

The Informer

Priscilla's Corner

Priscilla Gilliam, President

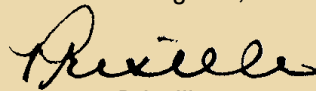
Eviction

We don't like to think about eviction. It's devastating for a senior to lose a comfortable, safe, well-maintained apartment at an affordable price. But, as you know, sometimes their behavior is so egregious that they must move. There is only one legal way to solve the problem: eviction. We're not supposed to threaten a resident with an eviction, but we don't sneak up on them, either. We think eviction is too extreme, but sometimes that's our only option.

The courts and the lawmakers also think eviction is extreme, so they make it as difficult as they can. HUD and other government agencies give millions of dollars to anti-eviction law groups to represent residents in court. Recent COVID laws make this process even more difficult from start to finish.

Best practice is to document everything from every notice delivered to any visible issues that staff can see. For example, if a resident is causing a fuss to get something repaired but is not allowing maintenance staff in or being rude, the maintenance team should document that as notes on their work orders in their tablets. Every effort should be made to show FGA is fair and just with cause to evict.

Best regards,



Priscilla

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Special Inserts:

- ◆ Notes From All Over
- ◆ Save the Date



What's Up Chuck?

Chuck Eldred, Director of Property Management

Discretion is Advised

Residents are all different at all our buildings, some are quiet and some not so much. No matter at what range they are, we must keep the upmost respect to their privacy. If a resident had a special accommodation made for them and another resident complains, "Why them? What makes them so special?" Please do not entertain a conversation of why or even a hint as to why, refrain from saying anything along the lines of, "They have a disability that requires it" instead divert the conversation to not insinuate the accommodation was due to a disability.

Mental disabilities are to be handled the same as physical disabilities. Telling or agreeing with a resident on another resident being crazy or having some sort of insinuated mental disorder is not acceptable and a violation of their privacy if the information were to be true.

Please hold yourself to the FGA professional standard and do not speak of a resident or their disabilities to ANYONE regardless if they are a staff member or a resident at another building.



Update from Occupancy

Carmen Olivas, Director of Occupancy

From Way Back When...



The rush is on...the Holidays are fast approaching, along with the annual FGA Seminar. There is much to do and so little time left in the year, which is why I have reached back to prior newsletters...as far back at 2004...to put this article together. But first...

Congratulations to manager Shanna Kang and assistant manager Sandra De La Cruz (project Las Torres) on achieving an Above Average rating for this year's Management and Occupancy Review (MOR). Great job!

Looking back, I see that the Occupancy section of the newsletter can end up repeating guidance, but we can't stress enough the importance of double checking for correct signing dates and required signatures when tenants are completing documents. When you receive your recertification packets for tenant signing, you should spot check the tenant file for any documents not previously signed by the tenant. Then, when the tenant comes in to sign their annual recertification (AR) HUD 50059, you can have the tenant sign those documents that were missed earlier. During an MOR the correctness of the HUD 50059 falls on the shoulder of the site manager, which is why we caution managers to review the 50059 prepared by the assigned occupancy specialist. Is the Code correct for the type of income, is the citizenship code correct, etc.? In some situations, the third-party verification was in the tenant file, but the dollar amount on the HUD 50059 did not match. Does the Section 8 Worksheet agree with the HUD 50059?

Lease Terms: Incorrect Lease Terms continues to be a Finding. Leases should be for one year unless the building's HUD contract is scheduled to expire in less than a year.

HUD 9887 and 9887A: The forms are to be signed at time of initial interview for possible move-in. Findings continue to be issued because the document is being incorrectly dated to show a signing date that is the same as the move-in date. This form provides you with permission to mail verification forms to third-party providers in anticipation of possible move-in.

HUD Reminder Notice: Be sure you are issuing the three Notices during a tenant's AR process. If the tenant fails to provide needed documents and/or refuses to sign the AR HUD 50059, you must be able to show that you issued the Reminder notices if you terminate Section 8 subsidy. It is the third Reminder notice WHICH advises tenants that if they fail to complete the AR process, subsidy will be terminated.

Waiting List (Hard Bound and Electronic): As much as you are still becoming acquainted with the features of the electronic waiting list, you should continue to use the hard-bound book at the time of MOR, making sure to use the Comments section to clarify applicant activity. For example, a LOMOD auditor noticed that an applicant had been skipped over, but the Comments section only indicated the date a call was placed to the applicant. There was no explanation as to why the applicant was skipped over.

FGA Seminar 2023: The seminar theme is: Unmasking HUD. Costumes? Think... Venetian Masquerade or Harlequin Romance, complete with masks.

That's it! Thank you for the great work this year.

Thanksgiving

For each new morning with its light,
For rest and shelter of the night,
For health and food
For love and friends,
For everything Thy goodness sends.

