

The 7th Annual Northeast Ohio Key Awards

Thursday, September 2nd, 2010

The 7th Annual Northeast Ohio Key Awards was held at the Ritz Carlton, Cleveland, Ohio. Approximately 120 properties compete for a variety of awards with the top honors being the "Property of the Year". The properties are judged in several rent categories including affordable, moderate, luxury, and premium, as well as several building styles from multi-story to garden style. In each category, there is a top platinum key award, along with a gold key award and several silver key awards, with some properties getting no awards. There are also three top people awards including Property Manager of the Year, and Customer Service Hero of the year in both maintenance and leasing. The coveted top award each year is the Property of the Year, which is given to the property that receives the most points in any one of the categories. The judges are a group of professionals from Pittsburgh, Columbus, Cincinnati and Detroit that come to Cleveland to take part in this. Each group of judges is assigned several properties and is given the criteria of which to judge. An Accounting Firm receives all the judging forms and tabulates the points. In 2008, our company (Consolidated Management, Inc) won both the Property of the Year and the Property Manager of the Year when Marine Towers West, in Lakewood, along with April Markley, swept those awards. In 2009, Jaci Barthany was again the Property Manager of the Year at Victoria Plaza, in North Olmsted, for her true excellence.

In 2010, the Customer Hero Award was given to Jan McLaughlin, a very seasoned Burton Carol Management Associate at Victoria Plaza who is a 22-year team member and is best described as the grandmother everyone would hope to have. This most special woman upon receiving the award, caused tears to flow from many, some of which who did not even know her, as she walked up on stage to accept the honor. In addition, the coveted 2010 Property of the Year was given to Victoria Plaza Apartments for truly shining in all areas of operations. The accounting firm that did the final tallies said they received more points by far than any other property. It truly marked an exciting night for Burton Carol Managements first year of existence, as it clearly showed that our tag line of Solid Foundations.....Solid People rings so true. Woodgate Village in Brunswick and Royalton Greens in Strongsville both won top category honors with a Platinum award and Marine Towers West took home Gold to the Gold Coast of Lakewood. Although many property entries are newer construction with the shiny glitz of granite and stainless steel, Victoria Plaza, which is an extremely well maintained older property, took top honors. This truly shows you that while the bricks and mortar are important, the people behind the property make the difference.