



**2021 PACE AWARDS**

COMMUNITY NAME: \_\_\_\_\_  
NUMBER OF UNITS: \_\_\_\_\_  
YEAR BUILT: \_\_\_\_\_  
DATE OF LAST MAJOR RENOVATION: \_\_\_\_\_  
DESCRIPTION OF LAST MAJOR RENNOVATION: \_\_\_\_\_  
\_\_\_\_\_  
CATEGORY: \_\_\_\_\_

**FINAL SCORE:** \_\_\_\_\_

*The PACE Judges wanted to express their thoughts about what they liked most about your community and what aspects could be focused on to improve.*

Exceptional/Noteworthy Qualities

- 1)
- 2)
- 3)

Opportunities for Improvement

- 1)
- 2)
- 3)

JUDGING DATE: \_\_\_\_\_ JUDGE'S NAME: \_\_\_\_\_

**Scoring Scale**

- 0-Unsatisfactory
- 1-Poor
- 2-Needs Improvement
- 3-Baseline/Meets Expectations
- 4-Above Average/Exceeds Expectations
- 5-Exceptional

Questions with 0 or 3 Possible Points are Yes (3 Points) or No (0 Points) questions.

N/A – Unable to Judge or Not Applicable for this Community.

Communities are not penalized for not having a certain amenity. Questions that receive an N/A are not included in the final section scoring.

**NOTE: ALL SCORES LOWER OR HIGHER THAN 3 REQUIRE A COMMENT. COMMENTS ARE INTENDED TO EITHER EXPLAIN WHY BASELINE WASN'T MET AND IDENTIFY OPPORTUNITIES FOR IMPROVEMENT OR EXPLAIN HOW THE COMMUNITY EXCEEDED EXPECTATIONS.**

**1. Exterior Curb Appeal (10 points)**

		Possible Points	N/A
1.	Visibility of main/monument sign(s)	0-5	
2.	Appearance/condition of main/monument sign(s)	0-5	
3.	EHO logo visible on main/monument sign(s)	0 or 3	
4.	Effective directional signage throughout property	0 or 3	
5.	Appearance/condition and consistency of signage throughout property	0-5	
6.	Appearance/condition and visibility of flags and banners throughout property	0-5	
7.	Appearance/condition of awnings	0-5	
8.	Appearance/condition of parking lot(s) (well-lit, clean, striped, free of potholes and cracks, free of disabled vehicles, etc.)	0-5	
9.	Appearance/condition of parking garage(s) (well-lit, clean, striped, free of potholes and cracks, free of disabled vehicles, etc.)	0-5	
10.	Appearance/condition of parking signs and posts	0-5	
11.	Visitor parking clearly marked	0 or 3	
12.	Handicap parking clearly marked	0 or 3	

13.	<i>Appearance/condition of sidewalks and curbs that are property's responsibility (clean and free of cracks and trip hazards)</i>	0-5	
14.	<i>Appearance/condition of landscaping, grass, trees and shrubs that are property's responsibility (trees and shrubs alive and neatly pruned, grass neatly mowed and edged, flower beds well-maintained and neatly mulched, etc.)</i>	0-5	
15.	<i>Appearance/condition of exterior light fixtures</i>	0-5	
16.	<i>Appearance/condition of exterior trash and recycling areas (clearly marked, well-lit, well-maintained, clean, free of debris, pleasant looking and pleasant odor)</i>	0-5	
17.	<i>Appearance/condition of building exterior(s) (siding, windows, balconies/patios, downspouts, brickwork, etc. in good condition)</i>	0-5	
18.	<i>Appearance/condition of benches, outdoor seating areas (well-maintained, clean, free of debris, pleasant looking and pleasant odor)</i>	0-5	
19	<i>Overall cleanliness of property (grounds free of litter and debris)</i>	0-5	
	<b>Total Exterior Curb Appeal Score</b>	<b>0 - 87</b>	

Comments:

**2. Interior First Impression Reception Area, Leasing Center, Front Desk/Lobby (10 points)**

		<i>Possible Points</i>	<i>N/A</i>
1.	<i>Easy recognition of designated management center/space</i>	0-5	
2.	<i>Federal Fair Housing poster displayed in location visible to all, e.g., management center, reception area, leasing center, front desk/lobby</i>	0 or 3	
3.	<i>Office/leasing and/or front desk personnel's physical appearance (Appear professional, wearing appropriate uniforms and name tags as required per dress code.)</i>	0-5	
4.	<i>Office/leasing and/or front desk atmosphere and organization (well-lit, clean, free of debris, pleasant fragrance, décor, etc.)</i>	0-5	
5.	<i>Knowledgeable and informed staff</i>	0-5	
6.	<i>Appropriate greeting and engaging conversation</i>	0-5	
7.	<i>Marketing materials and sales aids displayed/offered (digital or print)</i>	0 or 3	
8.	<i>Quality of marketing materials provided</i>	0-5	
	<b>Total <i>Interior First Impression Reception Area, Leasing Center, Front Desk/Lobby</i> Score:</b>	0-36	

