



ichelson Weekly Update

Tuesday, December 3rd 2024

PROPERTY MANAGEMENT



1. BLUE BOOK REMINDERS - attachment

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

Kensington West	Harper's Point
Orchard Village	Trace Apartments
Panther Creek Parc	Walden Glen
Vineyards	230 Building
Terraces at Forest Springs	

- **Past Due from 10/25-Resident Questionnaire Recap-The Orion**
- **Past Due from 11/22-Inventories-Whispering Hills**
- **Past Due from 11/27-Fire Inspections-Preston Run**
- **Past Due from 12/2-Monthly Property Summary- Carrington Park, Corbin Crossing, Fenwick Place, Hermitage, Orion, Southmoor, Walden Crossing, Westshore Colony, Whispering Hills**
- **Past Due from 12/2-Market Study- Alinea Town & Country, Boulder Creek, Bramblett Hills, Fenwick Place, Hermitage, Orion, Park Forest, Southmoor, Westshore Colony, Whispering Hills**
- **Due 12/23-Resident Questionnaire Recap-Park Forest, Preston Run, Bramblett Hills, Whispering Hills**
- **Due 12/24-1Q Marketing Plan**
- **Due 12/31-Fire Inspections-Kensington West, Orchard Village, Hermitage, Panther Creek Parc**
- **Due 12/31-2024 Major Projects List**

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

Please review the weekly recap for Good Calls & Reviews for 11/25-12/01 and November 2024 with your team!



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3. OPEN ENROLLMENT FOR OUR DEPENDENT ARE FSAC

Each property should receive a package this week which includes open enrollment paperwork for our dependent care FSA. Please be sure to pass out to employees as soon as possible. **Enrollment forms for the dependent care FSA only need to be filled out and sent back if you want to enroll for 2025.** If you had the DCFSA in 2024, I will need a form back from you, even if you wish to waive it for 2025. Please send applicable enrollment forms in no later than 12/20/2024. For any questions, please contact Angela Kleczkowski at the Central Office

4. AP CUT OFF-attachment

All Properties:

Year-end is just around the corner. Please note the timing of the **two key** points below for all properties:

1. To Ensure Expenses are in 2024 business:

To make sure that expenses show up in your property operating statement for 2024, invoices need to be batched and posted as a payable before Dec. 24. The month end close is scheduled for 2:00 pm on Dec. 24.

2. Any Checks being paid to Vendors prior to year-end:

All invoices that have been batched, approved and received at the central office by December 16, 2024 will be processed and paid before the end of the year. If the invoices are received after December 16, 2024 the vendor check will be processed in January 2025.

GENERAL TIMING OF INVOICES THROUGHOUT THE YEAR:

Please also note the second to last paragraph of the attached Section 5 from the Property Operations Manual. As indicated, as a general rule all batches received by Friday, will be processed for payment on the following Thursday. We appreciate your understanding of this timing so that we can process everyone's payments in a timing manner. Thanks!!

5. END OF YEAR VENDOR EMAIL/LETTER INSTRUCTIONS FOR INVOICES

Teams, with year-end quickly approaching, please see the attached, updated instructions for emailing or sending letters to vendors to obtain currently open invoices to make sure they're getting paid prior to 2024's year-end. If you have any questions or issues with the



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documents, please reach out to mattd@michelsonrealty.com. Make sure this is getting done immediately so you're getting all of your invoices in on-time!

6. CONGRATS MEMO FOR NOVEMBER 2024-attachment

Please review the attached Congrats Memo for November 2024 with your team!

7. PROPERTY MONTHLY ONLINE REVIEWS-attachment

Please review the monthly online review report for November 2024 with your team!
Continue to work to increase these scores on a regular basis.

8. PROPERTY MONTHLY COMPREHENSIVE CALLS-attachments

Please review the monthly comprehensive call report for November 2024 with your team.
Please confirm that your lead tracking information is correct.

9. PROPERTY CALENDAR FOR DECEMBER 2024-attachment-2nd reminder

Please review the property calendar for December 2024 with your team!

10. SAFETY MEMO FOR DECEMBER 2024-attachment-2nd reminder

Please review the attached safety memo and watch the safety video with your staff. When you are ready to watch the Safety Video for December, please make sure to copy the **WHOLE** address into your browser. It starts with 'https' and ends with '16966'. If you need to do so, you may pause this video and return to it **without** it costing Michelson for another viewing.

<https://www.osmanager4.com/videoexternalvos.aspx?aicccourseurl=65752704&ocid=824869&ctype=OC&progid=16966>

11. Leasing/Marketing Tip Of The Week-

Offer Special Holiday Services, Like Gift Wrapping

Shopping during the holiday season can be stressful so customers will appreciate anything extra your business does to make it easier on them. If you have a physical location offer gift wrapping for your customers. They'll appreciate being able to check things off their to-do list before even leaving your clubhouse. Plus, if you go above and beyond with the wrapping and



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decorations customers are sure to remember that, and whoever receives the gift might even inquire about where it's from because it's wrapped so beautifully. Also consider offering holiday-themed gift cards for the goods or services that your business does offer.

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

“Believe in yourself! Have faith in your abilities! Without a humble but reasonable confidence in your own powers you cannot be successful or happy.”

Norman Vincent Peale
American Minister
1898-1993