

# Falkenberg/Gilliam & Associates, Inc.

# The Informer

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## Priscilla's Corner

*Priscilla Gilliam, President*

### Happy New Year.... Do you REALLY want to lose some weight

If your answer is no, you can skip this column and read the rest of the Informer. However, if your answer is YES, read on.

I recently heard about a wonderful way to keep yourself on track for weight loss by giving yourself lots of motivation. Set a goal, such as 1½ pounds a week. Keep a calendar. Write your weight on the calendar every Saturday morning (whether you want to or not).

Here's the most important part: Don't cheat. To keep yourself honest, make a written promise that every Saturday that you miss attaining the 1½ pound weekly loss, you will force yourself to make a large and painful donation (like \$100 or \$200) to an organization you don't like. If you can't think of an organization you don't like, send it anonymously to the IRS. I assure you that you'll be much more motivated after the first check goes into the mail.

However, think carefully. If you stick to losing 1½ pounds every seven days you will lose about 6¾ pounds in a month, 13½ in two months, etc. and it won't cost you a penny!

Best regards,



Priscilla

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### Special Inserts:

- ◆ Notes From All Over
- ◆ Payroll Calendar 2023



## What's Up Chuck?

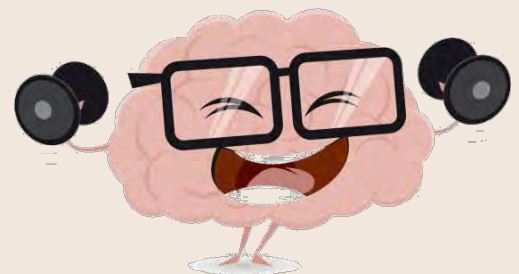
*Chuck Eldred, Director of Property Management*

### Management Seminar 2023

The new year brings many opportunities for us to excel and take care of our buildings and residents. Our Management Seminar is taking place in February, where we will refresh on OneSite training and other Occupancy related topics.

Come with questions and an open mind as FGA is expanding and updating procedures and protocols to keep us efficient.

Stay safe and have a Happy New Year!



## Update from Occupancy

*By Carmen Olivas, Director of Occupancy*

### **“Happy New Year”**

Can it actually be January 2023? Has anyone got an answer to the time-old question that asks, “Where did the time go”? I don’t know about you, but to me, the years now go by in a blur, and I notice that I’m unable to recall the names of popular movie/TV stars of my time...even when looking at their picture. Oh, well, no time to dwell on such stuff...there’s work to be done...and hopefully that work will keep my brain active and my mind alert...even if it IS HUD stuff.

During year 2022 there was a total of ten FGA buildings audited by LOMOD. There were four ratings of Above Average, and five ratings of Superior, with one building awaiting the final rating. Awesome teamwork by everyone! Thank you.

Okay, on to “Reminders”...

**Form HUD 9887/9887A:** Findings were issued because the form was not signed and dated by the tenant and/or the manager. Since the form provides you with authority/permission to send out third-party verifications to determine eligibility for move-in, the form should never be signed at move-in. A finding was also issued because a HUD 9887A indicated a different signing date than the date indicated on the 9887. The dates should match because the applicant/tenant should be signing both the HUD 9887 and HUD 9887A at the same time.

**Vacancy and Turnover:** A finding was issued because the average length of unit vacancy was excessive. The reviewer did not discuss this issue during the exit conference, so there was no chance to provide the reviewer with an explanation. We will, of course, bring up that fact in responding to the finding, but keep in mind that you may be required to provide a timeline of your attempts to fill units that have experienced an excessive length of vacancy. So, make sure you are keeping track of your efforts to fill vacant units and why the applicant did not accept the unit. **Document, document, document.**

**Misspelled Names and Transposed Social Security Numbers:** A finding was issued because the letter “a” was used in a name instead of the letter “e”. A finding was issued because the last two numbers of a SS number were transposed. In each case the tenant rent, and subsidy were not affected. The corrective action requires a correction to the HUD 50059. Plus, please remember that **all corrected HUD 50059s must be signed and dated by the tenant and manager.**

**Application Date and Time:** A finding was issued because the tenant’s original application did not indicate the date and time received.

**Lease Terms:** This continues to be a problem...a “human” error problem... which means it is something fixable. A finding was issued because the initial lease term for a move-in was indicated as follows: 01/15/07 through 01/31/07. That’s a lease term of less than a month. Clearly the manager meant to indicate 01/31/08.

**Citizenship:** A finding was issued because in obtaining a **SAVE** printout to determine if a tenant had become a citizen since his/her last annual recertification, the **SAVE** printout indicated a change, but the information was never acted upon, the occupancy specialist was never notified and thus the HUD 50059 did not reflect the change in citizenship status.

**Clarification Forms:** As with many of the forms FGA provides you, the Clarification form is also a fillable form. Please be sure to use fillable forms because it could prevent a finding based on a misreading of calculation figures, plus it makes for a much more legible reading of Clarification forms.

**Background Screening:** A finding was issued because there was no evidence that a background screening had been conducted. You should have a “Clarification form” that has an area to indicate the date the background screening was conducted. The form also indicates that the background screening was destroyed once the purpose for which it was obtained had been met.

**Tenant File Organization:** You should have a copy of the designated A, B, C and D file format, which provides you with a list of documentation to be placed in each designated section. Keeping your files in order could

*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

Santiago Castaneda	15yrs.	Pacific Manor
Terri Christianson	14yrs.	First Congregational Memorial Tower
Ernesto Quintero	10yrs.	La Posada
Adriana Ruelas	5yrs.	La Posada
Kathryn Gille	1 yr.	First Congregational Memorial Tower

### Continued from Pg 2 "Update from Occupancy"

prevent a finding, because the less time a reviewer spends rummaging through the files, the less chance there is to find something wrong.

