

# March 2024

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1 FD-Postage Report	2
3	4 <b>Deadline for Payroll</b>	5 M-TEAM TRAINING ALL-TEAM MEETING AT 4 PM Collections Report Due by 11am	6 A-Balance ADJ by EOD M-SDRs Due to Acctg by 2pm M-5Day Notices Rent Checks must be entered by 10am	7 A-Check Run	8 FD-Financial Statements Due <b>Payroll</b> <b>ATTORNEY DAY</b>	9
10	11	12 M-TEAM TRAINING Collections Report Due by 11am	13 A-Balance ADJ by EOD M-SDRs Due to Acctg by 2pm	14 A-Check Run	15	16
17	18 <b>Deadline for Payroll</b>	19 M-TEAM TRAINING TEAM LUNCH Collections Report Due by 11am	20 A-Balance ADJ by EOD M-SDRs Due to Acctg by 2pm	21 A-CheckRun A-Pre-bills	22 <b>Payroll</b>	23
24	25	26 M-TEAM TRAINING M-Pre-bills due by 10am Collections Report Due by 11am	27 M-SDRs Due to Acctg by 2pm	28 A-Check Run On Call switch at Midnight	29	30

A = Accounting; M = Managers; C = Compliance; FD = Front Desk; ALL=Everyone

(March) **Manager On-Call:** Bri March **Maintenance:** Germaine (Mar 15-21) Jermaine & Eric (Mar 22-Mar 28) Aaron & Daniel (Mar 29- Apr 4),

(April) **Manager On-Deck:** Ruben April **Maintenance On-Deck:** Oscar & Larry (Apr 5-Apr 11), Eric & Jermaine (Apr 12-18), Daniel & Aaron (Apr 19-21), Germaine & Victor (Apr 22-28), Oscar & Larry (Apr 29-May 2)

## TEAM Calendar Defined

The purpose of the TEAM Calendar is for everyone to see what the other departments are doing. It is important that we work together to look at what work is due when. Obviously, this calendar doesn't reflect all of our monthly tasks. It lists the ones where we need to be aware of the other person's deadline. Deadlines cannot be missed for these items because it backs up the next person. Please be respectful of your Teammate's workflow.

- Please pay attention to the key on the bottom so you know who is responsible for what task.
- After hours on call is subject to change with a minimal amount of notice. We do the best we can to make it fair, but in the end, it is in the best interest of the client, which may not be in the best interest of the individual.
- Tuesday Training occurs at the main office every Tuesday at noted time, unless otherwise informed. Attendance for full time managers is required. If you are absent for training it is your responsibility to find out what the training was about and get up to speed.
- Balance adjustments should promptly be turned in as needed. The accounting department completes balance corrections by the end of the day on Wednesdays. If you check the account and the adjustment has not been made DO NOT SUBMIT ANOTHER CORRECTION. Check with the accounting department first to see if they have received the paperwork.
- Tuesday, collections reports are due by 11 am. This is an example of PROMPTLY completing your task so it doesn't affect the next person.
- Check runs are on Thursday. This means that your invoices need to be entered into YARDI AND DELIVERED TO TEAM PRIOR to Thursday. There is a process to backing up the check, signing the checks and then preparing them to be mailed by the end of the day on Thursday. Running around and looking for check back up interrupts this process. Cutting checks ONCE per week is the most efficient process. We will not be cutting checks in between. If you missed this Thursday, you will need to wait until the next Thursday. If you have an urgent check that needs to be cut outside of the check run you must get SUSAN's permission to do so. Accounting does not have the authorization to cut checks outside of the regular check run.
- The last day to pay rent without a late fee penalty is 5:00pm on the 5th of the month. It doesn't matter what day of the week this falls on. Do not give your residents false hope or make them a promise that is outside of the lease agreement they signed, which states the above.
- All rents are to be deposited and posted DAILY. If the period falls on a non-business day, the calendar will state the DAY AND TIME that rents need to be deposited and posted by. This means that all rent drop boxes need to be checked FIRST THING IN THE AM. You have until 10:00am to do so. After that your tenants will be charged a late fee and it will not be waived. Encourage your tenants to PAY RENT ON LINE.
- 5 Day Notices must go out by the end of the day on the first business day following the 5th. NO EXCEPTIONS. All tenants who owe \$100.00 or more in rent must be given a 5 day.
- Security Deposit Returns (SDR) should promptly be turned upon move out (or required 21-day rule). Accounting will process them twice a month according to the calendar. DO NOT miss this deadline. We will not be processing them last minute.
- Payroll is processed on Monday of the same week of payday. All information regarding punch in/out, absence, etc. must be turned in first thing in the AM on Monday.
- TEAM Meeting occurs at the main office on the second Tuesday of the month at 4:00pm. Attendance for all full-time employees is required. If you are absent for the meeting it is your responsibility to find out what was covered in the meeting.
- All financial statements are due to owners by the 15th of the month. Again, this is an example of making sure that all of the above tasks are completed on time so we can complete the financial statement deadline. The front desk will be very busy submitting the financial statements to the owners. It is critical that they are not interrupted during this process, as the confidential information in the reports needs to be delivered to the correct person.
- Eviction proceeding is required to commence for all residents that owe a full month rent or a minimum of \$500.00 on the 15th of the month for all residents that owe minimum of \$500.00, or one month's rent. These files need to be sent to the attorney by the end of the day on the 15th, or the next business day if the 15th is on a non-business day.
- TEAM Lunch is a voluntary, but encouraged, event that occurs at the main office on the 3rd Tuesday of the month. Watch your email for detailed info monthly. All food prep should be done in advance and not on TEAM time.
- Prebills will be given to Managers 4-5 days prior to the last day of the month. Upon receiving these there is a 48-hour return time. FYI MOR's do not have a specific date on the calendar as it varies as the financial statements are completed. The turnaround time for Managers to complete and return their explanation of the MOR to accounting is within 24-hours of receiving them. 28-day notices should be given on the last Friday of the month. This includes all residents that have not completed their compliance paperwork for the following month.
- The on-call switch is effective at midnight on the last day of the month, regardless whether this is a business day or not. It is the Manager on call's responsibility to contact the after-hours service and tell them who is on call for the next month.