

## HAPPY ANNIVERSARY

Dandi Breese  
 11•21•2011

Jose Acosta  
 11•30•2011

Melisa Aycok  
 11•30•2011

Terrence Weatherspoon  
 11•14•2019

Stephanie Hutchison  
 11•04•2020

Jesus Salto  
 11•12•2021

Kendrick Revels  
 11•22•2021

## HAPPY BIRTHDAY

Steve Ballinger 11/05

McKenna Blasi 11/12

Adiel Canizalez 11/03

Vicente Farias 11/25

Chris Hamrick 11/18

Cherrise Harris 11/18

John Hodge 11/16

Raymundo Lopez 11/29

Jose Macedo 11/23

Traci Marshall 11/30

Bridget Radford 11/06

Rease Rail 11/17

Guadalupe Tijerina 11/08

Enoe Torres 11/10

Joel Villarreal 11/08

Christopher Wengert 11/10

## WHAT'S HAPPENING IN NOVEMBER:

**NOV. 1** – OME Due / Update Emp. Address  
 Changes in Paycom

**NOV. 3** – Payroll Due

**NOV. 4** – Friendly Reminders

**NOV. 5** – Asst. Mgr. Weekend

**NOV. 6** – Daylight Savings Time Ends

**NOV. 7** – 3 Day/30 Day Notices

**NOV. 8** – Supplemental Supply Order

**NOV. 10** – Delq. Report Due / File Evictions /  
 Market Survey Due / Update Yardi Comp Survey

**NOV. 14** – 45-Day Notice for Dec. Expirations /  
 Personal Contact for Nov. Expirations

**NOV. 15** – Monthly Mgmt. Plan / Submit RCF  
 Changes / Update Delinquency Report / 75-Day  
 Notice for Jan. Expirations / Service Mgr.  
 Breakfast Club

**NOV. 16** – Leasing Breakfast Club

**NOV. 17** – Payroll Due

**NOV. 18** – Asst. Mgr. Breakfast Club

**NOV. 21** – AME Done

**NOV. 22** – Close AP / Update Delq. Report  
 / Primary Supply Order

**NOV. 23** – Update Yardi Comp Survey

**NOV. 24** – Thanksgiving Holiday – All  
 Offices Closed

**NOV. 25** – Offices Closed with Occupancy  
 at 94% or Higher and Exposure at 6% or  
 less / Corp Office Closed

**NOV. 29** - Update Delq. Report / Mgr.  
 Breakfast Club

**NOV. 30** – Personal Contact for Dec.  
 Expirations / Send Collection Files to  
 Collection Agency





**MAS**

**Adalberto  
Alvarez-Velez**  
*Service Tech*

**Nickname** – Al

**Spouse/SO** – Ruby

**Children** – 5 Children (ages 3, 5, 7, 9, and 12)

**Hobbies & Interests** – Cars

**Place of birth** – Puerto Rico

**Favorite Music** – Reggaeton

**Favorite Restaurant** – Mc. Donald's

**What did you do on your last vacation?**  
Went to Puerto Rico.

**What would you do if you won the lottery?**  
Keep working.



**KXS**

**Chris Owen**  
*Maintenance Tech*

**Spouse** – Julie Owen

**Children/Ages** – Rob (22), Ryan (16), Caroline (8)

**Hobbies & Interests** – Baseball, Hunting,  
Teaching Gun Safety

**Place of birth** – Dallas, Texas

**Favorite Song** – “Sand In My Boots” By: Morgan  
Wallen

**Favorite Food** – Seafood

**What did you do on your last vacation?**  
Hiked the rain forest and zip lined.

**What would you do if you won the lottery?**  
Retire.



**WSC**

**Christian Avila**  
*Leasing Consultant*

**Nickname** – Dimples

**Hobbies & Interests** – I like to go ATV riding,  
swim, and dance. I also have an interest in  
horseback riding.

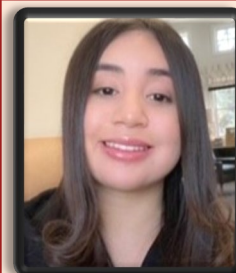
**Place of birth** – San Luis Potosi, Mexico

**Favorite Music** – Any Bad Bunny song

**Favorite Restaurant/Food** – Chick Fil-A – Spicy  
Deluxe Meal with a Cherry Coke (light ice) and  
California Sushi Roll. Also, ice coffee is like my  
breakfast so White Chocolate Mocha from  
Starbucks.

**What did you do on your last vacation?**  
I explored the City of Mexico.

**What would you do if you won the lottery?**  
Send Angie money 😊 (LOL) I would own and  
invest on various properties around the south. I  
would also purchase my own CFA.



