your rental units in the province or city in which that association operates.

## **Eligibility criteria**

To enter the awards competition as a landlord, your company needs to be a member of CFAA, either directly or through a CFAA member association.

There are some additional criteria to address the fact that several regional associations already give awards.

**For landlords who are members of CFAA through a member association, you can enter the CFAA Awards competition if you meet one of these tests:**

1. Companies or people who have won a related award from a CFAA member association in 2017-18. The member associations which gave such awards are FRPO, PPMA and IPOANS.
2. If the winner declines to "go on" to CFAA, then one or more finalists in the associations awards in 2017-18 for FRPO, PPMA and IPOANS.
3. Companies or people from areas where the regional association does not give awards (e.g. members from LandlordBC, MHPOA, SKLA, LPMA, WRAMA, HDAA, GTAA or EOLO.)
4. Companies or people for an award which their regional association does not give (e.g. for New Development of the Year if the regional association does not give that award.)

The effect of tests 1 and 2 is that CFAA will not re-judge the finalists for each regional award against one another. Under test 1 CFAA may well judge winners from different regions against one another. Under tests 1, 3, 4 and test 5 below, CFAA may judge one or more regional winners against entries from regions from which no entries have previously entered into competition.

**For landlords who are direct members of CFAA**

- 5. Companies or people from areas where the regional association is not a CFAA member (AB, QC, NB, PEI, NL and the Territories)

**For awards for industry suppliers:**

Nominees must be members of the CFAA Suppliers Council. Rental housing suppliers can join the Suppliers Council. A number of Conference sponsorships include memberships in the CFAA Suppliers Council.

**CHECK THAT YOU QUALIFY TO ENTER:**

To be sure that your property or employee qualifies to enter, please check with CFAA in advance of preparing your submission.

Send an e-mail to [awards@cfaa-fcapi.org](mailto:awards@cfaa-fcapi.org) stating the award you wish to enter, the location of the building or place of work of the person, and how you think they qualify, by answering these questions:

**IF YOUR COMPANY IS A MEMBER OF ONE OF CFAA'S MEMBERS ASSOCIATIONS:**

The building is located in \_\_\_\_\_ [city, province], and my company pays dues to the \_\_\_\_\_ [association from p.1] for that building. OR

The person works in \_\_\_\_\_ [city, province], my company pays dues to the \_\_\_\_\_ [association from p.1] for our buildings at that location.

**OR IF YOUR ORGANIZATION IS A DIRECT MEMBER OF CFAA:**

The building is located in \_\_\_\_\_ [city, province], and my company pays dues as a direct landlord member of CFAA for that building. OR

The person works in \_\_\_\_\_ [city, province], and my company pays dues as a direct landlord member of CFAA for our buildings at that location.

## **Judging process**

The judges are independent people with experience working in rental housing in the area which they are to judge (e.g. building renovations or customer service.) Many will be for-profit landlords or property managers. In appropriate categories, CFAA may include not-for profit landlords, rental housing instructors or city or provincial housing officials.

Judges are vetted by CFAA for conflicts for the award(s) that they are judging. Judges may include people from companies which enter the awards, except that they will NOT judge any category in which their company is entered, or from companies with which they have had any significant recent relationship.

The judges will be identified, but the particular award which they judged will not be identified.

Each category will be judged by at least 3 judges, who will review the submission independently and rate them, and then have a conversation by telephone conference to determine the winner.

If the judges have difficulty deciding who the winner should be, then the judges may have regard to

- a. Whether either of the top two nominee companies is leading the scoring for another CFAA award this year;
- b. Whether there is a significant geographic imbalance which one of the top two would help to rectify; or
- c. Whether it makes sense to declare co-winners.

The judges will prepare a brief statement about the winner, to be presented at the Awards ceremony.

The judges will keep their discussion to determine the winner confidential, along with who are the nominees and the winner.

## **Timing for the judging process**

The judging will take place in two stages.

