

The Informer

The Decision to Decide

By Bart Young, CEO

We all face difficult decisions in our lives. Choices regarding education, career, life partner, children, investments, health choices, where to live, retirement, ethical, and moral dilemmas are some of the most significant decisions you make. The more important the decision, the more likely you may be to put it off. Unfortunately, indecision can have negative consequences. You may miss out on the career you want or family you desire if you procrastinate too long.

Yet, procrastination can be to your advantage if you use the time to thoroughly gather information, explore your options, play the field, consult with an expert, socialize with friends, prepare a list of pros and cons or create a predictive algorithm based on the information available to you.

With more information you can make a more informed decision. But what if you still can't decide?

My sister Priscilla has a great method for making tough decisions. After the information has been organized and the pros have challenged the cons, you simply flip a coin.

The outcome will trigger your instincts and emotions. If you feel relieved and happy with the outcome, you have your answer. If you don't feel good about the outcome, you have your answer.

Happy Holidays,



What's Up Chuck?

By Chuck Eldred, Director of Property Management

Building a Caring Community During the Holidays

The holiday season is a time of joy, celebration, and warmth for many, but for some, it can be a challenging period marked by isolation and loneliness. As building managers, your role extends beyond maintaining structures; it encompasses fostering a sense of community and care among residents. With this in mind, it's crucial to keep a watchful eye on the well-being of those who call your building home.

During this time of year, it's not uncommon for individuals to withdraw or face heightened emotional challenges. Factors such as distance from family, past traumas, or personal circumstances can significantly impact someone's mental and emotional state. As a result, being attuned to the well-being of residents is essential.

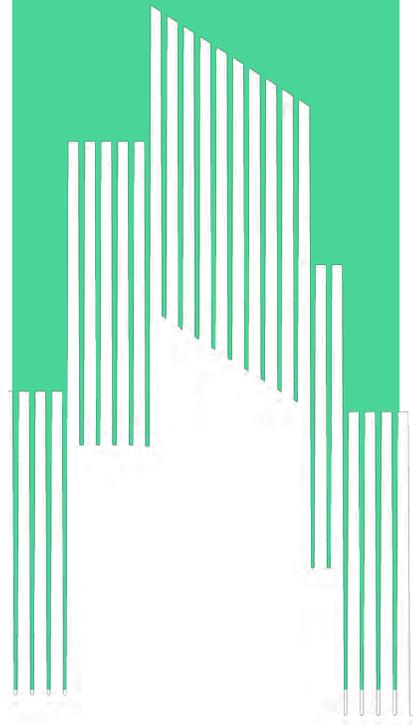
One proactive step that building managers can take is to establish a system of monitoring residents, especially those who may be more susceptible to feelings of loneliness or isolation. If a resident's absence is

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Update From Occupancy

By Carmen Olivas, Director of Occupancy



December, already?

So, December has arrived, and like most everyone, you find yourself saying, “Where the heck did the year go?” I used to do that, too. However, ever since I reached the age of ____... and that was many years back... I simply shrug my shoulders and think about what I wanted to get done during the year and didn't. I still haven't cleaned out the garage; I still haven't completed the photo albums I had planned to finish, and I haven't even opened that 500... or was it 1000... piece Anniversary Edition Wizard of Oz puzzle that I was going to put together.

So, where am I going with this train of thought, you ask? Well, just as I have things I had planned to accomplish at home, here, too, at work, I have a task I have yet to complete. What is it, you wonder? It's organizing my work cubicle. My cubicle is known as the Bermuda Triangle. It's not that things get lost; they're there, but only

I know where to look. I have so much paperwork, and yet, sometimes it's a good thing I have kept that paperwork. For example, back in 2010, a tenant wanted her daughter to be her live-in aide. The daughter didn't pass the background check. After a while, someone else might have thrown away the information regarding the daughter, but not me. Yup, I still have the information... and it's a good thing, too, because here we are in the year 2023, and the tenant now wants her daughter to move in with her. Chances are, if we did not have that old screening, another screening would have been required, and THAT second screening might not have picked up the older information that disqualified the daughter back in 2010.

So, heading into the New Year, guess what my resolution will be, again? How's your workstation?

I don't have a lot to tell you this month. It's not because I don't have anything to say. It's that the seminar is fast approaching, and I'm saving up stuff to tell you during that time. So, for now, I'll just pose a few questions for you to think about. Do you know the answers? Do you know where to find the answer in the HUD Handbook 4350.3 (Change 4)?

****Question #1:**** You had a tenant suddenly pass away during the middle of the month. The next person on your waiting list advises that her lease requires she give her landlord a 30-day notice of intent to vacate. You have someone else on your waitlist that can move in now. Which one does the unit go to?

****Question #2:**** You have an applicant whose employment income is being garnished by the IRS. The net amount the applicant receives would meet the income requirements to qualify. The gross amount would put the applicant above the income limit. Do you count the gross or do you count the net since that is what the applicant must live on?

****Question #3:**** Your tenant has given a family member power of attorney (POA) to address all financial issues. Does the POA allow the family member to see the tenant's EIV information, too?

Congratulations to manager Reni Harizanova and assistant manager Alexandra Berger on achieving a Management and Occupancy Rating (MOR) of Superior. Congratulations also to manager Lori Motts and assistant manager Julia Fernandez on achieving an MOR rating of Above Average. Great job!

