

# The Informer



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**Priscilla's Corner**

*Priscilla Gilliam, President*

**The Holidays**

Do you remember the best Christmas/Holiday gift you got as a kid? For me, it's a toss up between my Schwinn bicycle and my left-handed first baseman's mitt. My Dad loved to tell the story about how he went all over town a couple of days before Christmas looking for this unusual mitt to fulfill a wish from his daughter. All the merchants were amazed. Times have really changed.

A great way to participate in the holiday spirit is to donate a toy to a toy drive. Most of the major charities, police and fire departments, Marines, etc., are collecting unwrapped toys for kids who otherwise would get few or no gifts. Makes everybody happy, including the donor!

Best regards,

Priscilla

**What's Up, Chuck?**

*Chuck Eldred, Director of Property Management*

**Don't Fall**

It's fall all around us and time to take some precautions as we get closer to Winter. Leaves fall and create slippery wet spots when they get wet. It's not 2 feet of snow and ice, but it is the hazard we have to be cautious of.

Take time to look at all your storm drains in the parking lots.

Also, look at the roof drains and scuppers (roof drains that pour rain off the top of the building through the Parapet wall). While our rooftops are high and are protected from most debris, make sure to clear your rooftop of stuff that doesn't belong. Plastic grocery bags have a surprising ability to fly on onto roofs and block drains. If you don't have a leak now, you will when we gather 6 to 8 inches of water on it.

Be safe, watch for slippery floors in our building entrances during inclement weather. Put up wet floor signs even before it gets wet.



**Pictured Above:** Example of roof flood

Have a great month!

## Update From Occupancy

*By Carmen Olivas, Director of Occupancy*

### Ring In the New...

We will soon ring in the New Year with some changes to keep in mind.

Management and Occupancy Reviews (MORs) – Effective September 26, 2022, if the MOR rating is Superior, LOMOD will NOT visit your building for three years. That sounds good, right? Maybe not, because instead of just reviewing the most current annual recertification in the tenant file as they have done in the past...LOMOD will audit all certifications processed for the past three years. If the MOR rating is Above Average, LOMOD will not conduct an audit for two years, but again, will review all certifications for the past two years. If the rating is Satisfactory, LOMOD will conduct an audit every year. So, with this new way of conducting MORs, it becomes important for you to review the entire tenant file when processing an annual recertification, paying close attention to lease terms, and missing signatures. Make sure the tenant file contains documentation in support of amounts indicated on the HUD 50059.

Speaking of MORs...Congratulations to manager Terri Christianson and assistant manager Kathryn Gille (First Congregational Memorial Tower – San Diego) on achieving an MOR rating of Superior, for year 2022!! Awesome job! As mentioned above, LOMOD will not visit your building for three years, but when the files are audited again, LOMOD will audit all three recertifications in the tenant files selected.

Electronic Waiting List – During an MOR the LOMOD auditor will ask to see your Waiting List. If you are confident in your use of the Electronic Waiting List feature in OneSite, you can provide the LOMOD auditor with a printout. If you don't yet feel confident, you should continue to update your waiting list book, especially if the Electronic Waiting List feature has glitches. I network with different occupancy directors at other property management companies, and in speaking to a director whose properties are many months ahead of you in transitioning to the electronic waiting list feature, you'll be happy to know that their site staff is just as confused as you might be. Each of those properties is at a different level of understanding of the feature. I know you may want to give the appearance that you understand instructions, but you are not helping yourself if you don't speak up and say, "Please explain that again." Take notes. If you get behind in your note taking, say so. FGA wants it to be as fully automated as RealPage offers. So, if you are going to succeed technology-wise, you have got to speak up if you need more help in understanding things. Betty and I are not spearheading this transition; we are in the learning phase just as you are. Hillary Tucker is your contact person when it comes to the waiting list feature. If you have trouble entering rents on the new platform, Hillary is also your contact person.

Annual Update Mailing Labels – If you haven't yet done so, please send Betty a copy of your Application Update mailing labels. Be sure to indicate your building name and the Update Year.

Cyber Awareness Challenge Certificate – Have you taken the Cyber Awareness Challenge? During an MOR, the LOMOD auditor will want to see a copy of your certificate. Be sure to send Betty a copy of your certificate.

