

Priscilla's Corner

Priscilla Gilliam, President

Telephone Etiquette

We've all heard the old expression "you only get one chance to make a first impression." This certainly applies to the telephone and the Internet. (We'll talk about the Internet another time.)

When one of your residents or a stranger calls you they listen to determine if you're nice or nasty, warm or cold, smart or dumb. How do you come across? If you picked nasty, cold and dumb, you're definitely in the wrong business.

If it's a resident calling, it's generally because he or she wants something. Be glad you can help. If you can't help, be glad you can give them a brief explanation as to why you can't help. On the phone, a little warmth goes a long way.

Whatever you do, don't hang up on anyone. It's a terrible strategy. The person who angrily hangs up on another is showing a loss of self-control. If a resident loses control and hangs up on you, forget it. Talk to them nicely the next time you see them. If you're stuck in a conversation that's going nowhere, calmly invite the resident to come to the office, or meet you in a private common area to talk things over. Even if they say no to the suggestion, you'll come out sounding nice, warm, and smart.

Best Regards,



Priscilla Gilliam

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Special Inserts:

- ◆ Notes From All Over
- ◆ Live Well Work Well
- ◆ RECAP



What's Up, Chuck?

Chuck Eldred, Director of Property Management

Parking waiting lists and the use of reasonable accommodations

I've said it before and I will say it again, we are not the parking police, nor do we want to be.

In many of our buildings, the number of available parking spots is much smaller than the number of spaces our residents would like to have. When a space is assigned to someone who has waited their turn, it is never as close, as far, as wide or as deep as they had hoped it would be. The space is under a tree, it's in the sun or shade and the birds make a mess on the car.

To add to the humor or misery, we must comply with a reasonable accommodation. A new tenant with an understanding of the system can bypass the list and then immediately, with the proper paperwork, set themselves up to take the next space that is closer or more to their liking.

It doesn't seem fair or right. All of our tenants could use an improved parking location. However, we don't have the luxury of picking what rules we enforce and who is right and wrong. We will need to process the reasonable accommodation requests in the order they are received. Yes, we know that this will start an avalanche of reasonable accommodation paperwork and for those tenants that have figured this out, the sooner they will get on the new and improved reasonable accommodation parking waiting list.

This is one of those situations where I have to remember, we don't make the rules, we only manage them. So, don't get mad at our tenants who game the system. That's not our job. Make sure to timestamp all reasonable accommodation requests and the verifications that are submitted.



Update From Occupancy

By Carmen Olivas, Director of Occupancy



Things to Know

This month's article is for the benefit of newly hired site staff. It's also a reminder for those of you who have been onboard for years. Just as the American Bar Association requires lawyers to participate in continuing education, it's a good practice for those working in HUD housing industry to do the same. So here goes...

Recertification Reminder Notices: During a tenant's 120-day annual recertification process, there are three HUD Reminder Notices that must be issued to the tenant (see HUD Handbook 4350.3 (Chg. 4) Chapter 7, Paragraph 7-7B-2 through 4 at page 7-12). LOMOD will issue a Finding for lack of issuing the notices in a timely manner. Please be aware that the **Recertification Time Table** shows when the three notices need to be issued for specific annual recertification months. It's a good tool.

HUD 9887 and HUD 9887A: The signing of the two forms grants you permission to mail third party verifications. LOMOD issued Findings because the two forms had been signed after the third-party verifications were received. These two forms should be signed and dated when current tenants appear for their initial interview for annual recertification. The forms should be signed and dated by prospective applicants at time of initial interview for possible move-in.

Third-Party Verifications: Findings were issued in the past where verifications were outdated. The HUD Handbook 4350.3 states "...Verifications are valid for 120 days from the date of receipt by the owner. For that reason, you must date stamp verifications when received." All third-party verifications must be put in the tenant file, e.g., EIV Income Reports or verifications received from sources via email, etc." (See Handbook 4350.3, Chapter 5, Paragraph 5-18 at page 5-61). The chapter also speaks to orally updating a verification Helpful reading.

HUD 50059: LOMOD will issue a Finding if the HUD 50059 was signed significantly later than the effective date. This type of error could result in a subsidy give-back. Move-in applicants must sign the Move-In HUD 50059 on or before move-in effective date. Annual recertification 50059s must be signed no less than 30 days prior to the AR effective date. Interim recertification 50059s must be signed no less than 30 days prior to the IR effective date.

Record-Keeping Requirements: A Finding will be issued if original move-in documentation is missing from tenant files. There was a situation many years ago when some sites misunderstood a memo issued regarding "purging" tenant file documentation. If the tenant file does not contain the original move-in documentation, there should be a Clarification form in the file that explains what happened. If the file does not contain the Clarification, contact Betty for a copy. While this may have been a misunderstanding of the purging memo, HUD regulations require that all signed 50059 facsimiles for tenants from the time of move-in to move-out and for a minimum of three years thereafter be kept. You are required to keep the move-in documents in the file, and to keep the three most current certifications in the tenant file. All prior certifications can be kept in storage onsite or off-site when the file gets large. Three years after the tenant moves out, you are required to "dispose of the tenant file and record in a manner that will prevent any unauthorized access to personal information, e.g., burn, pulverize, shred, etc. (See HUD Handbook 4350.3, Chapter 5, Paragraph 5-23, page 5-64.)

Again, I stress the importance of reading the HUD Handbook 4350.3. In fact, there have been times when managers have called to discuss an area of the Handbook that I might have overlooked. We are here to work as a team, and to share knowledge that will help us in our daily work and survive LOMOD reviews.

