

Industry Leadership Award

The CRRRA Industry Leadership Award recognizes an individual who has demonstrated exceptional leadership, influence, and long-term contribution to the residential rental housing industry. This award honours individuals whose work has strengthened the professionalism, reputation, and advancement of the rental housing sector through leadership, advocacy, innovation, mentorship, or sustained service to the industry. As a Board-selected recognition, this award is intended to celebrate distinguished contribution and lasting impact rather than direct competition through an open nomination process.

Eligibility

- This award is selected by the CRRRA Board of Directors.
- This award is not open for public nomination

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Industry Leadership (Weight: 25%)

Measures the nominee's leadership influence within the residential rental housing sector. Strong submissions typically demonstrate: • Leadership roles within organizations or industry initiatives • Visible influence on professional standards or practice • Recognition as a respected industry leader

Contribution to the Industry (Weight: 25%)

Evaluates the nominee's measurable contribution to strengthening the rental housing sector. Strong submissions typically demonstrate: • Programs, initiatives, or improvements that benefited the industry • Long-term service to the sector • Evidence of meaningful contribution over time

Advocacy & Industry Advancement (Weight: 20%)

Assesses the nominee's role in advancing awareness, policy, education, or professionalism within rental housing. Strong submissions typically demonstrate: • Advocacy for responsible housing policy • Promotion of education and professionalism • Support for industry advancement or

Industry Leadership Award contd.

Mentorship & Professional Development (Weight: 15%)

Measures the nominee's role in developing others within the industry. Strong submissions typically demonstrate: • Mentoring emerging professionals • Sharing expertise through speaking or coaching • Support for professional growth within the sector

Long-Term Impact (Weight: 15%)

Evaluates the lasting significance of the nominee's contribution to the industry. Strong submissions typically demonstrate: • Sustained influence over many years • Lasting improvements to standards or practice • A legacy of contribution recognized by peers

Large Landlord of the Year

The CRRRA Large Landlord of the Year Award recognizes a CRRRA housing provider who owns and/or manages 51 or more residential rental units and demonstrates excellence in operational systems, leadership, tenant service, and portfolio management at scale. This award honours organizations or leaders who combine strong business discipline with high-quality housing standards and a clear commitment to professional management. The winning nominee should show how larger-scale housing operations can still deliver consistency, accountability, and a strong tenant offering.

Eligibility

- Nominee must be a current CRRRA Owner/Manager Member, Property Manager, or Not For Profit Member.
- Nominee must own and/or manage 51 or more residential rental units.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Operational Systems & Portfolio Management (Weight: 25%)

Evaluates the strength of the systems, processes, and structure used to manage a larger portfolio. Strong submissions typically demonstrate: • Standardized operational procedures • Clear management systems • Strong portfolio-level performance indicators

Tenant Service Standards (Weight: 25%)

Measures the nominee's ability to maintain consistent and professional tenant service across multiple properties. Strong submissions typically demonstrate: • Consistent service expectations • Responsive communication practices • Evidence of tenant satisfaction or retention across the portfolio

Leadership & Organizational Capacity (Weight: 20%)

Assesses the strength of the nominee's leadership, staffing, and organizational practices. Strong submissions typically demonstrate: • Clear leadership structure • Support for staff development • Strong internal accountability and performance culture

Governance, Compliance & Risk Management (Weight: 15%)

Evaluates how effectively the nominee manages compliance, policy, and operational risk. Strong submissions typically demonstrate: • Strong compliance systems • Documented policies and procedures • Attention to risk management and operational discipline

Large Landlord of the Year contd.

Industry Leadership & Community Impact (Weight: 15%)

Measures the nominee's contribution to the broader rental housing sector and community. Strong submissions typically demonstrate:

- Engagement in CRRA or industry initiatives
- Leadership within the housing community
- Programs or practices that positively influence the sector

Maintenance Person of the Year

The CRRRA Maintenance Person of the Year Award recognizes an individual who demonstrates outstanding technical skill, reliability, and commitment to maintaining safe, functional, and high-quality residential rental housing. This award honours maintenance professionals whose work has a direct and meaningful impact on building performance and tenant experience. The winning nominee should demonstrate technical expertise, responsiveness, professionalism, and a strong commitment to safety and quality workmanship.

