

# The Informer

## These are the good old days. Slow down and make them last!

By Bart Young, CEO

If you are going on vacation in August, count yourself lucky. If you are not, you may want to count yourself luckier. At home or on the road, August is a great month to slow down and smell the roses.

You are not alone if you feel that everything is moving faster than ever before. Factors that contribute to this feeling include instant communications, information overload, increased work demands, fast-paced lifestyle, media overload in the form of 24-hour news.

Those on vacation have an opportunity to create a natural break in their routine. Those who stay behind get a break from those who are gone for a while.

To counteract the feeling that life is moving too quickly, consider the following tactics:

**Mindfulness Practices:** Engaging in mindfulness, meditation, or relaxation techniques can help you stay present and appreciate each moment more fully.

**Digital Detox:** Limiting screen time and setting boundaries for technology use can help reduce information overload and create space for more meaningful interactions.

**Prioritize Self-Care:** Ensure you allocate time for activities that recharge you, whether that's exercise, hobbies, or simply relaxation.

**Reflect and Plan:** Taking time to reflect on your goals and priorities can help you manage your schedule more effectively and make better choices about how you spend your time.

**Seek Balance:** Strive for a balance between work and personal life. Set boundaries and ensure you have time for activities that bring you joy and fulfillment.

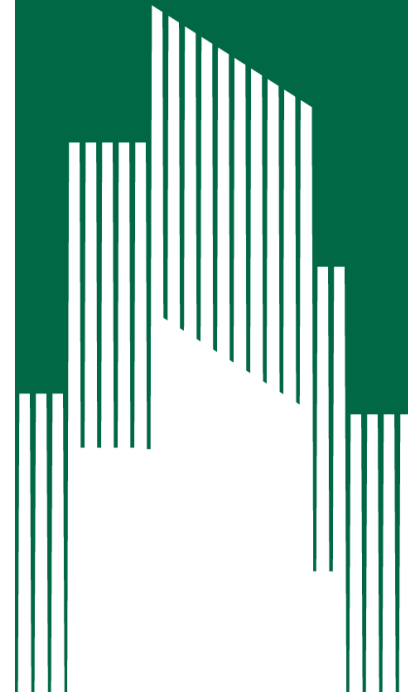
Enjoy your August. See you in September.

Best regards



Falkenberg  
Gilliam  
& Associates

1560 West Colorado Blvd.  
Pasadena, CA 91105  
DRE 00874444



### Inside this issue

Bart's Brief.....	1
Update from Occupancy.....	2
Milestones.....	3
What's Up Chuck? .....	4
Cyndi's Connection .....	5
Hillary's Happenings.....	6
Focus on FGA Employees.....	7

### Special Inserts

- Notes From All Over

# Update From Occupancy

By Carmen Olivas, Director of Occupancy

## Just a few Do's and Don'ts...



I usually have a lot to write about in my newsletter article, but such is not the case this month...and that is thanks to the good work you are doing. That said, please remember that the information in the HUD Handbook 4350.3 is scheduled to change due to HOTMA (Housing Opportunity Through Modernization Act). HOTMA requirements are expected to become active as of January 1, 2025, but it could be later. You will be advised when HOTMA is to be initiated. Continue doing work as usual. In the meantime, here are some Findings to remember:

1. Move-in date on lease and 50059 do not match
2. Security deposit collected does not agree with 50059
3. Run the EIV Income Report 90 days after MI
4. Using verifications older than 120 days
5. File missing evidence that EIV discrepancies are being resolved; no Clarifications
6. Information on 50059 and verification of assets do not match
7. File missing evidence that required EIV Income Discrepancy was printed at AR
8. File missing Owners Summary of Family
9. Leases were not signed and dated by tenant and management
10. Application does not indicate time received
11. HUD 9887 incorrect HUD address (Needs San Francisco as of 5/23/2016)

Always make a copy of letters sent to applicants/tenants. For example, in trying to resolve waiting list cancellation issues, it is impossible to answer questions as to when the denial was mailed and to what address. Speaking of addresses, be sure to send Betty a copy of the mailing labels for this year's Application Update. Be sure to indicate the year and your building name on this list.

When tenants become citizens, be sure to advise your occupancy specialists so that the Alien Registration number can be removed from the 50059.

Pet Rules: Do you know if the Lease for your building contains the pet rules or if your Lease requires you to issue the Pet Rules? Read the lease for your property.

Cyber Awareness Challenge Certificate: This "challenge" (security training) is required annually and is mandatory. Check the date on last year's Certificate; you must take the Challenge prior to that date. Don't wait too late, because the System could be down for maintenance. Be sure to send a copy of the new Certificate to Betty. Also, do not use Google Chrome to take the challenge.

Move-Outs/Move-Ins: It is extremely important that move-outs (MO) and move-ins (MI) are to be reported in a timely manner to your occupancy specialist. Why? Because the OneSite System is date specific...meaning if your occupancy specialist has "Closed" the rents for the month and then you advise that you had a MO or MI for the same rental month that has just been closed, the reporting of the activity on a later voucher will be viewed as late reporting of tenant activity. Therefore, please send all MO/MI activity right away, but definitely not later than the MO/MI date itself.

