

# Falkenberg/Gilliam & Associates, Inc.

## The Informer

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### Special Inserts:

- ◆ Notes From All Over
- ◆ New Vendor information form



### Priscilla's Corner

*Priscilla Gilliam, President*

### Taking Advantage of Your Service Coordinator

All of you have Service Coordinators to help you and the building overcome the challenges presented by aging (and already old) residents.

Some of you are wonderful about "taking advantage" of the Service Coordinator, but some of you are not. Even if the Service Coordinator cannot readily resolve a problem, he or she can meet with the resident on a regular basis to help keep things under control. Also, showing that a Service Coordinator has been involved helps us a great deal with the family and the Courts.

If you're not already taking full advantage of your Service Coordinator, you had better start now!

Regards,

A handwritten signature in black ink, appearing to read "Priscilla". The signature is fluid and cursive.

Priscilla

### What's Up Chuck?

*Chuck Eldred, Director of Property Management*

### Roof Precautions

Many of our buildings are recovering from the wet season, so we have all kinds of work being done on our roofs. While it's essential to ensure our roofs are well-maintained and in good condition. It's equally important to take caution when handling loose items on the roof. Roofers, Electricians and HVAC Technicians can leave trash on the roof.

Having loose items on the roof can be extremely dangerous for the people working on the roof and those on the ground. For instance, tools, equipment and other items left on the roof can easily slip or fall off, posing a significant risk to anyone below. These items can cause severe injury or even death if they hit someone. Moreover, loose items on the roof can also damage the roof itself. Items left on the roof for an extended period can cause punctures or tears in the roofing material, leading to leaks and water damage.

Taking precautions when working on a roof is essential to avoid these dangers. All loose items should be secured appropriately. Workers should wear appropriate safety gear, such as helmets and harnesses, to protect themselves from falls. Additionally, to prevent any accidents in the future it's essential to clear the roof of any debris after the work is completed.

In conclusion, having loose items on the roof can be a significant hazard. Taking necessary precautions to prevent any potential accidents is essential. By taking these safety measures we can ensure that our roofs are well-maintained and safe for everyone.



## Update From Occupancy

By Carmen Olivas, Director of Occupancy



### Lets Revisit a Few Things

This month's article is written with new hires in mind. Many of you know the following like the back of your hand; but for new hires, they are still trying to understand and correctly interpret HUD regulations and FGA procedures. These are just a few general reminders, you should follow up by reading your HUD Handbook 4350.3 and your FGA Blue Book.

Before I go on, Congratulations to manager Marcella Conboy and assistant manager Alyssa Bell (Wesley Tower) on achieving a MOR rating of Above Average. Great job! Your hard work should have resulted in a Superior, but LOMOD will not review a rating if it is Superior or Above Average. LOMOD will only review a rating if it is Below Average.

Speaking of MORs, here are a couple of repeat Findings for 2023...

**Leases** – Findings have been issued because the lease indicates a dollar amount for key charges. You will recall that LOMOD instructed to use the words “Actual Cost” instead of a dollar amount for new move-ins, and to draw one line through the dollar amount on leases in older files and write actual cost. The correction to older files was to be initialed and dated.

**Vacancy Loss** – Findings have been issued because of length of time to re-rent a unit. HUD allows five days to re-rent a unit. There are, of course, situations where a unit might need a total rehabilitation or perhaps maintenance needed to order a specific part for a plumbing problem, etc. In any event, LOMOD wants to see a record of attempts to fill a unit. Additionally, if an applicant does not accept a unit offered, LOMOD wants to see an explanation as to exactly why the applicant did not accept the unit, not just the word “Canceled.” If the Unit Turnover Report (in the OneSite program) indicates it took more than 30 days to re-rent a unit, LOMOD will want to see an explanation as to why it took so long. That's why your explanations are so important.

#### Reminders..

**Date Stamping:** Tenants have a responsibility to report income increases and decreases in a timely manner. It is important to date-stamp all documents, especially SSA benefit letters provided by the applicant/tenants. As a general practice, you need to date stamp **all** documents applicants/tenants give you. This is how you prove that certifications were processed timely.

**Recertifications:** The tenant file should contain the three most current annual recertifications, plus any interim certifications that occurred in between the annual recertifications. As industry trainer Anita Moseman has indicated during FGA seminars, and as you have been instructed during manager meetings and in the FGA Blue Book, **all** recertifications removed from the tenant file are to be kept and cannot be destroyed until three years after the tenant moves out.

**Move-Ins and Move-Outs:** It is important that you provide your occupancy specialist with move-in and move-out information in order for the tenant activity to be reported timely. Even more important is that correct move-in and move-out dates be provided to the specialist. Once incorrect move-out/move-in dates are reported to the TRACS system, it is quite time-consuming to try to fix it, plus it affects the reported vacancy loss.

