

The Informer

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Special Inserts:

- ◆ Notes From All Over

Priscilla's Corner

Priscilla Gilliam, President

Never ask a Barber ...

One of my favorite sayings goes like this: "Never ask a barber if you need a haircut." The saying is not original...it seems to be an old cowboy proverb which has been attributed to many others, including the wealthiest person in the world, Warren Buffett.

Anyway, this old adage can be adapted to lots of situations we run into in this business. We should all be cautious about the answers when we ask a plumber if we need new plumbing, or ask the tree trimmers if the trees need trimming, or ask a roofer if the roof should be replaced, etc., etc. Often the people we are asking are getting commissions to encourage them to sell us more than we need! It sure complicates our lives.

I hope your summer has included some fun time. We all need to change our pace every once in a while and we're lucky to live in a part of the country where there are a million (at least) fun things to do.

Best Regards,



Priscilla

What's Up Chuck?

Chuck Eldred, Director of Property Management

Refrigerator Awareness

The refrigerator stands as an indispensable appliance in modern households, preserving the freshness and safety of perishable foods. However, as with any technology, its optimal performance relies on proper usage and maintenance. One common mistake that often goes unnoticed is overfilling the refrigerator. While it might seem like a practical way to maximize storage, overfilling a refrigerator can be both unsafe and inefficient, compromising the quality of stored items and potentially leading to higher energy consumption.

- **Temperature Inconsistencies and Poor Air Circulation:** When a refrigerator is overfilled, items are crammed together, obstructing the natural airflow within the unit. Adequate air circulation is crucial for maintaining uniform temperatures throughout the appliance. Temperature inconsistencies can occur without proper circulation, causing some areas to become colder than necessary while others remain warmer. This variance in temperature can accelerate the spoilage of certain foods and create an environment conducive to bacterial growth, ultimately compromising food safety.
- **Reduced Cooling Efficiency:** Refrigerators work by removing heat from the interior compartments and releasing it outside. When the internal space is crammed with items, the refrigerator's cooling system has to work harder to maintain the desired temperature. This increased workload leads to inefficient cooling and places excess strain on the compressor and other components, potentially shortening the appliance's lifespan and requiring costly repairs.
- **Energy Consumption:** Overfilled refrigerators have to work overtime to maintain the set temperature, leading to higher energy consumption. The cooling system runs longer and more frequently, resulting in increased electricity

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Update From Occupancy

By Carmen Olivas, Director of Occupancy



September... A Time to Remember

There was a time, years back, when we met with our HUD-assigned contract administrator at the time...CA Quadel (CAQ) ...to convey our displeasure regarding petty Findings. While CAQ senior compliance specialists indicated our views were understandable, their “pat” answer was that they were merely performing duties required by their contract with HUD. The situation remains the same with LA LOMOD. All-in-all, LOMOD thinks highly of our site office staff and the effort each of you put forth in complying with HUD regulations.

Congratulations to managers Myrna Dacquel and new assistant manager Young Lee (Casa Santa Maria) on achieving a rating of Superior! The auditor has been with LOMOD for several years, but it was the first-time auditing one of our buildings. The auditor found it so easy to review the files because of our tenant-file organization. Great job, Myrna and Young!

Congratulations to manager Adriana Ruelas and assistant manager Itzel Benitez (La Posada) on achieving an MOR rating of Superior! The auditor was the same as mentioned above and found the files so easy to review that instead of a scheduled two-day review, the audit was completed in one day. Super job, Adriana and Itzel!

Here are a few things to remember:

Monthly Rent/Security/Pet Deposits – Be sure to provide your occupancy specialist with deposit information as deposits are made. Do not hold the information until the end of the month.

Privacy Act – The computer-generated privacy act is printed with each HUD 50059 and is provided to you by your occupancy specialist. Both head of household and co-head must sign the Privacy Act and the Annual Recertification Initial Notice.

Lease Amendment – The computer-generated Lease Amendment must be signed and dated by both tenants and managers. Managers must sign and date because they are acting in the capacity as “witness” to the tenant’s signing.

Family Summary Sheet – The Family Summary Sheet and Owner’s Summary of Family form must be revised when there is a change in household composition.

Prescription Verifications – The verifications should be for one year. Example: A November annual recertification interview would be conducted in July. Verifications would be mailed July 1, 2023, to June 30, 2024.

Disposed of Assets Form – The date required at the top of the form is to be the same as the date of signing.

Waiting List Update – The Application Update project is scheduled to commence in September 2023. Please be sure to check your email messages in September for instructions.

Absence from Unit – HUD allows a tenant to be away from his/her unit for 180 days for medical reasons. Keep track of when the tenant leaves the unit so that you can count the 180 days to determine the date of anticipated return. A month and a half prior to the anticipated return date, contact Occupancy so that a reminder letter can be sent to the tenant.

