

# Falkenberg/Gilliam & Associates, Inc.

## The Informer

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### Priscilla's Corner

*Priscilla Gilliam, President*

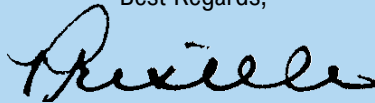
#### Telephone Etiquette

We've all heard the old expression "you only get one chance to make a first impression." This certainly applies to the telephone and the Internet. (We'll talk about the Internet another time.) When one of your residents or a stranger calls you they listen to determine if you're nice or nasty, warm or cold, smart or dumb. How do you come across? If you picked nasty, cold and dumb, you're definitely in the wrong business.

If it's a resident calling, it's generally because he or she wants something. Be glad you can help. If you can't help, be glad you can give them a brief explanation as to why you can't help. On the phone, a little warmth goes a long way.

Whatever you do, don't hang up on anyone. It's a terrible strategy. The person who angrily hangs up on another is showing a loss of self-control. If a resident loses control and hangs up on you, forget it. Talk to them nicely the next time you see them. If you're stuck in a conversation that's going nowhere, calmly invite the resident to come to the office, or meet you in a private common area to talk things over. Even if they say no to the suggestion, you'll come out sounding nice, warm, and smart.

Best Regards,



Priscilla

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### Special Inserts:

- ◆ Notes From All Over
- ◆ Save the Date

### What's Up, Chuck?

*Chuck Eldred, Director of Property Management*

#### Onsite Reports

Inserted into your newsletter this month is something new. We are including a copy of the reports we receive from on-site about work orders.

We share these numbers with the Board of Directors for your building. The most significant part of your building budget is by far, labor and maintenance expenses. We have instructed each of you to focus on doing work orders for everything.

Let me point out numbers not from a specific building, just a representative number. This sample building has three maintenance staff members. Which is roughly 1440 man-hours in a quarter (the quarter is important because that is when we meet with your board) if you divide that by 460 work orders. Here is a breakdown that shows the maintenance team performance:

- 460 work orders
- 60 workdays
- 7.7 work orders per day

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## Update From Occupancy

By Carmen Olivas, Director of Occupancy



### Watch Out For This Stuff

We are awaiting the results of the two most recent MORs, but I anticipate that the two buildings did well...meaning the rating will be Superior or Above Average. The reviews for other buildings brought up some interesting situations that you should keep in mind when reviewing your files, along with some things that you have been advised to do regarding EIV policies and procedures.

**EIV:** You have been cautioned about making sure you are printing the required monthly EIV reports. I caution you to make sure that you do not simply file the reports in your Master Binder. A Finding was issued because while the reports had been printed, the income discrepancy indicated on the EIV Income report had not been researched and resolved. Remember, HUD will impose a 5% penalty on your HAP voucher until the issues are resolved.

**EIV Deceased Tenant Report:** If a reviewer were to ask you why a household appearing on the Deceased Tenant Report continues to receive a subsidy, would you be able to explain why? It could be that while the head of household passed away, the remaining family member continues to live in the unit and is eligible for subsidy. You are required to print the Deceased Tenant Report. You should be reviewing the report to make sure what is indicated is correct.

**HUD 50059s:** Once the HUD 50059 is signed by the household and you, responsibility for the information contained in the 50059 rests with you. Why? Because you are charged with the responsibility to review the document once you receive it from your occupancy specialist. If you see an error, or you do not have backup documentation to support the dollar amounts indicated therein, you should work with your occupancy specialist to correct the 50059.

**Document Signing:** A Finding was issued because the reviewer compared the move-in signature to the signature on recent documents in the file and discovered three different variations of the tenant's signature. If someone other than your tenant is signing documents, make sure the file contains a Power of Attorney signed by the tenant authorizing the other person to sign on his/her behalf. If the tenant passes away, the Power of Attorney becomes canceled.

**Move-Ins and Move-Outs:** Timely processing of move-ins and move-outs is crucial in avoiding vacancy loss. Reviewers also look to see how long it is taking to fill vacant units and will ask for explanations. Are you documenting your attempts so that you will be able to provide your notes to the reviewer?

**Color-Coded Forms:** A Finding was issued because the auditor could not locate the colored sheet of paper for one of the forms. That is because the staff used a white sheet of paper instead of the colored paper designated for the form. Please follow FGA's color-coded form list. If you do not have the forms list which provides the information, please ask Ryan Albitre (FGA) to send it to you.