**BRZ**

**Michele Hernandez**  
*Leasing Consultant*

**Children** – Isabella Adeline Huerta (5 yrs.)

**Hobbies & Interests** – Shopping & Reading

**Place of birth** – Dallas, Texas

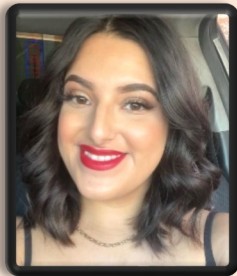
**Favorite Music** – Lana Del Ray

**Favorite Restaurant** – Pluckers

**What did you do on your last vacation?**  
Went to South Padre Island and Jet Skied

**What would you do if you won the lottery?**  
I would look into starting a business that would  
help our community.

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**MHT**

**Princess Villegas**  
*Leasing Consultant*

**Spouse/SO** – Kai Turner

**Children** – Emery Turner (2 months)

**Hobbies & Interests** – Photography, Hiking, and Spending Time w/ Family

**Place of birth** – Fort Worth, TX

**Favorite Song** – “Singing in the Shower” by: Becky G

**Favorite Food** – Spaghetti

**What did you do on your last vacation?**  
Made a trip from Wyoming to Texas

**What would you do if you won the lottery?**  
I would buy a 2022 Chevy Tahoe High-Country.



**DLR**

**Michael Bailey**  
*Assistant Manager*

**Nickname** – “Your Highness” ...Just Kidding!

**Children** – Vader (my dog)

**Hobbies & Interests** – Tennis, Painting, and Hiking

**Place of birth** – Houston, TX

**Favorite Song** – “Death of a Bachelor” by: Panic! At the Disco

**Favorite Restaurant/Food** – Brazilian Steakhouse

**What did you do on your last vacation?**  
Went on an Alaskan Cruise.

**What would you do if you won the lottery?**  
Invest 50% and cruise full time.



**HLF**

**Nyre Phillips**  
*Leasing Consultant*

**Hobbies & Interests** – Writing music, singing, family time, and going to the movies.

**Place of birth** – Houston, Texas

**Favorite Music** – Anything by Chris Brown

**Favorite Food** – Cajun Seafood Boil

**What did you do on your last vacation?**  
Took a cruise to the Bahamas.

**What would you do if you won the lottery?**  
Pay off all my parent’s bills and invest!



Don't forget! If you refer someone for one of our open positions, you will receive \$1000 for each referral that is hired (\$500 for part time employees)! Visit [WorkAtLumaResidential.com](https://www.workatlumaresidential.com) to view the openings and then give your friends a call!



# Proud Promotions

Let's give a **big** round of applause for this group of women who have moved to the next level in their careers!

**Traci Marshall** has again shown her strengths in this industry and moved up to Property Manager at Knox Allen Station. Acquiring Knox led us to a great teammate!

**Shelby Couch** was newly introduced to property management mid-2021 as a Leasing Consultant. In just over a year, she has learned what it takes to become the new Assistant Manager of Knox Allen Station.

**Diamond Douglas** just joined LUMA in March of 2022, but by no means is new to the industry! LUMA is honored to promote her to Assistant Manager at Wilson Crossing.

**Cherrise Harris** excels in everything she puts her mind to. It's no question as to why she is now the new Assistant Manager at Highland!

Last, but not least, **Dandi Breese** is coming up on her 11<sup>th</sup> anniversary with LUMA. Chosen as a candidate for the 2022 AAGD Lyceum Class, Dandi will further grow her skills as a leader within our industry.

**Congratulations** to you all and **thank you** for being a part of the great in LUMA Residential!



## & Amazing Achievements

## Pat On The Back

The Leasing Office at CCS received a call from a resident that there was a two-year-old crying and walking alone on property. They were unsure where the toddler belonged. The leasing office picked up the toddler to bring into the office to ensure the child's safety. Raymond identified where the toddler lived and brought the child back home. Raymond then, with his personal money, went to the store to purchase and install a toddler door safety device for the residents. Raymond's care for his residents, in addition to going WAY above and beyond is exactly why we are thankful to have him a part of our LUMA Family!

— **Stephanie Hutchison**  
Assistant Property Manager  
Carmel Creekside



*Raymond Hernandez*

# INFO & RESOURCES

## PAYCOM

YOU CAN ACCESS YOUR PERSONAL EMPLOYMENT INFO INCLUDING VIEWING YOUR VACATION TIME BALANCE AND EVEN PRINTING YOUR PASTUB THROUGH PAYCOM. IF YOU HAVE ANY QUESTIONS, PLEASE UTILIZE THE HELP SECTION IN THE PAYCOM SYSTEM OR CONTACT SHETERA VANSCHPEN.

