

The Informer

JULY 2023

Priscilla's Corner

Priscilla Gilliam, President

About Saying "Yes"

One of the things I have learned along the way is that managers and maintenance staff make their lives much easier and better when they say "yes" rather than "no" when residents make little requests of management. Just to be clear, I'm not talking about big requests like changing apartments to enjoy a better view or moving up on the parking list where you must say no. I'm talking about little things like showing them how to silence the ringer on their cellphone, how to undo the clasp on their necklace, or how to loosen the cap on one of those newfangled milk bottles. They seem to remember these little things forever and have enormous gratitude toward the person who helped them when they had no one else to ask.

A few of our residents feel empowered by the government's policy of free legal assistance for low income people. The government funds several agencies that make a business of delaying evictions of disgruntled low income residents who pay their rent but are causing problems for their neighbors. The problem we face is that the neighbors are afraid to testify in court, so the building loses by default. This is, of course, very distressing for us and for the staff.

However, I'm convinced that at least some of the litigation can be avoided by a helping hand and an extra "yes" here and there.

Best Wishes,

Priscilla

Inside this issue:

Priscilla's Corner	1
What's Up Chuck?	1&4
Update from Occupancy	2
Milestones	3
Melissa's Minute	4

Special Inserts:

- ◆ Notes From All Over



What's Up Chuck?

Chuck Eldred, Director of Property Management

Managing Emotions

Recognizing frustration and empathy fatigue in yourself is crucial for maintaining your mental well-being. Here are some signs to watch out for and strategies to combat these feelings:

1. Recognizing Frustration:
 - Increased irritability: You become easily annoyed or angered over minor things.
 - Feeling overwhelmed: Tasks or responsibilities that used to be manageable now feel daunting.
 - Lack of motivation: You might lose interest or enthusiasm for things you used to enjoy.
 - Physical symptoms: Frustration can manifest as tension headaches, muscle tightness, or overall restlessness.
2. Recognizing Empathy Fatigue:
 - Emotional exhaustion: You may feel emotionally drained and find it challenging to connect with others.
 - Decreased empathy: You might notice a decline in your ability to understand or relate to others' experiences.
 - Avoidance of emotional situations: You may start avoiding situations that require emotional engagement or empathy.
 - Reduced self-care: Neglecting your needs and failing to engage in activities that bring you joy or relaxation.

Combatting Frustration and Empathy Fatigue:

(Continued on Page 4)



Update From Occupancy

By Carmen Olivas, Director of Occupancy

LOMOD and Fireworks



Why do those two words go together this month? Well, when working with LOMOD during an MOR, if things go smoothly, we feel like celebrating with fireworks. Other times, if we're upset with Findings, it feels like our heads are going to explode like fireworks. Our properties have been undergoing MORs with LOMOD for years, and yet, a LOMOD auditor will take issue with something for which LOMOD has never found fault...until now, which is exasperating. I wrote about that in last month's article regarding AVERT background screenings. Tenants who were screened 20+ years ago by AVERT now must undergo a second screening by CIC (Contemporary Information Corporation), because the screening conducted by AVERT did not specifically indicate that a criminal and sex offender screening was conducted. The tenants who moved in 20+ years ago are probably in their 80's or 90's. Background screenings only go back seven years.

Speaking of MORs...

Congratulations to manager Jessica Gonzalez (Woodman Manor Apartments) on achieving a Satisfactory rating. This is a new project under FGA management, requiring efforts to bring the building in to HUD compliance. The rating was based on the prior manager's compliance efforts. With the help of the Occupancy Team, Jessica is working on achieving a higher rating next year.

Congratulations to manager Jasna Sakota and assistant manager Kimberly Smith (Santa Monica Christian Towers) on achieving an Above Average rating for this year's MOR. Good job!

Congratulations to manager Irma Garcia and assistant Nohely Gonzalez (Green Manor – San Diego) on achieving a Superior rating. Great job! The rating also means LOMOD will not conduct another MOR for three years, but when it does, all three recertifications in file will be audited.

Recent MOR Findings...

Waiting List – LOMOD is aware that our properties are transitioning from a hardbound wait list to the electronic wait list feature. Even so, Findings are being issued because the date and time in the hardbound book for applicants does not agree with the electronic date and time, and in some cases the date and time of the Application is different, although I suspect it's all in deciphering a person's writing. Example, the number four could look like a nine or seven if written in haste. The same is true of the number three, which could look like the number five if written in haste. Just be sure that the date and time on the Application is the same in the hardbound book and the electronic wait list. If you need help in correcting a waiting list entry, be sure to call Hillary Tucker (FGA).

Also, for a rejected applicant, be sure the rejection date in the electronic wait list is the same as the date of the rejection letter.