Eligibility

- Nominee must be employed by a current CRRRA Owner/Manager, Property Management Member, or Not For Profit Member.
- Nominee must have direct responsibility for maintenance or repair functions within residential rental housing.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Technical Expertise (Weight: 25%)

Evaluates the nominee's maintenance knowledge, workmanship, and ability to perform repairs effectively. Strong submissions typically demonstrate: • Accurate diagnosis of building or unit issues • High-quality repairs and maintenance work • Strong technical knowledge across common systems

Responsiveness & Reliability (Weight: 25%)

Measures the nominee's ability to respond to issues promptly and follow through consistently. Strong submissions typically demonstrate: • Prompt response to maintenance requests • Reliable follow-up and completion of work • Strong reputation for dependability

Safety & Compliance (Weight: 20%)

Assesses the nominee's adherence to safe work practices and building compliance requirements. Strong submissions typically demonstrate: • Safe work habits • Attention to code and compliance requirements • Awareness of risk and prevention

Maintenance Person of the Year contd.

Problem Solving & Preventative Thinking (Weight: 15%)

Evaluates the nominee's ability to resolve challenges efficiently and think ahead to prevent future issues. Strong submissions typically demonstrate:

- Creative solutions to recurring problems
- Preventative maintenance practices
- Ability to troubleshoot effectively

Professionalism & Tenant Interaction (Weight: 15%)

Measures the nominee's professionalism, conduct, and interaction with tenants and colleagues. Strong submissions typically demonstrate:

- Respectful tenant interactions
- Strong work ethic
- Professional communication and attitude

Marketing Excellence

The CRRRA Marketing Excellence Award recognizes an outstanding marketing campaign, program, or initiative that effectively promotes a rental housing community, housing provider, or industry-related service. This award honours organizations that combine strong strategy, creativity, execution, and measurable impact to communicate value and strengthen market presence. The winning nominee should demonstrate that its marketing efforts were purposeful, well-executed, and clearly connected to strong business or brand outcomes.

Eligibility

- Nominee must be associated with a current CRRRA member organization.
- The marketing initiative should be connected to residential rental housing, housing services, or industry engagement.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Campaign Strategy (Weight: 25%)

Evaluates the clarity and strength of the overall marketing strategy behind the initiative. Strong submissions typically demonstrate: • Clear objectives and target audience • Strong alignment between message and strategy • A thoughtful and well-planned campaign approach

Creativity & Brand Storytelling (Weight: 25%)

Measures the originality and effectiveness of the creative approach and messaging. Strong submissions typically demonstrate: • Distinctive campaign concept • Strong visual or written storytelling • Messaging that clearly communicates value

Execution Across Channels (Weight: 20%)

Assesses how effectively the campaign was delivered through chosen platforms or channels. Strong submissions typically demonstrate: • Strong use of digital, print, social, or other media • Consistency across channels • Professional execution of campaign assets

Measurable Results (Weight: 15%)

Evaluates the outcomes achieved by the campaign or initiative. Strong submissions typically demonstrate: • Evidence of lead generation, engagement, or awareness •

Marketing Excellence contd.

Campaign metrics or performance indicators • Demonstrated business or marketing outcomes

Brand & Market Impact (Weight: 15%)

Measures the extent to which the campaign strengthened brand visibility, positioning, or market presence. Strong submissions typically demonstrate: • Improved brand recognition • Positive audience response • Clear contribution to market presence or reputation

New Building of the Year

The CRRRA New Building of the Year Award recognizes a recently completed residential rental property that demonstrates excellence in design, construction quality, operational readiness, and tenant experience. This award celebrates projects that raise the standard of purpose-built rental housing in Calgary and make a meaningful contribution to the city's rental supply. The winning property should demonstrate that it is not only visually strong and thoughtfully designed, but also positioned for long-term success through sound management, quality construction, and a strong tenant offering.

Eligibility

- Property must be owned or managed by a current CRRRA Owner/Manager, Property Management Member, or Not For Profit Member.
- Building should have been completed within approximately the past three years.
- Property must be actively leasing to tenants.
- Supporting documentation such as photos, leasing information, or performance indicators is encouraged.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Architectural & Design Excellence (Weight: 25%)

Assesses the quality of the building's design, layout, aesthetics, and overall planning. Strong submissions typically demonstrate:

- Thoughtful unit and common area design
- Strong curb appeal and architectural identity
- Quality finishes, amenities, and tenant-focused features

Construction Quality & Readiness (Weight: 25%)

