

A hand in a white glove is pulling back a rich red, velvety curtain. The background is dark, with a bright, glowing light source on the right side, creating a lens flare effect. The overall mood is dramatic and celebratory.

*SHINING A LIGHT ON INDUSTRY EXCELLENCE!*

*NOAA  
2011  
KEY  
AWARDS*

*SIGN UP BY JUNE 10<sup>TH</sup>!  
JUDGING DAY IS JUNE 21<sup>ST</sup>*



*NORTHEAST OHIO  
APARTMENT ASSOCIATION  
SHINING A LIGHT ON INDUSTRY EXCELLENCE!*

*KEY  
AWARDS*

*JUDGING DAY JUNE 21<sup>ST</sup> AWARDS CEREMONY SEPTEMBER 1<sup>ST</sup>*

# What are the Key Awards?

The Key Awards are an acknowledgement of excellence within the apartment industry in the Northern Ohio region. The Awards program offers recognition to property owners, managers and staff of those communities that achieve the highest standards of property management professionalism.

Winners of the Key Awards demonstrate to their communities, residents, and their peers that their property has the physical qualities, marketing creativity and management caliber necessary to be called one of northeast Ohio's best!

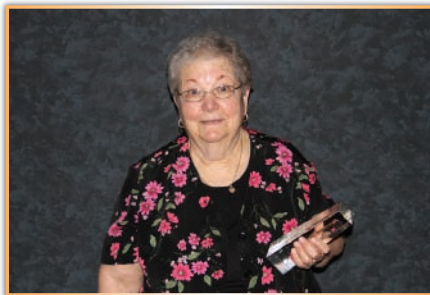
Recipients of this symbol of excellence are invited to proudly display their award and use the Key Award logo when advertising and merchandising their communities. The highest honored recipients will be featured in the NOAA 2012 calendar.

Join the excitement and enter your property in the eighth annual Key Awards Program. Show your customers - and competition - that your property has what it takes to be recognized as an outstanding example of apartment living in the Northern Ohio region.

**Winners will be recognized on the Key Awards Television Special.**



Customer Service Hero  
Maintenance  
**James Aquino**  
Clifton Plaza Apartments  
ABC Management



Customer Service Hero  
Leasing  
**Jan McLaughlin**  
Victoria Plaza  
Burton Carol Management



Manager of the Year  
**Jayann Wolfe**  
Pebblebrook Apartments  
Richland Communities



Property of the Year  
**Victoria Plaza**  
Burton Carol Management

**Registration Deadline**  
June 10<sup>th</sup>

**Judging Day:**  
June 21<sup>st</sup> 9:00 A.M.  
DelSangros Restaurant  
13450 Snow Rd.  
Cleveland, OH 44142

**Awards Ceremony**  
September 1<sup>st</sup> 6:00 P.M.  
Cleveland Marriott Downtown - Key Center  
127 Public Square, Cleveland, OH 44114  
\$60 / Person

## 2010 Winners

## President's Circle

**Presented By:**



- apartments.com
- Belfor USA
- Carrara Companies
- CORT
- For Rent Media Solutions
- hhgregg
- IGS Energy
- Javitch, Block & Rathbone
- Neace Lukens Insurance
- The Plain Dealer
- Powers Friedman Linn, PLL
- Schill Grounds Management
- The Sherwin Williams Co.
- Time Warner Cable

# 2011 Key Awards Entry Form

Please fill out one of this form, in its entirety, for each property being entered.  
We will invoice you prior to Judging Day.

Your Name \_\_\_\_\_

Management Company \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone Number \_\_\_\_\_

Email Address \_\_\_\_\_

**Property Name** \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone Number \_\_\_\_\_

Contact Person \_\_\_\_\_

Email Address \_\_\_\_\_

## Average Rent:

- Under \$550
- \$551 - \$750
- \$751 - \$950
- \$951 - \$1,150
- Over \$1,150

## Property Type:

- Garden Apartments  
*Three Levels or Less*
- Townhouse Community  
*Four or More Attached Units*
- Multi-Story Community  
*Four Levels or More*

## Awards:

- Overall Community Appeal  
*\$100 Entry Fee*
- Customer Service Hero  
*\$100 Entry Fee*  
*Attach typed letter of nomination explaining why this staff member should be considered. Also include supporting statements from affected residents if possible.*
- Property Manager of the Year  
*\$100 Entry Fee*  
*Attach typed letter of nomination explaining why this staff member should be considered.*

Submit this form to NOAA  
no later than **June 10<sup>th</sup>**

**Fax:**  
(216) 241-1636

**Mail:**  
1468 West 9<sup>th</sup> Street, Suite 110  
Cleveland, OH 44113

## Questions?

Call NOAA at (216) 241-1635

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