

# The Informer

## Celebrating Independence Day

By Bart Young, CEO



Dear Team,

As we approach Independence Day, I want to take a moment to extend my warmest wishes to each and every one of you. This holiday holds a special place in our hearts as we celebrate the founding principles of our nation and reflect on the freedoms and opportunities we cherish.

First and foremost, I encourage each of you to take this time to relax, recharge, and spend quality moments with your loved ones. Whether you're planning a backyard barbecue, watching fireworks light up the sky, or simply goofing off, I hope you find joy and fulfillment in these well-deserved moments of respite.

While we celebrate, it's important to prioritize safety and well-being. Please remember to exercise caution during any festivities and adhere to local safety guidelines. Whether you're grilling, swimming, or traveling, please ensure that safety remains a top priority for ourselves and our loved ones.

I want to express my gratitude to each of you for your hard work and dedication. Your commitment contributes significantly to our FGA's success, and I am continually impressed by your resilience and teamwork, especially during challenging times. Your efforts do not go unnoticed, and I am proud to work alongside such a dedicated team of professionals.

As we look forward to the second half of the year, let's continue to support one another and strive for excellence in everything we do. Together, we can overcome obstacles, achieve our goals, and create a positive impact within our company and community.

Let's use this holiday as an opportunity to reflect on the values of unity, freedom, and resilience that define us as a nation and as a team. May this Fourth of July bring you happiness, peace, and cherished memories.

Thank you once again for your hard work and commitment. Have a safe and enjoyable Independence Day weekend!

Warm regards,



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### Special Inserts

- Notes From All Over

# Update From Occupancy

By Carmen Olivas, Director of Occupancy

## Visits Will Start Up Again...



Don't panic...I don't mean MORs will begin again...although they might...in which case you should always be prepared for HUD or your contract administrator to visit your building. What I'm talking about is your assigned occupancy specialist (Laurie Henry) and Betty (aka Occupancy Team) visiting your building. In anticipation of their visit, your files should be ready for inspection, especially move-in and move-out files, which are always reviewed at time of MOR. The Team should never encounter move-in and move-out files that have merely been put aside with never having been properly assembled. Files should be assembled according to the 4-part designated sections (i.e. A, B, C and D), which provides guidance as to the type of documentation to be placed in each section. If you were allowed to deviate from the 4-part setup, continue using the agreed upon setup for your building. Again, please remember that Betty cannot expect to live in a unit at your building...I need her here at FGA.

Reminders...

**Forwarding Address:** A 30-Day Notice of Intent to Vacate form should never be accepted without reading it first. Always make sure the form provides a forwarding address. Advise the move-out tenant/family that you need the forwarding address in case there is a refund to be issued.

**Move-Out Inspection Form:** Applicants moving from a Section 8 property to your Section 8 property are required to provide you with a copy of their move-out inspection form. The form helps avoid dual-subsidy issues. If the applicant's prior Section 8 landlord has not submitted the move-out electronically to HUD/TRACS and you allow the applicant to move in, it will result in your building having to charge the tenant full rent until the prior landlord reports move-out. A lack of diligence on your part in making sure a dual subsidy issue does not exist could very well be deemed a "management error," which could result in the building having to pay the subsidy portion of the rent.

**(Repeat) Delinquent Rents:** Every month when you advise your bookkeeper that a tenant has a delinquent balance, you should be able to document/explain what the amount represents, and what you are doing to collect the amount owed. Compare the tenant ledger card to the HUD 50059s in the tenant file. Check to see what the tenant was required to pay versus what the tenant paid for the month, and for what time period.

**(Repeat) Security Deposit Recap Reports:** The reports are sent to you monthly by your bookkeeper. It is your responsibility to review the report for correctness. Be sure to let your bookkeeper and your occupancy specialist know of any report discrepancies. Do not put the move-out file away until you have confirmed that the requested refund check has been issued. Check to make sure tenants are shown as residing in the correct unit. **IMPORTANT:**

1. **Rent refunds must be paid to the former tenant within 30 days of the move-out date.**
2. **Security deposits must be refunded within 21 days of the move-out date.**
3. **The tracking of refunds to ensure timely payment is the responsibility of the site manager. If you see that the 30 days for rent refunds or the 21 days for security refunds is fast approaching and you have no confirmation of payment being made, contact your Bookkeeper.**

**Annual Online Security Cyber Awareness Training:** You are allowed two months (July and August) to comply with the "annual" Cyber Awareness online training requirement. The training must be completed by the end of August 2024. The Cyber Awareness training will show a building with views of different offices within the building. You are presented with different security scenarios and you are required to answer how you would handle the situations presented onscreen. Once you have completed the training, the system will provide you with steps to print your security awareness Certificate. Go online to Cyber Awareness Challenge 2024. Select "All Other Users." Then select "Start New Session."

**Power of Attorney vs. Notarized Statement:** With regard to tenants authorizing someone to sign documents on their behalf, our legal counsel (Kimball, Tirey & St. John) advises that a notarized statement would be the same as a Power of Attorney. KTS advises that the Power of Attorney does not have to be in any particular form or format as long as it conveys the tenant's permission for another to act on their behalf. The fact that it is a "notarized" statement simply means the tenant signed the document in front of a notary and showed the notary a picture ID identifying them as the person who signed the document.