**Repayment Agreements:** When a tenant is determined to owe a payback of rent based on having committed "fraud" for not reporting all income, the tenant should be asked to pay the entire amount in full in one payment. When fraud is discovered, the subsidy portion is paid to HUD immediately on the next voucher processing, but it leaves you to collect the back rent owed by the tenant. If the tenant indicates a hardship in paying the amount in full, discuss this with your assistant regional supervisor. Too often tenants move-out without paying, or they could even pass away before paying the amount in full...we end up losing the back rent owed to the building.

**Income/Asset Questionnaire:** The questionnaire asks the applicant/tenant to reveal "Cash on Hand." Any cash on hand should be entered on the worksheet under Misc. Assets. The amount is counted on the HUD 50059. Oftentimes the applicant/tenant will want to draw a line through the boxes. In completing the Questionnaire, all boxes are to be checked *Yes* or *No*.

**Move-Out and Move-Ins:** While I know you've been reminded in past articles about the importance of providing information timely to your occupancy specialist for pre-approval of move-ins, this is a reminder that it is equally important to notify your specialist that the move-in did in fact occur. We all know that too often a prospective applicant will decide at the last minute not to move in. The same applies to tenants who decide at the last minute not to move out. The move-in/move-out will not be finalized in the computer unless you notify your occupancy specialist that the activity occurred as expected. You must

## January Birthdays

Jhet Belen La Posada	4
Hillary Tucker Falkenberg/Gilliam & Associates	5
Ilija Sakota <i>Santa Monica Christian Towers</i>	7
Ramon Dacquel <i>Casa Santa Maria</i>	12
Daniela Miryanova <i>Geneva Plaza</i>	13
Dee Moyes <i>Verdugo Tower</i>	15
Lazar Kis <i>Santa Monica Christian Towers</i>	17
Dawn McKay <i>Geneva Plaza</i>	26
Itzel Benitez <i>La Posada</i>	28
Jordan Goulev <i>Green Manor</i>	30

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

notify your occupancy specialist right away because the OneSite program is date sensitive.

I want to thank you for great job you did in 2022, and for the fantastic ratings you received. There is, of course, work ahead for 2023, but not to worry, our TEAMWORK (Together Everyone Achieves More) is "Superior" to all the rest. A big "Thank You" to the Occupancy Team (Betty, Laurie and Hillary) for all the support they gave to you and to me during 2022. See you at the Seminar in February 2023.

It seems like just 365 days ago I was saying this, but Happy New Year!! Wishing you health, wealth and new blessings to count each day in 2023.

Melissa's Minute

*Melissa Salazar, Assistant Regional Supervisor*

Gentle Reminders

From time to time, it's always good to send out some gentle reminders to your residents. These gentle reminders can be displayed on your digital directory board or posted as notices throughout the building. How can these gentle reminders help? It would help to remind the residents of the current house rules that are at your building that everyone should be following. This is a part of their lease that they signed during initial move-in. The items you would choose to remind them about, would pertain to any issues you may be having in your building at that time with a few residents, but would like the message to be sent across to everyone. You can even copy and paste items from your resident guide. Some of those gentle reminders can include...

**BALCONIES**

The balconies may not be used for storage.

**CLEANING YOUR APARTMENT**

Your apartment must be kept clean and free of hazards. Cleaning your apartment is your responsibility.

**DRESS IN PUBLIC AREAS**

Because (Building Name) is home to so many people, it is required that all residents dress appropriately when they are outside their apartments. That means no bathrobes, pajamas, bare feet, etc. Your cooperation will be greatly appreciated by your neighbors.

**GARBAGE AND TRASH**

Please use your garbage disposal for soft items and always have plenty of cold water running while it is in use. Do not put artichoke leaves, celery or other stringy vegetables, bones or metal items in your disposal.

For other rubbish, use the trash chute. There is a trash room on each floor.

**PEACEFUL ENJOYMENT**

Disruptive behavior that prevents the peaceful enjoyment of (Building Name) by your neighbors is a lease violation. Repeated violations may jeopardize your tenancy.

Thank you again for all your hard work and dedication to the residents and building. Keep up the great work!

Hillary's Happenings

*Hillary Tucker, Administrative Manager*

**Deadlines, Deadlines, Deadlines**

Deadlines serve a very important purpose in our work life. No one likes missing deadlines, and we would like to have everything running smoothly so please make sure you are prompt in your responses to any requests asked of you. In the future if a deadline is missed such as photos for the newsletter, your photos will not be submitted. While we don't want to exclude any photos because we love seeing the events within your buildings, but we have a schedule to stick to and when we are held up it does not lead to a successful newsletter. If you have any questions, please contact me.

I would like to discuss the importance of our resident events and resident councils. I know there have been a lot of changes in the last year and you all have taken them in stride, but I want to talk about the importance of these events and why is it vital for our team to be as involved as possible. We manage and run senior apartments; this is not a senior living facility but that does not mean that we should not have fun activities for our residents to love where they live.

When I was a leasing consultant in the Conventional property management world, we would have a monthly resident event. These events showed the resident that we cared about them and wanted to get to know them. That is what these events do, we are asking that all assistant property manager and property manager go all in with these events and assisting the resident council in any way you can. The residents don't need a fancy party. It could be as simple as putting a movie on in your community room and having a couple bags of popcorn out. The smallest tokens sometimes make the biggest impact. We work where they live so let's make it the best place to live!!

I am counting on all of you to have some great ideas for small low-cost events you can have at your building during the coming year. Come prepared to share at the seminar in February.