EIV Reports: Do not make notations on EIV Reports. Be sure to use the EIV forms that you have been provided to notify tenants of discrepancies and to reconcile discrepancies. Don't forget that you must add a Clarification if necessary to explain all areas of the discrepancy. The EIV master binder must also be documented.

I want to thank you for all you do. To new staff members, welcome aboard...I encourage you to read the HUD Handbook 4350.3, especially Chapter 5, which contains information on the bulk of the work you will be learning. So, here's the last of this column:

Mean what you say.  
Say what you mean.  
But don't say it mean

## Happy Anniversary

Lorna Motts	13 yrs.	Harvard Plaza
Francis Gonzalez	4 yrs.	Verdugo Tower
Daniela Miryanova	4 yrs.	Geneva Plaza
Gary Zedrick	3 yrs.	Green Manor
Sweetlana Baitnazar	2 yrs.	Wesley Tower
Sarkis Nahabedian	2 yrs.	Woodman Manor
Kenneth Ryan	1 yr.	Santa Monica Christian Tower
Alejandra Macias	1 yr.	Santa Monica Christian Tower

## August Birthdays

Daniel Miryanov	1
Geneva Plaza	
Peter Alexander	6
Verdugo Tower	
Gloria Miller	17
Pacific Manor	
Brigida Lomeli	20
Falkenberg/Gilliam & Associates	
Dulce Jasso	21
One Quail Place	
Sweetlana Baitnazar	23
Wesley Tower	
Mateo Hernandez	28
Westminster Towers	

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

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

## New FGA Employees

<b>Daniel Ramirez</b> <i>Carlos Ortega Villas</i>	02/05/2024
<b>Maynor Saavedra</b> <i>Wesley Tower</i>	02/12/2024
<b>Orchid Giles</b> <i>FGA HQ</i>	02/19/2024
<b>Gabriella Telles</b> <i>FGA HQ</i>	03/11/2024
<b>Eddie Cedeno</b> <i>One Quail Place</i>	03/25/2024
<b>Janae Terrell</b> <i>Harvard Plaza</i>	04/08/2024
<b>Vanessa Castro</b> <i>Las Serenas</i>	04/30/2024
<b>Sharra Wells</b> <i>Santa Monica Christian Tower</i>	5/21/2024
<b>Marbella Zaragoza</b> <i>One Quail Place</i>	06/24/2024
<b>Ava Wood</b> <i>Carlos Ortega Villas</i>	07/01/2024
<b>Stacy Smith PHD</b> <i>One Quail Place</i>	07/29/2024

## Success Story

**Pamela Bignardi**  
*California Villas*

We housed a formerly homeless man and he's doing wonderful now. It made us all feel great about our jobs. I believe stories like this make our jobs worthwhile.

## August Riddle

In a cone or a cup, I drip and I swirl, a creamy delight in the summer's unfurl. What am I?

(Answer will be provided in next month's newsletter)

## FGA Careers

Check out our Job Opportunities and tell a friend. Go to [www.Falkenberg-gilliam.com/careers/](http://www.Falkenberg-gilliam.com/careers/) for more information



## What's up Chuck?

*By Chuck Eldred, Director of Property Management*

# Nurturing Mental Well-being: A Vital Focus for Property Management Teams

The importance of mental health and well-being among team members cannot be overstated. The pressures of managing properties, interacting with tenants, and navigating operational challenges can take a toll on mental health.

### **Understanding the Impact**

Property management professionals often face a demanding work environment characterized by high stress levels, tight deadlines, and complex interpersonal dynamics. These factors can lead to burnout, anxiety, and decreased job satisfaction if not adequately addressed. Recognizing and addressing mental health needs is crucial for maintaining a productive and harmonious workplace.

### **Strategies for Promoting Mental Well-being**

1. **Encouraging Open Communication:** Create a culture where team members feel comfortable discussing their mental health concerns without fear of stigma or judgment. Regular check-ins with team leaders can provide opportunities for employees to express their challenges and receive support.
2. **Establishing Work-Life Balance:** Promote policies that support work-life balance, such as flexible work arrangements, reasonable workload expectations, and clear boundaries between work and personal time. Encourage employees to take breaks and use vacation days to recharge.
3. **Providing Mental Health Resources:** Offer access to resources such as employee assistance programs (EAPs), counseling services, and workshops on stress management and resilience. Educate team members about available support options and encourage them to seek help when needed.
4. **Promoting Physical Wellness:** Physical health and mental well-being are interconnected. Support initiatives that promote physical wellness, such as wellness classes.
5. **Building a Supportive Team Culture:** Foster camaraderie and mutual support among team members through team-building activities, peer support groups, and recognition of achievements. A supportive team environment can enhance morale and contribute to overall job satisfaction.

