

The Informer

A Resolution for Your Consideration

By Bart Young, CEO

New Year’s resolutions are a prime example of a psychological phenomenon known as the ‘fresh start effect’ — a date on the calendar that offers you a shot at a new beginning and can motivate you to make a positive change. Part of the nature of resolutions, particularly for those of us north of 60, has to do not only with the new year before us, but also with time already spent, or misspent. Time measures everything in life and time well spent is what we value most.

Any resolution that includes ‘never’ and ‘always’ inevitably fails, and in general, New Year’s resolutions have a bad reputation because people tend to grade themselves on a rigid pass/fail when, in reality, they’ve often made key improvements in various areas of their lives by daily keeping their resolution top of mind.

To be consistent in achieving a New Year’s resolution, make it relative to your daily life, and make it simple. Here’s a simple resolution: be kind. We all work in a service organization where many demands are placed upon us by our government, by supervisors and by the seniors living in our buildings. When met with a difficult resident question or complaint, a little patience and consideration will go a long way to de-escalating any issue. Add to that an upbeat, ‘can-do’ attitude and you’ve just made yourself a hero in the eyes of that individual. And kindness travels fast. It replicates and expands, changing the atmosphere of the building office, the lobby, the community room and so on. At the end of 2024, you will actually see and feel the difference your New Year’s resolution has made. And consider it a year well spent.

Best,



What’s Up Chuck?

By Chuck Eldred, Director of Property Management

The Power of Professionalism: Navigating the Business Jungle with Grace and Giggles

In the vast and sometimes wild landscape of the business world, it's easy to get lost in the thickets of office politics and interpersonal dynamics. Amidst the hustle and bustle, one beacon shines brighter than the rest – professionalism. Picture this: a workplace where tasks are tackled with finesse, deadlines are met, and drama is left at the door. Sounds like utopia, right? Well, buckle up, because we're about to explore the importance of remaining professional and why a sprinkle of humor can be the secret sauce.

Why So Serious?

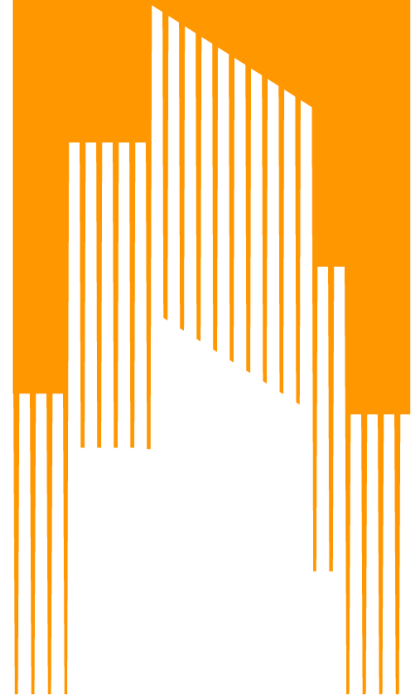
In the fast-paced world of business, stakes are high, and the pressure cooker is

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Special Inserts

- Notes From All Over

Update From Occupancy

By Carmen Olivas, Director of Occupancy

Another One Bites the Dust... ?



That's right. The year 2023 bites the dust and comes to a close. It has been a year of working with your occupancy specialist to provide HUD-required documentation regarding move-ins, move-outs, annual recertifications, interim certifications, initial certifications, etc. If 2023 was your first introduction to the elderly housing arena and you're still on the job, don't breathe a sigh of relief thinking that 2024 will be easier. Why? Because some procedure or policy that was unclear to you last year may change in 2024. That is why our company seminar has moved from January 2024 to May 2024, as changes are expected in 2024. To illustrate the difficulty of the changes, HUD initially stated that the recent changes would take effect in January 2024, but that date has been pushed to January 2025. It doesn't mean we can wait until January 2025 to be ready for changes; it's just that all the changes affect HUD software providers (RealPage for us), who have until 2025 to be pre-

pared. Changes are coming; just hang in there. We will send you updates in writing when HUD issues the changes. Don't you just love it when HUD changes procedures? Ugh!

The year 2023 closes with Management and Occupancy Review (MOR) ratings you should be proud of: Superior – 7, Above Average – 3, and Satisfactory – 1. Just keep in mind that even if you received a Superior rating, it might not mean that you won't be reviewed for three years. One of the buildings received a Superior rating and still has a pending second MOR. Why? It is because there was a problem that occurred after the MOR had been conducted, and the problem had nothing to do with Occupancy. Yet, the building must undergo another MOR. Another Ugh!

Reminders:

HUD Income Limits for 2024: If you have been checking your emails, then no doubt you are aware that HUD issued Income Limits for 2024. Contact me if you did not receive notification of the new Income Limits.

Death of Tenant in Unit: California law requires that you disclose any death in a unit for four years after the death, plus disclose the cause (if known) unless it was from AIDS/HIV. This is not a new requirement. This information was provided during a prior seminar presentation by the Law Offices of Kimball, Tirey & St. John. Have you been complying?

Lease Terms: Please keep in mind that it is very easy, especially when a new year begins, to put the ending lease term year as the old year instead of the new one (e.g., Move-In on December 1, 2023, to Move-Out December 31, 2023). The ending lease term should be December 31, 2024.

Security Deposits: Keep in mind that if the Security Deposit indicated on the Lease does not match the Security Deposit forms in the file and does not match the HUD 50059, LOMOD will issue an MOR Finding.

Unit Inspection: An MOR Finding can be issued if the unit inspection is done "after" the Lease was signed, instead of "before" the lease was signed.

EIV Binder: Remember that an MOR Finding will be issued if the Master Binder was not in order and reports were not printed as required.

