



# FIRST PACIFIC

FIRST PACIFIC GROUP, INC.

POLICY CHANGES



# Updates

- 2023 Mileage Reimbursement Form
- Housing Residents + Update
- Who to send what to
- Move-out disputes and small balances
- Training Guides
- Maintenance Mobile App
- Employee of the Month Nominations
- 50/50 Program
- Updated Deposit Accounting Template
- Marketing Correspondence
- Flooring GL Code
- Hiring Portal



# Housing Resident + Update

- Please be sure to add this + any time we have a new applicant that will be getting HA assistance.

Resident	
First Name	Crystal
Middle Name	M
Last Name	Maxey +

- As a reminder, we do use several other codes/symbols after the resident's last name to denote other things in Yardi, most of which are only used for past residents:

(Emp) = FP Employee

\$ = disputed payment/unresolved

\*\* = old payment plan (past residents only)

% = new/Bry payment plan (past residents only)

# = for move outs not yet on a payment plan (CA past residents only)

# Who to send what to

- Anything YardiOne related goes to **Yardi Support**
- If your computer isn't working, you can't access a document on the server, your computer is having a virus notification, etc. it goes to **Tech Support**
- If you have a new hire or a termination it goes to **onboarding@fpacific.com**
- If you need an email password reset or anything FP email related it goes to **Becky and Sarah**
- If it is website, Zillow, apt.com, or Facebook related it goes to **Marketing**
- If you're needing an e-blast sent out it goes to **Marketing**
- If a price is incorrect on the website or you're updating a fee it goes
- If you're placing a marketing order make sure you're doing it directly on the marketing center.
- to **Marketing, Yardi Support, and your Property Accountant**. Note: when prices are updated it takes up to 2hrs for the price to reflect on the website.
- If you need to update vendor liability insurance, workers comp, or set up a new vendor you'll email [vendor@fpacific.com](mailto:vendor@fpacific.com). Vendors can also submit documentation directly to that same email.

**( You should always cc your regional in anything you send)**

# Move-out Disputes/Small Balances

- All staff that have any payments/disputes should be forwarded to [payments@fpacific.com](mailto:payments@fpacific.com).
- Please inform residents that Bry will get back to them within 3-5 business days.
- Make sure you're taking good quality photos of any items that we are charging cleaning/damages.
- If we are charging for carpet damage, take more than 1 photo along with a picture of the carpet pad.
- If a resident requests a walk through, please make sure the resident is wearing a mask and you are wearing a N95 mask.
- No adjustments should be made after 30-days from moving out.
- If it is within 30-days of move out, we can do an adjustment if it's over \$100.
- If you have any questions, please reach out to Bry!



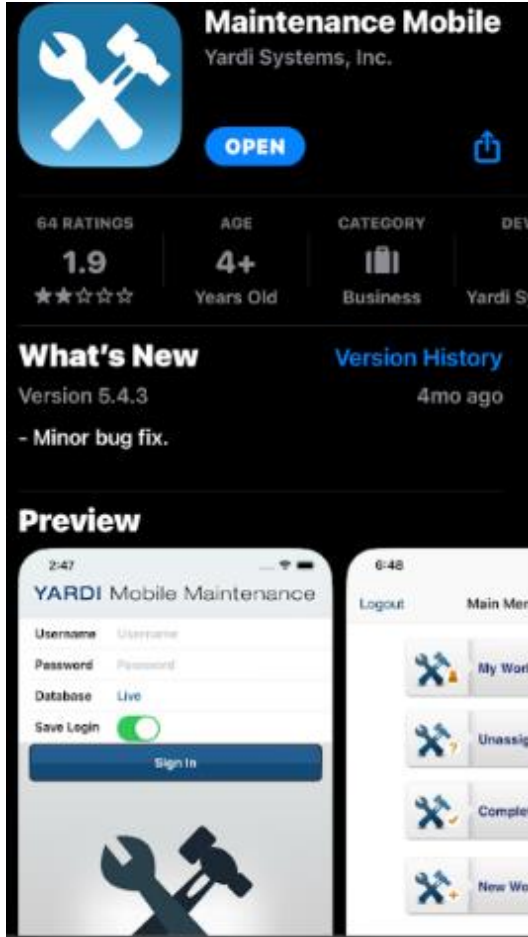


# Training Guides

- As a reminder please do not print the any training guides out due to changes being made frequently.
- You can find both Leasing and Manager training guide on the resource page.
- You can also find the leasing training guide in CRM under (?) helpful yardi tools.

[Click here for the Leasing Training Guide](#)

[Click here for the Manager Training Guide](#)



# Maintenance Mobile App

Tracking work orders/make readies has been made easier than ever!

Be sure to have all Maintenance staff download the maintenance mobile app.

## Functions within the app:

- Create and complete work orders.
- Add voice memos
- Photos
- Labor
- Track time spent within make readies.

Available for Apple and Android Phones





# Employee of the Month Nominations

Would you like to nominate a team member who has been excelling in their role?

Nominate your team members today!

[Click Here](#) to make your nomination 😊



**THE 50/50 WELLNESS REIMBURSEMENT PROGRAM IS DESIGNED TO SUPPORT ALL OF OUR AMAZING EMPLOYEES IN THEIR JOURNEY TO FIND HEALTH & HAPPINESS.**

We will Reimburse 50% of YOUR wellness service with a max of \$50 reimbursed per employee, per month. We encourage all of our employees to seek wellness services including but not limited to things like:

- Gym memberships
- Massages
- Golfing
- Chiropractor
- Yoga class
- ETC!

