

The Informer

The Power of Optimism

By Bart Young, CEO

Plenty of research suggests optimistic people have a reduced risk of heart disease, stroke, and declines in lung capacity and function. Optimism is also associated with a lower risk of early death from cancer and infection. And now a new study links optimism to living a longer life.

So why might optimism affect longevity? The study wasn't designed to explain this, but the researchers had several thoughts. While one component of optimism appears to be inheritable — that is, tied to our genes — our environment and learning also shape a significant portion. One takeaway is that we can all learn ways to be more optimistic.

How can you become more optimistic?

Whether you're naturally optimistic or not, you can take certain steps in that direction.

- **Reframe situations.** When some people confront difficulties, they tend to only view the negative aspects of the situation. Also, they consider these aspects unchangeable. To reframe a difficult situation, search for any positive aspects or silver linings. Is there anything you can learn from the situation? Is there anything you can teach to others about the situation, after you resolve it?
- **Set aside time to focus on the positive.** At a set time each day (perhaps at bedtime), think about the positive aspects of your day. What went well? What are you happy about? What are you proud of?
- **Practice gratitude.** Focus on giving thanks for the positive aspects of your life, which can include family members, friends, or possessions, among other things.
- **Strengthen social relationships.** Focus on spending time with positive and supportive people.
- **Practice the half-smile.** This is a game changer! When all else fails and it looks like your pessimism is going to get the best of you, consciously think of wearing a smile or half-smile. This is a mood-changing exercise that can be practiced by looking in a mirror for a few minutes each day.

"As a Man Thinketh" is a classic pocketbook (smaller than a cigarette pack) by James Allen, published in 1903. It beautifully illustrates how each person holds the key to remake their life and transform their circumstances. No time to read it? No worries. We all suffer from stress, anxiety, and the pressures of modern living. The antidote is collecting "Good Thoughts" that can be used to mentally escape a difficult situation and allow you to mentally pursue a better reality. Those thoughts can be a favorite vacation spot, a grandchild, old friends, or a meaningful goal. Anything that will set you free to be the person you want to be. Whether your good thought is fantasy or reality is entirely up to you.

Best,



Falkenberg
Gilliam
& Associates

1560 West Colorado Blvd.
Pasadena, CA 91105
DRE 00874444

Inside this issue

Barts Brief.....	1
Update from Occupancy.....	2
Milestones.....	3
What's Up Chuck?	4
Melissa's Minute	5

Special Inserts

- Notes From All Over

Update From Occupancy

By Carmen Olivas, Director of Occupancy

It's the month of March; Think "Green"



The color Green is always associated with the month of March...you know, St. Patrick's Day and all. Green is also the color of the traffic light that tells you to drive on... meaning "GO." That's what I'm talking about... "GO," get ready for changes. There are changes to the HUD Handbook 4350.3 waiting to be implemented. The changes were to take place this year (2024) at some point, but now we are being advised that the changes to the HUD Handbook won't be implemented until January 2025..., and even that date could be extended, and worse, even though there will be changes to the HUD Handbook, there won't be an updated Handbook for you to use as a reference. Which is why it is so important for you to attend the upcoming FGA seminar in May 2024. We are working on getting someone from LOMOD to speak about HOTMA (Housing Opportunity Through Modernization

Act) changes. We chose LOMOD because they will be auditing the FGA properties to make sure HOTMA changes are being followed. In the meantime, continue to follow current guidelines/rules until we are given the "GO Ahead" from HUD. Just be sure to attend the FGA Seminar in May so you will know what changes are ahead with HOTMA.

Management and Occupancy Reviews (MORs) continue every year "if" you did not receive a Superior rating for the last review. If you did receive a Superior rating for your last MOR, you won't have another MOR for three years. However, when LOMOD does conduct the MOR, all three recertifications in a tenant file will be audited. I would suggest that when you are looking in a tenant file take time to make sure all required documentation has been obtained, is correct, and all has been signed if required.

Speaking of MORs...

