



# Michelson Weekly Update

Tuesday, June 11th, 2024

## PROPERTY MANAGEMENT



### 1. BLUE BOOK REMINDERS - attachment

Thank you to the following properties for having all of your Blue Book reports current.

Park Forest	Southmoor	Fenwick Place	Walden Crossing	Harper's Point
Alinea Town & Country	Carrington Park	Terraces at Forest Springs	Walden Glen	230 Building
Kensington West	Preston Run	Hermitage	Whispering Hills	
Orchard Village	Boulder Creel	Trace Apartments	Corbin Crossing	

- **Past Due from 05/24-Resident Questionnaire Recap**-Vineyards, Westshore Colony
- **Past Due from 05/30-Inventories**-Panther Creek Parc, Westshore Colony, Vineyards
- **Past Due from 05/31-Fire Inspections**-The Orion
- **Past Due from 06/03-Monthly Property Summary**-Panther Creek Parc
- **Past Due from 06/03-Market Study**-Bramblett Hills
- **Due 06/21-Resident Questionnaire Recap**-Park Forest, Bramblett Hills, Whispering Hills
- **Due 06/28-3Q Marketing Plan**
- **Due 06/28-Fire Inspections**-Walden Crossing, Westshore Colony

If you are not listed above or have any question on what is still due for your community, please email reports and/or questions to [reports@michelsonrealty.com](mailto:reports@michelsonrealty.com).



### 2. WEEKLY RECAP FOR GOOD CALL & REVIEWS-attachment

Please review the weekly recap for Good Calls & Reviews for 06/03-06/09 with your team!



### 3. NUDGE MARKETING WEBSITE BANNERS - attachment

Attached is a How To manual for adding banners to your home pages to update specials, promotions, or just get a quick message out to those visiting. If you have any questions or issues, please email [pmsupport@michelsonrealty.com](mailto:pmsupport@michelsonrealty.com).



### 4. PAYROLL REMINDER



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There has been an increase in the lack of urgency in sending in the proper paperwork upon a termination/separation, new hire and even bi-weekly payroll documents.

Please let this serve as a reminder and notice to ensure you are doing the following:

1. **New Hires:** All paperwork must be turned in together. The new hire packet should not be submitted to payroll missing ANY documents. All new hire paperwork should be turned in as quickly as possible and no later than the Friday morning prior to a Monday Payroll submission. There has been an influx of properties waiting until the last minute to submit new hire paperwork on the Monday of payroll processing. Please note that this does not give our Payroll department enough time to process. This must not happen again.

Per Company Policy: "On or before the new employee's first day, all of the completed employment forms should be scanned and emailed to the Payroll Department at the Central Office. Payroll CANNOT set up the new employee without all of these forms."

2. **Separation/Terminations:** Please ensure you are submitting any separation/termination paperwork as quickly as possible upon the employee separating. This affects insurance, payroll and other departments. When doing, please ensure you are indicating any problems or issues with rent, tools, uniforms, keys, etc. as this will affect the final paycheck.
3. **Bi-weekly Payroll paperwork submissions:** Please review your attachment(s) prior to sending over to payroll. There are numerous times when documents are either scanned sideways, missing papers, mis-fed, or unreadable. Ensure all paperwork is readable and submitted properly.

As always, please make sure you are reviewing the documents you scan/send prior to submitting as again, many are coming out unreadable, mis-fed, missing forms or not in on time.



### 5. **PROPERTY MONTHLY ONLINE REVIEWS-attachment**

Please review the property reviews for May 2024 with your team! Continue to work to increase these scores on a regular basis!



### 6. **JUNETEENTH HOLIDAY PAYROLL-attachment**

Please review the Juneteenth Holiday Memo for payroll processing for period ending 06/15/2024. If you have any questions, please contact Rene Kramer at [kramer@michelsonrealty.com](mailto:kramer@michelsonrealty.com) at the Central Office.



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### 7. PROPERTY MONTHLY COMPREHENSIVE CALLS-attachment

Please review the property calls for April 2024 with your team! Please confirm your lead tracking information to what you see in Yardi when using for advertising purposes.

### 8. CONGRATS MEMO FOR MAY 2024-attachment-2<sup>nd</sup> reminder

Please review the Congrats Memo for May 2024 with your team!

### 9. EMPLOYEE DISCUSSIONS-attachments-2<sup>nd</sup> reminder

Company-wide, we are trying to have more feedback (documented) between our Managers and the onsite employees.

1. Employee Discussion Report - To be completed quarterly (expect 3 and a Performance Evaluation in place of the 4<sup>th</sup>). This is less discipline oriented and more of a communication tool.
2. Employee Performance Evaluation - To be completed annually or at supervisor's discretion
3. Employee Warning - To be completed as needed.

There should be no less than 4 reports submitted on every employee annually.

An Employee Discussion form is not designed to be used as a Warning or Write-Up. If someone violates policy or procedure, you are to use a Warning. Too many times have we failed to have ample communication with our employees prior to giving a warning and termination. Continuous communication and feedback on performance can help. These reports are to be sent in to Rene at [kramer@michelsonrealty.com](mailto:kramer@michelsonrealty.com) as usual.

### 10. LEASING/MARKETING TIP OF THE WEEK –

#### ***Launch a Resident “Take Over”***

A fun social media idea for apartment communities could be to host a resident “take over”. You would choose a resident (ideally one with a lot of followers) to focus on in your social media for the day. Showcase by using Instagram or Facebook stories of their life around your apartment community. Be sure to send them instructions of what you want them to post. You can follow them throughout the property in “A Day in The Life Of...” and use various fun pictures of them on property.

If your team has any unique marketing ideas, please send them to [meghang@michelsonrealty.com](mailto:meghang@michelsonrealty.com)



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“Do it now. Sometimes ‘later’ becomes ‘never’.”