

# The Informer

## Priscilla's Corner

*Priscilla Gilliam, President*

### Earthquakes

Earthquakes are making the local news more and more often. Apparently, Mother Earth is making a few adjustments. Turkey recently had a 7.8 earthquake that traveled through northern and western Syria

Are you comfortable that you know what to do when a bigger one hits? Do you have good batteries in your flashlights? Are you sure? Does your whole staff know where to turn off the gas and water? Do you have a floor captain (other than staff) for every floor? Are the floor captains ready? Do they have good batteries in their flashlights? Do you meet with them regularly?

I expect you to be fully ready – and I hope you don't need to be!

Best regards,



Priscilla

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#### Special Inserts:

- ◆ Notes From All Over

## What's Up, Chuck?

*Chuck Eldred, Director of Property Management*

### “PTO”

As we all know, taking time off from work is essential for employees to recharge and maintain a healthy work-life balance. However, it is equally important to notify HR and management about any planned vacations beforehand. Not only does this help in smooth management of work schedules, but it also ensures that there is no disruption to business operations.

One of the key reasons why it is important to notify HR and management about planned vacations is to ensure that there are enough staff members to cover for the employee who is taking time off. In the absence of proper planning, a sudden shortage of staff members can lead to increased workload and stress for the remaining team members. This, in turn, can result in a drop in productivity and quality of work. By giving advance notice of planned vacations, HR and management can make necessary arrangements to ensure that work schedules are not disrupted and that the team is well-equipped to handle any challenges that may arise during the absence of a team member.

Another reason why notifying HR and management is important is that it helps in maintaining transparency and accountability in the workplace. By informing the relevant parties about planned vacations, employees demonstrate their commitment to fulfilling their responsibilities towards their team and the organization. This helps in building trust and fostering a culture of transparency and accountability in the workplace.

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## Update From Occupancy

*By Carmen Olivas, Director of Occupancy*



### What's Next?

Yes, that is what the seminar team is asking itself in talking about next year's seminar. Is it too soon to even think about? Not really. There is so much planning that goes on behind the scenes including but not limited to coming up with a theme, planning how to incorporate training, and deciding on a guest speaker for Fair Housing. Along with deciding on the things mentioned above, Hillary and Jalinne had a lot to do in making room arrangements, meal plans, gathering training equipment, folders, badges, plus participating in the Occupancy training portion and more. I do want to thank everyone who participated in the costume contest as there were many awesome costumes. I hope you enjoyed the seminar as much as I did. Remember, if OneSite still poses a problem for you, speak up and call Hillary. FGA is going forward technology-wise.

Speaking of Fair Housing, I thought KTS attorney Tracey Merrell's presentation style held everyone's attention. She held mine. While attorney Craig McMahon also has a great presentation style, it was nice to hear a new voice in the mix. If it were up to me, Tracey would make a return visit. Here are a few things I took away from her presentation. To be "politically correct" you should not use the word "Alien". Instead, use the term "Non-citizen or Migrant." Instead of the word "Illegal," use the word "Undocumented." If an applicant should ask you what type of income you require, simply say, "We take all income that is legal and verifiable." Tracey cautioned that you should be friendly, but not friends with your tenants. When it comes to tenants who are hoarders, remember it is considered a disease. When it comes to Reasonable Accommodations and Reasonable Modifications, you should be documenting all requests in your red 504 Binder, which was issued in January of 2020. You also need to include the resolution of the request. You should also notify your 504 Coordinator of any requests, because every 5 years 504 coordinators are required to do a self-evaluation of management's program and policies. LOMOD has yet to focus on 504 requirements, but we anticipate LOMOD doing so in the future.

I hope you enjoyed the Occupancy portion of the seminar...answering questions that you choose, instead of teams competing against each other. The questions are always focused on being a refresher, and for those newly onboard, it's something new to learn. If there is some aspect of your work that you would like us to focus on for the next seminar, send me an email. We may even focus on it for a manager/assistant meeting instead of waiting for the next seminar.

Congratulations to manager Dawn McKay and assistant manager Daniela Miryanova (Geneva Plaza) on receiving an MOR rating of Superior! Great job! LOMOD issued two Findings, which it considered insignificant.