Congratulations to Shanna Kang, manager at St. Nicholas Cedars Manor (SNCM), on achieving a Superior rating! Great job! This site was a new property for FGA in 2023, and this was the second MOR in 2023. SNCM was audited in March 2023 under its prior management company and underwent a second MOR in December 2023 under our management.

Congratulations to Jackie Thompson (manager) and Shonda Smith (assistant manager) at St. Bernardine Plaza (SBP) on receiving a Superior rating. Awesome accomplishment! SBP had achieved a Superior rating in February 2023, but had to undergo another audit in 2024 because of an issue having nothing to do with Occupancy. Thankfully, the second audit resulted in a Superior rating. Another "Awesome" accomplishment!

Manager/Assistant Meetings: We haven't had a meeting for quite some time, and we won't be having one soon. A meeting won't take place until sometime after the FGA seminar during which you will learn about HOTMA, which doesn't become effective until January 2025. Until the next M/A Meeting, be sure to jot down questions you have about the HOTMA changes. As I mentioned above, after the FGA seminar if you have questions about HOTMA changes, there won't be a HUD Handbook to review. So, be sure to have your questions ready for the next M/A meeting.

Security Deposit Payment Agreements: If (and only if) an applicant states a hardship in paying the required security deposit in full, it is possible for the applicant to pay the deposit in three installments. When that happens, always round to the nearest dollar in establishing the three installments. For example: Applicant owes a security deposit of \$445.00. Don't divide the \$445 by 3, ending up with three installments of \$148.34. Instead, divide \$444 by 3, and simply add \$1.00 to the last payment. The applicant will end up with two payments of \$148, and the third payment being \$149, thereby avoiding the use of cents.

Security/Pet Deposit Forfeit Letters: Are you sending the required letter advising move-out tenants with the reason their full (or portion) security and/or pet deposit was forfeited? You should be, and you should also be providing the move-out tenant with copies of bills/invoices supporting the forfeiture. It is required by California landlord/tenant law. Financial auditors check to see if you are following refund/forfeiture procedures.

(Move-Out) Rent Balance Owed Letter: This is not the Security/Pet Deposit Forfeit letter. If your former tenant moved out owing rent, you are required to make two written attempts to collect the money owed by sending letters that provide an explanation and breakdown of the rent owed. If the tenant or the deceased tenant's family will not pay, you should request write-off permission. Your occupancy specialist has write-off authority of \$100 or less. Anything owed over \$100 needs write-off permission from your building's regional supervisor.

That's all for this month. Thanks for all you do. HAPPY ST. PATRICK'S DAY!

May this month be touched with a bit of Irish luck,
Brightened by a song in your heart, and warmed
With the smiles by the people you love.

Happy Anniversary

Carmen Olivas	26 yrs.	Falkenberg/Gilliam & Associates
Gerardo Aquino Reyes	15 yrs.	Santa Monica
Peter Alexander	12 yrs.	Verdugo Tower
Hersime Melkonians	9 yrs.	Harvard Plaza
Marcella Conboy	5 yrs.	Wesley Tower
Bart Young	4 yrs.	Falkenberg/Gilliam & Associates
Rainier Belen	2 yrs.	La Posada
Mateo Hernandez	2 yrs.	Wesley Tower
Willy Ruiz	1 yr	Woodman Manor

March Dates

Daylight Saving
March 10th, 2024

First Night of Ramadan
March 11th, 2024

St. Patrick's Day
March 17th, 2024

Palm Sunday
March 24th, 2024

Good Friday
March 29th, 2024

Easter
March 31th, 2024

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

March Birthdays

Melissa Salazar Falkenberg/Gilliam & Associates	15
Shanna Kang Las Torres	15
Andrea Marquez Falkenberg/Gilliam & Associates	23

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

What's up Chuck?