- Ralph Waldo Emerson



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

Dee Moyes	19 yrs.	Verdugo Tower
Joyce Minor	9 yrs.	Wesley Tower
Eduardo Gutierrez	10 yrs.	Lakeside Gardens
Reni Harizanova	9 yrs.	Westminster Towers
Krasi Georgiev	9 yrs.	Westminster Towers
John Bixler	4 yrs.	St. Bernardine Plaza
Julia Fernandez	3 yrs.	Harvard Plaza

November Birthdays

Shonda Smith St. Bernardine Plaza	2
Jesus Gutierrez Lakeside Gardens	5
Myrna Dacquel Casa Santa Maria	7
Ernesto Quintero Casa Santa Maria	11
Bart Young FGA Main Office	11
Keyanue McCallon First Congregational Memorial Tower	13
Reni Harizanova Westminster Towers	17
Pat Lewis Pacific Manor	21
Jesus Lopez La Posada	21
Eduardo Hluz Harvard Plaza	25
Jalinne Vasquez FGA Main Office	30

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



Melissa's Minute

Melissa Salazar, Assistant Regional Supervisor

Maintenance Seminar

What a fun Maintenance Seminar this was! I am very proud to be working with such a great group of people! Each of you has your own knowledge and experience to share. It was awesome to see some of you interacting with each other and discussing how they would handle certain situations at their building. Sharing your resources or experiences can truly help someone else gain the knowledge and support they may need! Knowledge is incredibly valuable, and powerful, especially when shared with others.

HD Supply went over information regarding Workplace Safety. We will be implementing some Ladder inspections soon. Ladder inspections ensure that they are clear of defects or damage that could result in a malfunction or the ladder breaking. We will also implement Ladder safety training as well.

Some of the Ladder safety training will be focusing on:

- Identifying fall hazards
- Correct procedures for erecting, maintaining, and disassembling fall protection systems
- Maximum load (weight) allowed on different ladders and fall protection systems
- The proper uses of and care for ladders and other equipment
- The use of proper footwear and safety equipment
- General fall prevention training

Thank you, to each one of you for continuing to do great things at your building. The hard work and dedication you bring, never go unnoticed. Keep up the great work!



Hillary's Happenings

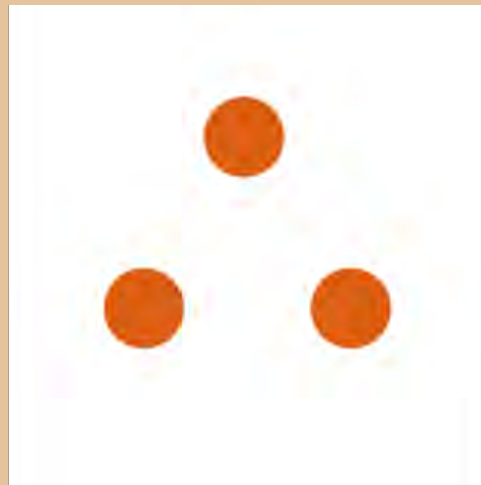
Hillary Tucker, Administrative Manager

Seminar

Another year another successful seminar. It was so much fun getting together with the maintenance staff to go over OneSite inspections, Fair Housing, and Workplace safety. I loved seeing the improved usage of the OneSite system for workorder and am really excited to see all the inspections that will be completed with the tablets! This is going to make life so much easier for you all!

Thank you for your continued commitment to making our buildings the best of the best as seen by 14 buildings in the 90's for their REAC scores! I know that if we work together every building managed by FGA will be in the 90's soon!

I can't wait to show you all the Onesite system can do!



Notes From All Over

Harvard Plaza: Ready for the spooky season!



Above: No one ever leaves Harvard Plaza Mua-ha-ha



Above: The whole Halloween set-up



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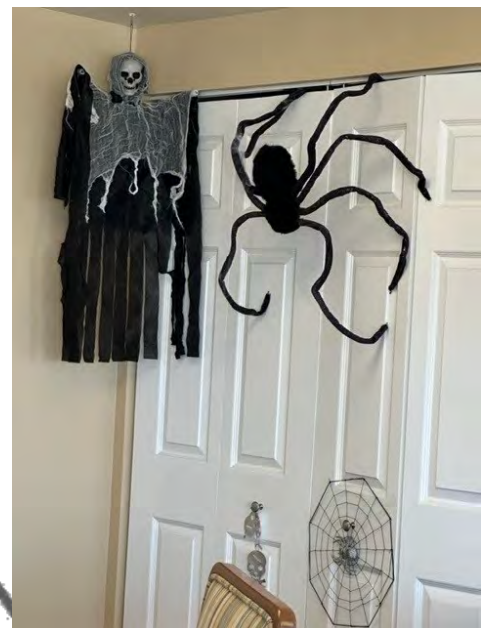
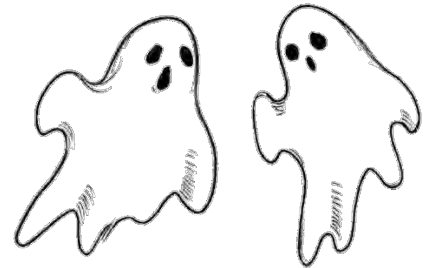
Green Manor: The Community Room on the top floor was decorated by residents getting into the Halloween spirit.



Above: The corner of horror



Above: The whole Halloween set-up



Above: Mrs. Spider's home



SAVE THE DATE

**ANNUAL
MANAGEMENT
SEMINAR**

February 21-24, 2023

MORONGO CASINO RESORT & SPA
49500 Seminole Dr.
Cabazon, California 92230
