

# Falkenberg/Gilliam & Associates, Inc.

## The Informer

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### Priscilla's Corner

**Priscilla Gilliam, President**

### Stepping on Toes

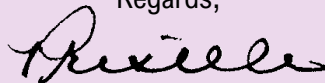
One of the tough jobs an apartment manager has is persuading residents to stop doing something that is bothering other residents. Examples that jump to my mind are dealing with people who are smoking cigarettes in non-smoking buildings, playing their TV too loud or leaving their apartment door open. I'm sure you can think of lots more.

Some lawyers say that we should serve the person with a "comply or quit" notice and then begin eviction proceedings if they don't comply. Some managers suggest putting a note under the errant person's door or putting up a sign. Unfortunately, these "solutions" usually do not have the desired effect and often strain the relationship between the resident and the manager even more.

While there is no "one size fits all" solution, the place to start is to personally chat with the resident. They all have a "side" to their stories. You don't have to agree with them, just hear them out.

If he or she cannot persuade you to change your mind about the infraction, tell them that. Tell them what the penalty is. Be candid, but don't scold. Try to help them. At least they will have the satisfaction of being heard. I'm often amazed how many of you are successful with very tough cases when you really listen.

Regards,



Priscilla

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### Special Inserts:

◆ Notes From All Over



### What's Up Chuck?

**Chuck Eldred, Director of Property Management**

### Kindness Goes A Long Way

"Attitude is everything." -Jeff Keller.

We can choose how we approach every day and every task we are assigned. We can think of it as drudgery and a heavy burden that will weigh us down, or we can face the task with a smile and a step of positivity to make the day, task, or event more manageable. That positive attitude is contagious.

In the Marine Corps, at 5 am on a cold morning, the NCO leading calisthenics shows positive energy to help drag everyone through the task at hand. No one wants to do pull-ups at 5 am. But having a positive leader lessens the misery.

The same is true of challenging tenant conversations. Lets be honest, no one wants to have them, but they

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## Update From Occupancy

By Carmen Olivas, Director of Occupancy



### What's Going On....

Notice that I did not put a question mark after the heading. That's because I'm not asking a question; I'm making a statement. And why am I making the statement, you ask? Well, it's because some of the recent MOR (Management and Occupancy Review) Findings have me scratching my head, wondering what LOMOD auditors are thinking. Some of you may remember when HUD made background screenings mandatory in 2001. We started off with AVERT, then NCR, then Screening Pros, and now with CIC, as our screening agency. You have all gone through countless MORs with no problems regarding background screenings. Yet, after years of MORs, there is a problem with screenings that were processed years ago by AVERT. Why? It's because the screening hardcopy does not specifically indicate that it included a criminal and "sex offender" search. LOMOD is instructing that if proof of a sex offender search is absent, a new background screening must be conducted. If FGA can prove that it requested the screening agency to include a sex offender search, then LOMOD will accept that as proof. Well, you know that from time-to-time I DO have to get rid of old documentation, and wouldn't you know that I purged... got rid of... the old AVERT file. The FGA assistant regional supervisors (Cyndi and Melissa) are aware of the issue. So, when you are conducting an annual recertification, check the file to see if the background screening was conducted by AVERT/ADP. If it was, obtain a new background screening.

Another Finding has to do with the 202/8 HUD program under which some buildings operate. Again, after years of MORs, one of our 202/8 properties (you should know the HUD program at your building), has received a Finding for placing underage disabled applicants on their waiting list. This is the first time this issue has come up. The auditor simply indicates that the HUD Secure System shows the property is designated for the elderly. The auditor needs to check the HAP (Housing Assistance Payment) contract, the building's Regulatory Agreement, the building's Use Agreement, plus the HUD Handbook 4350.3. Which is what I will have to do to prove the Finding is erroneous. At one time, the building in question underwent four audits in one year by Quadel D.C., California Quadel, City of Burbank, and MACRO International. There was never a Finding for accepting underage disabled applicants.

Recently, we proved an auditor wrong before the issue was listed as a Finding. It had to do with calculating the six-month average checking account balance. The auditor was indicating that if there is a negative ending balance in the six month-ending balances, the negative balance should be indicated as zero. Wrong.... You use the negative balance in your average balance calculation.

While MORs can be frustrating, they certainly provide a reason to revisit and read the HUD Handbook 4350.3. You do that, right?

Reminders... **SS Numbers/Benefits:** Documentation and verification of SS numbers is one of the key factors in processing an applicant for a possible move-in. Verifying receipt of SSA/SSI benefits is required for both applicants and tenants. Back in 2014, we were told that the SSA would no longer issue printouts and that field offices would stop providing benefit verification letters. The amount of money the SSA had expended on technology required that they make good use of their investment. Did the investment pay off? Are your tenants still receiving benefit letters from tenants?

**Date Stamping:** Tenants have a responsibility to report income increases and decreases in a timely manner. It is important to date-stamp all benefit letters and documentation you receive from applicants/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.