Congratulations to manager Jackie Thompson and assistant manager Shonda Smith on also achieving an MOR rating of Superior. Awesome accomplishment! LOMOD issued two Findings.

Spring is fast approaching. Check your office. Could it do with some spring cleaning? How about your tenant files? While LOMOD auditors comment about how organized your files are, auditors will also comment if there are loose documents in the file, too.

I want to thank Laurie, Betty, Hillary, and Jalinne for all they did to pull seminar 2023 together. You have a wonderful team always working on your behalf. I will be sending you by email the questions (along with the answers) that Betty and I posed during the Occupancy portion of the seminar.

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

## Happy Anniversary

Carmen Olivas	25 yrs.	Falkenberg/Gilliam & Associates
Gerardo Reyes	14 yrs.	Santa Monica Christian Towers
Marcella Conboy	4 yrs.	Wesley Tower
Bart Young	2 yrs.	Falkenberg/Gilliam & Associates
Jhet Belen	1 yr.	La Posada
Mateo Hernandez	1 yr.	Westminster Towers

## March Birthdays



Margo Reid <b>FGA Main Office</b>	8
Shanna Kang <b>Las Torres</b>	15
Melissa Salazar <b>FGA Main Office</b>	15
Andy Marquez <b>FGA Main Office</b>	23

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

## Holidays

**Daylight Saving Time begins**  
**Sunday, March 12, 2023**  
**at 2:00 a.m.**

**St. Patrick's Day**  
**Friday, March 17, 2023**

**Spring Begins**  
**Monday March 20, 2023**

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### What's Up, Chuck?

At the same time, it is also important for team members to notify management if they notice that a colleague is taking unapproved time off. This not only ensures that the team is aware of any potential disruptions to work schedules but also helps in identifying any patterns of behavior that may be detrimental to the team's productivity and morale.

In conclusion, notifying HR and management about planned vacations is a responsibility that every employee must take seriously. By doing so, team members can help in ensuring smooth business operations, maintaining transparency, and building a culture of trust and accountability in the workplace. Similarly, if a team member notices that someone is taking unapproved time off, it is their responsibility to notify management to ensure that any potential disruptions are addressed promptly. Together, we can create a positive and productive work environment that benefits everyone involved.

## ***Melissa's Minute***

*Melissa Salazar, Assistant Regional Supervisor*

### Quick tip!

Spring has arrived! The season of renewal, and floral everything is upon us and with it comes the annual task of spring cleaning. Spring brings warmer temperatures, more hours of daylight, and a chance to organize, simplify, and get rid of things we no longer need.

Want to get your residents involved? Designate an upcoming day of the week as Spring Cleaning Day in your community or make it a week-long event! While the building staff focuses on sprucing up common areas or redecorating the lobby, your residents can do their part by cleaning and organizing their own units. Here are a few ideas and how to get residents involved.

- Load up on trash and recycle bins - Place extra trash and recycling bins throughout your community for the days you designate for spring cleaning. Residents will take advantage of the extra bins to do a deep cleaning of their apartments, and the extra bins will prevent your building from being overrun with trash or clutter.
- Arrange for a donation pickup - One person's trash is another person's treasure! Arrange for your local Salvation Army or other charity to come to your community to pick up clothing, books and other items that your residents no longer use. Ask your residents to drop off their donations at the office by a certain time to ensure their donations make it on the truck. You can also try hosting a clothing or household goods drive in your lobby or common area. Leave labeled bins out for a week, then donate the items to a local charity once the bins are full. The charitable aspect can provide a stronger incentive for residents to sort through and pass on any gently used items taking up space in their units.
- Get the word out - Let your residents know about Spring Cleaning Day or Spring Cleaning Week and the resources that will be available to help them tidy up their pads. Hang flyers in the Lobby, elevators, and other common areas. Include a reminder in your monthly resident newsletter. Makayla can help create a Spring-Cleaning flyer with all the details, to post on your digital directory board too!
- Wrap up with a social hour - End your Spring Cleaning event on a social note! Invite your residents to the recreational room for snacks and refreshments to encourage residents to connect with their neighbors. Make it fun!

Thank you for all you do!

