



# The Informer

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Inside this issue:

|                        |   |
|------------------------|---|
| Priscilla's Corner     | 1 |
| What's Up, Chuck?      | 1 |
| Update from Occupancy  | 2 |
| Milestones             | 3 |
| Cyndi's Connection     | 3 |
| Focus in FGA Employees | 4 |

### Special Inserts:

- ◆ Notes From All Over
- ◆ Seminar Reminder



## Priscilla's Corner

*Priscilla Gilliam, President*

### ANNUAL MAINTENANCE SEMINAR - COMING UP!

FGA is fortunate to have a stellar group of employees who are excellent at maintaining buildings. The buildings look terrific, function properly, and the residents are happy and comfortable (except, of course, for the few who consistently whine and complain).

However, no matter how good things are, they can always be a little better. The Maintenance Seminar gives the maintenance staff members a time to get together and learn from industry professionals, which will make your job easier and more pleasant. Also, you'll probably get great ideas from some of your colleagues. This year's very important subjects include:

- Workplace Safety
- HUD and regional government entities' "Reasonable Accommodation" rules that legally you must follow.
- OneSite Facilities

Our crew is looking forward to seeing you all on Thursday morning, October 20th promptly at 11:00AM! We'll start with or without you.

Best regards,

Priscilla

## What's Up, Chuck?

*Chuck Eldred, Director of Property Management*

### Customer Service vs. Compassion Fatigue

In 2019, roughly 1 in 4 homeowners needed to hire a plumber and I was one of them. That work isn't cheap, the average plumbing cost was \$230 for a clogged drain and \$1,175 for replacing pipes. To beat the odds, let me make the following suggestion: keep out the (FOG) fats, oils, and grease. Washing FOG down the drain can clog your pipes very fast.

As far as toilets go, don't flush improper items down the toilet such as baby wipes, napkins, feminine products, and believe it or not, diapers adult or infant.

Garbage disposals don't like coffee ground or bones, but eggshells are an extra special issue, it's not actually the shell but the thin membrane inside the egg that can cause big issues.

A reminder, as we slip into fall, please check your parking lot and roof drains. Pay special attention to grocery bags that can be blown up on roofs and can cause a flood in the building by covering the roof drain.

As a final thought even if you may not realize it yet, you work in customer service.

Have a great October!



## Update From Occupancy

*By Carmen Olivas, Director of Occupancy*



### What Do You Want to Know?

While the FGA Annual 3-Day Seminar is still months away, we do need to put our heads together to decide on topics. There will, of course, be Fair Housing and 504 Compliance training by legal counsel Kimball, Tirey & St. John (KTS), but we need to decide on the topics that will be discussed. So, here's your opportunity to have some say so as to what area of occupancy you would like more training. Needless to say, we won't be able to speak to all topics submitted, but we can narrow it down to those topics most mentioned. But first...

Congratulations!... to manager Reni Harizanova and assistant manager Charmaine Groat (Westminster Towers) on achieving an MOR rating of Superior. There was only one minor finding regarding the Waiting List. Great job!

Speaking of Waiting Lists...it has been the most frequent finding this year. The issue has had nothing to do with applicants selected out of order, it was about the waiting list Comments section being unreadable because too much information was written in a small space. Pay attention when indicating dates in the waiting list. For example: The HUD 50059 showed a move-in date of 1/5/2022, but the waiting list appeared to indicate a move-in date of 1/3/2022. The move-in date was in fact 1/5/2022, but the way the date was written in the waiting list made it appear to be 1/3/2022. Remember, if you run out of room in the Comments section, there is the Additional Comments page available that is to be attached to the Application. Would a LOMOD auditor or a new manager be able to read what you have written? Of course, for staff fully versed in the use of the electronic waiting list, the issue regarding legible information will not be a problem.

Betty is reminding me to remind YOU that it is Cyber Awareness Challenge time. Take the Challenge; be sure to send Betty a copy of your certificate.

The following reminders are a reprint for the benefit of new staff:

**Move-Outs:** A tenant called with a question as to the move-out day: "Do I have until midnight that last day or only to a certain hour?" According to KTS attorney Pat Tirey, if the Lease does not specify a certain time, legally the tenant would have until midnight. Now we all know that we wouldn't want to be doing a move-out inspection in the late hours of the night, so try to accomplish the move-out at a reasonable time of the day. Just keep in mind what legal counsel has indicated...in case a tenant pushes the timeframe issue.