Thank you for all you have done and continue to do to maintain HUD compliance. New LOMOD auditors continue to praise our tenant file set-up, and your efforts in maintaining your files. Keep up the good work.

Your Job

It's not your place to run the ship the horn you cannot blow,
It's not your place to say how far the ship's allowed to go,
It's not your place to chart the course nor even toll the bell,
But let the darn thing start to sink and see who catches H _ _ _!

Fueling Resident Friendships with Debit Card Policy

Bart Young, Managing Director

HUD created affordable housing for seniors to ensure safety and security in an atmosphere that promotes happy, healthy living for the residents. Here is how FGA is upholding HUD’s mission.

Communications about events and activities will be promoted in the monthly resident newsletters and on the big screen bulletin boards currently being installed in our buildings.

Funding will be made available to support events and activities. The amounts will vary based on the number of units within each property at an amount approved by each non-profit board.

Debit Cards are being delivered to Assistant Managers this month. Here are the rules:

1. The Assistant Manager is responsible for all activity on the debit card.
2. Debit card use is only for goods and services that benefit events and activities, such as food, beverages, games, entertainment subscriptions or tickets, on-premises entertainment, training, and equipment.
3. Debit cards do not include a ‘cash back’ option.
4. Funding required for an event or activity, is to be submitted for approval by the Resident Council to the Assistant Manager prior to promotion to residents.
5. Off-premises use of the card for food and entertainment is subject to prior approval by the Regional Supervisor or Assistant Supervisor. Insurance and waivers of liability are to be secured in advance of promoting the activity to residents.
6. It is understood that the number of participants will vary depending upon the activity or event. Regardless, all residents are to be invited via newsletter and/or bulletin board to all events. No exclusive clubs will be promoted or funded.
7. A RECAP (Resident Event Cost Attendance Precip) needs to be completed for each event by the property Assistant Manager to include costs, attendee names, apartment numbers and accompanying invoices.
8. RECAPs and invoices are to be submitted at month-end to Andy Marquez at FGA.

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

Slavey Parushev	15 yrs.	Grace Tower
Curtis Hamann	8 yrs.	First Congregational Memorial Tower
Francis Gonzalez	2 yr.	Verdugo Tower
Gary Zedrick	1yr.	Green Manor
Charmaine Groat	1 yr.	Westminster Towers
Don Bilyeu	1 yr.	Trinity Manor



August Birthdays

Daniel Miryanov <i>Geneva Plaza</i>	1
Charmaine Groat <i>Santa Monica Christian Towers</i>	16
Gloria Miller <i>Pacific Manor</i>	17
Ruben Serrano <i>Cathedral Arms</i>	17
Brigida Lomeli <i>FGA Main Office</i>	20
Jaime Gutierrez <i>Grace Tower</i>	25
Marisela Lara <i>Grace Tower</i>	26
Mateo Hernandez <i>Wesley Tower</i>	28
Jose Lepe <i>Lakeside Gardens</i>	31

Please save trees; don’t send cards.

Thank you!

Hillary's Happenings

Hillary Tucker, Administrative Manager

Waiting List Procedures

Recently HUD announced that current advertising practices for HUD buildings does not align with federal fair housing laws. HUD examined common practices of marketing for opening the waitlist and as such FGA has realigned our practices to maintain compliance with fair housing laws and HUD regulations.

We will now be required to advertise the opening of a waitlist 60 days before opening via the publications that are listed on the AFHMP.

We will continue to send the community contacts letters informing them of opening but will also be including copies of the application.

We will also be advertising that the waitlist is open on our website.

What does this mean for you, well if your building is opening then you will have a 60-day period where you can tell people it is opening but cannot collect applications for the waitlist. The ads being published in advance will generate a lot more phone and foot traffic so please be aware of people trying to drop off applications early.

Additionally keeping an eye on the birthdays to ensure that they qualify to be on the waitlist is going to be key during this time.

Now with all the new updates we now need to give ourselves more time, so now when your waitlist is at 50 people you need to let FGA know right away so we can work on getting the waitlist open and waiting the 60-days now required by HUD.

If you have any questions regarding this please contact me.

Cyndi's Connection

Cyndi Karp, Asst. Regional Supervisor

When It's Time to Replace Your Boiler

For those of you that do not know what a boiler is, a boiler is a container that heats water. The cold-water pipes from its own separate connection may come from the main pipeline.

Different boilers use different types of fuel, from oil, gas, coal, or electricity. The most common of the boilers is the natural gas boiler, which heats water up to 140 degrees Fahrenheit.

Unlike a sewer line issue repair, boiler issues are not obvious. Here are the signs to look for if you suspect your boiler needs replacement.

Your boiler is over 15 years old. If it has been more than 15 years, you most likely need a new boiler. A 15-year-old boiler has gone through a lot of usage over the years. A high level of wear and tear as well.

Your boiler is inefficient. Along with age, another reason to replace the boiler is if it starts to eat up more power or fuel.

Your boiler is leaking. Leaking boilers tend to have a problem with the general structure of the entire boiler itself. The leak could be from the pipes around it but it could also be from the boiler itself.

Your boiler has an unfamiliar smell. This could be from rust deposits to dirt and sludge from the radiators. The rust can cause a metallic smell.

Your boiler needs frequent repairs. If your boiler is having continuous issues and is starting to need 3 or 4 major repairs, it is time to look at replacing it.

