

*community  
manager*  
OF THE YEAR

## COMMUNITY MANAGER OF THE YEAR

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Cheers to the Community Managers who guide their team to deliver a great service experience – while running their community with the business savvy that delivers solid returns to our stakeholders. These are Mill Creek’s rock stars that advance our business. And as such, so very worthy of recognition. In fact, the winner will not only win a the prestigious Milly Award, he or she will be invited to the Annual Town Hall Meeting.

*assistant  
community  
manager*  
OF THE YEAR

## ASSISTANT COMMUNITY MANAGER OF THE YEAR

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The complexity of running the books on a multi-million-dollar asset cannot be understated. Same goes for the ability to shift gears from maintaining the books to assisting customers with leasing and delivering great service. Yet our Assistant Community Managers seem to do so effortlessly – and effectively. They are definitely our left brain/right brain associates and quite literally keep the business running.

*leasing  
consultant*  
OF THE YEAR

## LEASING CONSULTANT OF THE YEAR

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As an apartment company, leasing is where the rubber hits the road. In this highly competitive environment, we value those Leasing Consultants who are the likable experts in their market, who build rapport with customers to help them find the perfect apartment home. These associates are black belts in follow-up to convert leads to leases. They own the customer relationship from tour to move-in – and beyond with a ‘fix it or find someone who can’ attitude.

*service  
manager*  
OF THE YEAR

## SERVICE MANAGER OF THE YEAR

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Service teams are the heroes of the community. If something breaks, they fix it. They keep the pool cool, the gardens growing, the lights lit and the grounds spotless. They make sure that everything our residents interact with is in perfect working order. Leadership is paramount to a successful service team. And this Milly Award goes to the Service Manager who leads his or her team to top performance – and delivers on Mill Creek’s mission to create meaningful relationships and extraordinary places.

To further recognize his or her contributions, the winner of this award will also attend the company’s Annual Town Hall Meeting.

*Service  
Team  
Member*  
OF THE YEAR

## SERVICE TEAM MEMBER OF THE YEAR

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The Service Team Member of the Year delivers service with a smile. These are the men and women who keep the community spotless and everything in perfect working order. They are the 'come to the rescue' folks with significant interaction with our residents. Their work is visible at virtually every customer touch point. Their contributions play a huge role in driving renewals.

*community*  
OF THE YEAR

## COMMUNITY OF THE YEAR: STABILIZED AND LEASE-UP

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Support teams enjoy significant interaction with their community teams – and as such, offer interesting insight into the performance of a community. That's why the Community of the Year Award is nominated by the various support teams to recognize a community's muscle in core areas. Here, we're looking to uncover a community's individual vibe – its secret sauce – that makes it stand out from the rest.

*redesigned  
community*  
OF THE YEAR

## REDESIGNED COMMUNITY OF THE YEAR

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**NEW!** The team who receives the Milly Award for Redesigned Community of the Year embodies the Mill Creek Way all while transforming their community and customer experience anew. This team delivers exceptional customer service (both online and in-person) while managing numerous renovation projects and keeping it all within budget with as little downtime as possible and maintaining solid financial performance.



## NATIONAL SUPPORT ASSOCIATE OF THE YEAR

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Running our organization is a team effort between our property management associates, development associates, construction associates and national support associates – those men and women that work in our HR, IT, Finance, Risk Management, Marketing, Training, Administrative and Accounting Groups. These are the unofficial rainmakers of the company, the 'back-office' that makes sure people get paid, leads are generated, teams are prepared, computer systems operate and the balance sheets balance.

The National Support Associate of the Year is recognized for his or her consistently amazing service delivery, mastery of systems and resources, a 'fix it or find someone who can' mentality, rapport-building relationships, and problem-solving, all delivered with poise and professionalism.



## THE BRIAN HIGDON AWARD

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Perhaps the most prestigious of the Milly Awards, the Brian Higdon Award recognizes a top-performer who embodies the Mill Creek mission and values in all that he or she does – and inspires and guides others to their top potential. Nominees of this award take genuine pleasure in serving others and finding solutions.

The winner of this award 'bleeds blue' – representing Mill Creek to the highest standard both on and off the clock. Never complacent, these individuals are sought out for new ideas and strategies that advance company programs and reputation – with integrity, teamwork, balance, and impact. They're the kind of people you want on your team, the kind of people you want on your side, the kind of people you like to be around, the kind of people our customers recognize and appreciate.

best  
IRR

### BEST IRR ON MCR CASH INVESTED

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This Milly is awarded to the development community with the best annualized compounded rate of return on Mill Creek's cash investment.

best  
MULTIPLE  
ON MCR CASH  
INVESTED

### BEST MULTIPLE ON MCR CASH INVESTED

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The Best Multiple award is presented to the development community which returned the greatest total distributions to Mill Creek as a percentage of its original investments.

best  
GROSS  
PROFIT

### BEST GROSS PROFIT

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The recipient of the Best Gross Profit award is recognized for generating the highest total profit from the community level investment for Mill Creek and our partners.

best  
GROSS  
PROFIT  
PER HOME

### BEST GROSS PROFIT PER HOME

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This Milly is awarded to the community with the highest per home profit for Mill Creek and our partners.

best  
GROSS  
PROFIT  
MARGIN

### BEST GROSS PROFIT MARGIN

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The recipient of the Best Gross Profit award is recognized for contributing the highest profit as a percentage of the total cost to build the community.

construction  
community  
OF THE YEAR

### CONSTRUCTION COMMUNITY OF THE YEAR

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**NEW!** This Milly Award goes to the construction project that exemplifies the Mill Creek Way – on schedule, in budget, all with the high quality Mill Creek is known for.

construction  
team  
OF THE YEAR

### CONSTRUCTION TEAM OF THE YEAR

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**NEW!** The Construction Team of the Year Milly will be awarded to the construction team that bleeds blue, lives the Mill Creek Core Values, and sets the standards for others. Not only in project performance, but in other important metrics such as safety, innovation (for example cost savings and value creation) and following the Mill Creek Way.