Comments:

### 3. Management and Property Operations (20 points)

		Possible Points	N/A
1.	Appearance of staff (appear professional, wearing appropriate uniforms and name tags as required per dress code)	0-5	
2.	Effective property management team in place (staff is professional, knowledgeable, enthusiastic and presents as a cohesive team)	0-5	
3.	Emergency management plan, including evacuation procedures, in place (documentation available)	0 or 3	
4.	Infectious disease response policies and plan in place (documentation available)	0 or 3	
5.	Effective key management system in use (manual or KeyTrac type system)	0 or 3	
6.	Preventative maintenance program in place, current and in use (documentation available)	0 or 3	
7.	Required fire inspection report(s) posted or shown	0 or 3	
8.	Fire systems, extinguishers, sprinklers and smoke detectors marked and currently inspected	0 or 3	
9.	Appearance/condition of alarm boxes and extinguisher enclosures	0-5	
10.	Package policy in place, e.g., direct-to-door delivery, logging and holding packages at the management office, smart-lock access, etc.	0 or 3	
11.	Current elevator license posted and/or in file	0 or 3	
12.	Federal and State EEOC Posters in appropriate area, clearly visible and current	0 or 3	
13.	Current apartment availability list available (printed and/or digital)	0 or 3	
14.	Effective resident retention plan in place, e.g., lease renewal offers, resident satisfaction surveys and special resident retention activities, etc. (provide documentation and/or year-over-year numbers)	0-5	
15.	Effective marketing outreach plan in place to generate and increase traffic and market share as necessary, e.g., relationships with local businesses, targeted mailings, waitlist, etc.	0-5	
	<b>Total Management and Property Operations Score:</b>	<b>0-63</b>	

Comments:

#### 4. Building Interior and Common Area Appearance (5 points)

		Possible Points	N/A
1.	<i>Appearance/condition of common area hallways (well-lit, clean, well-maintained, free of debris)</i>	0-5	
2.	<i>Appearance/condition of mailbox area (well-lit, clean, well-maintained, free of debris)</i>	0-5	
3.	<i>Appearance/condition of elevator and elevator lobby (well-lit, clean, well-maintained, free of debris)</i>	0-5	
4.	<i>Appearance/condition of stairwells (well-lit, clean, well-maintained, free of debris)</i>	0-5	
5.	<i>Appearance/condition of common area hallways (well-lit, clean, well-maintained, free of debris)</i>	0-5	
6.	<i>Appearance/condition of apartment entry doors and hardware (well-maintained, attractive, consistent, etc.)</i>	0-5	
7.	<i>Common area exits clearly marked and hallway signage in good repair.</i>	0 or 3	
8.	<i>Appearance/condition of laundry facility ((clearly marked, well-lit, clean, well-maintained, free of debris and appropriately noticed with operating instructions)</i>	0-5	
9.	<i>Appearance/condition of common area restrooms (clearly marked, well-lit, clean, well-maintained, free of debris and stocked)</i>	0-5	
10.	<i>Appearance/condition of trash rooms/chutes (clearly marked, well-lit, clean, well-maintained, free of debris and appropriately noticed with instructions as applicable)</i>	0-5	
11.	<i>Appearance/condition of recycling areas (clearly marked, well-lit, clean, well-maintained, free of debris and appropriately noticed with instructions as applicable)</i>	0-5	
12.	<i>Appearance/condition of resident storage areas (clearly marked, well-lit, clean, well-maintained, free of debris and appropriately noticed with instructions as applicable)</i>	0-5	
	<b>Total Building Interior and Common Area Appearance Score:</b>	0-58	

Comments:

## 5. Common Area Amenities (10 points)

		Possible Points	N/A
1.	Appearance/condition of pool area (clearly marked, properly secured, rules posted, clean, adequate and well-maintained pool furniture, safe and inviting atmosphere)	0-5	
2.	Current pool license and test logs posted and necessary safety equipment on hand.	0 or 3	
3.	Appearance/condition of restroom/locker room (clearly marked, well-lit, clean, well-maintained, free of debris and stocked)	0-5	
4.	Appearance/condition of fitness center (clearly marked, well-lit, well-organized and well-maintained, clean, free of debris, pleasant looking, pleasant odor and equipment in working order)	0-5	
5.	Appearance/condition of roof deck, courtyard and/or picnic areas (clearly marked, well-lit, well-maintained, clean, free of debris, pleasant looking, pleasant odor, appropriately furnished and inviting)	0-5	
6.	Appearance/condition of pet areas (clearly marked, well-lit, well-maintained, clean, free of debris, pleasant looking and appropriately stocked).	0-5	
7.	Appearance/condition of playgrounds (equipment and space well-maintained, clean, free of debris, rules posted, safe and inviting atmosphere)	0-5	
8.	Appearance/condition of tennis courts and other outdoor athletic areas (equipment and space well-maintained, clean, free of debris, rules posted, safe and inviting atmosphere)	0-5	
9.	Appearance/condition of community rooms and resident areas, e.g., business center, theater room, game room, clubhouse and/or other specialty areas) (clearly marked, well-lit, well-maintained, clean, free of debris, pleasant looking, pleasant odor appropriately furnished and inviting)	0-5	
10.	Resident events (virtual and in-person) sponsored by the community add value, e.g., pool parties, monthly happy hours, dog days, book clubs, etc.	0-5	
11.	Community service events bring residents together and provide for the greater good outside of the community, e.g., food drives, school supply drives, tutoring, fundraisers, etc..	0-5	
	Total <b>Common Area Amenities</b> Score:	0-53	

