



# ichelson Weekly Update

Tuesday, June 20th, 2023

## PROPERTY MANAGEMENT



### 1. BLUE BOOK REMINDERS - attachment

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

Kensington West	Trace Apartments	Southmoor	Carrington Park	Corbin Crossing
Orchard Village	Walden Crossing	Alinea Town & Country	Terraces at Forest Springs	Reserve @ Harper's Point
Boulder Creek	Walden Glen	Bramblett Hills	The Orion	230 Building
Westshore Colony	Whispering Hills	Park Forest	Hermitage	

- **Past Due from 03/28-Property Inspections**-Panther Creek Parc
- **Past Due from 04/30-Administrative Checklist**-Preston Run
- **Past Due from 05/23-Resident Questionnaire Recap**-Vineyards
- **Past Due from 05/30-Inventories**-Vineyards, Fenwick Place, Preston Run
- **Due 06/22-Resident Questionnaire Recap**-Park Forest, Preston Run, Bramblett Hills, Whispering Hills
- **Due 06/30-3Q Marketing Plan**-Kensington West, Orchard Village, Boulder Creek, Westshore Colony, Vineyards, Trace Apartments, Walden Crossing, Walden Glen, Whispering Hills, Southmoor, Bramblett Hills, Park Forest, Carrington Park, Fenwick Place, Panther Creek Parc, Preston Run, Terraces at Forest Springs, The Orion, Hermitage, Corbin Crossing, Harper's Point
- **Due 06/30-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 06/11-06/16 with your team!



### 3. YARDI - attachment



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I wanted to make sure you all know how Yardi screening treats international screening. Please see the attached guide for the process. If an applicant does not have a U.S. or Puerto Rico address, you can use the address of the property that they are applying to.

### 4. MSHQ/LOWES PRO SUPPLY UPDATE

You will be receiving a letter from MSHQ/Lowes that says :  
“Regarding credits on invoices: Please respond within the next 60 days of receiving credit notice. Our Policy states that if we do not hear back from you within 60 days, **the credits are subject to being applied to past due invoices starting from the oldest forward.** If you do not have any past due invoices a refund will be generated.”

This will only apply to unapplied credits on the 61<sup>st</sup> day from the date printed on the credit memo.

Customers who want to prevent forced application of credits and unapplied cash have the following options:

- Go to BillTrust and resolve themselves while making payments they can apply credits.
- Submit a request to [AR@lowesprosupply.com](mailto:AR@lowesprosupply.com) or
- Call the credit support line 281-564-9700 and speak to a credit rep who can take their information and submit a ticket for the customer to [AR@lowesprosupply.com](mailto:AR@lowesprosupply.com).

### 5. CRM-attachment

We now have the ability to switch the primary applicant and occupant in CRM. On the occupant screen, you will find a Make Applicant button which will promote the occupant to the primary applicant and change the original applicant to an occupant. Contact [maryw@michelsonrealty.com](mailto:maryw@michelsonrealty.com) with any questions.

### 6. OPEN ENROLLMENT – INSURANCE RENEWAL-2<sup>nd</sup> reminder

It is open enrollment time again! This is when the company signs new contracts for our health insurance benefits. All plan changes will go into effect on July 1st. Packets have been sent out to the properties for each eligible employee. Please pass them out as soon as possible, if you have not already.

This year, there is only one universal form. Please have everyone fill out this form and send back to me ASAP. There is a box to check on the very top if they would like to keep all elections the same, however please have them put their name on it and sign/date the form



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before sending in. If there are any changes needed to be made, please indicate that on the universal benefit enrollment form.

**All forms need to be sent back prior to June 26, 2023.**

Please don't hesitate to call Angela Kleczkowski with any questions 314-746-4352.

7. **PROPERTY CALENDAR FOR JULY 2023-attachment**

Please share the attached Property Calendar for July 2023 with your team!

8. **SAFETY MEMO FOR JULY 2023-attachment**

Please review the July Safety Memo with your team!

9. **LEASING/MARKETING TIP OF THE WEEK –**

### ***Promote Seasonal Apartment Amenities***

*Marketing your pool or barbecue pit this time of year probably won't make a significant impact. Instead, highlight winter-friendly features such as fireplaces, covered parking and central heating on your apartment website, social media and paid search ads. Bonus points if you can also showcase the beauty of your community during winter. Think snowy winter landscapes, warm and cozy spaces, and a bit of holiday decor. This is a great thing to post on social media this time of year.*

Happy Leasing!

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



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“The way to get started is to stop talking and start doing.”

Walt Disney

1904-1966

American Entrepreneur & Entertainment Icon