Judges will have from April 11 to April 15 to review and rank the submissions in the category they are judging, and make a few comments about why they have ranked their #1 and #2 selections in those places. They will submit that information to the CFAA Awards Coordinator, who will aggregate and tally the information.

Between April 16 and April 20, the judges for the category will meet by a telephone conference to discuss the awards submissions, their ranking and their comments. They will agree or vote on the winner, and agree on the brief statement to be presented at the Awards Ceremony.

# Volunteer to judge in the CFAA Awards program

FAX completed form to CFAA at 613-238-0101 OR  
scan and send by e-mail to awards@cfaa-fcapi.org.

\_\_\_ YES, I would like to act as a judge in the CFAA Awards program

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

Position: \_\_\_\_\_ since: \_\_\_\_\_ (year)

Telephone number: \_\_\_\_\_

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

Current employer: \_\_\_\_\_ since: \_\_\_\_\_ (year)

Past rental housing employers: \_\_\_\_\_ From (year) to (year)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If selected as a judge in the CFAA Awards Program, I agree

1. to declare any conflict of interest;
2. to judge the entries impartially;
3. to comply with the time requirements for judging as set out in the Awards Program Brochure; and
4. to keep the discussions and results strictly confidential for all time.

Date: \_\_\_\_\_

\_\_\_\_\_  
(signature)

## **Other notes**

### **Ability to change criteria**

CFAA reserves the right to refine the awards. For example, the best renovation award might become best lobby renovation award or best suite renovation (or both by being split into two awards, which are both given.)

### **Dealing with categories with one entry**

If only one nomination is received for a category, CFAA will verify with that nominee whether they want to be given the prize, or they want the category withdrawn. CFAA will proceed accordingly.

### **Comments and suggestions**

CFAA will gratefully receive comments and suggestions about ways to improve the awards program, and about the awards to be given in the future. Please send comments to [awards@cfaa-fcapi.org](mailto:awards@cfaa-fcapi.org).

# Thank you

## Thank you to the Awards committee and previous judges

CFAA wishes to express its thanks to the following people who served on the CFAA Awards Committee to design the Awards Program. The members of the committee are:

Rose Marie Howell, Executive Director, IPOANS  
Trish MacPherson, Executive Vice President, Operations, CAPREIT  
Amanda Mitchell, Vice President, Marketing & Communications, Minto  
Jeff Trapp, Past-President, SKLA

Additional input was received from:

Jose Rivera, Director of Marketing, CAPREIT  
The City of Ottawa Housing System Working Group (about the judging processes) and  
Lynzi Michal, Director of Membership and Marketing, FRPO.

Thank you to the 2017 judges:

Rene Bourgon, Strategic Marketing and Communications Consultant for many major landlords  
Karen Braye, Property Manager, Elk Property  
Charlsey Brunne, Director of Operations, Minto  
Brad Butt, Head of Government Relations, Mississauga Board of Trade  
Stephanie Cameron, Director, Human Resources, Minto  
Celine Carriere, CEO, Co-operative Housing Association of Eastern Ontario  
Randy Daiter, VP, Residential Properties at M&R Holdings  
Nadia Freeman, Manager, Residential Properties, Regional  
Bev Johnson, Regional Manager, Osgoode Properties  
Alberta Langbid, Property Manager, Gateway PM  
Theresa Lapansée, Operations Manager, London, Sifton Properties  
Brandy McIlvenney, Director, Sifton Properties  
Kim Overbye, President & CEO, Ontario Property Management Group  
Gloria Salomon, CEO, Preston Group  
Justin Taylor, COO, Greenrock Real Estate Providers  
Angela Thomaidis, Manager, Customer Experience, Vertica  
Jaime Tiampo, Director, Itziar Management  
Shelley Wittal, Director, Property Management, Gateway

## Property Manager of the Year

The Property Manager of the Year award recognizes a property manager nominated by their employer who has demonstrated excellence and professionalism in the rental housing industry. The person has gone well above and beyond their job description and ordinary expectations between September 2016 and March 2018. The person may have solved a long-standing problem seen to be intractable, or handled one or more difficult issues with great skill and tact.

