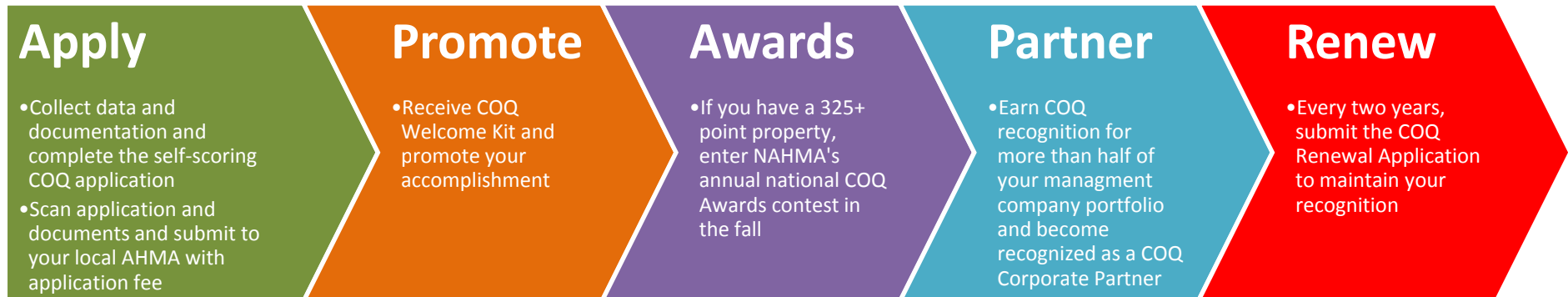


# NAHMA Communities of Quality<sup>®</sup> (COQ) Process Flowchart



## ***More helpful hints for each step listed above:***

**1) APPLY:** Visit [http://www.nahma.org/content/coq\\_recognition.html](http://www.nahma.org/content/coq_recognition.html) for an application, as well as electronic (scanning) submission guidelines, video tutorial, frequently asked questions and additional program information.

**2) PROMOTE:** A complete COQ Welcome kit will be mailed to the property contact, and congratulatory letters will be mailed to representatives at the management company and owner. The Welcome Kit will contain a sample press release, draft letters to congressional representatives, and details on COQ promotional products such as banners and signs – all helpful in celebrating your significant accomplishment as a Community of Quality! (The COQ promotional merchandise webstore is posted to [www.rhinomktg.com/coqhomepage.asp](http://www.rhinomktg.com/coqhomepage.asp).)

**3) AWARDS:** NAHMA's annual national COQ awards contest entry form is posted by June each year at <http://www.nahma.org/content/coq.html>, under the "Awards" header. Eligible properties that have not yet won a national COQ award are welcome to re-enter the contest each year; however, previous national award winners are not eligible to re-compete.

**4) PARTNER:** The portfolio calculation can be based on either number of units or number of properties managed in the company's affordable portfolio and is self-reported. This designation was created specifically to honor management companies that successfully maintain a significant portion of their properties to the high standards of the COQ National Recognition program.

**5) RENEW:** Don't let your valuable accomplishment expire – renew your COQ recognition every two years by submitting the renewal application posted to [http://www.nahma.org/content/coq\\_recognition.html](http://www.nahma.org/content/coq_recognition.html).

For more details, contact Joe Thomas at NAHMA, at [joe.thomas@nahma.org](mailto:joe.thomas@nahma.org), or 703-683-8630, ext. 12.