

ABOUT THE PINNACLE AWARDS

What are the Pinnacle awards?

The Pinnacle awards recognize the top builders, developers and renovators of the awards competition. Points accumulate by placement in the various categories along with points for volunteerism, safety leadership and customer satisfaction. See the individual criteria below.

Do I need to enter the Pinnacle Award?

To be eligible, you must complete an entry form for each Pinnacle Award you are competing for. Entering the Pinnacle Awards is FREE.

Is there an eligibility requirement?

To be eligible, an individual home builder, renovator or developer member must have entered a minimum of THREE awards in respective categories for the corresponding Pinnacle award (e.g. entered THREE Single family homes to be eligible for the Small or Large Volume Pinnacle award or entered THREE Developer awards for the Developer Pinnacle award).

How many Pinnacle Awards will be awarded?

This year, there are FIVE Pinnacle Awards in the following categories:

- THREE Builder Pinnacle Awards
 - *Small Volume* - 4-75 homes (ready for occupancy) between June 1, 2019 and May 15, 2020
 - *Large Volume* - over 75 homes (ready for occupancy) between June 1, 2019 and May 15, 2020
 - *Multi-family* - 10+ multi-family units (ready for occupancy) between June 1, 2019 and May 15, 2020
- ONE Renovator Pinnacle Award
- ONE Developer Pinnacle Award

What if there is a tie for the Pinnacle award?

In the event of a tie, a committee will be formed to review the finalists and determine the winner(s).

Can I enter more than one Pinnacle Award?

Yes, if your company has entered THREE awards into multiple categories (Single Family, Multi-family, Developer and Renovator), you can enter for the corresponding Pinnacle award. However, you cannot enter both Small and Large Volume Builder.

Pinnacle points are tabulated as follows:

PHASE ONE

The entrant (builder, developer or renovator) must have placed in the top THREE of an eligible award category. If they did not place, they are not eligible for a Pinnacle award.

Category Placement – Maximum varies depending on number of placing entries by entrant
Points are awarded to each entrant in each category for placing first (20 points), second (15 points), and third (10 points).

NOTE:

- Single Family category points count only towards the Single Family Pinnacle Award (Small Volume or Large Volume).
- Multi-family category points count only towards the Multi-family Pinnacle Award.
- Renovation category points count only towards the Renovation Pinnacle Award.
- Developer category points count only towards the Developer Pinnacle Award.

PHASE TWO

Customer Survey (**BUILDERS ONLY**) – Maximum 30 points

Part of the Pinnacle Award score will be based on a customer satisfaction survey administered by a third-party company (Avid Ratings or CustomerInsight). Customer satisfaction survey results will be based on possessions that occurred between May 1, 2019, and April 30, 2020. Using the scores from each survey provider, builders will be awarded a maximum of 30 points. The customer satisfaction percentage provided by survey provider will be multiplied by 0.3 in order to determine the points awarded. For example, if they score 86% on their customer satisfaction component, then they will receive 26 points.

Minimum 5 survey responses or 50% response rate (whichever is greater). No points will be awarded if minimum requirements are not met.

Safety Leadership (**BUILDER & RENOVATOR ONLY**) – Maximum 10 points

1. Entrants have a current COR/SECOR will receive FIVE points.
2. Entrants will earn FIVE points if they place in the top three in the provincial Safety Leadership Awards competition.

Association Involvement (**BUILDER, RENOVATOR & DEVELOPER**) – Maximum 3 points

Entrant who have at least one staff member involved on a BILD/CHBA/UDI committee or Board of Directors at the local, provincial or national level will receive THREE points.

Community Service (**BUILDER, RENOVATOR & DEVELOPER**) – Maximum 5 points

1. Entrants who enter Community Service category will receive FIVE points.

Builder Pinnacle Formula Example:

Builder	1st = 20 pts	2nd = 15 pts	3rd = 10 pts	COR SECOR	Safety Awards	Cust Survey	Assoc Involve	Comm. Service	TOTAL
	per category	per category	per category	Yes = 5 pts	Placed top 3 = 5 pts	CS score X .3	Yes = 3 pts	Yes = 5 pts	
Build W	60	15	0	5	5	25	0	5	115

Renovator Pinnacle Formula Example:

Renovator	1st = 20 pts	2nd = 15 pts	3rd = 10 pts	COR SECOR	Safety Awards	Cust Survey	Assoc Involve	Comm. Service	TOTAL
	per category	per category	per category	Yes = 5 pts	Placed top 3 = 5 pts	CS score X .3	Yes = 3 pts	Yes = 5 pts	
Reno W	40	0	30	0	0	n/a	3	5	78

Developer Pinnacle Formula Example:

Developer	1st = 20 pts	2nd = 15 pts	3rd = 10 pts	COR SECOR	Safety Awards	Cust Survey	Assoc Involve	Comm. Service	TOTAL
	per category	per category	per category	Yes = 5 pts	Placed top 3 = 5 pts	CS score X .3	Yes = 3 pts	Yes = 5 pts	
Dev W	0	30	20	n/a	n/a	n/a	3	5	58