Management and Occupancy Reviews (MORs): If you have received a copy of the MOR Response provided for your building, please be sure to review the response to make sure all corrections have been completed. LA LOMOD auditors can ask to see supporting documentation to substantiate a corrective action was taken. Keep in mind that if a LOMOD reviewer discovers a problem, the auditor can research the issue back to its original occurrence. As LOMOD schedules each site for a review, we will be scheduling an earlier visit to your building to prepare for the review and to spot-check files.

Welcome to the year 2024! Be sure to read incoming Occupancy newsletter articles. There will be upcoming changes in the year 2024. Hopefully, there will not be corrective changes or delays in what we are instructed to do.

Happy New Year! I hope it will be a good one for us all.

Happy Anniversary

Rosa E. Tovar	17 yrs.	Verdugo Towers
Santiago Cataneda	16 yrs.	Pacific Manor
Ernesto Quintero	11 yrs.	La Posada
Adriana Ruelas	6 yrs.	La Posada

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

January Dates

New Years Day
January 1st, 2023

Martin Luther King Jr. Day
January 15th, 2023

January Birthdays

Rainier John Belen La Posada	4
Hillary Tucker Falkenberg/Gilliam & Associates	5
Merlina Dellutri Verdugo Tower	6
Ramon Dacquel Casa Santa Maria	12
Daniela Miryanova Geneva Plaza	13
Dee Moyes Verdugo Tower	15
Sarkis Nahabedian Woodman Manor	15
Lazar Kis Santa Monica	17
Dawn McKay Geneva Plaza	26
Itzel Benitez La Posada	28
Jordan Goulev Green Manor	30

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



What's up Chuck (Continued)

By Chuck Eldred, Director of Property Management

The Power of Professionalism: Navigating the Business Jungle with Grace and Giggles

always on. It's tempting to let out a frustrated roar or engage in a heated email exchange, but before you unleash the Kraken, consider this – humor is your secret weapon. A well-timed joke or a light-hearted approach can diffuse tension faster than a cat video can go viral. Remember, a chuckle is mightier than the sword.

Ditch the Pettiness, Embrace Professionalism

Petty squabbles, passive-aggressive post-its, and eye-rolls – the hallmarks of a workplace that resembles a high school cafeteria more than a place of productivity. Choosing professionalism over pettiness is akin to swapping a chaotic rollercoaster for a smooth sailing yacht. It's not just about looking good on the surface; it's about fostering an environment where ideas can flourish and collaboration can thrive.

The Email Etiquette Ballet

In the digital age, emails are the heartbeat of communication. But beware, for they can also be a breeding ground for misinterpretation and office feuds. Imagine if Shakespeare had written emails – a tragedy in every inbox! Keep it professional, sprinkle some courtesy, and throw in a dash of wit. Your colleagues will thank you, and your emails might even be featured in the office hall of fame.

Dress Professionally, Impress for the Win

Sure, you may have a closet full of slogan tees and novelty socks, but remember, you're not attending a pajama party – it's the business arena. Dressing professionally not only earns you style points but also signals that you mean business. After all, it's hard to take someone seriously when they're wearing bunny slippers to a board meeting.

The Laughter Advantage

A good laugh is the universal language of humanity. Injecting humor into the workplace not only makes it a more enjoyable space but also fosters camaraderie. A well-placed joke can break down barriers, create bonds, and turn a mundane Monday into a Fri-yay. Just remember, humor is like a spice – a pinch is perfect, but a cup might be overkill.

Conclusion: The Professional's Manifesto

In the grand tapestry of business, professionalism isn't just a facade you put on in the morning – it's a mindset, a culture, and a superpower. So, next time you're tempted to engage in petty office drama, channel your inner superhero, don that cape of professionalism, and save the day with a smile. After all, in the business jungle, the professionals reign supreme, and a good laugh is their secret handshake

Melissa's Minute

By Melissa Salazar, Regional Supervisor

Supporting Residents

This month, we're focusing on an important topic: supporting residents dealing with hoarding and cleanliness challenges. We understand the difficulties this presents for both residents and our team. Here are some tips for managing these situations effectively:

1. **Early Intervention:** Detect hoarding behaviors early. Act promptly with open communication, expressing concerns about safety and property damage while maintaining empathy. Early intervention sets the stage for collaborative solutions.
2. **Reasonable Accommodations:** Work with your Service Coordinator and Regional Supervisor to find suitable accommodations for residents struggling with accumulating behavior. This ensures a safe living environment without disrupting others. Customized solutions are crucial for a balanced approach.
3. **Referrals and Support:** Connect residents with professionals and support groups specializing in clutter-related disorders. Offering access to appropriate resources helps residents navigate challenges associated with hoarding.
4. **Regular Inspections:** Conduct periodic property inspections for compliance with health and safety standards. Collaborate with the Resident and Service Coordinator to develop an inspection schedule respecting privacy while addressing potential risks. Regular inspections help contribute to maintaining a safe and comfortable environment for all.
5. **Documentation:** Maintain records of communication, inspections, and actions taken to address hoarding-related or housekeeping issues. This documentation is crucial for demonstrating good faith efforts and compliance with fair housing regulations.

By following these best practices, we enhance our ability to address hoarding behaviors proactively and with sensitivity. Our commitment to creating safe, respectful, and supportive living environments remains strong, and we appreciate the dedication of our team.

Thank you for your ongoing efforts to make each community a place where every resident feels valued and cared for!



Notes From All Over



Green Manor: Christmas time! All the decorations came out wonderful!



Above: View of the Christmas tree from outside



Above: Christmas Decorations



Above: Santa



Above: Christmas tree