**In-House Training:** Are you working together as a “team?” Office staff should know where documents, Rent Schedule, AFHMP, etc...are located in the office. Site staff should be able to function individually and as a team. Staff should know all functions of the office and should know how to process **all** occupancy-related tenant activity. Working together as a team ensures that the office will not encounter problems if one staff member is unavailable due to illness or vacation. Together **Everyone Achieves More...TEAM.**

That's enough revisiting for this month. To all who are Mothers and Grandmothers...Happy Mother's Day!

To the World you are a mother, but to your family you are the World.

*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

Regina Hagos	31 yrs.	Falkenberg/Gilliam & Associates
Eddie Reyna Jr.	12 yrs.	Las Torres
Daniela Miryanova	5 yrs.	Geneva Plaza
Daniel Miryanov	5 yrs.	Geneva Plaza
Hillary Tucker	2 yrs.	Falkenberg/Gilliam & Associates
Jessica Gonzalez	1 yrs.	Woodman Manor

## May Birthdays

Adriana Ruelas La Posada	4
Irma Garcia Green Manor	5
Gabriel Hluz Wesley Tower	6
Priscilla Gilliam FGA Main Office	10
Carmen Olivas FGA Main Office	11
Noah Kelley Verdugo Towers	11
Juan Flores Casa Santa Maria	23

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

## Holidays



**Office Closed  
Monday, May 29, 2023**

*"Our nation owes a debt to its fallen heroes that we can never fully repay."*

**- Barack Obama**



**Sunday, May 14, 2023**

*"Mother's love is the fuel that enables a normal human being to do the impossible."*

**- Marion C. Garretty**

## Accounting/Payroll News

Andrea Marquez, Payroll/Accounts Payable

### New Vendor Information

In California, anyone who contracts to perform work on a project that is valued at \$500 or more for combined labor and materials costs must hold a current, valid license from CSLB, which means they cannot do any work in the building without a license. Please refer to your New Vendor Form for instructions.

#### NEW VENDOR INFORMATION (Attach to first invoice from any new vendor)

\_\_\_\_\_  
(Building Name)

Vendor Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_  
E-mail: \_\_\_\_\_

Is vendor a corporation?  Yes  No  
Vendor SSN or Tax ID# \_\_\_\_\_ (Required) (W-9 Form must be attached)  
(If SSN, name that corresponds to number: \_\_\_\_\_)  
Vendor's Contractor License # \_\_\_\_\_  
License verified at <https://www2.sbls.ca.gov/OnlineServices/CheckLicense/ECheckLicense.aspx> (Attach copy of print out)

**If vendor will be performing any work on premises, insurance certificate is required:**  
Liability insurance company: \_\_\_\_\_  
Policy Number: \_\_\_\_\_ Policy Expiration Date: \_\_\_\_\_  
(Attach copy to vendor form and send with invoice. Original to be maintained at building.)  
Workers' Comp insurance company: \_\_\_\_\_  
Policy Number: \_\_\_\_\_ Policy Expiration Date: \_\_\_\_\_  
(Attach copy to vendor form and send with invoice. Original to be maintained at building.)

Type of goods/services provided: \_\_\_\_\_  
How did you first learn about this vendor? \_\_\_\_\_  
Reason for selecting this vendor: \_\_\_\_\_  
Do you expect to use this vendor again?  Yes  No  
Comments: \_\_\_\_\_

Date: \_\_\_\_\_ Signed: \_\_\_\_\_  
Resident/Manager/Building Superintendent

## Melissa's Minute

Melissa Salazar, Assistant Regional Supervisor

### Effective Communication for Seniors

As we age, our communication skills can decline, and it can become more challenging to express our thoughts and feelings. As caregivers or family members of Seniors, it's essential to communicate effectively to ensure their well-being and quality of life. We'll explore the importance of communicating effectively with Seniors and provide some tips to help you improve your communication skills with your residents.

Effective communication is essential to building strong relationships with Seniors. It can help them maintain their independence, prevent social isolation, and improve their overall health and well-being. When communicating with Seniors, it's important to use clear and simple language, speak slowly, and be patient. Seniors may have difficulty hearing or processing information, or there may be a language barrier, so it's crucial to ensure that they understand what you're saying.

Here are some tips to help you communicate more effectively with Seniors:

1. **Use clear and simple language:** Avoid using complicated words or phrases that seniors may not understand. Use simple language and speak in short, concise sentences.
2. **Speak slowly and clearly:** Pause between sentences to give Seniors time to process the information.
3. **Be patient:** Seniors may take longer to respond or may repeat themselves. Be patient and allow them to express themselves in their own time.
4. **Use nonverbal cues:** Such as facial expressions and body language, to convey your message. This can help Seniors understand the meaning behind your words.
5. **Show empathy:** Show compassion and understanding towards Seniors and try to put yourself in their shoes. This can help build trust and strengthen your relationship.

Effective communication can also help Seniors stay connected to their community and loved ones. Social isolation is a common problem among Seniors, and effective communication can help prevent feelings of loneliness and depression. Staying connected and engaging in meaningful conversations, can help Seniors maintain their cognitive function and overall well-being. By improving your communication skills, you can help improve the quality of life for the Seniors in your building.