



## Best In The Industry

The A List Award for Real Estate Excellence is a part of the National Real Estate Customer Service Awards Program. The A List honors “The Best In The Industry” for their ability to provide the highest level and quality of customer service throughout their portfolio. CEL & Associates, Inc. is honoring those companies that have achieved the highest levels of service excellence based on a national survey of resident satisfaction.

CEL & Associates, Inc. is the nation’s largest surveyor of resident satisfaction within the multifamily industry. The firm specializes in providing: strategic planning services; benchmarking and client/customer satisfaction surveys; compensation program design and benchmarking; leadership training; and operational assessments to the real estate industry.

### THE 2012 MULTIFAMILY REAL ESTATE CUSTOMER SERVICE AWARD WINNERS (By Category)

***Village Green Management Company***  
Farmington Hills, Michigan  
Category I Winner

***Simpson Property Group LP***  
Denver, Colorado  
Category II Winner

***Lewis Apartment Communities***  
Upland, California  
Category III Winner

***Gumenick Properties***  
Richmond, Virginia  
Category IV Winner (Tie)

***Regency Apartments***  
Champaign, Illinois  
Category IV Winner (Tie)

To learn more about the A List or how your company may be eligible for next year’s awards, contact:



**CEL & Associates, Inc.**  
*Real Estate Strategies, Benchmarking & Performance Solutions*

Tel: 310.571.3113 • Email: [cel@celassociates.com](mailto:cel@celassociates.com)