Summer will be upon us as of June 21<sup>st</sup>. The summer months find staff taking much needed vacations. Please be sure to send an email to your assigned occupancy specialist and your assistant regional supervisor, letting them know your plans now, in case FGA support is needed during your absence.

Take care, and thanks for all you do.

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

## Happy Anniversary

Jasna Sakota	19 yrs.	Santa Monica Christian Towers
Ilija Sakota	19 yrs.	Santa Monica Christian Towers
Eduardo Hluz	14 yrs.	Harvard Plaza
Loretta Portugal	13 yrs.	Falkenberg/Gilliam & Associates
Irma Garcia	11 yrs.	Green Manor
Gary Thompson	9 yrs.	St. Bernardine Plaza
Merlina Dellutri	6 yrs.	Verdugo Tower
Nohely Gonzalez	5 yrs.	Green Manor

## June Birthdays

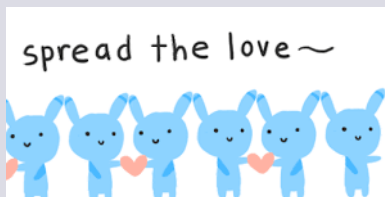
Mary Galvin <b>Green Manor</b>	4
Jessica Gonzales <b>Woodman Manor</b>	6
Gary Thompson <b>St. Bernardine Plaza</b>	18
Marcella Conboy <b>Wesley Tower</b>	23
Lori Motts <b>Harvard Plaza</b>	29

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

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"What's up Chuck"

must happen from time to time, and the attitude you go into it with will largely determine the attitude of the conversation and the outcome of the meeting. When there is the need to have an unfortunate conversation, set yourself up to be positive, especially if you are apprehensive about the meeting or angry with the situation. A smile and a kind word will make the person feel seen and appreciated.

A manager who called me a 4 am due to a building emergency asked me the next day, "How come I was so cheerful on the phone with them." The answer was before I answered that 4 am call, I knew she was having a bad night and knew my cheerful attitude would help calm the situation.



## Holidays



**Father's Day**  
**Sunday, June 18, 2023**

*"A father is neither an anchor to hold us back nor a sail to take us there, but a guiding light whose love shows us the way."*

- Unknown

## Focus on FGA Employees

*Ryan Albitre, Administrative Assistant*

### Focus on FGA Employee

Hello! My name is Ryan Albitre, and I am a proud graduate of the University of Riverside, California and from the Inland Empire. With a passion for continuous learning and personal growth, I embarked on my academic journey to equip myself with the knowledge and skills needed to make a positive impact. Throughout my time at university, I immersed myself in various academic disciplines, fostering a well-rounded perspective and honing my critical thinking abilities. I am excited to be joining Falkenberg/Gilliam Inc.! The company's reputation as a dynamic and innovative organization has filled me with anticipation. I look forward to collaborating with the talented team at Falkenberg/Gilliam Inc. and embracing new challenges.



## Cyndi's Connection

*Cyndi Karp, Asst. Regional Supervisor*

### New Updates on NSPIRE Inspections

There are new updates with regards to the National Standards for the Physical Inspection of Real Estate (NSPIRE) that will be taking the place of HUD's Real Estate Assessment Center (REAC).

The effective dates for the start of physical inspections using the NSPIRE standards are:

- **July 1, 2023** – Public Housing Inspection Begins
- **October 1, 2023** – Housing Choice Voucher, Project based Vouchers, and Multifamily Inspection Begin

Some of the changes the final NSPIRE rule makes include:

**New Self-Inspection Requirement and Report** – Public Housing Agencies (PHAs) and Owners will be required to conduct self-inspections of all units at least annually and correct all identified deficiencies. If the property scores below 60 on its HUD inspection, these self-inspection results must be provided to HUD. Records related to the self-inspection should be maintained for three years.

**Timeline for Deficiency Correction** – HUD clarifies the timeline for the correction of health or safety deficiencies. For life-threatening and severe deficiencies, the PHA or Owner must correct the deficiency within 24 hours after the inspection report is received, and upload evidence of that correction within 72 hours to HUD.

**New Affirmative Requirements** – HUD developed new “affirmative standards” for all units that participate in HUD's rental assistance programs. These include basic requirements for habitability (i.e., Kitchens and flushable toilets) and also important safety concerns (i.e., GFCI outlets, a permanent heating source, safe drinking water).

**Tenant Involvement** – HUD will allow tenants to make recommendations regarding units to be inspected. HUD will require that the PHA or Owner correct all identified deficiencies within established timeframes and provide inspection results to residents.

Other additional changes will be:

- HUD is committing to reviewing standards at least every 3 years
- Retaining 3-2-1 Rule (severity level in grading)
- Changes to deficiency categories: Life threatening, Severe, Moderate and Low
- Post-inspection Report
- Smoke detector and carbon monoxide alarm requirements
- Elimination of cosmetic deficiencies (i.e., hole in the wall, damaged refrigerator)
- The purpose of these changes with NSPIRE is to measure the properties overall physical condition, including safety and health.