

The Informer

Priscilla's Corner

Easy Way To Make Someone Happy

Have you experienced bothersome telemarketer calls that come in around dinner time? Those nuisance calls stopped at our house years ago, but some people never got the message about how to stop them (or nearly stop them): put the phone number on the National Do Not Call list.

Putting the number on the list is very easy, and it's free. Simply call (888) 382-1222 from the phone number that is to be registered and follow the prompts, or go to [Do-NotCall.gov](https://www.donotcall.gov). Talk to your service coordinator to schedule a learning event for Residents. This process works on all residential phones and on cell phones, too.

Once someone has signed up, they should know that strangers calling them may be trying to trick them. (Some scammers even represent themselves as calling from the Do Not Call Registry.) Politicians decided that calls from politicians running for office are exempt from the rules.

On another note, thank you for a wonderful turn out at last months Maintenance Seminar. Couldn't have done it without all of you!

Best Regards,



Priscilla Gilliam, President

What's Up Chuck?

By Chuck Eldred, Director of Property Management

Solving Tenant Troubles

Being a Property Manager can be a rewarding endeavor, but it's not all smooth sailing. Dealing with tenants can get complicated, and there are times when frustration creeps in. It's crucial to spot those feelings early and handle them well to keep things on the right track.

In this article, we'll talk about the signs of tenant-related frustration and share some practical ways to deal with it.

1. Communication Troubles:

When you notice a breakdown in communication, like avoiding calls or responding impatiently to emails, it's a sign frustration is building up. Instead of letting things worsen, take a step back and figure out what's bugging you.

2. Lease Agreement Hiccups:

When tenants repeatedly break the lease or disregard property rules, it's natural to feel frustrated. Whether it's unpaid rent, sneaky pets, or property damage, it can be a real headache. Recognizing your frustration is the first step to enforcing the lease terms or working out a solution with your tenant.

(Continued on page 4)



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Gilliam
& Associates

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Inside this issue

Priscilla's Corner.....	1
What's Up Chuck?.....	1
Update from Occupancy.....	2
Milestones.....	3
What's Up Chuck? Cont.....	4
Melissa's Minute.....	5
Bart's Brief.....	6
Bart's Brief.....	7
Janice Lemann Dedication ...	8&9

Special Inserts

- Save the Date- Manager Seminar
- Notes From All Over

Update From Occupancy You continue to be AWESOME...

By Carmen Olivas, Director of Occupancy



I used the same title for November a few years ago, but it's still true... You continue to be AWESOME! The nine MORs that have taken place so far in 2023 resulted in Superior (6), Above Average (2), and Satisfactory (1), which is a far cry from when MORs started back in 2004. Thankfully, the number of Findings has reduced over the years. Keep up the good work. It shows that you're listening to your occupancy specialist, reading the HUD Handbook 4350.3, taking class notes...whatever you're doing...keep doing it.

"... whatever you're doing...keep doing it. Continue to be Awesome!"

Have you been accessing the HUD REAC system? If you do not access the REAC system for a period of 90 days, the REAC system will automatically terminate your access. If that ever happens, contact our REAC Coordinator, Betty Rodriguez.

It's the time of the year to take the Cyber Awareness Challenge. If you have completed the Challenge, did you send your Certificate to Betty?

It may also be time to recertify your access to the EIV system. You are required to authorize access every six months, but we suggest that you re-authorize your access every 5 months, just in case the EIV system is down for maintenance. Again, contact Betty if your access is denied.

If you have finished updating your waiting list, did you send Betty a copy of your mailing labels? If you are not updating your waiting list, please let Betty know the reason for not updating your waiting list.

I'm sure glad Betty is here.

It's November...time to be Thankful. Take a moment to think about it.



Thanksgiving

For each new morning, with its light,

For rest and shelter of the night,

For health and food,

For love and Friends,

For everything Thy goodness sends.

- Ralph W. Emerson (1803 – 1882)



Happy Anniversary

Dee Moyes	20 yrs.	Verdugo Towers
Reni Harizanova	10 yrs	Westminster Towers
Krasimir Georgiev	10 yrs.	Westminster Towers
John Bixler	5 yrs.	San Bernardine Plaza
Julia Fernandez	4 yrs.	Harvard Plaza

November Dates

Day Light Saving Time End
November 5th, 2023

Election Day
November 7th, 2023

Veterans Day
November 11th, 2023

Diwali
November 12th, 2023

Thanksgiving
November 23rd, 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!