**Outdated Forms:** If you have saved forms in your computer that are no longer in use, please be sure to delete them from the computer. Example: We had contemplated a change to the Pet Rules that would have a revision date of 2018. The revision was issued, but staff were subsequently advised not to use the 2018 version and to continue using the 2011 version. Since the 2018 version had been saved in the computer, the unfamiliar staff member thought it was the most current version to be given to the auditor.

**Leases:** In a two-person household where one of the tenants passes away, you do not have to issue a new lease if the household has not completed its initial one-year lease term. Simply cross out the name of the deceased tenant, and you and the remaining tenant sign and date the correction. However, if the initial one-year lease term has been completed, issue a new lease for the remaining tenant.

Can you believe it...FGA's annual seminar is just a few months away! Do you have a theme

# August Birthdays

Daniel Miryanov <i>Geneva Plaza</i>	1
Ryan Albitre <i>Falkenberg/Gilliam &amp; Associates</i>	5
Peter Alexander <i>Verdugo Towers</i>	6
Gloria Miller <i>Pacific Manor</i>	17
Brigida Lomeli <i>Falkenberg/Gilliam &amp; Associates</i>	20
Sweetlana Baitnazar <i>Wesley Tower</i>	26
Makayla Carter <i>Falkenberg/Gilliam &amp; Associates</i>	27
Mateo Hernandez <i>Westminster Towers</i>	28

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

## Important Dates

### Maintenance Seminar

October 25-27th, 2023



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

Francis Gonzalez	3 yrs.	Verdugo Tower
Gary Zedrick	2 yrs.	Green Manor
Sweetlana	1 yrs.	Wesley Tower
Sarkis Nahabedian	1 yrs.	Woodman Manor
Makayla Carter	1 yrs.	Falkenberg/Gilliam & Associates



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*"Update From Occupancy"*

suggestion? If your theme is picked, you will receive a prize. Send me your theme suggestion ASAP, so we can plan. In the meantime, enjoy the sunny weather, but make sure you use suntan lotion.



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*"What's up Chuck"*

- 3 number of members
- 2.6 work orders per day per person

These numbers are very low for the cost of the maintenance team. While we all know that you are working hard all day and completing lots of tasks, we justify the expense of the maintenance team by showing the board value for your work. Log your work orders; there is no excuse for not documenting what you are doing. It can be vital in case of a legal fight or explaining why 30% of the building's expense is necessary well-spent money.



Cyndi's Connection

*Cyndi Karp, Asst. Regional Supervisor*

**Keep Your Cool in Hot Weather**

Now that we are in Summer and the June gloom is over, we need to keep in mind safety factors for yourself and your tenants. Extreme heat causes more than 600 deaths in the US each year. Heat-related deaths and illness are preventable, yet many people still die from extreme heat every year.

Take measures to stay cool, remain hydrated, and keep informed. Getting too hot can make you sick. You can become ill from the heat if your body can't compensate for it and properly cool you off. The main things affecting your body's ability to cool itself during extremely hot weather are:

- **High humidity.** When the humidity is high, sweat won't evaporate as quickly, which keeps your body from releasing heat as fast as it may need to.
- **Personal factors.** Age, obesity, fever, dehydration, heart disease, mental illness, poor circulation, sunburn, and prescription drug and alcohol use can play a role in whether a person can cool off enough in very hot weather.

Those who are at highest risk include people 65 and older, children younger than two, and people with chronic diseases or mental illness. Closely monitor people who depend on you for their care and ask these questions:

- Are you drinking enough water?
- Do you have access to air conditioning?
- Stay in air-conditioned buildings as much as possible.
- Schedule outdoor activities carefully.
- Wear loose, lightweight, light-colored clothing and sunscreen.
- Drink more water than usual and don't wait until you're thirsty to drink.
- Check on a friend or neighbor and have someone do the same for you.
- Everyone should take these steps to prevent heat-related illnesses, injuries, and deaths during hot weather.
- Pace yourself.

Older adults do not adjust as well as young people to sudden changes in temperature. They are more likely to have a chronic medical condition that changes normal body responses to heat. They are more likely to take prescription medicines that affect the body's ability to control its temperature or sweat.



# **SAVE THE DATE**

## **MAINTENANCE SEMINAR**

**OCTOBER 25TH - 27TH**

**More details to follow**