PMA had another fantastic Maintenance Summit and Maintenance Professional Awards luncheon November 13 at Martin’s Crosswinds. More than 330 maintenance technicians, operating engineers, directors of operations, property managers and others responsible for maintaining and operating apartment and office buildings took advantage of the opportunity.

This year’s Maintenance Summit offered different tracks that provided hands-on training for HVAC maintenance and repairs, appliance maintenance and repairs and special programs for entry-level technicians, maintenance technicians, maintenance supervisors and property managers. The customized educational training sessions offered guidance for improving turnovers, supervising team members and responding to the most common service calls.

The Maintenance Professional Awards Ceremony is a highlight of the Maintenance Summit. The Maintenance Professional Awards program was created to recognize the outstanding performance of individuals and teams that often are on the front lines of rental communities and who rarely receive the recognition that they deserve. Participating in this program is a means to say thank you to the professionals in your organization who have the greatest impact on resident retention. PMA wants to help you to recognize great players and teams who make success happen.

**Improve Performance**

The Maintenance Professional Awards Program help establish benchmarks for excellence and improve the overall quality and service satisfaction provided to residents. It helps raise the performance bar to new heights.

Raul Martinez receives Porter/Groundskeeper of the Year Award from Rick Wanner

Building Engineer of the Year Adrian Delcid Aguirre with Ted Ross

---

**GREAT APARTMENTS DESERVE GREAT FURNITURE!**

- Immediate service with a concierge available 7-days/week for your convenience
- In-house corporate programs available
- Delivery and installation in as little as 2 business days for short notice situations
- Complimentary space planning so the new living space looks just right
- Furniture for every room, bath accessories, kitchen accessories, and home electronics
- Quality and style to fit any taste and budget

Furniture to help your residents through life’s transitions

Call today to see how we can assist you!

Washington DC/Maryland 301.577.1890  
Virginia 703.352.2170

Find us on: Facebook BrookConcierge 7-Days/Week 1-877-285-7368 www.bfr.com
Teambuilding

Participating in the Maintenance Professional Awards Program demonstrates that you care about and appreciate the efforts and achievements of your maintenance staff and teams. This awards program boosts morale and improves teamwork and cooperation. Submitting nominations states to team members that management admires their work so much that they believe it is award-worthy.

Industry Recognition

Awards were presented to the Service Technician of the Year, Service Manager of the Year, Assistant Service Manager of the Year, Service Team of the Year, Groundskeeper/Porter/Housekeeper of the Year and Most Valuable Player. Only one Award per category is presented to the best of the best.

Judging Criteria

The criteria judges use to evaluate individuals and teams include, but are not limited to, the following:

30% - Job performance

20% - Communication skills with team members and residents

15% - Teamwork

15% - Budget and expense control

10% - Professionalism

10% - Organizational skills

All candidates nominated for 2014 Maintenance Professional Awards are interviewed at their properties by members of the Operations Council who hold senior maintenance and management positions at their companies. They served as judges, evaluated nominations and selected winners. The winners are:

PMA Building Engineer of the Year Award: Adrian Delcid Aguirre (Bozzuto)

The 2014 Maintenance Technician of the Year Award: Luis Miranda (Gables Residential)

2014 Maintenance Technician of the Year Special Recognition Awards: Trong Le (Southern Management), Nelson Cole (ROSS Management Services), Santiago Ubierna (The Donaldson Group), Terrance Keely (Grady Management) and Hoa Quach (Southern Management)

The 2014 Most Valuable Player Award: Qualanda Aboyme (Southern Management)

Special Recognition Awards: Chris Baptiste (Oculus Realty), Jimmy Johnson (Quantum Property Management), Lamont Cardwell (Grady Management), Gabino Gonzalez (Edgewood Management), Walter Jimenez (The Donaldson Group), Corey Butler (Legend Management) and Richard Smith (Gables Residential)

The 2014 Service Managers of the Year Awards: Samuel Yoboah (Grady Management) and Mike Rodriguez (The Donaldson Group)

2014 Service Team of the Year: Graduate Hills and Gardens (Southern Management)