That's it for year 2022! Thanks for all you do and for what you have done to make my job easier. I wish you all a very Merry Christmas and a Happy New Year. See you in February 2023.

"And now is the season of Christmas, the merriest time of the year,  
When the frosty air rings with the message it brings  
May your days glow with laughter and cheer."

M. T. Johnson



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

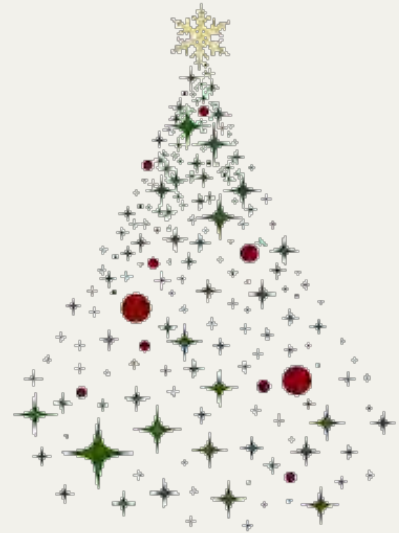
# HAPPY ANNIVERSARY

Myrna Dacquel	13 yrs.	Casa Santa Maria
Ray Dacquel	13 yrs.	Casa Santa Maria
Jordan Goulev	12 yrs.	Green Manor
Shonda Smith	1 yr.	St. Bernardine Plaza
Jalinne Vasquez	1 yr.	FGA Main Office



## December Birthdays

Betty Rodriguez <i>FGA Main Office</i>	14
Gary Zedrick <i>Green Manor</i>	15
Gloria Lepe <i>Lakeside Gardens</i>	26
Kimberly Smith <i>Santa Monica Christian Towers</i>	26
Eric Roberts <i>Woodman Manor</i>	29



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

### Accounting Payroll News

*Andy Marquez, Payroll/Accounts Payable*

Please remember to send me all statements that come in the mail to you as soon as you receive them (that includes HD supply) . You do not need to attach an invoice log.

Also, there have been a few building staff purchases of medical supplies for the building first aid kits. Please keep your first aid kits update to date and stocked. Keep on eye on those expiration dates!

As a reminder, please only use those items for staff and not residents. This could be a liability if anything is distributed to a resident that may be allergic or have a reaction from being mixed with any other medication they may be already taking. If a resident asks for something like this, tell them you cannot distribute any type of medication to them and they will have to supply their own.

Items in question range from i.e. Antibiotic Ointment, Ibuprofen, Aspirin, Tylenol etc.



## **Cyndi's Connection**

*Cyndi Karp, Assistant Regional Supervisor*

### Holidays are Approaching!

Staying productive during the holidays seems harder than any other time of the year. With all of the festivities that occur during the Thanksgiving, Christmas and New Year's holidays, it can be hard to stay focused at work while juggling the abundance of activities and keeping track of everything at work.

Here are some tips to help stay focused during the holidays.

#### **Try to Avoid Multitasking**

With trying to work on several projects at once, you might think this will help save time but, rushing through work and different projects at once will only increase the likelihood that you will make a mistake. To avoid having to redo the work and ultimately losing time. It is best to tackle each project one by one for maximum productivity.

#### **Organize Your Tasks**

Before the holiday rush begins, try to make a task list. Start your list by adding two columns on your paper and outline the things you want to accomplish. Take those ideas and schedule a few items for each day. This may help you stay organized and by breaking up your to-do list into smaller pieces may make it more manageable and less overwhelming.

#### **Start Each Day with a Clear Mind**

Try not to drag baggage from one day to the next. This can bring on stress very quickly. Each night, mark what you need to prioritize and what can wait. You can now enjoy the satisfaction that you have a plan written out.

#### **Limit Your Distractions**

One of the easiest ways to stay focused at work is to limit your distractions. Remove anything on your desk that has distracted you in the past. Limit your time responding to your emails. Block off a specific time each day to open up your email and check your inbox. If you are concerned about missing an email from someone important, set up desktop alerts for those people.

#### **Resist the Urge to Overcommit**

Although it is a good thing to volunteer or take on new projects, this is not be the best time of the year to overwhelm your schedule with the extra work. Resist the urge to take on new tasks. Wait until after the holidays to tackle some additional responsibilities. It's ok to decline an invitation to an extra event. You can use that extra time to finish the tasks you already have or get some extra sleep. Both of these will help you stay focused at work.

