

## RAISE THE BAR

*“Help Make Your Community Better”*

By: Alex Corrales  
Executive Director

For the past two months, I have spent a great deal of time visiting all of our properties. I believe it is important for me to be visible at the properties in order to talk to our staff and most importantly our residents, to better understand how we can improve.

During these visits, I have seen a lot of good work from our maintenance staff in keeping the buildings clean and well maintained. I have also seen residents come together with activities or events to strengthen their development. Seeing this gives me a great sense of pride in our communities and motivates me to “raise the bar” even further.

Throughout these visits and discussions, there are a few issues that came up that I will need your cooperation to resolve.

- **Trash Chute** – If you reside in a building, it is important that you only throw small trash bags down the chute. When you throw an item that is not permissible, you likely will damage or clog the compactor and trash will build up the chute. This takes our maintenance staff sometimes hours to fix. We have seen fans, small air conditioners and even small microwaves thrown down the chute. Recently, a resident threw a propane tank down the chute that could have exploded and caused serious damage and potential injuries.

To ensure compliance with this, our maintenance staff will report to the Housing Manager when they find an illegal item in the chute. The Housing Manager will review the cameras and identify the resident, who will then be fined \$200.00

- **Stove Top Burners** – We have replaced hundreds of stove top burners to reduce the number of kitchen fires. Since we installed the new burners, we have had zero kitchen fires. However, some residents have removed the burners to install coil

burners. The coil burners dramatically increase the chances for a fire and puts the safety of all residents at risk. Residents that remove the stove top burners will be subject to lease enforcement. Please understand that we take fire safety very seriously.

- **Board of Health Calls** – Recently, we have experienced a number of resident calls to the Board of Health that were not legitimate. When we spoke with the resident, they said that they called the Board of Health in order to “speed up” the wait time for maintenance to fix their problem. Please understand that calling the Board of Health for illegitimate reasons will NOT resolve your maintenance request quicker. The request will remain listed as non-emergency and will be resolved in accordance to our Maintenance Policy.

I truly appreciate that the majority of our residents comply with the rules and protocols, which makes managing each property much easier. One of my goals has been that our buildings be a sense of pride for each of you to live in. In order for that to be a reality consistently, we all need to do our part.

I continue to ask our maintenance staff to do a better job in maintaining our buildings clean. I ask our Housing Managers to do a better job by being more visible at their sites and I am asking all of you to help us by making sure you comply with these rules and encourage others to do the same. If we all do our part, our communities will flourish.

Thank you and have a great month.

VERSION EN ESPAÑOL EN EL OTRO LADO  
DE ESTA PAGINA