By Chuck Eldred, Director of Property Management

Compassion Fatigue

Amidst the bustling pace of everyday life, tensions can often run high – a familiar scenario for many of us. One Friday night while watching “Live PD”, the hosts mentioned struggling to maintain empathy in their encounters, introducing the term: “Compassion Fatigue.” This condition, highlighted by organizations like compassionfatigue.org, affects those assisting distressed individuals or animals, leading to extreme tension and preoccupation with their suffering. It can even result in secondary traumatic stress for the helper – a sentiment many of us can relate to when dealing with challenging tenants or difficult situations.

Recognizing the signs of Compassion Fatigue is crucial: feeling overwhelmed by others' suffering, placing blame on others, withdrawing from social interactions, losing interest in life's pleasures, experiencing concentration difficulties, and enduring physical and mental exhaustion. These symptoms, if ignored, can escalate and impact both personal and professional life.

Denial, identified by the Compassion Fatigue Awareness Project as a major symptom, hinders individuals from accurately assessing their level of fatigue and stress, preventing them from seeking help when needed. This cycle perpetuates emotional strain and depletion, making intervention essential.

To combat Compassion Fatigue, various strategies are recommended. Limiting exposure to distressing news, accepting the inevitability of pain and suffering, and finding gratitude in life's positives are effective steps. Reframing perspectives on suffering, shifting blame from individuals to circumstances, and seeking meaning in difficult experiences can foster resilience.

Self-compassion plays a crucial role in mitigating Compassion Fatigue. Practicing kindness, self-soothing, and self-care are vital for emotional well-being. Recognizing personal boundaries, seeking support from peers, and engaging in relaxation activities are key aspects of self-compassion.

In conclusion, Compassion Fatigue is a significant challenge that affects individuals across various roles, including property management. By recognizing the signs, implementing preventive strategies, and practicing self-compassion, individuals can mitigate its impact and maintain their well-being. Prioritizing self-care and compassion not only benefits caregivers but also enhances the quality of care provided to those in need. As we navigate the demands of our roles, let us prioritize our own well-being and extend compassion to ourselves and others.



COMPASSION CAN
Change
THE WORLD



Melissa's Minute

By Melissa Salazar, Regional Supervisor

Resident Enhancement Initiative

As we continue to dedicate ourselves to providing exceptional support for our residents, it's crucial that we remain proactive and attuned to their evolving needs. In this newsletter article, we'll explore strategies and insights tailored to enhance our property management services for residents.

Creating a Welcoming Environment:

Making our community feel like home is paramount. Let's focus on personalized touches such as remembering residents' names, celebrating birthdays and milestones, and fostering a warm, inclusive atmosphere.

Safety and Accessibility:

Regular inspections and swift maintenance responses are vital components of our commitment to our residents' well-being. Installing and maintaining accessibility features throughout our property is essential to accommodate the needs of our senior residents with mobility challenges. This includes features such as ramps, handrails, grab bars in bathrooms, etc. Regular maintenance and inspection of accessibility features are paramount to ensure their effectiveness and compliance with accessibility standards.

Emergency Preparedness:

Being prepared for emergencies is critical in ensuring the safety of our residents, especially seniors who may require additional assistance during evacuations or other crisis situations. Establishing comprehensive emergency protocols and conducting regular drills can help ensure that our staff is well-equipped to respond effectively to any emergency scenario. Additionally, providing residents with clear guidance on emergency procedures and access to emergency assistance resources can help alleviate anxiety and promote peace of mind.

Communication and Engagement:

Effective communication is the cornerstone of resident satisfaction. Explore innovative ways through the digital directory board or newsletters to keep residents informed about community events, maintenance schedules, and important updates. Additionally, facilitating opportunities for socialization and engagement can significantly enrich their living experience.

Empathy and Compassion:

Above all, let's approach our interactions with seniors with empathy and compassion. Taking the time to listen, understand their concerns, and provide support can make a world of difference in their lives.

By prioritizing these aspects of property management, we reaffirm our commitment to creating a nurturing and vibrant community for our residents. Together, let's continue to strive for excellence in every aspect of our work.

Thank you for your dedication and hard work!