November Birthdays

Shonda Smith San Bernardine Plaza	2
Myrna Dacquel Casa Santa Maria	7
Bart Young Falkenberg/Gilliam & Associates	11
Ernesto Quintero La Posada	11
Reni Harizanova Westminster Towers	17
Seda Yazici Pacific Manor	22
Eduardo Hluz Harvard Plaza	25

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

What's up Chuck (Continued)

Tenant Troubles: Solving Frustration

Chuck Eldred, Director of Property Management



3. Late Rent Payment:

Late or inconsistent rent payments can be a major stressor. If you're constantly worrying about when or if rent will come in, it's time to tackle the issue. Have an open and respectful chat with your tenant to find a solution, whether it's a more convenient payment schedule or discussing any financial challenges they might have.

4. Property Maintenance:

Dealing with property maintenance problems can also be a real pain. Neglectful tenants or property damage can be infuriating. Regular inspections and a clear way to report and handle maintenance issues can help prevent these problems. Remember to jot down any issues and their solutions to protect both you and your tenant.

5. Privacy Matters:

Respect your tenant's privacy. If you're accidentally invading their space without proper notice, it can be frustrating for both sides. Make sure you know the rules about entering their place and keep the lines of communication open about any necessary visits.

6. Noise Complaints:

Complaints from other tenants or neighbors about noise or disturbances caused by one tenant can be a major headache. Deal with these issues quickly, but stay fair and neutral. Don't forget to note down complaints and what you did to resolve them to avoid potential disputes.

Recognizing your frustration is just the first step. The next is handling it in a way that keeps your relationship with your tenant positive. Here are some tips:

- Talk it Out:

Keep the conversation open and respectful with your tenant. Share your concerns and frustrations, and encourage them to do the same. This can help you understand each other better.

- Keep Records:

Make sure to keep track of all your interactions, lease agreements, and property incidents. These records can be a lifesaver if legal action becomes necessary.

- Legal Advice:

If things get too complicated, it's a good idea to talk to a lawyer who knows about landlord-tenant issues. They can help you take the right steps.

- Try Mediation:

If everything else fails and communication breaks down, consider mediation. It's a good way for both sides to find a solution they can agree on.

In a nutshell, knowing when you're getting frustrated with a tenant is a big part of successful property management. By spotting those frustration signs early and handling them in a straightforward way, you can keep your Manager-tenant relationship positive, meet your legal obligations, and protect your property. Good communication and practical problem-solving are the keys to handling frustration and making your property a nice place for both you and your tenants.



Melissa's Minute

Effective Property Management: Successful Communication

Melissa Salazar, Assistant Regional Supervisor

In the realm of Property Management, we all value the importance of fostering a peaceful and excellently maintained environment. This is where the dedicated efforts of our building Maintenance team come into play, collaboratively working with our building Managers to ensure cohesive teamwork and satisfaction. The secret to the success of this partnership? Clear and efficient communication.

Why is Communication So Important?

Envision your building as a finely tuned engine comprised of two vital components - Maintenance and Management. Just as in any well-functioning system, effective coordination is imperative for smooth operation. Here's why strong communication is crucial:

Efficiency: Promptly addressing maintenance issues means a more pleasant living experience for you. Good communication streamlines the process, allowing problems to be resolved swiftly.

Resident Satisfaction: Clear communication ensures your needs and concerns are addressed to your satisfaction, contributing to a positive living experience.

Preventive Maintenance: Proactive communication helps identify issues before they escalate into major problems, ultimately saving time and money.

The Superintendents/Asst. Superintendents and the Managers/Asst. Managers are the dynamic teams of each building. They each have their unique roles, but their success relies on effective teamwork and communication. Here's how they work together:

1. Clear Reporting: Maintenance personnel should clearly report any issues they encounter to the managers. This includes detailed information about the problem, its severity, and any necessary repairs. The more precise the information, the faster the issue can be addressed.

2. Prioritizing Together: Both managers and maintenance have their plates full, but through open communication, we can collectively decide what tasks require immediate attention and which ones can wait. This prioritization ensures that critical issues are tackled first.

3. Regular Updates: Regular meetings or check-ins between maintenance and managers keep everyone informed about ongoing projects and maintenance schedules. This way, residents can also be kept in the loop about any potential disruptions.

By fostering strong lines of communication, we create a seamless and productive partnership that supports our shared goal of providing a comfortable and well-maintained living environment and create that positive work atmosphere. We encourage you to actively engage in this process. Together, we form a cohesive team that ensures our buildings continue to shine. Thank you for your hard work and commitment!