(Email any questions about what will qualify to [syoung@fpacific.com](mailto:syoung@fpacific.com))



Visit [fpacific.com/5050](https://fpacific.com/5050) to submit your statement for the month prior by the 10th of the month for reimbursement (Eg July membership would need to be submitted no later than August 10th for reimbursement)



EMPLOYEES ARE ALSO WELCOME TO USE THE PROPERTY AMENITIES INCLUDING BUT NOT LIMITED TO THE POOL & FITNESS CENTER!

# 50/50 Program


- [Click Here](#) to learn more about this program or submit your reimbursement.
- Have questions about what will qualify? Please email Sarah Young for any additional questions. [syoung@fpacific.com](mailto:syoung@fpacific.com)

# Deposit Accounting Template

## Deposit Accounting Template

- a. Notice vs Eviction vs skip vs transfer
- b. Lease fulfilled?
  - a. If not- Lease term fee charged:
- c. Any special circumstances:
  - a. Explanation
- d. Late fees charged correctly?
- e. Chargebacks for cleaning/damage added?
- f. Forwarding Address Provided?
- g. Utilities have been confirmed in resident name until move out?
- h. All of the following docs uploaded in Yardi for balances due:
  - i. Application
  - ii. ID
  - iii. MI Checklist
  - iv. Lease
  - v. Vacating Procedures
  - vi. MO Photos & Invoices for any damage

- When submitting your deposit accounting to your accountant please use the shown template.
- You can find this template in the server with this path:

 << \_ADMIN SITE > \_Community Manager > Cheat Sheets > Accounting

- Please reach out to your regional or accountant for any questions 😊

# Correspondence with Marketing

**When requesting eblasts or materials from the marketing team please note the following:**

- For any same day request please mark URGENT in the subject line.
- There is a 3-hour turnaround for same day request (they may not be immediate)
- If you need immediate help, please contact your regional.
- You can place marketing material orders on the resource page under Order Material or [click here](#).

<b>6900</b>	<b>CONTRACT SERVICES</b>
6902	ALARM SERVICE
6904	ANSWERING SERVICE
6905	APPLIANCE REPAIR SERVICE
6906	BOILER CONTRACTOR
6908	CARPET CLEANING
6909	CARPET REPAIR
6910	COURTESY PATROL
6912	DRAPE / BLINDS INSTALLER
6914	ELECTRICAL CONTRACTOR
6916	ELEVATOR SERVICE
6918	EXTERMINATING SERVICE
<b>6919</b>	<b>FLOORING REPAIR</b>

Charge Code

100 Items per page

Search

Code	Description
<input type="checkbox"/> conc	Tenant Rent Concessions
<input type="checkbox"/> conrecap	Concession Recapture
<input type="checkbox"/> covid	COVID-19 Concession
<input type="checkbox"/> depfor	Security Deposit Forfeiture
<input type="checkbox"/> depint	Deposit Interest
<input type="checkbox"/> deposit	Security Deposit
<input type="checkbox"/> emp	Employee Rent Concession
<input checked="" type="checkbox"/> flooring	Flooring Charges
<input type="checkbox"/> furn	Furniture Rental
<input type="checkbox"/> garage	Garage
<input type="checkbox"/> gardep	Garage Deposit

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First Previous 1 Next Last

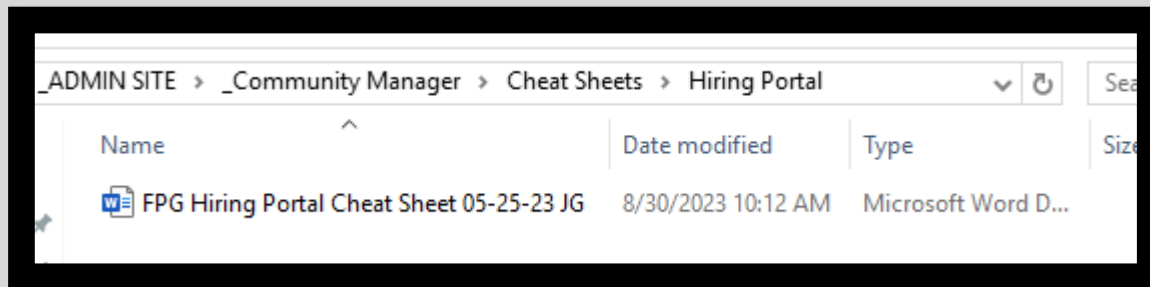
# Flooring Updates

1. A new GL code has been added to Yardi- 6919 Flooring Repair. This new code should be used for vinyl, plank, or subfloor repair invoices. Carpet repair should still be coded to 6909.
2. The “carpet” charge code has been updated to “flooring” for chargebacks to ledgers. This will encompass all types of flooring chargebacks including carpet, vinyl, plank, or subfloor.

Please see Becky’s email on 5/5/23 or reach out to your accountant or Regional for more info 😊

# FPG Hiring Portal

- Please be sure to check the portal when you are running ads every M-W-F.
- If you do not have a Linked In account reach out to Bry so she can forward, you resumes.
- Once you select a candidate you will send the offer letter and background check link through the portal.
- See below the location for the Hiring Portal Cheat Sheet.
- If you have any questions, please reach out to your regional.



# Updated W-9's (08/23)



- All W-9's are saved on the site server. The path is Property → Legal → Forms Folder.
- The address has also been updated to the Palo Alto Address.
- We should be using the Gilman address info unless the local address is specifically required.
- Reach out to your regional if you have any questions.



THANKING OUR  
HEROES IN 2023!

#TEAMFPG



**TEAM**  
Together  
Everyone  
Achieves  
More



ONSITE TEAMS  
MAKE A DIFFERENCE

FIRST PACIFIC  
FIRST PACIFIC GROUP, INC.