**NOMINATION DEADLINE: Monday, April 9, 2018, 12:00 (midnight) PDT**

**Please Note:** All submissions must be created in PowerPoint and saved in PDF format. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements.

**Information to be included on the first page of your submission:**

1. Award applied for
2. Nominee name, job title and company name
3. Address and city where the nominee works
4. Name and job title of contact person
5. Address
6. Phone Number
7. E-Mail Address
8. CFAA member association applicable to the nominee's portfolio (or if applicable, note that the portfolio qualifies through direct CFAA membership.)

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

9. How long has the nominee worked in the rental housing industry?
10. What is the nominee's job description?
11. How many units are they responsible for? How many people do they supervise?
12. Why is the nominee worthy of this award?
13. What challenges has the nominee faced and overcome in the last year?
14. Please describe the nominee's accomplishments in the last year. How did the nominee go above and beyond their job description and ordinary expectations?
15. Describe any other activities the nominee has been involved in that contributed to his or her success.

**In Addition:** Include at least one photo of the nominee.

**ALL COMPANIES MAKING NOMINATIONS MUST QUALIFY AS MEMBERS OF CFAA,  
EITHER DIRECTLY OR THROUGH A CFAA MEMBER ASSOCIATION.**

Canadian Federation of Apartment Associations

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1600 Carling Avenue, Suite 640

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[awards@cfaa-fcapi.org](mailto:awards@cfaa-fcapi.org)

613-235-0101

## On-Site Employee of the Year

The On-Site Employee of the Year award recognizes an individual employee nominated by their employer who has demonstrated excellence and professionalism in the rental housing industry. The person has gone well above and beyond their job description and ordinary expectations between September 2016 and March 2018. The person may have solved a long-standing problem seen to be intractable, or handled one or more difficult issues with great skill and tact. The person may be a resident manager, or work in rental operations, maintenance, cleaning or other building functions on-site.

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**Information to be included on the first page of your submission:**

1. Award applied for
2. Nominee name, job title and company name
3. Address and city where the nominee works
4. Name and job title of contact person
5. Address
6. Phone Number
7. E-Mail Address
8. CFAA member association applicable to the nominee's portfolio (or if applicable, note that the portfolio qualifies through direct CFAA membership.)

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

9. How long has the nominee worked in the rental housing industry?
10. What is the nominee's job description?
11. If the nominee is a **resident manager**, how many units are they responsible for? How many people do they supervise?
12. Why is the nominee worthy of this award?
13. What challenges has the nominee faced and overcome in the last year?
14. Please describe the nominee's accomplishments in the last year. How did the nominee go above and beyond their job description and ordinary expectations?
15. Describe any other activities the nominee has been involved in that contributed to his or her success.

**In Addition:** Include at least one photo of the nominee.

**ALL COMPANIES MAKING NOMINATIONS MUST QUALIFY AS MEMBERS OF CFAA,  
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**If there are numerous nominations, CFAA may refine the awards category and give an award for specific categories of on-site employees.**

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## Off-Site Employee of the Year

The Off-Site Employee of the Year award recognizes an individual employee nominated by their employer who has demonstrated excellence and professionalism in the rental housing industry. The person has gone well above and beyond their job description and ordinary expectations between September 2016 and March 2018. The person may have solved a long-standing problem seen to be intractable, or handled one or more difficult issues with great skill and tact. The person may work out of a regional or head-office in internal services, such as HR, administration, marketing, and other services.

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**Information to be included on the first page of your submission:**

1. Award applied for
2. Nominee name, job title and company name
3. Address and city where the nominee works
4. Name and job title of contact person
5. Address
6. Phone Number
7. E-Mail Address
8. CFAA member association applicable to the nominee's portfolio (or if applicable, note that the portfolio qualifies through direct CFAA membership.)