That's it for this year! I look forward to seeing you at our seminar in May 2024. I also look forward to having the occupancy staff from our 15 new buildings (Palm Desert Housing Authority Properties) in attendance. The theme is “HUD Mania: Your Winning Edge.” You can dress in your favorite attire for the sport of your liking.

Happy Holidays to you all. And to those of you who care less about being politically correct, have a “Merry Christmas.”

I wish you joy all through your holidays, I wish you good luck that forever stays. I wish you the love of family and friends, I wish you happy days that never end.

Merry Christmas to you!

Happy Anniversary

Myrna Dacquel	14 yrs.	Casa Santa Maria
Ramon Dacquel	14 yrs.	Casa Santa Maria
Jordan Goulev	13 yrs.	Green Manor
Artur Safarov	5 yrs.	Verdugo Tower
Shonda Smith	3 yrs.	San 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!

December Birthdays

Betty Rodriguez Falkenberg/Gilliam & Associates	14
Cessar Salinas Westminster Towers	23
Kimberly Smith Santa Monica	26
Willy Ruiz Woodman Manor	27

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

December Dates

Hanukkah (first day)
December 8th, 2023

Christmas Eve
December 24th, 2023

Christmas Day
December 25th, 2023

Kwanzaa
December 26th, 2023

New Years Eve
December 31st, 2023



What's up Chuck (Continued)

By Chuck Eldred, Director of Property Management

Building a Caring Community During the Holidays

noted for an unusual or extended period, it's imperative to check in on them.

Here are a few steps building managers can take to ensure the well-being of residents during the holiday season:

1. **Create a Monitoring System:** Implement a system that tracks the regular activity or presence of residents. This could be as simple as noting regular patterns in movement or interactions within communal areas.
2. **Set Reasonable Timeframes:** Define what constitutes a reasonable absence. If a resident hasn't been seen for an extended period, establish a protocol for reaching out or conducting a welfare check.
3. **Encourage Community Engagement:** Organize community events or initiatives during the holiday season. This could include gatherings, potlucks, or charity drives to encourage social interaction and support among residents.
4. **Foster Open Communication:** Create an environment where residents feel comfortable reaching out for support if they're feeling overwhelmed or isolated. Make resources and assistance readily available.
5. **Train Staff on Supportive Measures:** Educate building staff on recognizing signs of distress or isolation and equip them with the tools to approach and support residents sensitively.
6. **Collaborate with Local Services:** Establish partnerships with local organizations or services that provide support for mental health or social well-being. This collaboration can offer additional resources for residents in need.

The holiday season can be particularly challenging for individuals facing difficulties or dealing with personal struggles. Your proactive efforts in monitoring residents and extending support can make a significant difference in someone's life. A simple check-in, a kind word, or a supportive gesture can go a long way in alleviating feelings of loneliness and isolation.

By fostering a caring and observant community within your building, you not only enhance the living experience but also contribute to the overall well-being of your residents. Let's make this holiday season a time of warmth, connection, and support for everyone within our building.



Cyndi's Connection

By Cyndi Karp, Regional Supervisor

Senior Depression During the Holidays

Now that Christmas and New Year's holiday is rapidly approaching, we need to be aware of our senior residents who may be experiencing depression during this time of year.

Many seniors can experience Seasonal Affective Disorder (SAD), a type of depression that causes mood changes during the fall and winter.

Senior depression during the holidays is linked to a variety of causes:

Winter Blues: Weather can play a role. Cold, wet weather combined with fewer hours of sunlight can lead to SAD.

Isolation: For adults who are mobility challenged or those who have given up driving, feeling isolated and alone during the holidays is often the culprit.

Grief and Loss: For many seniors, facing the holidays without a loved one can also be a source of their depression.

Declining Health: Health problems, especially ones that impact their ability to join in family activities can trigger feelings of sadness.

Critical times when SAD is the most prevalent ranges, but it is typically at its worst during late October through February.

I encourage all building staff to keep a list of all residents and when they are seen. If they have not been seen for 3 or 4 days, please knock on their door to make sure they are ok.

Have a happy and safe Holiday!



Resident Council Debit Card Responsibility

95% of all resident debit card usage is appropriate and accounted for. However, we do have a few cases of misuse or lack of accountability. There have been a few cases this year where the invoices are missing, or no one wants to take responsibility for a rogue purchase.

Who is responsible when a charge cannot be accounted for?

The Assistant Manager or whoever's name is on the debit card is responsible for its usage.

Here are some suggestions to make this task easier.

1. Limit loaning the card to the Resident Council Treasurer or President.
2. Always have the card returned on the same day it is used.
3. Insist on receipts for all purchases.
4. Encourage purchasing online.
5. Use a food delivery service such as Grubhub or Instacart.
6. Don't loan it. Make all the purchases on behalf of the Resident Council.

Annual Managers Seminar— DATE CHANGE

The Annual Managers Seminar will now be from May 21st till the 24th.

We appreciate your understanding and flexibility as we work to provide an enhanced and more accommodating experience. We recognize the value of your time and the commitments you have and we sincerely apologize for any inconvenience caused by the rescheduling of our Seminar. Thank you for your continued support, and we look forward to welcoming you to a transformative and enriching seminar in May.

ANNUAL MANAGERS SEMINAR

SAVE THE DATE

MAY 21ST-24TH

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