EIV Reports – Findings have been issued because there is no indication on the EIV reports of the date reports were printed. Auditors have indicated that without the printing date appearing on the report, there is no way to know if the reports were printed timely. Without the date, auditors interpret it that the reports were not printed timely. Call your I-T person (Jared) if there is a printing date problem. There have also been Findings because not all the required monthly EIV reports were printed. Findings were issued because income discrepancies are not being resolved.

Verification Form – A Finding was issued because the **Verification of Family Contribution/Recurring Gift** form did not have a line for the Agency/Organization to indicate the name and title of the person supplying the information. The form has been revised and was provided by email to all buildings on May 19, 2023.

Owner's Summary/Family Summer – A Finding was issued because the referenced summaries were not updated when a household member either passed away or moved out of the unit.

Forms Lists: Check the list for revisions before issuing any forms to your tenants. Some of the Findings were issued because old forms had been used.

Reviewing Move-in and Recert Documentation: It is important to review all move-in and recertification paperwork when it has been returned by your Occupancy Specialist. Check all 50059's and move-in certifications for accuracy.

Have a Happy and Safe 4th of July!

Red, White, and Blue

Hamburgers and hot dogs cooked on the grill.
Fireworks in the night giving us all a thrill.
The country all decked out in red, white, and blue.
Friends all saying, "Happy 4th of July to you."

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

Raul Gonzalez	29 yrs.	Westminster Tower
Betty Rodriguez	20 yrs.	Falkenberg/Gilliam & Associates
Jackie Thompson	17 yrs.	St. Bernardine Plaza
Shanna Kang	5 yrs.	Las Torres
Jose Garcia	4 yrs.	Las Torres
Itzel Benitez	1 yrs.	La Posada

July Birthdays

Loretta Portugal Falkenberg/Gilliam & Associates	2
Alexandra Berger Westminster Tower	2
Jasna Sakota Santa Monica Christian Towers	6
Young Lee Casa Santa Maria	7
Cyndi Karp Falkenberg/Gilliam & Associates	20
Rosa Tovar Verdugo Towers	24
Nohely Gonzalez Green Manor	23
Lori Motts Harvard Plaza	29

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

Holidays

Independence Day

July 4, 2023



"We hold these truths to be self-evident: that all men are created equal; that they are endowed by their Creator with certain unalienable rights; that among these are life, liberty, and the pursuit of happiness."

- Thomas Jefferson



Continued from Page 1

"What's up Chuck"

1. Practice self-awareness: Pay attention to your emotions and energy levels. Regularly check in with yourself to identify any signs of frustration or empathy fatigue.
2. Set boundaries: Learn to say no and establish boundaries to prevent becoming overwhelmed. Prioritize self-care and make time for activities that rejuvenate you.
3. Seek support: Reach out to friends, family, or a support network to discuss your feelings. Sharing your frustrations and concerns can provide relief and help you gain perspective.
4. Practice self-care: Engage in activities that promote relaxation and stress reduction. This includes exercise, meditation, hobbies, or time in nature. Prioritize quality sleep and ensure you are maintaining a healthy lifestyle.
5. Practice empathy towards yourself: Treat yourself with the same compassion and understanding that you would extend to others. Acknowledge your limitations and give yourself permission to take breaks when needed.
6. Seek professional help: If frustration or empathy fatigue persists or significantly impacts your daily life, consider seeking support from a mental health professional. They can provide guidance tailored to your specific situation.

Remember, recognizing and addressing these feelings is essential for your well-being. Prioritizing self-care and seeking support when needed will help you combat frustration and empathy fatigue effectively.



Melissa's Minute

Melissa Salazar, Assistant Regional Supervisor

Finding Peace

Two Thoughts I would like to share with you:

1. Real maturity is keeping your peace in the midst of a disagreement. A calm awareness will help you make sure that you are stating your point without letting your ego make things worse. This way, you are less likely to let a bad moment turn into a bad day and you will stop your tension from negatively affecting those around you. Your peace has the power to prevent a disagreement from escalating into an argument. It takes two people to intensify a disagreement to the point where it becomes an actual conflict. If you refuse to conduct yourself with tension, it will help the conversation remain civil. Keeping your peace will also help your mind stay open and flexible, which allows a resolution to arise more easily. Disagreements are a natural part of life that can open the door to a deeper understanding of each other. When we navigate opposing views with compassion, it becomes possible to gently deliver our perspective and find a middle path. Being able to hold space for different perspectives is so important.
2. You can tell when someone is giving you their misdirected anger. People often share their misery, even if you have nothing to do with it. Emotions tend to propagate themselves: anger likes to create more anger, and joy seeks to create more joy. When you notice that someone is just stuck in a loop of agitation and they are no longer open to reason, step away from them and move along. You can have compassion for them without getting caught up in their rough energy. Being able to dictate your mental state without letting others decide for you is a sign that you are reclaiming your power. Even if someone is inviting you to be angry, you do not need to accept their invitation. The goal is to be able to skillfully maneuver around people who are in a turbulent mood without losing your cool.