



# Michelson Weekly Update

Tuesday, April 21st, 2026

## PROPERTY MANAGEMENT



### 1. BLUE BOOK REMINDERS - attachment

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

Park Forest	Carrington Park	Terraces at Forest Springs	Trace Apartments
Alinea Town & Country	Preston Run	Harper's Point	Walden Crossing
Kensington West	Estates at TPC	Bramblett Hills	Walden Glen
Orchard Village	Westshore Colony	The Orion	
Southmoor	Fenwick Place	The Point at Tamaya	

- **Past Due from 03/25-Property Inspections**-Panther Creek Parc, Boulder Creek, Vineyards, Whispering Hills
- **Past Due from 03/25-Downspout Maps**-Vineyards
- **Past Due from 03/26-Administrative Checklist**-Vineyards
- **Past Due from 03/26-2Q Marketing Plan** -Vineyards
- **Due 04/28-Resident Questionnaire Recaps**- The Orion
- **Due 04/30-Safety Checklist**
- **Due 05/01-Monthly Property Summary**
- **Due 05/01-Market Study**
- **Due 05/23-Resident Questionnaire Recaps**-Southmoor, Vineyards, Walden Crossing, Westshore Colony
- **Due 05/28-Inventories**
- **Due 05/31-Fire Inspections**-Vineyards

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](mailto:reports@michelsonrealty.com).



### 2. WEEKLY RECAP FOR GOOD CALL & REVIEWS-attachment

Please review the weekly recap for Good Calls & Reviews 04/13-04/19 with your team!



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### 3. TENANT MEMOS AND CRM FOLLOW-UPS

Teams, as a reminder, Tenant Memos and traditional 2233 follow-ups should be completed through CRM so they accurately reflect on your MSR. These memos are automatically created upon move-in, and you'll be given reminders on when to follow-up through CRM. If there are any issues, please email [yardisupport@michelsonrealty.com](mailto:yardisupport@michelsonrealty.com).

### 4. FIELD NOTES TEMPLATE - attachment

Minor updates were made to the field notes template to consolidate duplicate headings (renewal management, Who's Calling) and update the name of another (Lease Expiration Schedule & Management). For the latter, if you have any overages in lease expirations, add your plan to bring them back in line.

As a reminder too, your field notes should start from a fresh template each time and include only discussion notes from that particular visit. Notes/projects from previous visits can be maintained on the Monthly Property Summary.

### 5. CONGRATS MEMO FOR MARCH 2026-attachment-2<sup>nd</sup> reminder

Please review the Congrats Memo for March 2026 with your team!

### 6. NSF Notification Process-2<sup>nd</sup> reminder

The bank notifications regarding ACH and Check Scan returns will now be distributed through ShareFile. Going forward, the central office will no longer send these notices via email.

Meghan has created an "NSF" folder for each property within ShareFile. You will receive an automatic email notification from ShareFile whenever a file is uploaded to your folder. Please make sure to monitor these notifications closely and process return notices as you normally would.

If you have a question about a specific return, please contact Vanessa at [vanessah@michelsonrealty.com](mailto:vanessah@michelsonrealty.com) or Jackie at [brandtj@michelsonrealty.com](mailto:brandtj@michelsonrealty.com).

### 7. VERIFICATION OF INCOME SCREENING RESULTS – attachment-2<sup>nd</sup> reminder



# ichelsohn Weekly Update

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Yardi rolled out a recent update in regards to VOI and that if an individual uses a business bank account for their VOI, it will be flagged for the on-site team to review further with a status of “Business Account Connected.” From there, you can review the details and if necessary, resend the VOI invitation if further verification is required.

### 8. Leasing/Marketing Tip Of The Week – ChatGPT Role Plays - attachment

## Role Playing With ChatGPT

We’ve previously shared the idea to do role play calls with ChatGPT if an agent is on their own or unable to find someone to conduct a phone call with, and we wanted to re-share the idea plus prospect scenarios you can input directly to help role play more specific examples!

You can copy/paste all the details below each scenario starting with “I would like to role play...” through the lettered preferences to create a “phone call” for the agent. Feel free to adjust any of the preferences accordingly to make it property specific, and transcripts can be downloaded for review upon completion!

If your team has any unique marketing ideas, please send them to [meghang@michelsonrealty.com](mailto:meghang@michelsonrealty.com).

“Sales go up and down. Service stays forever.”

Anonymous