### **Leadership's Role in Mental Health Advocacy**

Leadership plays a pivotal role in setting the tone for mental health advocacy within the organization. By prioritizing and modeling self-care behaviors, managers can inspire their teams to prioritize mental well-being. Encourage leaders to lead by example and openly discuss the importance of mental health in team meetings and communications.

### **Measuring Success and Continuous Improvement**

Evaluate the effectiveness of mental health initiatives through anonymous surveys, feedback sessions, and metrics such as employee engagement and turnover rates. Use this data to assess the impact of current strategies and identify areas for improvement.

Prioritizing mental well-being within property management teams is not just a moral imperative but also a strategic investment in organizational success. By nurturing a supportive work environment and providing resources to support mental health, property management companies can foster a resilient and productive workforce. By implementing supportive policies, promoting open communication, and providing access to resources, we can create a workplace where team members feel valued, supported, and empowered to thrive.

## Cyndi's Corner

By Cyndi Karp, Regional Supervisor

### Preventing Heat Related Illness

With the summer weather in full swing, it's important to be aware of heat-related illnesses, which occur when your body is overwhelmed by excessive heat and struggles to regulate its temperature.

When working outside in the heat, these conditions can become dangerous if not addressed promptly. Here's a quick guide to help you recognize, manage, and prevent heat-related illnesses:

#### Heat-Related Illnesses Include:

1. **Heat Rash:** Red, itchy rash usually in areas covered by clothing.
2. **Heat Syncope:** Fainting due to sudden exposure to high temperatures.
3. **Heat Cramps:** Painful muscle cramps resulting from intense heat and sweating.
4. **Heat Exhaustion:** Symptoms include extreme sweating, headache, weakness, nausea, and mood changes. Requires immediate rest, hydration, and cooling.
5. **Heatstroke:** A severe condition where the body's temperature regulation fails. Symptoms include confusion, loss of consciousness, and a high body temperature. This is life-threatening and requires emergency medical attention.

#### Immediate Action:

- For heat exhaustion: Move to a cooler place, drink water, and rest.
- For heatstroke: Seek emergency medical help immediately. Begin cooling the person with any available means (cold water, ice packs) while waiting for help.

#### Guidelines Based on Temperature Ranges:

##### 1. Between 80 and 90 degrees Fahrenheit:

###### Precautions:

- Drink plenty of water.
- Monitor for signs of heat-related illness.

##### 2. Between 91 and 103 degrees Fahrenheit:

###### Precautions:

- Schedule regular rest breaks in shaded or cool areas.
- Drink water regularly.
- Consider reducing the intensity or duration of work.

##### 3. Between 103 and 124 degrees Fahrenheit:

###### Precautions:

- Limit physical exertion.
- Adjust work schedules to cooler parts of the day or split shifts.
- Establish and enforce regular rest periods.
- Implement a buddy system for monitoring signs of heat illness.

##### 4. Above 126 degrees Fahrenheit:

###### Precautions:

- Avoid working in protective clothing.
- Reschedule nonessential activities.
- Move essential tasks to cooler times of the day.
- Use air conditioning, fans, or other ventilation methods to cool work areas.
- Seek shaded or cooler environments during breaks.

By following these guidelines, you can significantly reduce the risk of heat-related illnesses. Staying vigilant and proactive, especially during periods of high heat, is key to protecting your health and well-being.

## Hillary's Happenings

By Hillary Tucker, Director of Operations

### Annual Maintenance Seminar: FGA Star Warriors Edition!

Get ready for an out-of-this-world experience at our Annual Maintenance Seminar on October 1st-3rd at Morongo Casino where you are the heroes!



## Focus on FGA Employees

*Welcome to the team!*

Hi my name is Gabriella Telles and I am the new account payable specialist for 14 buildings. I have been with FGA since March 2024 but have 10 years' experience in accounting across various industries.

What drives me in accounting is the opportunity to directly contribute to the prosperity of businesses. Having worked remotely for about 4 years, I'm glad to be back working in person, having that personal interaction with people and just having a supportive environment with growth opportunities and being recognized for my contribution to FGA.

I am a single mother of 3 and a dog mom of 4. I am an animal lover and my kids and I have rescued a few animals. I enjoy spending my free time with my kids and my dogs. My daughter is turning 12 this month and will be going into Middle School this fall and my sons are 9 and 10. They will be entering fourth and fifth grade. We love sports and I'm an LA baby so we rep Lakers, Sparks, UCLA, Dodgers, Rams and Kings. Apart from sports we just love to spend quality time together, going on adventures, visiting museums, hiking, camping, Lazer tag, amusement parks, game night, dancing, listening to music, singing, bowling, batting cages, go cart racing, being on the water whether we are on a boat, jet skis, rafting, swimming just all the above. We also enjoy the snow; we take a trip yearly for my son and my birthday which are in December and take full advantage of the weather. We just love having fun. I also enjoy working on cars (Yes, I do my own maintenance like oil changes and brakes), teaching my kids and learning new things together. My kids are what is most important to me and what drives me. Because I am a single mother my kids come first and being present in their lives is my number 1 priority.

