



Michelson Weekly Update

Tuesday, October 3rd, 2023

PROPERTY MANAGEMENT



1. BLUE BOOK REMINDERS - attachment

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

Orchard Village	Southmoor
Kensington West	Alinea Town & Country
Trace Apartments	Hermitage
Walden Glen	Harper's Point
Whispering Hills	230 Building

- **Past Due from 09/19-Downspout Map**-Westshore Colony, Panther Creek Parc, Preston Run, Corbin Crossing
- **Past Due from 09/25-Property Inspection**-Vineyards, Boulder Creek, Westshore Colony, Walden Crossing, Carrington Park, Fenwick Place, Panther Creek Parc, Preston Run, The Orion, Corbin Crossing
- **Past Due from 09/28-4Q Marketing Plan**-Westshore Colony, Bramblett Hills, Carrington Park, Fenwick Place, The Orion, Hermitage, Corbin Crossing
- **Past Due from 10/02-Monthly Property Summary**-Boulder Creek, Bramblett Hills, Carrington Park, Fenwick Place, Orion, Panther Creek Parc
- **Past Due from 10/02-Market Study**-Boulder Creek, Bramblett Hills, Corbin Crossing, Orion, Orchard Village, Park Forest, Terraces at Forest Springs, Vineyards, Westshore Colony
- **Due 10/15-Administrative Checklist**-Preston Run, Terraces at Forest Springs
- **Due 10/20-Safety Checklist**
- **Due 10/20-Property Inspection**-Alinea Town & Country, Bramblett Hills, Hermitage
- **Due 10/26-Resident Questionnaire Recap**-Alinea Town & Country, The Orion, Trace Apartments
- **Due 10/31-Safety Checklist**
- **Due 10/31-Fire Inspections**-Boulder Creek, Hermitage, Southmoor

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.



2. WEEKLY RECAP FOR GOOD CALL & REVIEWS-attachment



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Please review the weekly recap for Good Calls & Reviews for 09/25-10/01 and September 2023 with your team!

3. **CONGRATS MEMO FOR SEPTEMBER 2023-attachment**

Please review the Congrats Memo for September 2023 with your team!

4. **PROPERTY MONTHLY ONLINE REVIEWS – attachment**

Please review the property reviews for September 2023 with your team! Continue to work to increase these scores on a regular basis!

5. **ANNUAL MEDICARE PARK D NOTICE-attachment**

Each property should receive a package this week. Please be sure the notices in that package are passed out to each employment.

6. **SUMMARY ANNUAL REPORTS-attachments**

Savings Investment and Health Summary Annual Reports will be sent out properties shortly. Please pass these out to each employee and post a copy of each in your break room/employee common area as a reference for all employees.

7. **YARDI-attachment**

Exciting changes are coming soon to the login process for Yardi. YardiOne is a single source login page which will be used to login into the various Yardi products, i.e. Voyager, CRM and Site Manager. The implementation will occur overnight on the 12th and require all users to login through YardiOne beginning Friday, October 13th. See attached for answers to frequently asked questions and be on the lookout for more information to come.

8. **CONCRETE STEP INSPECTIONS-2nd reminder**

Please inspect all stairways and steps on your property. There has been several incidents where the steps or step braces have failed and people have sustained injuries. Please inspect all steps and step braces and replace any that are cracked. Please continue to do periodic inspections in the future. If you have any questions, please contact Bill Willenbrink at willenbrink@michelsonrealty.com.

9. **REQUEST/REPORT EMAILS-2nd reminder**



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As a reminder, along with one new email created, please use the following emails below for submitting misc. requests to Central Office.

- A. pmsupport@michelsonrealty.com
 - a. Lease/DocuSign/Bluemoon help.
 - b. Google Adwords adjustments.
 - c. Quiz account creation/removal.
 - d. Website adjustments.
 - e. Assistance with any third party vendors (Apts.com, Zillow, First Advantage, Notifii, etc.)
 - f. If you're not sure who to send a request to based on this email, shoot over to this one.
- B. yardisupport@michelsonrealty.com
 - a. Any Yardi/Rent Cafe-specific related items.
 - b. Login issues, report issues, procedures not working as expected.
 - c. Amenity additions if not being done on-site.
- C. itsupport@michelsonrealty.com
 - a. Any IT related items such as email, hardware, or software issues that are MRC-specific.
 - b. If you're having trouble with a particular vendor's (i.e. cable/internet/phone) product, please reach out to them first!
- D. reports@michelsonrealty.com
 - a. Blue Books reports.
 - b. Field Notes (Field Notes once AM/DM/RM have reviewed)
 - c. 100% and \$0 DQ reports once you reach those achievements!
 - d. Please note, weekly MSR and red-penned reports only need to go to your AM/DM/RM.
- E. goodcall@michelsonrealty.com
 - a. Good calls with agent and PM notes included.
 - b. Positive online reviews.
- F. deposits@michelsonrealty.com
 - a. Receipt deposit slips to this email with each batch.
- G. humanresources@michelsonrealty.com
 - a. Employee complaints.
- H. orders@michelsonrealty.com
 - a. Ordering any MRC items/forms/books and safety supplies.
 - b. Where appropriate, make sure to include the order form with the email.
- I. incidents@michelsonrealty.com
 - a. Incident reports and workers comp information with supporting documentation



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10. PROPERTY CALENDAR-attachment-2nd reminder

Please see the attached Property Calendar for October 2023 with your team.

11. OCTOBER 2023 SAFETY MEMO-attachment-2nd reminder

Please review the attached safety memo with your staff for October 2023! Please send the attendance sheet back to reports@michelsonrealty.com

12. USE OF HASHTAGS-attachment-2nd reminder

Included is a reminder on the use of hashtags and how to use them and when to use them.

13. LEASING/MARKETING TIP OF THE WEEK –

QR Code Marketing!

Don't forget to use QR Codes in your marketing to help build reviews or provide easy links to your webpages! See Kensington West's great card they created and applied a QR code to help build up good reviews in the attachments. You can create your own or email Charles and he can send you your properties QR Codes already made for: Google Reviews, Facebook Reviews, Apartmentratings.com Reviews, webpage e-brochure, resident calendar page or resident page of your website.

Happy Leasing!

If your team has any unique marketing ideas, please send them to charlesm@michelsonrealty.com



JL ichelson Weekly Update

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“To be successful in real estate, you must always and consistently put your clients’ best interests first. When you do, your personal needs will be realized beyond your greatest expectations.”

Anthony Hitt