**The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

9. How long has the nominee worked in the rental housing industry?
10. What is the nominee's job description?
11. What size is the team of which they are a member or a leader? How many people do they supervise?
12. Why is the nominee worthy of this award?
13. What challenges has the nominee faced and overcome in the last year?
14. Please describe the nominee's accomplishments in the last year. How did the nominee go above and beyond their job description and ordinary expectations?
15. Describe any other activities the nominee has been involved in that contributed to his or her success.

**In Addition:** Include at least one photo of the nominee.

**ALL COMPANIES MAKING NOMINATIONS MUST QUALIFY AS MEMBERS OF CFAA,  
EITHER DIRECTLY OR THROUGH A CFAA MEMBER ASSOCIATION.**

**If there are numerous nominations, CFAA may refine the awards category and give an award for specific categories of off-site employees.**

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## Rental Development of the Year

The Rental Development of the Year award recognizes a company which has achieved excellence in the development of a new rental housing project. This award will be judged on the overall creativity and suite design, curb appeal, amenities, environmental quality, efficient use of space and functionality of the floor plan. The project must have been completed between September 2016 and March 2018, and must be classified as a traditional or student rental building, rather than a retirement residence or care facility.

### **NOMINATION DEADLINE: Monday, April 9, 2018, 12:00 (midnight) PDT**

All submissions must be created in PowerPoint and saved in PDF format. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements.

#### **Information to be included on the first page of your submission:**

1. Award applied for
2. Company Name
3. Location of Project (street address and city)
4. Name of Contact Person
5. Address
6. Phone Number
7. E-Mail Address
8. CFAA member association in which the building is enrolled (or if applicable, note that the building qualifies through direct CFAA membership.)

#### **The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

9. Number of units.
10. When was the development completed?
11. Location of project (neighbourhood and city.)
12. Why did you choose to develop in that area?
13. Is the building LEED certified, or if not, what was done to address environmental best practices?
14. What are the best features of the development?
15. What makes this development stand out from others in that area?
16. What obstacles did your organization encounter in getting the project completed, and how did you overcome them?
17. What aspects of the development are you most proud of?

**In addition**, your submission should include: sample floor plans and/or photos of various suites, common areas, outdoor grounds, lobby, amenities and any other noteworthy area of the rental development.

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## Renovation of the Year

The Renovation of the Year award recognizes a company which has achieved excellence in the renovation of an existing rental housing building or a building being converted into a rental building. This award will be judged on the overall creativity, value for money and functionality of the renovated building. The project must have been completed between September 2016 and March 2018. The post-renovation building must be classified as a traditional or student rental building, and not as a nursing home or retirement residence.

### **NOMINATION DEADLINE: Monday, April 9, 2018, 12:00 (midnight) PDT**

All submissions must be created in PowerPoint and saved in PDF format. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements.

#### **Information to be included on the first page of your submission:**

1. Award applied for
2. Company Name
3. Address and Location of the Project (including city)
4. Name of Contact Person
5. Address of the company
6. Phone Number
7. E-Mail Address
8. CFAA member association in which the building is enrolled (or if applicable, note that the building qualifies through direct CFAA membership.)

#### **The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

9. Location of Project.
10. Number of Units.
11. What year was the property originally built?
12. What time period was the renovation completed in?
13. What was the total cost of the renovations?
14. What are the best features of the renovation?
15. What makes this renovation stand out from other renovations in the area?
16. What obstacles did your organization encounter to get the project completed, and how did you overcome them?
17. What aspects of the renovation are you most proud of?

**In addition**, your submission should include photos of the results of the renovation, including suites, common areas and outdoor grounds.