Is there an aspect of your work that you are not quite sure of, or perhaps there is a question you want to ask but you hesitate because you feel it's something we would think you should know by now? If so, send me an email and tell me what the issue is. It's better to ask now, before LOMOD reviews begin, because if it's something you're not sure of, there may be a problem in all your files. On more than one occasion when discovering an error in a tenant file, the Occupancy Team has heard: "I didn't really understand the instructions." Yet, there was no call made asking to clarify the instructions further. Don't do that to yourself, because you make more work for yourself by ending up having to review ALL your files to see if you made the same mistake over-and-over again. We're here to help you succeed, not just at time of MOR. If you end up being issued a Finding during an MOR (Management and Occupancy Review), review all your files prior to your next MOR to be sure you make the necessary correction. You don't want to be listed as having "Repeat Findings."

That's it for this month. Have a safe and Happy 4<sup>th</sup> of July!

# Happy Anniversary

Raul Gonzalez	30 yrs.	Westminster Towers
Shanna Kang	6 yrs.	Las Torres
Jose Garcia	5 yrs.	Las Torres
Itzel Benitez	2 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!

## July Dates

**Independence Day**  
July 4th, 2024

## July Birthdays

<b>Felipe Martinez</b> Carlos Ortega Villas	1
<b>Alexandra Berger</b> Westminster Towers	2
<b>Shawn Ryan</b> Santa Monica Christian Tower	5
<b>Young Lee</b> Casa Santa Maria	7
<b>Yamilet Gonzalez</b> One Quail Place	14
<b>Rodriguez Fidel</b> One Quail Place	14
<b>Patricia Serrano</b> One Quail Place	18
<b>Rafael Reyes-Gerrero</b> California Villas	23
<b>Nohely Gonzalez</b> Green Manor	23
<b>Rosa Tovar</b> Verdugo Tower	24

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



## What's up Chuck?

*By Chuck Eldred, Director of Property Management*

### **Stay Hydrated and Happy: Tips to Avoid Dehydration**

Hydration is key to maintaining our health and happiness! Water is essential for our bodies to function properly, helping everything from digestion to skin health. So, let's explore some fun and easy ways to stay hydrated and avoid dehydration.

First, start your day with a glass of water. It's a refreshing way to wake up and gives your body a much-needed boost after hours of sleep. Keep a water bottle with you throughout the day, making it easy to take sips regularly. There are so many stylish and fun bottles out there that it's easy to find one you love.

Infusing your water with fruits like lemon, cucumber, or berries can make it more enticing. It adds a burst of flavor and extra vitamins, making hydration even more enjoyable. Don't forget that many fruits and vegetables, like watermelon, oranges, and cucumbers, have high water content and contribute to your daily hydration.

For those who enjoy a bit of variety, herbal teas and coconut water are excellent alternatives to plain water. They provide hydration along with a mix of flavors to keep things interesting.

Remember, staying hydrated is not just about drinking water but also about maintaining a balanced diet and listening to your body's needs. So, keep sipping, enjoy your fruity infusions, and stay happily hydrated!

## Melissa's Minute

By Melissa Salazar, Regional Supervisor

### In Case of Fire

Fire-rated doors in apartments are essential safety features designed to slow the spread of fire and smoke, providing critical time for residents to evacuate for emergency responders to control the fire. It's important that we remind our residents to close their front unit doors. They should not be propping them open.

#### Fire Containment:

- Fire-rated doors are built to withstand fire for a specific period, usually 20 to 90 minutes, depending on their rating. By keeping these doors shut, they can effectively contain the fire within a specific area, preventing it from spreading to other parts of the building.

#### Smoke Barrier:

- These doors also act as barriers to smoke, which is often more dangerous than the flames themselves. Smoke inhalation can cause severe health issues or even death. Keeping fire-rated doors closed helps ensure that smoke does not infiltrate other parts of the building, maintaining clearer escape routes.

#### Safe Evacuation:

- By containing the fire and smoke, fire-rated doors provide safe pathways for residents to evacuate. This containment buys crucial time for people to leave the building safely.

#### Compliance with Safety Regulations:

Many building codes and fire safety regulations mandate the use of fire-rated doors in apartments and other residential buildings. Keeping these doors closed is not just a recommendation but a legal requirement in many areas, ensuring the building complies with safety standards.

#### Assistance to Firefighters:

Containing the fire within a specific area makes it easier for firefighters to control and extinguish it. When fire-rated doors are left open, the fire can spread more quickly, making firefighting efforts more challenging and dangerous.

#### Tips:

**Always Close Doors:** Make it a habit to close your apartment door every time you enter or leave.

**Check Automatic Closers:** Ensure that any automatic door-closing mechanisms are functioning correctly.

**Educate Others:** Inform residents, and guests, about the importance of keeping fire-rated doors closed. Send gentle reminder notices to the residents about this or display on the digital directory boards the importance of this. Residents may not know why it's important to keep their doors closed for this reason, communication is key to informing them.

By keeping apartment doors shut, residents can significantly enhance their safety and the safety of others in the building during a fire emergency.



## Focus on FGA Employees

*Welcome to the team!*

Hello everyone, my name is Marlena Martinez. I am a Coachella Valley native with eight years of direct HOA/ property management experience, and over twenty years of Customer Service experience. I have obtained my certification via CACM (California Association of Community Management). Before that, I worked for the Riverside County Code Enforcement and the Superior Court of Riverside County in the Civil/Small Claims Department.

I have been married to a wonderful and supportive man for 10 years and together we have three grown children (27, 22, and 21). I enjoy spending time with family, friends, and my two French bulldogs traveling and spending our time outdoors. I'm a soft-spoken individual with a big heart, extremely loyal, and work hard for all I believe in and love.