Evaluates the quality of construction and the building's readiness to operate successfully as rental housing. Strong submissions typically demonstrate:

- High construction standards
- Durable building systems and materials
- Smooth transition from completion to occupancy

Tenant Experience (Weight: 20%)

Measures the quality of the living environment and the tenant offering provided by the building. Strong submissions typically demonstrate:

- Amenities that support tenant

New Building of the Year contd.

comfort and convenience • Responsive early-stage service standards • Positive tenant feedback or leasing response

Innovation & Modern Features (Weight: 15%)

Assesses the building's use of modern technology, design innovation, or distinctive features. Strong submissions typically demonstrate: • Smart building or in-suite technology • Innovative amenity concepts • Modern design elements that differentiate the property

Contribution to Calgary's Rental Market (Weight: 15%)

Evaluates how the project contributes to the quality and competitiveness of Calgary's rental housing supply. Strong submissions typically demonstrate: • Adds meaningful new rental inventory • Provides a strong rental alternative in the market • Supports housing choice and quality in the community

Outstanding Tenant Experience Award

The CRRA Outstanding Tenant Experience Award recognizes a property, team, or housing provider that consistently delivers an exceptional experience for tenants through high-quality service, communication, and tenant-focused initiatives. This award honours those who go beyond basic property management to create a positive, well-supported, and responsive living environment. The winning nominee should demonstrate a clear commitment to tenant satisfaction and to building a rental experience that is professional, welcoming, and community minded.

Eligibility

- Nominee must be associated with a current CRRA Owner/Manager, Property Management Member or Not For Profit Member.
- Nominee must demonstrate a direct role in delivering or overseeing tenant experience.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Tenant Service Excellence (Weight: 25%)

Measures the quality, consistency, and responsiveness of service delivered to tenants. Strong submissions typically demonstrate: • Prompt response to tenant questions or concerns • Professional and respectful service standards • Evidence that tenants feel supported and valued

Communication & Transparency (Weight: 25%)

Evaluates how clearly and consistently information is communicated to tenants. Strong submissions typically demonstrate: • Clear policies and expectations • Regular updates and proactive communication • Transparent handling of issues and changes

Tenant Satisfaction & Retention (Weight: 20%)

Assesses the extent to which the nominee creates a positive experience that supports tenant loyalty and satisfaction. Strong submissions typically demonstrate: • Positive tenant feedback or testimonials • Strong tenant retention or renewal indicators • Evidence of trust and satisfaction among tenants

Outstanding Tenant Experience Award contd.

Community Building & Engagement (Weight: 15%)

Measures efforts to create a positive sense of belonging and connection among tenants. Strong submissions typically demonstrate:

- Tenant events or engagement programs
- Community-building initiatives
- Efforts that strengthen tenant relationships or wellbeing

Innovation in Tenant Experience (Weight: 15%)

Evaluates creative approaches that improve convenience, comfort, service, or communication for tenants. Strong submissions typically demonstrate:

- Technology that improves the tenant journey
- Unique support programs or service enhancements
- Creative initiatives that differentiate the tenant experience

Property Manager of the Year

The CRRRA Property Manager of the Year Award recognizes an outstanding property management professional who demonstrates exceptional leadership, professionalism, and commitment to providing high-quality rental housing. This award honours individuals who consistently maintain strong operational standards, support their teams, and provide an exceptional experience for tenants while managing the complex responsibilities of residential rental housing. Recipients of this award demonstrate a strong understanding of property operations, tenant relations, regulatory compliance, and team leadership while contributing positively to the professionalism of the rental housing industry.

Eligibility

- Nominee must be employed by a current CRRRA Owner/Manager, Property Management Member, or Not For Profit Member.
- Nominee must have direct responsibility for residential rental property operations.
- Nominee must demonstrate professional conduct and leadership within their organization.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Operational Leadership (Weight: 25%)

Evaluates the nominee's ability to effectively oversee property operations and maintain high operational standards. Strong submissions typically demonstrate: • Effective coordination of leasing, maintenance, and tenant service functions • Strong operational performance of managed properties • Clear leadership in daily property operations

Tenant Service Excellence (Weight: 25%)

Measures the nominee's ability to maintain positive tenant relationships and deliver high-quality service. Strong submissions typically demonstrate: • Professional communication with tenants • Effective resolution of tenant concerns • Positive tenant feedback or testimonials

Team Leadership & Development (Weight: 20%)

Assesses the nominee's ability to lead and support on-site staff and property teams. Strong submissions typically demonstrate: • Mentorship of staff • Clear team leadership • Support for professional development

Property Manager of the Year contd.

