

# Falkenberg/Gilliam & Associates, Inc.

## The Informer

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### Priscilla's Corner

*Priscilla Gilliam, President*

#### VAWA

HUD has spent considerable time and money developing regulations allowing affordable housing providers to provide safe homes for victims of domestic abuse. (VAWA stands for Violence Against Women Act.) Those regulations, containing various notices that you must give, are in place.

The hardest part of this program will be keeping abusers from seeking and finding their victims' new homes and starting the abuse all over again. There are a lot of statistics on the Web about recidivism rates – but they average a whopping 50%. There are some programs for offenders that are helping to reduce the rate, but it's a work in progress.

As a reminder, we are not permitted to allow people who are victims of domestic violence to “jump” existing waiting lists or violate other occupancy requirements.

It is important to ensure everyone keeps up with the rules of VAWA and that confidentiality is upheld in everything we do.

Best Regards,



Priscilla

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### What's Up Chuck?

*Chuck Eldred, Director of Property Management*

#### Communication

Communication is key to everything we do, but never more so than in an emergency. Communication is even more critical in an emergency, whether a fire or a flood. I probably sound like a broken record here, but when it comes to communication, it is not what is said but **what is heard** that is important.

When we have a toilet overflow or another challenge in the building, we are laser-focused on solving the issue. The challenge is that we have residents. They need to be taken care of in a crisis; their stuff is being damaged by a leak, “look at my rug,” they might say. At the same time, we are looking for the source of the leak, trying to mitigate the damage as soon as possible. Leaks are part of our day-to-day property management. We have seen lots of them and know that the damage from leaks gets expensive fast.

However, from the residents' eyes, this is the worst thing that has happened to them this year. They are in shock, upset, and confused. When it is not a huge water flow event or a potentially dangerous issue, we should take a moment to reassure the resident, listen to their concerns, and acknowledge them, even if the reply is that we can look into that in a few minutes.

If we are dismissive or in too much of a hurry to have even a short conversation, the tenant will let their concern bubble over to anger which is not good for them or us. They feel we don't care; They might say, “it is my worst day, and you didn't care.” Running, rushing, and letting the situation upset you does not instill confidence in the resident and won't help if you get hurt because you are in a hurry and slip, trip, or shortcut a safety procedure.

We want you all to be safe always as a first responsibility. You can't help your residents, coworkers, or emergency personnel if you are hurt.

Be Safe, Be Well.

## Update From Occupancy

*By Carmen Olivas, Director of Occupancy*

### **MOR and MORE REMINDERS**

LOMOD continues to be the HUD-assigned contract administrator for FGA buildings. LOMOD reviewers are so familiar with FGA's attention to file setup and content that some buildings usually scheduled for a two -day review end up having just a one-day review. That speaks well to our reputation at LOMOD. As mentioned in a past article, reviewers from Washington, D.C. also commented on how refreshing it was to audit files that were so well organized.

As for MORs for 2022, there have been seven so far this year, resulting in 4 Superiors and 3 Above Average ratings. We've come a long way when it comes to findings. Back in 2004, one property received 24 findings. That property now receives Above Average and Superior ratings. Sometimes the site office receives high percentage ratings for the office and leasing work, but the rating is affected by the maintenance percentages, too. When I send you the findings, be sure you keep those findings in mind when reviewing files. Why? Because if the finding is a "repeat," it might be considered a "systemic" problem at your building, which could result in your building being tagged for Enforcement. For example, if last year your vacancy loss was high, and even higher this year, LOMOD will issue a finding, tagging it as a "repeat" finding. LOMOD will want you to provide proof of your attempts to fill the unit...when and who was contacted on your waiting list... the reason the applicant refused the unit, and who and when was contacted next. Be sure your written comments are readable/understandable. Many of the findings with regard to the waiting list deal with undecipherable written comments/explanations, especially a lack of explanation as to why an applicant was skipped over.

Please keep in mind the following reminders:

**Inspection Forms:** All move-in, move-out, and annual inspection forms must be signed by both tenant and manager. If the tenant or a family member is not available for the move-out inspection, the form still must be completed and signed by the site manager or superintendent. If a family member participates in the move-out inspection, the family member must sign the move-out inspection form, and indicate his/her relationship to the tenant.