**Date of Birth:** This finding happened again, and Applicant was not eligible age-wise to be placed on the waiting list. Only the year was considered in determining age, instead of considering the month and date of birth. The applicant would not turn 62 for another nine days.

**Pet Rules:** A finding was issued because the Pet Rules were missing from the tenant file. The Pet Rules is an attachment to the Lease. Even though the manager had an Acknowledgement form signed by the tenant showing the tenant received a copy of the Pet Rules, the Finding was because the Pet Rules were not with the Lease in file.

**Seminar:** Do we have a theme? Not yet, but we will let you know when we do, so that you have plenty of time to decide on a costume.

That's all for this article. Thanks for all you do. So far this year it has been a successful review year. Happy Halloween!

### HAPPY HALLOWEEN!

There's a goblin at my window; A monster at my door.  
The pumpkin on my table keeps smiling more and more.  
There's a ghost who haunts my bedroom; A witch whose face is green.  
They used to be my family, 'til they dressed for Halloween.

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

# Happy Anniversary

|                 |        |                  |
|-----------------|--------|------------------|
| Jesus Gutierrez | 7 yrs. | Lakeside Gardens |
| Cyndi Karp      | 4 yrs. | FGA              |
| Albert Luna     | 2 yrs. | Pacific Manor    |
| Victor Pimentel | 1 yr.  | Harvard Plaza    |



|   |    |
|---|----|
| John Bixler<br><i>St. Bernardine Plaza</i>            | 19 |
| Seda Antonian<br><i>Harvard Plaza</i>                 | 23 |
| Laurie Henry<br><i>L.A. Area Occupancy Specialist</i> | 28 |
| Robert Garcia<br><i>Las Torres</i>                    | 28 |

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

## Cyndi's Connection

*Cyndi Karp, Assistant Regional Supervisor*



### The Benefits of Having a Pre-REAC Inspection

Having a Pre-REAC inspection can help in preparing for the "real" REAC inspection. A Pre-REAC inspection is a mirror inspection of the REAC. The inspection consists of inspecting all units, common areas, building exterior, building systems, and site.

The sole focus is to achieve the best REAC score possible and to provide guidance to the building staff as to which deficiencies to focus resources on first. It is helpful to have a new set of eyes to catch deficiencies that may have been missed by the staff. Also, the staff can focus on the big items that have big point deductions from an Exigent Health and Safety hazard rather than on the smaller items that would have minor point deductions.

Another benefit of having a pre-REAC inspection is to have each resident's unit thoroughly checked. The inspector will look at the bathroom, pull cords, ceiling, doors, electrical system, floors, kitchen, outlets/switches, balconies, smoke detectors, walls, and windows.

The Pre-REAC inspectors are also current on REAC inspection requirements, incorporating changes such as the "Non-Industry Repair" rules which require a new level of scrutiny on REAC inspections. If it has been several years since your last inspection, you may be preparing your property based on outdated inspection rules.

As I always say, "It's better to be safe than sorry".

## **Focus on FGA Employees**

*Makayla Carter, Newsletter Creator*

### **Focus on FGA Employee**

Hi everyone! My name is Makayla Carter, and I am the Newsletter Creator for FGA! Within the few weeks I've been working here, I've received so much support from everyone and never felt more welcomed. I'm excited to continue to build relationships with you all.

A little about me... I'm a recent college graduate from the University of Redlands where I double majored in Global Business and Media and Visual Cultures.

During undergrad I was extremely involved on campus from being a tour guide to prospective students to being in a sorority called Beta Lambda. Those memories are definitely something I'll always cherish. During my last year of college, I worked as a remote social media manager for a company called Minority Pilots. That job taught me so much in which I apply many of those skills to this job!

I have two French bulldogs named Dior and Millie and they both are the sweetest dogs you'll ever meet. When they're not running around playing with each other they're laying down on the floor spread out like a rug. Those two constantly make me laugh and smile.

I'm excited to be working with a wonderful team and looking forward to what the future holds.



# MAINTENANCE SEMINAR REMINDER

OCTOBER 20 - 21

**WHERE:** Morongo Casino, Resort and Spa  
49500 Seminole Dr, Cabazon, CA 92230

## **DETAILS:**

1. Please arrive at 11AM on October 20th
2. Hotel Check-in is at 5PM on October 20th
3. There will be a **\$100** deposit needed to be put on a credit card when checking in (**Deposit is refundable**)
4. Group Picture is at 7PM October 20th
5. Hotel Check-Out is at 10AM October 21st