Bart's Brief

Bart Young, Managing Director

FGA Achievements

In the heart of Palm Desert, a significant transformation has taken place. This marks a new chapter in the management of the City of Palm Desert's 15 properties, which include a total of 1,114 units. On January 1, 2024, FGA will officially undertake the task of overseeing these crucial community assets with a one-month transition period in December. This achievement is due to a collaborative effort by the FGA team, led by a dedicated group including Bart Young, Chuck Eldred, Cyndi Karp, Laurie Henry, and Hillary Tucker. These individuals worked tirelessly to secure this opportunity and ensure its success.

One of the driving forces behind FGA's journey is Cyndi Karp, a dedicated team member who has recently earned a well-deserved promotion to the position of Regional Supervisor. Not only did she earn her California Real Estate License, but she also showcases her commitment to the growth of FGA by actively engaging in FGA's new business initiatives. Cyndi was instrumental in identifying the Request for Proposal (RFP) opportunity, promptly responding to it, actively participating in the pitch, and is now leading the onboarding of the new Palm Desert Housing Authority client. Moreover, she is currently expanding her team by hiring an assistant regional supervisor and ensuring the smooth onboarding of 38 new FGA employees who will play a pivotal role in this endeavor. Thank you for all your hard work, Cyndi. We extend our heartfelt gratitude to you for your outstanding contributions.



Kudos are also in order for Hillary Tucker, who has been promoted to the role of Director of Operations. Hillary's impact extends beyond her contribution in FGA's marketing, human resources, and technology improvements. She played a crucial role in the proposal and pitch efforts and is now deeply engaged in the onboarding process for the Palm Desert Housing Authority client. Her commitment and leadership are vital in ensuring the success of this exciting venture. Furthermore, Hillary's supervision of the October Maintenance Conference at the Morongo Resort highlights her dedication to advancing the abilities and expertise of FGA's workforce. Her efforts also extend to the evaluation of FGA's software suite and health benefits. Thank you Hillary for your dedication to improving all aspects of FGA's operations.

The success of FGA's partnership with the Palm Desert Housing Authority is a tribute to the constant dedication of our team. As we embark on this new venture, we anticipate a brighter and more prosperous future for the Palm Desert.

Bart's Brief

Saint Bernadine Plaza honors Dr. Janice Lemann at Visual Arts Center dedication.

Bart Young, Managing Director

The Saint Bernadine Plaza board and hundreds of friends honored Dr. Janice Lemann at the dedication of the Janice Lemann Visual Arts Center on October 11, 2023, at the Aquinas High School in San Bernardino. Dr. Lemann courageously battled cancer for three years before her peaceful passing earlier this year. Her loving husband Bill Lemann was instrumental in the development of St. Bernadine Plaza and has been actively involved in its operation since its opening in 1981.

Doctor and Lady Janice Lemann touched countless lives, leaving a lasting impact on both her professional endeavors and personal pursuits. A gifted artist and high achiever, she received a BA in Medical Illustration from La Sierra University and then proceeded to earn her doctorate degree in Dental Science from Loma Linda University.

In recent years, Dr. Janice's passion for art extended to nurturing young artistic talents at Aquinas High School whose prestigious alumni includes her husband, Wilfred "Bill" Lemann.

Engaging with the Visual Arts program, she found inspiration in the creative energy of the students. This passion led her to champion the development of a state-of-the-art Visual Arts Center, a collaborative effort involving the San Manuel Band of Mission Indians and Shea Charities.

This visionary space stands as a testament to her enduring legacy. To honor her legacy, an official dedication ceremony and Memorial Mass was held in October, with friends and the community celebrating Dr. Janice's profound impact on art education and the community.



Bart Young, Bill Lemann, Chuck Eldred celebrate the opening of the Janice Lemann Center for Visual Arts at Aquinas High School in San Bernardino.

ANNUAL MANAGERS SEMINAR

SAVE THE DATE

JANUARY 9TH-12TH

MORONGO CASINO RESORT & SPA

49500 Seminole Dr.
Cabazon, California 92230

Notes From All Over



Falkenberg
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FGA: Bowling after the Maintenance Seminar! Strikes and laughs galore



Above: A wonderful group picture



Above: Mentally preparing for a strike



Above: Mateo Hernandez (WT)



Above: Gabriel Hluz (WTB), Eduardo Hluz, and Victor Pimental (HAR)



Above: Bart young (FGA)



Above: Chuck Eldred (FGA)



Above: Willy Ruiz (WMA)



Above: Chuck Eldred (FGA)



Above: Shawn Ryan (SMCT)



Above: Gabriel Hluz (WTB)



Above: Melissa Salazar (FGA)



Above: Gabriel Hluz (WTB)