## FIDELITY 401K

TO MAKE CHANGES OR LEARN MORE:  
FIDELITY NETBENEFITS AT  
[www.401k.com](http://www.401k.com)  
RETIREMENT BENEFITS LINE AT  
1-800-835-5097

## TOTAL IT

TOTAL IT - YOUR FIRST STOP FOR NETWORK, HARDWARE, AND GENERAL SOFTWARE ISSUES  
HELP FOR YOUR ISSUE IS JUST A PHONE CALL OR EMAIL AWAY AT  
[HELP@TOTALIT.COM](mailto:HELP@TOTALIT.COM)  
OR 972-383-7330  
THEY CAN EVEN HELP IF YOU HAVE ISSUES WITH YOUR PERSONAL MOBILE DEVICE!

## MEMBER ASSISTANCE PROGRAM

FOR ACCESS TO MAP SERVICES, SUCH AS A REFERRAL TO COUNSELING, LEGAL, CREDIT AND DEBT CONSULTING SERVICES, AND MUCH MORE, PLEASE USE THE CONTACT INFORMATION BELOW:

Access your MAP benefit today. Call 1-877-660-3806, TTY 711, for personal and confidential assistance. Translators are available for non-English speakers.

VISIT [LIVEANDWORKWELL.COM](http://LIVEANDWORKWELL.COM)

THERE ARE 2 WAYS TO ACCESS:

- Sign in using your HealthSafe ID to securely access your personal benefit information.
- Enter anonymously using access code FP3EAP.

# alight

**MARGARET SCHNEIDER**

YOUR HEALTH PRO

PS ¡SÍ, HABLAMOS ESPAÑOL

TAMBIÉN!

[MARGARET.SCHNEIDER@ALIGHT.COM](mailto:MARGARET.SCHNEIDER@ALIGHT.COM)

800-513-1667 x818

## PLANNING FOR A NEW YEAR

The New Year is approaching and appointment availability can be scarce. Partner with your Health Pro to plan ahead and be prepared.

Whether it's the beginning, middle or end of your plan year, work with your Health Pro to maximize your benefits and become an educated healthcare consumer.

CONNECT WITH YOUR HEALTH PRO

## RELIANT DISCOUNT FOR LUMA

As an employee of Luma Residential, you qualify for a special discount when you enroll in Reliant Paperless Billing with any Reliant electricity plan. We're pleased to team with Reliant to bring you this exclusive Client Employee Program offer.

When you register for the Reliant Client Employee Program and sign up for Paperless Billing, you'll enjoy many benefits.

- Choose a plan that fits your needs – the Paperless Billing discount applies to any Reliant Plan
- Get a 5% monthly discount on your bill, for the electricity you use with Reliant Paperless Billings
- Enjoy the convenience of Paperless Billing

### NEW CUSTOMERS

1. VISIT [RELIANT.COM](http://RELIANT.COM) OR CALL 1-866-RELIANT.
2. CHOOSE A PLAN THAT WORKS FOR YOU AND SIGN UP FOR IT – ALL RELIANT PLANS ARE ELIGIBLE FOR THE DISCOUNT
3. ONCE YOU'RE SIGNED UP, OBTAIN YOUR RELIANT ACCOUNT NUMBER FROM YOUR ENROLLMENT CONFIRMATION AND YOUR ESID (WHICH IDENTIFIES YOUR METER) FROM YOUR PREVIOUS PROVIDER'S BILL.
4. FOLLOW THE STEPS LISTED UNDER "EXISTING CUSTOMERS" TO COMPLETE REGISTRATION FOR THE PROGRAM.

### EXISTING CUSTOMERS

MAKE SURE TO HAVE A COPY OF YOUR CURRENT BILL TO PROVIDE REQUESTED INFORMATION REGARDING YOUR ACCOUNT.

1. VISIT [HTTPS://WWW.RELIANTCEP.COM/LOGIN/](https://www.reliantcep.com/login/)
2. ENTER YOUR COMPANY PASSWORD L5C2CEP
3. PROVIDE THE REQUESTED ACCOUNT INFORMATION FROM YOUR BILL.
4. BE SURE TO SIGN UP FOR RELIANT PAPERLESS BILLING TO COMPLETE THE REGISTRATION PROCESS BY VISITING [RELIANT.COM/PAPERLESS](http://RELIANT.COM/PAPERLESS).