Have a Wonderful and Safe Holiday and New Year.

## **Focus on Pat Lewis**

*Pat Lewis, Assistant Manager Pacific Manor*

It is with mixed emotions that I write this statement as I near the end of my service with Falkenberg/Gilliam and Associates (FGA). For those who I have not met yet, my name is Pat and I have been the Assistant Manager at Pacific Manor in Burbank for 3 years after being Assistant Manager at St. Bernardine Plaza 14 years. I have been involved with FGA for a total of 17 years.

Although it has been my place of employment, it is really my home. Through all my years here I have developed life long friendships with people that I considered family. Many who I have helped but also many who have helped me. We all have our times of happiness and time of despair, but these friendship have helped us all get through life together. During my on & off duty hours I have seen almost everything from overflowing toilets to fallen friends, and thankfully many false alarms. Everyday I walk through these halls with a huge smile on my face while everyone is shouting my name to say hello, crack a joke, or to simply ask me to let them into their apartment that they've locked themselves out of. The same halls and lobby that I love to decorate for each and every occasion, whether it is Valentine's day or the holiday season. Decorating the buildings not only brings joy and happiness to me but also to the residents that love to see the vibrant walls and a change of scenery. It brings me joy to see a smile on their faces as they navigate through our home with so much life.

I am very grateful to FGA and the colleagues I have been blessed to work alongside in all my years here. Working here has not only provided me with a home but. also a career that has helped me grow as an individual from learning how to properly communicate with different people, advancing my skills in technology, learning how to be flexible and problem solve, to the many logistics of managing a building with hundreds of units. I am also very grateful to the residents of the building who have been patient with me as I learned and found ways to help their needs. It is with mixed emotions that I write this as I near the end of my service with this wonderful company but I am excited to start this next chapter of my life and I am also glad that I continue to see my family outside of a working environment and hopefully still in the place I call home.



# Notes From All Over

**FGA** held its annual two-day Maintenance Seminar at the Morongo Resort in Cabazon. In attendance were all of the maintenance personnel from FGA-managed properties.



**Above:** Chuck Eldred and Bart Young welcome the maintenance teams and present the day's agenda



**Above:** Priscilla Gilliam and Margo Reid joined the seminar



**Above:** FGA Technical Training Manager Hillary Tucker demonstrates the OneSite software



**Above:** Maintenance teams advancing their knowledge of OneSite



**Above:** Chuck Eldred shares data showing improvements on work orders since the introduction of OneSite

# Notes From All Over

Day one of the seminar ended with a team bowling



**Above Left to Right:** *Krasi Georgiev, Chuck Eldred, Daniel Miryanov, Ilija Sakota, Brian McKay, & Lazar Kis*



**Above Left to Right:** *Robert Garcia and Eddie Reyna*



**Above Left to Right:** *Raul Gonzalez, Gerardo Reyes, & Jose Lepe*



**Above Left to Right:** *Gary Thompson, Jhet Belen, Ernesto Quintero*



**Above Left to Right:** *Cyndi Karp & Carmen Olivas, Betty Rodriguez, & Eric Roberts*

# Notes From All Over

Team Bowling event Highlights!



**Above:** *Eddie Reyna*



**Above:** *Krasi Georgiev*



**Above:** *Mateo Hernandez*



**Above:** *Ed Hluz*

# Notes From All Over

Group Shots of everyone having a blast.



**Above Left to Right:** Robert Garcia and Eddie Reyna



**Above Left to Right:** Priscilla Gilliam , Bart Young, and Margo Reid



**Above Left to Right:** Ilija Sakota, Mateo Hernandez, Chuck El-dred, Brian McKay, Krasi Georgiev, & Lazar Kis



**Above Left to Right:** Giovanni Pena, Eric Roberts, & Ramon Dacquel



**Above Left to Right:** Ed Hluz & Gabriel Hluz



**Above Left to Right:** Cyndi Karp & Carmen Olivas



# Notes From All Over



More great in the moment snapshots.



