

# The Informer

## Priscilla's Corner

### ANNUAL MAINTENANCE SEMINAR - COMING UP!

FGA is fortunate to have a fantastic team of employees who excel at maintaining our buildings. Our buildings not only look impressive but also function seamlessly, ensuring the satisfaction and comfort of our residents (except for the occasional few who tend to voice their concerns more persistently).

Nevertheless, even in the face of success, there is always room for improvement. The Maintenance Seminar will be a valuable opportunity for our maintenance staff to come together and learn from industry experts. This event is designed to enhance the quality of your work and make your job more enjoyable. Additionally, it provides a platform to exchange ideas and insights with your colleagues, fostering professional growth.

Our crew is excited for you all to join us at Morongo on the evening of Wednesday, October 25th at 6 pm for a group photo and a warm welcome dinner. We look forward to your presence and the valuable experiences we'll share together!

Best Regards,



*Priscilla Gilliam, President*

## What's Up Chuck?

*By Chuck Eldred, Director of Property Management*

### Welfare Checks

The fall is upon us and we're preparing for the winter. I want everyone to take a minute and reflect on their building residents. I always tend to be concerned with the mental and emotional health of our tenants as we enter this season. It can be lonely in our buildings if you're not involved in any activities. Please take a moment and make a quick list of all of your tenants and start keeping track of when you've seen them last and keep doing that throughout the holidays. That way, if anybody goes a couple of weeks without being seen you'll know it and you can do a welfare check.

Get together as a staff and start thinking about little things you can do to brighten your residents' lives. Have you had a coffee social recently? This would be a great time to plan one! Partner with your resident council if you have any questions.

As the maintenance seminar approaches, I'd like all of the superintendents to take a minute and think about something they learned this year that may help others, it's a subject that's going to come up during the maintenance seminar.



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#### Special Inserts

- Notes From All Over

## Update From Occupancy

### How's Your Sales Technique

By Carmen Olivas, Director of Occupancy



I'm sure you've heard the saying "There's always room for improvement," right? So, applying that saying to occupancy work...specifically to "interviewing" techniques...ask yourself: "Is there room for improvement?" Do you make a positive first impression? Have you mastered the art of listening and discovering your applicants' urgency and true needs? Does your applicant view you as approachable if they should need to ask questions, or are you viewed as someone who takes a warden-like approach in dealing with applicants, leaving the applicant thinking that you probably take the same approach with tenants? Yes, I'm sure you encounter applicants who should take a different approach in how they present themselves, but for the most part, I would like to think that you encounter elderly applicants who simply are in need of housing and only wish to become long-term, cooperative tenants.

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*"I guess the best way is to stop and think "If the prospective applicants were my own father and mother, how would I want them treated?" Think about it.*

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#### Reminders:

**Rules of Behavior:** Remember to have financial auditors sign the Rules of Behavior form, before allowing auditors access to tenant files. Don't assume that the auditor has a form on file at FGA, even if they say they signed one last year. Auditors must sign a new Rules of Behavior every year.

**Security Deposits:** Remember to advise prospective move-in applicants that the security deposit is not to be viewed as advance payment of rent for their last month in the unit. If a pending move-out tenant is going to occupy his/her unit for any portion of the month, have the tenant pay for the entire month. Why? There have been instances where managers collected only the prorated amount, yet the tenant ended up occupying the unit beyond the move-out date, which resulted in the site staff trying to collect the extra rent money owed. Then, too, there have been instances where the move-out tenant's security deposit was applied as rent for the last month in the unit, only to discover there was unit damage...with no security deposit left to apply for damage charges.

**Tenant File Testing (MOR):** Interesting to note that there was a clear emphasis on security deposits...such as: Was the appropriate security deposit and prorated rent correctly calculated, collected, and deposited? Was the appropriate security deposit and any prepaid rent returned within the appropriate timeframe? Was the move-out tenant advised of any forfeit of a security deposit, and were supporting invoices provided?

**REAC Password Expiration:** Are you accessing the HUD REAC System monthly...even if there is no tenant activity that requires you to do so? You should. Why? Because your password might expire before you realize it. Yes, when you access the system, it gives you a message that you should access the system again before a certain date, or else your password will expire and you will have to reapply. It's great that the system provides the message, but with all you do each month, you might forget about it. That's why we advise that you get into the practice of accessing the system every month. So, guess who followed this advice? Yup!... me. I had to call the TRACS Help Desk for assistance. Thankfully, the service provider I talked to was pleasant, helpful, and didn't make me feel dumb.

