



# Grace Hill Excellence Awards

Recognizing the top-performing properties and companies in real estate management.

Showcase your properties and celebrate top performance with a Grace Hill Excellence Award! Each year, Grace Hill recognizes individual properties and companies with the highest overall satisfaction and provides the winners with everything they need to promote their achievement.



**Receive Industry  
Recognition**



**Differentiate  
Your Property**



**Attract  
Prospects**



**Showcase  
Your Team**

# Industry Recognition Differentiate Your Property

**Multifamily and CRE awards help you stand out from the competition and showcase your commitment to an exceptional resident and tenant experience.**

The Grace Hill Excellence Award program celebrates clients who outperform the Kingsley Index™ benchmarks for overall satisfaction. The Kingsley Index is real estate's most comprehensive performance benchmarking database used to level-set, compare, and track property performance against industry standards.

## Grace Hill Analyzes Big Data



**5 OUT OF 6**

Largest  
Property Managers



**80%**

of Global  
Investment Managers



“We’re thrilled to have eight of our properties receive this esteemed recognition from one of the most prestigious and widely respected organizations within the real estate industry.”

**Jamin Harkness**, President of The Life Properties

# Multifamily Awards

You work hard to give your residents a positive experience that helps them feel at home in your communities. The Grace Hill Excellence Awards program showcases the top multifamily organizations and provides well-deserved recognition for superior resident satisfaction.

Multifamily winners are announced at the beginning of the year and receive and receive a media kit to help promote their achievement to current and prospective residents.

## Grace Hill Excellence Award for Resident Satisfaction

At the end of each year, our experts analyze survey data from resident surveys across the U.S. to determine the Kingsley Index yearly benchmark. The top-performing property management companies and communities are recognized for outperforming the benchmark for overall resident satisfaction, and their achievement is highlighted with a Grace Hill Excellence Award and the industry recognition that comes with it.

*To qualify for this award, a community must be enrolled in a survey program for at least 30 days and receive at least 15 survey responses.*



## 95% Club

The 95% Club recognizes multifamily properties that scored in the top 5% of properties when compared to the Kingsley Index in overall resident satisfaction. This award highlights the community's team and the positive living experience they provide residents.

*Properties must be enrolled in the survey program for at least 6 months, receive a minimum of 15 survey responses, and rank in the top 5% of properties for overall resident satisfaction.*

## Multifamily Elite 5

The Grace Hill Excellence Elite 5 award further recognizes the five top-performing multifamily companies across three main client tiers.

This special distinction offers additional opportunities to showcase your commitment to providing an exceptional living experience across all of your communities.

*Companies must be surveying majority of the management portfolio with Grace Hill and include a pre-renewal survey to qualify.*



# Commercial Awards

The CRE market is highly competitive, so it's essential to provide an outstanding tenant experience and differentiate your property. The Kingsley Excellence Awards program for commercial clients provides third-party industry recognition for high performance that helps you stand out from the rest.

All winners receive a CRE media kit to help promote their property or portfolio's exceptional performance.

## Kingsley Excellence Award for Tenant Satisfaction

At the conclusion of each survey program, we recognize individual commercial real estate properties that outperform the Kingsley Index benchmark for overall tenant satisfaction and highlight their achievement with a Kingsley Excellence Award.

*A property must have a 30% minimum survey response rate to qualify for this award.*



## The 100% Club Award

In addition to a Kingsley Excellence Award for tenant satisfaction, properties with a perfect 5.0 overall tenant satisfaction score for two consecutive years also qualify for the 100% Club.

All CRE properties qualify for this award, regardless of the number of tenants.

## The Elite 5 Award

The Elite 5 award further recognizes five CRE organizations in each sector (office, retail, medical office, and industrial) with the highest overall tenant satisfaction scores across their portfolio.

This special distinction showcases your commitment to exceptional tenant satisfaction across your entire portfolio.

*Organizations must have a minimum of 10 properties to qualify, and winners are announced in January based on prior year results.*



Ready to get started? **Contact our experts to get started with your survey program and compete for next year's excellence awards!**