**Above:** *Santiago Castaneda showing everyone how it's done!*



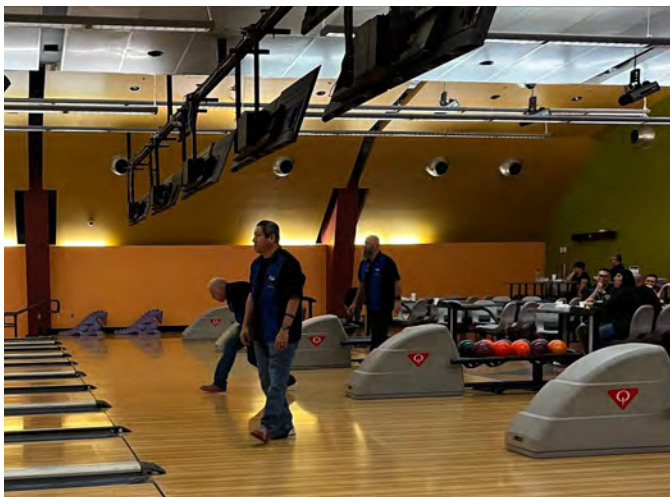
**Above:** *Hillary Tucker ready as ever*



**Above:** *Ed Hluz making watching the pins fall down.*



**Above:** *Jose Padilla going full throttle.*



**Above Left to Right:** *Giovanni Pena keeping it cool.*



**Above:** *Melissa Salazar in the zone*

# Notes From All Over

Day Two of the FGA Maintenance Seminar Concentrated on the topics of Fair Housing, 504, and Workplace Safety.



Attorney Craig McMahon presents updates on reasonable building modifications to accommodate existing/new residents.



HD Supply presenting Workplace Safety

# Notes From All Over

Highlight of Day 2: A ceremony was held to honor the 14 maintenance teams who received the Golden Hammer award for achieving REAC scores of 90 and above.



Above: Award winners group picture

<b>Casa Santa Maria –</b> Ramon Dacquel & Ernesto Quintero	<b>Pacific Manor –</b> Santiago Castaneda & Albert Luna
<b>Geneva Plaza –</b> Daniel Miryanov & Brian McKay	<b>Santa Monica Christian Towers –</b> Ilija Sakota, Lazar Kis, & Gerardo Aquino Reyes
<b>Harvard Plaza –</b> Victor Pimentel & Ed Hluz	<b>St. Bernardine Plaza –</b> Gary Thompson & John Bixler
<b>Lakeside Gardens –</b> Jose Lepe, Eduardo & Jesus Gutierrez	<b>Verdugo Tower --</b> Luis Urrutia & Leonel Castaneda
<b>La Posada –</b> Jhet Belen & Ernesto Quintero	<b>Wesley Tower –</b> Jose Padilla & Gabriel Hluz
<b>Las Torres –</b> Eddie Reyna & Robert Garcia	<b>Westminster Towers –</b> Mateo Hernandez, Krasi Georgiev, & Raul Gonzalez
<b>Lions Manor –</b> Giovanni Pena & Jose Magallon	<b>Woodman Manor –</b> Eric Roberts

# Notes From All Over

Highlight of Day 2: A ceremony was held to honor the 4 maintenance teams in 4 categories reflecting achievements and improvements on usage of OneSite.



**Above Left to Right:** Giovanni Pena, & Jose Magallon (Lions Manor) received an award for “Highest Achievement for OneSite Facilities usage from Q1 to Q3 2022



**Above Left to Right:** Jesus Gutierrez, Eduardo Gutierrez, & Jose Lepe (Lakeside Gardens) received an award for Stand Out Award for the Highest completion work orders per unit in One-Site Facilities usage from Q1 to Q3 2022



**Above Left to Right:** Mateo Hernandez, Raul Gonzalez, & Krasi Georgiev (Westminster Towers) received an award for “Top Performer for the consistent overall usage of OneSite Facilities and the highest volume of work orders from Q1 to Q3 2022



**Above Left to Right:** Jhet Belen, & Ernesto Quintero (La Posada) received an award for “Most improved for overall improvement of OneSite Facilities from Q2 to Q3 2022

# Notes From All Over

FGA thanks all the maintenance  
Teams for their participation in  
the 2022 Seminar



*Above: FGA maintenance seminar 2022 group picture*