Regulatory Knowledge & Compliance (Weight: 15%)

Evaluates the nominee's knowledge and application of regulatory requirements and best practices. Strong submissions typically demonstrate:

- Strong understanding of the Residential Tenancies Act
- Consistent compliance with housing regulations
- Implementation of fair and transparent policies

Professional Contribution to the Industry (Weight: 15%)

Measures the nominee's engagement with the rental housing community and broader profession. Strong submissions typically demonstrate:

- Participation in CRRRA programs or events
- Mentorship or knowledge sharing
- Contributions to advancing professional standards

Resident Manager of the Year

The CRRRA Resident Manager of the Year Award recognizes an on-site manager who demonstrates exceptional day-to-day building management, strong tenant service, and a visible commitment to maintaining a safe, welcoming, and well-run property. This award honours individuals who often serve as the face of the building and play a critical role in tenant satisfaction, communication, and operational consistency. The winning nominee should demonstrate reliability, professionalism, and the ability to create a positive living environment for tenants while supporting strong building operations.

Eligibility

- Nominee must be employed by a current CRRRA Owner/Manager, Property Management Member, or Not For Profit Member.
- Nominee must have direct on-site responsibility for a residential rental property.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Day-to-Day Property Management (Weight: 25%)

Evaluates the nominee's ability to manage the daily operation of the property effectively and consistently. Strong submissions typically demonstrate: • Well organized building operations • Strong oversight of building needs • Reliable execution of daily responsibilities

Tenant Relationships & Service (Weight: 25%)

Measures the nominee's ability to build trust with tenants and provide responsive, high-quality service. Strong submissions typically demonstrate: • Approachable and respectful tenant interactions • Positive tenant feedback • Professional handling of tenant concerns

Communication & Problem Resolution (Weight: 20%)

Assesses the nominee's communication practices and ability to address issues in a timely and practical way. Strong submissions typically demonstrate: • Clear communication with tenants and staff • Prompt issue resolution • Ability to handle challenging situations calmly and effectively

Property Care & Standards (Weight: 15%)

Evaluates the nominee's contribution to maintaining a clean, safe, and well-presented property. Strong submissions typically demonstrate: • Consistent attention to property

Resident Manager of the Year contd.

condition • Strong coordination of maintenance or service needs • High standards for cleanliness and presentation

Community Building & Tenant Wellbeing (Weight: 15%)

Measures efforts to create a positive, respectful, and supportive building environment. Strong submissions typically demonstrate: • Initiatives that foster a sense of community • Support for tenant wellbeing • Evidence that the building feels welcoming and well cared for.

Service Employer of the Year

The CRRR Service Employer of the Year Award recognizes a service member organization that demonstrates excellence as an employer through leadership, workplace culture, staff development, and employee engagement. This award honours service sector businesses that understand that strong client outcomes depend on strong internal teams and healthy organizational culture. The winning nominee should demonstrate that it has built an environment where employees are supported, valued, and positioned for long-term success.

Eligibility

- Nominee must be a current CRRR Service Member.
- Nominee must employ staff supporting the residential rental housing industry.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Workplace Culture (Weight: 25%)

Evaluates the quality of the work environment and internal culture of the organization. Strong submissions typically demonstrate: • Respectful and positive workplace environment • Strong employee engagement • Clear evidence of team culture and morale

Employee Development (Weight: 25%)

Measures the organization's investment in training, mentorship, and employee growth. Strong submissions typically demonstrate: • Professional development opportunities • Support for career growth • Mentorship or internal development programs

Leadership & Management Practices (Weight: 20%)

Assesses the quality of leadership and the organization's approach to managing people. Strong submissions typically demonstrate: • Supportive and effective leadership • Clear communication and expectations • Values-driven management practices

Employee Satisfaction & Retention (Weight: 15%)

Evaluates how well the organization supports and retains its employees. Strong submissions typically demonstrate: • Positive employee feedback • Retention and engagement • Recognition of employee contributions

Service Employer of the Year contd.