I can't believe how fast the annual seminar is approaching...the hectic Holidays, too. Just breathe and realize that it takes strength to understand and find peace and happiness in the midst of things that we can't change. Here are a couple of quotes to think about. The first is one that UCLA's legendary coach John Wooden often said: "Things turn out best for those who make the best of the way things turn out." The second quote is from Irish playwright George Bernard Shaw, whose comment was about people who find more motivation to complain than motivation to change things: "Take steps to get what you like, or you'll be forced to like what you get."

Happy Halloween! Don't eat too much candy

## Happy Anniversary

Cyndi Karp	5 yrs.	Falkenberg/Gilliam & Associates
Alberto Luna	3 yrs.	Pacific Manor
Victor Pimentel	2 yrs.	Harvard Plaza
Rebel Vollandt	2 yrs.	St. Bernardine Plaza

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

## October Birthdays

<b>Rebel Vollandt</b> St. Bernardine Plaza	6
<b>Antoine Gharabegi</b> Pacific Manor	18
<b>John Bixler</b> San Bernardine Plaza	19
<b>Jose Garcia</b> Las Torres	28

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

## October Dates

### Columbus Day

October 9th, 2023

### Maintenance Seminar

October 25th-27th

### Halloween

October 31st, 2023



## Cyndi's Connection

### **NSPIRE Inspections Have Arrived**

*By Cyndi Karp, Regional Supervisor*

As of October 1st, NSPIRE will officially replace UPCS as the inspection protocol used by REAC Inspectors.

The NSPIRE final rule defines the inspectable areas for the inspection as inside, outside, and units of HUD housing.

Inside refers to the common areas and building systems that can be generally found within the building interior and are not inside a unit. Examples are: enclosed carports, restrooms, closets, utility rooms, mechanical rooms, community rooms, halls, corridors, stairs, laundry rooms, offices, and trash collection areas. Examples of building systems are those components that provide domestic water such as pipes, electricity, elevators, emergency power, fire protection, and HVAC.

Outside refers to the building exterior components and any building systems located outside of the building or unit. Outside components include fencing, retaining walls, grounds, lighting, project signs, parking lots, detached garage or carport, storm drains, and walkways. Components found on the exterior of the building are also considered outside areas. Examples are doors, balconies, foundations, lighting, roofs, walls and windows.

Units refer to the interior components of an individual unit. Examples are balcony, bathroom, pull cords, carbon monoxide devices, ceiling, doors, electrical systems, floors, HVAC, kitchen, lighting, outlets, smoke detectors, switches, walls, and windows.

As you may have heard already, FGA will have a representative from USIG (US Inspection Group) at the Maintenance Seminar this year. The representative will spend a full day training on NSPIRE inspections.

The training will cover the NSPIRE standards, scoring, policies, and procedures. It will help clarify what maintenance needs to know to succeed at their inspection. What will also be discussed are the best ways to understand NSPIRE requirements and ensure that your property always remains prepared.

I am also looking forward to seeing everyone at the Maintenance Seminar this year. It is always great to see all of the maintenance staff get together to learn new information, share stories, and team build.

See you at the Morongo on October 25th through the 27th!

## Farewell Letter

### The Curtains Is Coming Down; It's Been A Long Run

*By Margo Reid, Development Consultant*

Dear Staff Members

In February 1981 Priscilla Gilliam hired a Wells Fargo Banking Services Representative to fill an open position at Jack Falkenberg & Associates, a company Priscilla had purchased several years earlier when Jack died suddenly. That was the beginning of a working relationship and friendship that continues to this day. Priscilla taught, mentored, guided, and molded that former Banker into a knowledgeable, more understanding, skilled, and wiser person who assisted her with client relations, HUD applications, and the development of many new properties serving low-income seniors and physically disabled persons.

But alas the banker turned developer has, after much consideration, decided that it is time to retire from FGA and embark on a new chapter of her life.

I could not leave FGA without telling you, Managers, Assistant Managers, Superintendents, and Maintenance Staffs, how grateful and privileged I am to have known and worked with you all. Leaving FGA, after more than 42 years saddens me, but I will be comforted by memories of all you wonderful people, all of our joint accomplishments, and the camaraderie you all have allowed me to share with you.

My sincerest gratitude to Priscilla, Bart, the support of the FGA office staff, and all of you reading this letter, for the years of friendship and collaboration I have enjoyed. My wish for you and FGA is continued success as a leader in the affordable housing industry.

The curtain is down. It's been a good long run.

I will miss you all. Thank you. Exit, stage left....

Sincerely,

*Margo Reid*

Margo Reid



**Above:** Priscilla Gilliam + Margo Reid at Green Manor in 1982 anniversary party