Applicants – If two applicants apply together and are placed on your Waiting List, and later one of them says the other person has decided not to move in, be sure to get something in writing from the person verifying that he/she has decided not to move in. Why? Because what will you do if the person you removed from the list later tells you that he/she never said they did not want to move to the building. You need to protect yourself from a legal issue if the person you canceled obtains the service of an attorney.

That is enough Reminders for this newsletter. I just want to assure you that as far as FGA is concerned, you all do a fantastic job in keeping up with the work to be done daily, and even more so with the concern you show for your tenants. Do not hesitate to call if you have a question. Thanks for all you do.



Holidays

Labor Day

September 4th, 2023

Rosh Hashanah

September 15th, 2023

First Day of Fall

September 23rd, 2023

Yom Kippur

September 24th, 2023



Happy Anniversary

Lorna Motts	18 yrs.	Harvard Plaza
Luis Urrutia	16 yrs.	Verdugo Tower
Gloria Miller	14 yrs	Pacific Manor
Francis Gonzalez	3 yrs.	Verdugo Tower

These individuals have completed another year with a Falkenberg/Gilliam building. Your ongoing efforts enable residents to live in comfort and safety. Thank you!



September Birthdays

Chuck Eldred	2
Falkenberg/Gilliam & Associates	
Eddie Reyna, Jr.	4
Las Torres	
Regina Hagos	7
Falkenberg/Gilliam & Associates	
Alyssa Bell	15
Wesley Towers	
Gerardo Reyes	24
Santa Monica Christian Towers	
Victor Pimentel	25
Harvard Plaza	

Please save trees; don't send cards. Thank you!

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"What's up Chuck"

bills. In an era where energy conservation is paramount, overfilling a refrigerator contradicts efforts to minimize household energy usage and reduce carbon footprints.

- **Wasted Food and Resources:** In an overcrowded refrigerator, it's easier for items to get lost in the shuffle, leading to forgotten leftovers and expired products. This waste impacts household budgets and contributes to broader issues like food scarcity and environmental degradation. Furthermore, the increased spoilage resulting from poor air circulation may necessitate more frequent grocery shopping, leading to unnecessary resource consumption.
- **Risk of Contamination:** An overfilled refrigerator can lead to cross-contamination as items come into contact with one another. This can occur due to leaky packages, condensation buildup, or direct contact between different food items. Cross-contamination increases the risk of foodborne illnesses, making it imperative to maintain proper spacing and separation between items to prevent the spread of harmful bacteria.
- **Difficulties in Organization and Access:** An overcrowded refrigerator often leads to chaotic organization, making it difficult to locate items when needed. This can result in frustration, wasted time, and unnecessary purchases. Properly organized refrigerators allow for better visibility, more accessible access to items, and an overall more streamlined kitchen experience.

In the quest for efficiency, safety, and responsible resource management, it's vital to recognize that a refrigerator's capacity is not solely determined by its physical dimensions. Overfilling a refrigerator might offer a short-term solution for maximizing space, but the long-term consequences far outweigh any potential benefits. To ensure the optimal performance, longevity, and safety of this essential appliance, it's crucial to strike a balance between proper storage practices, efficient airflow, and conscientious consumption. By doing so, individuals can safeguard their food, reduce energy consumption, and contribute to a more sustainable and organized household.



Melissa's Minute

Melissa Salazar, Assistant Regional Supervisor

Plan and Start an Inspection Program For Your Roof

Step 1: Record-Keeping

Proper record-keeping and documentation of repairs are essential to a good inspection and maintenance program. A system for filing, accessing, and updating information should be put into place. This system should include the following information:

1. Warranty Information
2. Existing inspection and maintenance reports
3. Records of prior problems and repairs, including photos
4. Details of any changes made to the roof or to the original installation, including dates of installation

Step 2: Schedule Periodic Inspections

At least two inspections should be made every year. Inspections should take place in the Spring to check for damage that may have occurred in the Winter and again in the fall to be sure the roof is in good condition for the upcoming Winter. Inspections should also be made following any occurrences that might affect the roof, such as severe storms and construction activities. Check for ponding water, uneven areas, or deterioration around drains. Ongoing maintenance protects your roof investment and can prolong its useful life. Damage, if detected early, can usually be repaired economically, avoiding expensive repairs or early replacement costs.

Step 3: Conducting the Inspection

All components of the roofing system should be closely inspected, and a written and photographic record made of any signs of damage, deterioration, unusual traffic problems, poor drainage, accumulated debris, displacement, or loss of items. Carefully inspect all penetrations or cracks.

Step 4: Solutions

Based on your findings, find out if those repairs are covered under the current warranty, then provide recommendations for necessary repairs, maintenance, or improvements to ensure the roof's longevity. If you do find the roof is covered under warranty, make sure you understand the terms and requirements.