Reputation & Professional Standing (Weight: 15%)

Measures the organization's reputation as an employer within the service community and industry. Strong submissions typically demonstrate:

- Strong employer reputation
- Positive external perception
- Evidence of professionalism and organizational stability

Service Member of the Year

The CRRRA Service Member of the Year Award recognizes a current CRRRA Service Member that provides exceptional products, services, expertise, and support to the residential rental housing industry. This award honours service members who distinguish themselves through quality, reliability, innovation, and a strong commitment to helping housing providers succeed. The winning nominee should demonstrate not only strong service delivery, but also a meaningful contribution to the professionalism and strength of the CRRRA community.

Eligibility

- Nominee must be a current CRRRA Service Member.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Service Quality (Weight: 25%)

Evaluates the overall quality, consistency, and reliability of the products or services delivered. Strong submissions typically demonstrate: • Strong client satisfaction • Reliable delivery of services • Professional expertise and quality standards

Industry Support (Weight: 25%)

Measures the nominee's value to housing providers and property management professionals. Strong submissions typically demonstrate: • Responsive support to clients • Understanding of industry needs • Helpful guidance or education for clients

Innovation (Weight: 20%)

Assesses whether the nominee has introduced improved solutions, services, or tools to the market. Strong submissions typically demonstrate: • New or improved offerings • Creative problem solving • Technology adoption or service enhancement

Professionalism & Integrity (Weight: 15%)

Evaluates how the nominee conducts itself within the industry and with clients. Strong submissions typically demonstrate: • Ethical conduct • Professional reputation • Trusted relationships within the sector

Service Member of the Year contd.

Contribution to the CRRA Community (Weight: 15%)

Measures the nominee's engagement with CRRA members, events, and programs. Strong submissions typically demonstrate:

- Participation in CRRA initiatives
- Support of members or events
- Visible contribution to the association community

Small Landlord of the Year

The CRRRA Small Landlord of the Year Award recognizes a CRRRA housing provider who owns and/or manages 50 residential rental units or fewer and demonstrates excellence in hands-on property management, tenant relations, and professionalism. This award honours landlords who often work closely and directly with their properties and tenants, and who distinguish themselves through responsiveness, pride of ownership, and strong personal accountability. The winning nominee should show that a smaller portfolio can still deliver exceptional housing standards and a high-quality tenant experience.

Eligibility

- Nominee must be a current CRRRA Owner/Manager Member.
- Nominee must own and/or manage 50 residential rental units or fewer.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Hands-On Management (Weight: 25%)

Evaluates the nominee's direct involvement and personal accountability in managing their properties. Strong submissions typically demonstrate: • Direct oversight of operations • Strong personal involvement in tenant or property matters • Evidence of active and engaged management

Tenant Relationships (Weight: 25%)

Measures the strength of the nominee's tenant service and relationship-based management approach. Strong submissions typically demonstrate: • Positive tenant feedback • High responsiveness • Strong trust and retention among tenants

Property Care & Standards (Weight: 20%)

Assesses the quality of upkeep, maintenance, and overall property presentation. Strong submissions typically demonstrate: • Well maintained units and common areas • Pride of ownership • Consistent attention to property condition

Professionalism & Compliance (Weight: 15%)

Evaluates the nominee's commitment to operating professionally and responsibly. Strong submissions typically demonstrate: • Use of compliant documentation and processes • Knowledge of landlord obligations • Fair and professional tenant practices

Small Landlord of the Year contd.

Community & Neighbourhood Impact (Weight: 15%)

Measures whether the nominee contributes positively to the surrounding community through responsible housing management. Strong submissions typically demonstrate:

- Responsible property stewardship
- Positive neighbourhood presence
- Commitment to being a constructive housing provider

Social Housing Provider of the Year

The CRRR Social Housing Provider of the Year Award recognizes an organization that delivers outstanding affordable, supportive, or social housing and demonstrates a strong commitment to improving housing outcomes for vulnerable populations. This award honours providers that combine sound property management with meaningful tenant support, community partnerships, and mission-driven leadership. The winning nominee should demonstrate both operational strength and a clear social impact within the communities they serve.