**Move-Ins and Move-Outs:** Be sure you are notifying your occupancy specialist of all move-ins and move-outs. It is especially important that all move-ins be approved by your occupancy specialist. Do you have at least five applicants approved for move-in by your occupancy specialist? Make sure all move-outs are reported to your occupancy specialist right away...do not wait until the end of the month to advise that you had a move out the second week of the month.

**Lease Terms:** Please review HUD Handbook 4350.3, Chapter 6 (Lease Requirements and Lease Activities). We have had Findings of incorrect lease terms. You should know the difference in lease term when an applicant moves in on the first of the month versus moving in AFTER the first of the month.

**HUD System Access:** Keep a record of when to recertify your access to the EIV System, and the REAC System. If your access is denied, call or email Betty Rodriguez, it's probably because you didn't timely recertify your access to the Systems.

**Verifications:** You probably are aware that effective September 1, 2022, Bank of America (BoFA) will no longer accept faxed, emailed or mailed verifications. BoFA will require verifications be requested electronically, plus BoFA requires credit card information in order to charge \$25 per request. We would like to avoid the \$25 charge. You will need to make sure tenants provide you with the six consecutive bank statements for their annual recertification.

**Advertising:** If your waiting list is in "Open" status, HUD regulations require that you advertise at least once during your building's fiscal year (not calendar year). Advertising must be in accordance with your building's Affirmative Fair Housing Marketing Plan (AFHMP).

**Waiting List Opening:** HUD has changed its guidance regarding advertising when a waiting list will be opened. In the past, you were instructed to notify Occupancy when your waiting list was down to 25 applicants. Well, you now need to notify Occupancy when your waiting list is down to 50 applicants. Why? Because HUD now requires advertising be done 60 days prior to the opening of a waiting list.

**Rent Calculations:** You have the benefit of having a Section 8 Worksheet in your computer that calculates the rent for you based on the HUD formula. But, would you be able to calculate rent on your own if your computer was not working or power was to go out? You should. You never know when you might be presented with a move-in test question where you would have to calculate rent without the Section 8 worksheet. Just a suggestion, write the formula on a 3 x 5 card, so you can memorize it.

The FGA 3-Day Seminar is only five months away. Do we have a theme? Not yet, but we've got a few in mind. Just need to work out the details of how to incorporate training in keeping with the theme. If there are certain areas of your occupancy work for which you would like additional training during the seminar, send me an email.

### Measuring Success of Resident Socialization

*Bart Young, Managing Director*

FGA properties are all subsidized by HUD and evaluated annually on several criteria including:

- MOR (Management and Occupancy Review) measuring compliance with HUD
- REAC (Real Estate Assessment Center) now replaced by INSPIRE
- CPA audited financial review

Until now, there has been no formal means of measuring resident happiness, yet it is a key factor HUD includes in the charter of all our properties, alongside health and security. Happiness, of course, is a very personal emotion and is influenced by a lot of factors beyond our control and therefore very difficult to measure. Those who are the least happy are the most likely to be isolated and unwilling to participate in a survey or interview. So, for now, we are implementing resident socialization metrics that we believe influence resident happiness and the overall emotional health of the residents at properties FGA manages.

Key Socialization Metrics:

**Social Penetration:** *The number of residents participating in an activity divided by the total number of residents. It is simple and a useful measure of participation.*

- \* If 38 residents engage in a social activity at a building with a total of 85 residents, the social penetration is 45%. This metric can be measured monthly, annually or per event.

**Social Delta:** *This is simply a measure of change in participation. Divide the final number of participants by the beginning number of participants. This can be done on a monthly or annual basis.*

- \* If the same program begins with 38 people and grows to 58 the Social Delta grows + 52%.

**Social Index:** *Cumulative number of resident social engagements divided by number of residents. An engagement occurs when a resident participates in a resident event as reported on a RECAP. Cumulative engagement is the summation of the number times all residents participate within a given time frame. This number is then divided by the total number of residents in the building so that a small building will not be assigned a lower index due to fewer residents.*

- 425 cumulative engagements / 85 residents = **5.0** Social Index
- 160 engagement engagements / 100 residents = **1.6** Social Index

Too confusing? Don't worry about the math. Just be sure to complete the RECAP form for each event and activity organized for your residents. We will be charting and sharing socialization metrics soon.