### **ALL NOMINATIONS MUST QUALIFY AS MEMBERS OF CFAA, EITHER DIRECTLY OR THROUGH A CFAA MEMBER ASSOCIATION.**

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## **New Product or Service of the Year**

The New Product or Service of the Year award recognizes a **rental housing supplier** (who is a member of CFAA Suppliers Council) who has launched an innovative product or service of great usefulness to rental housing providers.

This award will be judged on the degree of innovation, the ease of installation and use, and the value of the product or service to rental housing providers.

The product or service must have been launched between September 2016 and March 2018.

### **NOMINATION DEADLINE: Monday, April 9, 2018, 12:00 (midnight) PDT**

All submissions must be created in PowerPoint and saved in PDF format. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements.

#### **Information to be included on the first page of your submission:**

1. Award applied for
2. Company Name
3. Product or service nominated
4. Name of Contact Person
5. Address of the company
6. Phone Number
7. E-Mail Address
8. That the supplier is a member of the CFAA Suppliers Council.

#### **The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

9. What is the product or service?
10. What does it do?
11. What problem does the product or service solve?
12. What roadblocks were overcome to create and launch the product or service?
13. When was the product or service launched?
14. What are the key advantages of using the product or service?
15. How easy is the product or service to install and use? If applicable, how much training is required to use the product or service?
16. What aspect of the product or service are you most proud of?

YOU MAY INCLUDE UP TO THREE SHORT TESTIMONIALS OF RENTAL HOUSING PROVIDERS WHO ARE USING THE PRODUCT OR SERVICE.

### **ALL NOMINATIONS MUST BE FOR A PRODUCT OR SERVICE LAUNCHED BY A MEMBER OF THE CFAA SUPPLIERS COUNCIL.**

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Please review Eligibility and Entry Requirements prior to submitting your nomination.

## Association Achievement of the Year

The Association Achievement of the Year award recognizes an apartment association which has successfully launched an innovative campaign or initiative of great usefulness to rental housing providers. The initiative or campaign may be proactive or reactive. It could include defeating a proposed government program which would have had a significant negative impact on rental housing providers.

In 2018, this award is open to achievements in the years 2016 to 2018.

This award will be judged on the value of the achievement to rental housing providers.

### **NOMINATION DEADLINE: Monday, April 9, 2018, 12:00 (midnight) PDT**

All submissions must be created in PowerPoint and saved in PDF format. All criteria listed on this form must be included in your presentation. Please follow the guidelines below and review the Eligibility and Entry Requirements.

#### **Information to be included on the first page of your submission:**

1. Award applied for
2. Association Name
3. Campaign or initiative nominated (e.g. a campaign to prevent landlord licensing)
4. Name of Contact Person
5. Address of the company
6. Phone Number
7. E-Mail Address
8. Is the association a member of CFAA member association?

#### **The following questions must be answered in your submission. Winners and nominees will be determined based on this information.**

9. What was the campaign or initiative?
10. Who were the stakeholders?
11. What problem does the initiative solve? OR what problem would the defeated program have created?
12. What roadblocks were overcome to create and launch the campaign or initiative (or to defeat the negative program)?
13. When was the campaign or initiative launched (or when was the program defeated)?
14. In less than 12 bullet points, how was the campaign or initiative undertaken?
15. What specific steps were taken to ensure the lasting impact from the campaign or initiative?
16. What are you most proud of about the initiative or campaign?

YOU MAY INCLUDE UP TO THREE SHORT TESTIMONIALS OF RENTAL HOUSING PROVIDERS WHO BENEFIT FROM THE CAMPAIGN OR INITIATIVE (OR FROM THE DEFEAT OF THE NEGATIVE PROGRAM)

#### **ALL NOMINATIONS MUST BE FOR A PRODUCT OR SERVICE LAUNCHED (OR A NEGATIVE PROGRAM DEFEATED) BY A MEMBER ASSOCIATION OF THE CFAA**

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Please review Eligibility and Entry Requirements prior to submitting your nomination.