Eligibility

- Nominee must operate affordable, supportive, or social housing.
- Nominee should demonstrate a clear mission or mandate connected to housing outcomes for vulnerable populations.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Housing Impact (Weight: 25%)

Evaluates the extent to which the nominee provides meaningful, high-quality housing solutions for those in need. Strong submissions typically demonstrate: • Delivery of affordable or supportive housing • Meaningful contribution to housing access • Evidence of strong outcomes for tenants or communities

Tenant Support Services (Weight: 25%)

Measures the strength of the wraparound supports or services provided to tenants where applicable. Strong submissions typically demonstrate: • Programs that support tenant stability • Access to community, social, or wellbeing supports • Evidence of tenant care beyond the physical housing asset

Operational Excellence (Weight: 20%)

Assesses the quality of the nominee's property management, maintenance, and housing operations. Strong submissions typically demonstrate: • Well managed properties • Safe and functional housing standards • Strong operational discipline

Partnerships & Collaboration (Weight: 15%)

Evaluates the nominee's ability to work effectively with agencies, governments, and community organizations. Strong submissions typically demonstrate: • Strong community

Social Housing Provider of the Year contd.

or agency partnerships • Collaborative initiatives • Leveraging partnerships to improve tenant outcomes

Innovation & Leadership in Social Housing (Weight: 15%)

Measures the nominee's contribution to advancing best practices or new approaches in social housing. Strong submissions typically demonstrate: • Creative housing models or programs • Leadership in sector improvement • Innovative responses to housing challenges

Building Renovation Award

The CRRRA Building Renovation Award recognizes a residential rental property that has undergone a significant renovation resulting in meaningful improvement to the building's quality, functionality, and tenant experience. This award honours projects that demonstrate strong before-and-after transformation, thoughtful reinvestment, and a clear commitment to extending the life and quality of rental housing assets. The winning renovation should show how strategic upgrades can improve both the performance of the property and the experience of tenants.

Eligibility

- Property must be owned or managed by a current CRRRA Owner/Manager, Property Management Member or Not For Profit Member.
- Renovation should have been completed within the past five years.
- Before-and-after photos or other documentation of the transformation are strongly encouraged.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Renovation Impact (Weight: 25%)

Measures the extent and significance of the improvement achieved through the renovation. Strong submissions typically demonstrate: • Clear before-and-after transformation • Meaningful improvements to building quality • Demonstrated enhancement of functionality or appeal

Design & Modernization (Weight: 25%)

Assesses the quality of design choices and the extent to which the renovation modernized the property. Strong submissions typically demonstrate: • Updated finishes and improved visual appeal • Thoughtful modernization of units or common areas • Design decisions that improve livability

Tenant Experience Improvements (Weight: 20%)

Evaluates how the renovation improved living conditions, comfort, safety, or convenience for tenants. Strong submissions typically demonstrate: • Enhanced amenities or common areas • Improved comfort and quality of life • Positive tenant feedback on the upgrades

Building Renovation Award contd.

Operational & Building System Improvements (Weight: 15%)

Measures the extent to which the renovation strengthened the building's long-term operational performance. Strong submissions typically demonstrate: • Upgraded building systems • Reduced maintenance or repair demands • Improved operational efficiency or reliability

Long-Term Asset Value & Sustainability (Weight: 15%)

Assesses whether the renovation strengthened the long-term value, performance, and sustainability of the property. Strong submissions typically demonstrate: • Improved long-term viability of the asset • Sustainable upgrades or efficiency gains • Evidence of stronger marketability or tenant demand

Housing Employer of the Year

The CRRRA Housing Employer of the Year Award recognizes a housing provider organization that demonstrates excellence as an employer through workplace culture, staff development, leadership, and employee engagement. This award honours organizations that understand that strong housing outcomes are supported by strong teams, and that invest in creating a professional, supportive, and rewarding work environment. The winning nominee should demonstrate a clear commitment to people, culture, and long-term workforce success within the housing sector.

Eligibility

- Nominee must be a current CRRRA Owner/Manager, Property Management Member, or Not For Profit Member.
- Nominee must employ staff within the residential rental housing sector.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Workplace Culture (Weight: 25%)

Evaluates the quality of the work environment and the organization's culture. Strong submissions typically demonstrate:

- Positive and respectful workplace environment
- Strong employee engagement
- Evidence of a healthy and supportive culture

Employee Development (Weight: 25%)

Measures the extent to which the organization supports staff growth and learning. Strong submissions typically demonstrate:

- Training and development opportunities
- Career progression support
- Mentorship or coaching for employees

Leadership Practices (Weight: 20%)

Assesses the effectiveness and quality of the organization's leadership approach. Strong submissions typically demonstrate:

- Strong leadership communication
- Supportive management practices
- Clear values and direction from leadership

Retention & Employee Experience (Weight: 15%)

Evaluates the organization's ability to retain and support employees over time. Strong submissions typically demonstrate:

- Strong employee retention
- Positive employee feedback
- Programs that support satisfaction and wellbeing

Housing Employer of the Year contd.

