

Announcements

7/10/2015

Property Services

Customer Service Tip - When a resident wants to add to a work order while maintenance is in their apartment: When a work order is taken the office associate should ask the caller if there is anything else they can think of that maintenance may be able to take care of on this visit. Explain that their time is limited and they are not allowed to add to a work order once the day is scheduled. Adding items once scheduled, may delay someone else's work order from being completed in a timely manner. This does a few things in a positive way... helps the resident see that we are there to take care of them. It also explains to them that the maintenance staff has a schedule and gives them a reason as to why we cannot add additional items. And it gives them a chance to think of anything else. It also helps the maintenance associate when he can say, "I am sorry as they explained, I am unable to add items due to scheduling". For extremely busy communities, work orders called in after 12 noon (that are not an emergency) should be scheduled for the next morning. Residents are usually ok as long as you communicate, and keep your promise, show up when scheduled and it is still within the 24 hour requirement.

Reminder: When making deposits please post in Yardi the same exact amount that was taken to the bank. If you took \$10,000 to bank then there should be a deposit for \$10,000 in Yardi. Do not split the deposit up in Yardi as \$6,000 and \$4,000. Same for what goes into Yardi should be taken to the bank that way. If this is not completed correctly it makes reconciling what is at the bank as compared to what is in Yardi very difficult.

Please make sure that if you are using a scanner that the deposit goes through. There is a report that you can print that will tell you if the batch is still opened or closed (transmitted). Please only post in Yardi when the batch shows closed. If you are having any issues or feel that maybe a deposit did not go through please contact your accountant to check the bank. Don't take it to the bank without confirming it did not process through the scanner or you may end up with a duplicate deposit.

Reminder: Marketing Webinar, Let's Talk Social Media and Reviews, on 7/14 at 10am. Sign up via help desk ticket.

Human Resources

Living On-Site Deductions: July 1st is the annual rent review and any changes that may have occurred with your rent or other living on-site charges will be effective on this date. Employees may notice an increase or decrease in their rent on the July 17th paycheck. Please remember the deductions on this check will be based on 4 days at the old rate and 10 days at the new rate (June 27th – July 10th). The normal living on-site deductions for the

upcoming year will begin on the July 31st paycheck. If you have any questions, please contact Nancy at nknhnisky@pbbell.com or at (480) 607-2434.

Reminder: Performance Reviews are due. Please turn those in to Jennifer at jpyszynski@pbbell.com or fax to 480-607-2439 as soon as possible. Thank you

Job Openings: Besides being faxed to your properties, you can view all job openings on the Employee Website. Look under the HR Tab for Job Postings



Positive Bell Behaviors

#3 Never assume anything.....communicate clearly.

Our Values: Caring, Passion, Integrity, Teamwork, Professionalism