## Happy Anniversary

Jose Lepe	31 yrs.	Lakeside Gardens
Sony Srandev	22 yrs.	Trinity Manor
Pat Lewis	17 yrs.	Pacific Manor
Lori Motts	17 yrs.	Harvard Plaza
Luis Urrutia	15 yrs.	Verdugo Tower
Gloria Miller	13 yrs.	Pacific Manor
Mona Moon	13 yrs.	Casa Santa Maria
Ramona Capote	11 yrs.	Cathedral Arms

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



## September Birthdays

Chuck Eldred <i>FGA Main Office</i>	2
Eddie Reyna, Jr. <i>Las Torres</i>	4
Regina Hagos <i>FGA Main Office</i>	7
Aaron Alkasov <i>FGA Main Office</i>	15
Alyssa Bell <i>Wesley Bell</i>	15
Gerardo Reyes <i>Santa Monica Christian Towers</i>	24
Victor Pimentel <i>Harvard Plaza</i>	25

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

## Accounting/Payroll News

Andy Marquez, Payroll/Accounts Payable

### Invoices

For current and new employees:

A reminder for all of the managers and asst. managers that deal with the bills and invoicing.

Please, DO NOT include Verizon, cable, and phone bills on your invoice logs. By the time I get them back after getting approval from supervisor (which they don't need), they can be late and we will be charged late fees.

The same goes for all credit card bills such as Office Depot, Home Depot, Lowe's, and any others that have credit cards attached to them. PLEASE send them to me first as soon as you receive them.

Please do not stamp anywhere over any writing on an invoice if possible, especially any numbers.

When it comes to ordering online, please make sure there is an invoice number, not order number, on the pages. It is different. Orders are not billed in their system yet and the price can change.

Please remember to look out for an invoice after you place an order.

Another item is when sending invoices with appliances. Make sure the unit and serial number is written ON THE INVOICE, not the invoice log.

Occasionally I get invoices scanned to me that have the blank backsides attached. Please make sure you are not scanning 2 sided.

Thank you in advance for all of your help!



## Melissa's Minute

Melissa Salazar, Assistant Regional Supervisor

### This is a Reminder



Superintendents, Assistant Superintendents, and Maintenance: When purchasing uniforms please do not use your own personal credit card to purchase through Amazon or an online clothing store. You are to only purchase uniforms directly through the uniform company that provides the uniforms for you, so they can invoice us. This is very important for accounting and auditing purposes.

Managers and Assistant Managers: Please don't purchase items from Amazon with your personal credit card. Even if the item is cheaper, we need to purchase the items directly through Staples or Office Depot only. In the event an item is out of stock, you can either wait for the product to restock or go to your local Staples/Office Depot and purchase the item with petty cash.



It is FGA policy that you must receive approval from your Regional Supervisor before utilizing your personal credit card for anything. We understand that this policy is somewhat restrictive however, it is required in order to comply with generally accepted accounting principles.

We all appreciate your hard work, dedication, and cooperation. Teamwork makes the dream work!

# Maintenance Seminar 2022 Agenda

October 20-21, 2022

Morongo Casino Resort & Spa

OCTOBER 20	11:00AM	ARRIVAL	GRAND BALLROOM 2ND FLOOR
	11:00AM - 12:00PM	WELCOME	BART & CHUCK
	12:00PM - 1:00PM	LUNCH	
	1:00PM - 3:00PM	ONESITE	HILLARY
	3:00PM - 3:15PM	BREAK	
	3:15PM - 5:00PM	ONESITE	
	5:00PM - 6:00PM	GET READY	HOTEL CHECK-IN
	6:00PM - 8:00PM	BOWLING & PIZZA NIGHT	CANYON LANES SHUTTLE PICK UP AT 5:45PM AT EAST ENTRANCE

# Maintenance Seminar 2022 Agenda

October 20-21, 2022

Morongo Casino Resort & Spa

OCTOBER 21	7:00AM - 8:00AM	BREAKFAST	GRAND BALLROOM 2ND FLOOR
	8:00AM - 10:00AM	KTS	CRAIG MCMAHON
	10:00AM - 10:15AM	BREAK	HOTEL CHECK-OUT
	10:15AM - 12:00PM	KTS	
	12:00PM-1:00PM	LUNCH	
	1:00PM - 3:00PM	WORKPLACE SAFETY	FRANCO PORRO
	3:00PM - 3:15PM	BREAK	
	3:15PM - 4:00PM	RAFFLE /WRAP-UP	
	4:00PM	GO HOME	DRIVE SAFELY!