Industry Reputation as an Employer (Weight: 15%)

Measures the organization's standing as a respected and desirable employer in the housing sector. Strong submissions typically demonstrate:

- Positive employer reputation
- Recognition by employees or peers
- Demonstrated commitment to professionalism as an employer

Building of the Year

The CRRRA Building of the Year Award recognizes a residential rental property owned or managed by a CRRRA member that demonstrates exceptional performance in property management, tenant experience, building design, and operational excellence. This award honours a property that consistently delivers a high-quality living environment while maintaining strong operational standards and contributing positively to the surrounding community. The winning property should reflect pride of ownership, consistent investment in building quality, and a clear commitment to providing tenants with a safe, attractive, and well-managed place to live.

Eligibility

- Property must be owned or managed by a current CRRRA Owner/Manager, Property Management Member, or Not For Profit Member.
- Property must be an operating residential rental property.
- Supporting documentation such as photos, testimonials, or performance indicators is encouraged.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Operational Excellence (Weight: 25%)

Measures the effectiveness of property management practices, maintenance standards, and operational systems. Strong submissions typically demonstrate: • Consistent maintenance and preventative programs • Strong operational oversight and property standards • Evidence of efficient building operations

Tenant Experience (Weight: 25%)

Measures the effectiveness of property management practices, maintenance standards, and operational systems. Strong submissions typically demonstrate: • Consistent maintenance and preventative programs • Strong operational oversight and property standards • Evidence of efficient building operations

Design & Property Quality (Weight: 20%)

Assesses the physical quality, design, and aesthetic appeal of the building. Strong submissions typically demonstrate: • Strong curb appeal and building presentation • Quality common areas and amenities • Attention to building upgrades and improvements

Building of the Year contd.

Sustainability & Efficiency (Weight: 15%)

Evaluates environmentally responsible initiatives within the property. Strong submissions typically demonstrate: • Energy or water efficiency initiatives • Waste reduction programs • Sustainable building improvements

Innovation & Community Impact (Weight: 15%)

Measures unique initiatives that enhance tenant living or community engagement. Strong submissions typically demonstrate: • Innovative amenities or building features • Community engagement initiatives • Programs enhancing tenant life

Community Service Award

The CRRA Community Service Award recognizes an individual, company, or organization that has made a meaningful contribution to the community through housing-related initiatives, volunteerism, charitable activity, or neighbourhood support. This award honours those who go beyond their core role to make a positive difference in the lives of others and in the communities where they operate. The winning nominee should demonstrate a clear commitment to service, measurable impact where possible, and leadership in supporting community wellbeing.

Eligibility

- Nominee must be associated with a current CRRA member organization.
- Community service activities should be relevant to housing, tenants, neighbourhoods, or broader community wellbeing.

Please provide responses for each of the following evaluation criteria. Strong nominations include specific examples, outcomes, testimonials, or measurable indicators where available.

Commitment to Community Service (Weight: 25%)

Evaluates the nominee's demonstrated commitment to serving the community beyond normal business activities. Strong submissions typically demonstrate: • Sustained community involvement • Volunteerism or charitable leadership • Clear evidence of service-minded activity

Impact & Outcomes (Weight: 25%)

Measures the extent to which the nominee's efforts have created positive outcomes. Strong submissions typically demonstrate: • Demonstrated community benefit • Positive stories or testimonials • Evidence of measurable or visible results

Leadership & Initiative (Weight: 20%)

Assesses whether the nominee has taken a leadership role in community efforts or developed meaningful initiatives. Strong submissions typically demonstrate: • Leadership in organizing or championing initiatives • Ability to mobilize others • Visible ownership of community efforts

Community Service Award contd.

Partnerships & Collaboration (Weight: 15%)

Evaluates how effectively the nominee works with others to strengthen community impact. Strong submissions typically demonstrate:

- Partnerships with local groups or agencies
- Collaborative service initiatives
- Shared efforts that increase impact

Long-Term Commitment (Weight: 15%)

Measures whether the nominee demonstrates consistency and sustainability in community service efforts. Strong submissions typically demonstrate:

- Ongoing rather than one-time commitment
- Evidence of lasting involvement
- A pattern of giving back over time