Comments:

**6. Available Unit Tour: (5 points)**

Model \_\_\_\_ Mini-Model \_\_\_\_ Vacant \_\_\_\_ Virtual \_\_\_\_ Other \_\_\_\_

		Possible Points	N/A
1.	<i>Appearance/condition of exterior entryway (door paint, trim, locks and hardware well-maintained, attractive and consistent)</i>	0-5	
2.	<i>Initial impression (unit well-lit, clean, free of debris or pests, pleasant looking and inviting)</i>	0-5	
3.	<i>Appearance/condition of carpet/flooring (clean and pleasant looking)</i>	0-5	
4.	<i>Appearance/condition of furniture and accessories (furnishings are appropriate, attractive, clean and well-maintained, furnishings are well-placed and space is inviting.)</i>	0-5	
5.	<i>Quality and appearance of turnover hardware, paint, electrical outlets/switches clean, etc.</i>	0-5	
	<b>Total Available Unit Tour Score:</b>	<b>0-25</b>	

Comments:



## 7. Maintenance Practices (20 points)

		0-5	N/A
1.	<i>Appearance/condition of maintenance shop (well-lit, clean, free of debris, pleasant odor and appropriately secured)</i>	0-5	
2.	<i>Organization of maintenance shop (tools, equipment and supplies properly stored and clearly marked)</i>	0-5	
3.	<i>Proper shop safety practices in place and adequate safety supplies on hand (eyewear, hearing protection, breathing masks, etc.)</i>	0-5	
4.	<i>Eye wash station with current eye wash solution, First Aid kit and blood born pathogen (bodily fluids) kit, located in appropriate areas and easily accessible</i>	0 or 3	
5.	<i>Maintenance staff manager with CFC license or certified to deal with refrigerant (as applicable)</i>	0 or 3	
6.	<i>CFC recovery equipment in use and maintained properly</i>	0 or 3	
7.	<i>Current refrigerant recovery and P/M logs in use</i>	0 or 3	
8.	<i>Current boiler license posted and chiller operation logs posted on equipment and/or in file</i>	0 or 3	
9.	<i>Current lock out/tag out kit stocked appropriately and clearly identified</i>	0 or 3	
10.	<i>MSDS information current and available (as applicable)</i>	0 or 3	
11.	<i>OSHA poster posted and clearly visible and current and binder updated properly</i>	0 or 3	
12.	<i>Alarm systems testing logs current and in file</i>	0 or 3	
13.	<i>Proper storage of flammables and paint</i>	0 or 3	
14.	<i>Appearance of maintenance staff (properly attired, wearing appropriate uniforms and name tags as required per dress code)</i>	0-5	
	<b>Total Maintenance Practices Score:</b>	<b>0-52</b>	

Comments:

**Bonus Points: (0 to 5)**

*Superior Service, Exceptional Resident Services, Individual Honors or Recognition. Examples include Green, Eco-Friendly, White Glove, Tech Savvy, Innovative/Bright Idea, Transformation/Renovation and Other.*

*Enter a score in the field from 1 - 5 and provide a description of what earned the bonus points.*

**Negative Points (-1 to -5)**

*Enter a score in the field from -1 to -5 and provide a description of what earned the negative points.*

- Failure to produce a PACE binder (digital or physical) during the evaluation (Automatic 5-point deduction)
- Failure to have Fair Housing poster (Automatic disqualification)

**Total Bonus/Negative Points:** \_\_\_\_\_

**Total Overall Score:** \_\_\_\_\_

*Total score is out of 100%, although a score of 105% is possible with Bonus Points.*

**PACE Binder Materials:**

- Current COVID Protocols (For Judge's Reference)
- Dress Code for Onsite Team Members
- Description of Property's Renovation History
- Marketing Materials (Print or Digital)
- Emergency Management Plan
- Infectious Disease Response Policies and Plan
- Preventative Maintenance Program
- Fire Inspection Reports
- Package Policy
- Elevator License
- Apartment Availability List (Print or Accessible Online)
- Rental Criteria Sheet
- Resident Retention Plan
- Marketing Outreach Plan
- Current Pool License
- Resident Events (Virtual & In-Person) (Flyers, Photos, Descriptions, etc.)
- Community Service Initiatives (Flyers, Photos, Descriptions. Etc.)
- Alarm System Testing Log
- Current Boiler/Chiller License and Logs
- CFC Logs and/or Licenses for Staff
- Correspondence, Pictures and/or Flyers