**Vacation Calendar  
November 2022**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		<b>01</b> HUTCHISON, STEPHANIE LYNN Status - Active 8.00 - VACATION BREESE, DANDI Status - Active 8.00 - VACATION	<b>02</b>	<b>03</b> FREEMAN, HOLLIE MICHELLE Status - Active 8.00 - VACATION MENSING, ERIC J Status - Active 8.00 - VACATION	<b>04</b> BALLINGER, STEVEN Status - Active 4.00 - BIRTHDAY RADFORD, BRIDGET ANN Status - Active 4.00 - BIRTHDAY FREEMAN, HOLLIE MICHELLE Status - Active 8.00 - VACATION JORDAN, SHERRY Status - Active 8.00 - VACATION PALMER, ASHLEY Status - Active 8.00 - VACATION BALLINGER, STEVEN Status - Active 4.00 - VACATION GANDARA DELGADO, NATHALI Status - Active 8.00 - VACATION RADFORD, BRIDGET ANN Status - Active 4.00 - VACATION	<b>05</b>

# Vacation Calendar November 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
06	07 JORDAN, SHERRY Status - Active 8.00 - VACATION JOHNSON, STETSON M Status - Active 8.00 - VACATION MONCIBAIS, KIMBERLY Status - Active 8.00 - VACATION RADFORD, BRIDGET ANN Status - Active 8.00 - VACATION	08 JOHNSON, STETSON M Status - Active 8.00 - VACATION SINNAEVE, AMANDA JOY Status - Active 8.00 - VACATION RADFORD, BRIDGET ANN Status - Active 8.00 - VACATION	09 JOHNSON, STETSON M Status - Active 8.00 - VACATION SINNAEVE, AMANDA JOY Status - Active 8.00 - VACATION	10 JOHNSON, STETSON M Status - Active 8.00 - VACATION SINNAEVE, AMANDA JOY Status - Active 8.00 - VACATION DOERING, AMANDA Status - Active 8.00 - VACATION TORRES, ENOE Status - Active 8.00 - VACATION	11 BLASI, MCKENNA Status - Active 4.00 - BIRTHDAY HARRIS, CHERRISE Status - Active 4.00 - BIRTHDAY GROSS, JACQUELINE M Status - Terminated 8.00 - VACATION MCCLUNG, JIMMY E Status - Active 8.00 - VACATION JOHNSON, STETSON M Status - Active 8.00 - VACATION DOERING, AMANDA Status - Active 8.00 - VACATION TOVAR, JOSHUA ANGEL Status - Active 3.00 - VACATION GARLAND, SALLY MERSBACH Status - Active 8.00 - VACATION TORRES, ENOE Status - Active 8.00 - VACATION BACA, THALIA MARIE Status - Active 8.00 - VACATION	12

**Vacation Calendar  
November 2022**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
13	<b>14</b> HODGE, JOHN Status - Active 4.00 - BIRTHDAY MCCLUNG, JIMMY E Status - Active 8.00 - VACATION WRIGHT-JOHNS, VIRGIE Status - Active 8.00 - VACATION SINNAEVE, AMANDA JOY Status - Active 8.00 - VACATION TOVAR, JOSHUA ANGEL Status - Active 8.00 - VACATION	<b>15</b> WRIGHT-JOHNS, VIRGIE Status - Active 8.00 - VACATION SINNAEVE, AMANDA JOY Status - Active 8.00 - VACATION	16	<b>17</b> RAIL, REASE D Status - Active 4.00 - BIRTHDAY RAIL, REASE D Status - Active 4.00 - VACATION HARRIS, CHERRISE Status - Active 8.00 - VACATION RAWLS, MICHAEL Status - Active 8.00 - VACATION COUCH, SHELBY Status - Active 8.00 - VACATION	<b>18</b> WILLIAMS, JAMAL A Status - Active 8.00 - VACATION WILSON-HEINEN, RACHEL SCHAE Status - Active 8.00 - VACATION BREESE, DANDI Status - Active 8.00 - VACATION RAWLS, MICHAEL Status - Active 8.00 - VACATION HARRIS, CHERRISE Status - Active 8.00 - VACATION JORDAN, SHERRY Status - Active 8.00 - VACATION COUCH, SHELBY Status - Active 8.00 - VACATION	19



**Vacation Calendar  
November 2022**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
20	21 FELIX JUAREZ, GEORGINA Status - Active 8.00 - VACATION WILLIAMS, JAMAL A Status - Active 8.00 - VACATION WILSON-HEINEN, RACHEL SCHAE Status - Active 8.00 - VACATION FADDOUL, CHRISTOPHER Status - Active 8.00 - VACATION OLIVA, RODOLFO Status - Active 8.00 - VACATION TORRES, ENOE Status - Active 8.00 - VACATION DOUGLAS, DIAMOND AJANEE Status - Active 8.00 - VACATION COUCH, SHELBY Status - Active 8.00 - VACATION BREESE, DANDI Status - Active 8.00 - VACATION	22 FELIX JUAREZ, GEORGINA Status - Active 8.00 - VACATION WILLIAMS, JAMAL A Status - Active 8.00 - VACATION ASKEW, ARCARDIA T Status - Active 8.00 - VACATION OLIVA, RODOLFO Status - Active 8.00 - VACATION TORRES, ENOE Status - Active 8.00 - VACATION CARDEN, CHARLES D Status - Active 8.00 - VACATION DOUGLAS, DIAMOND AJANEE Status - Active 8.00 - VACATION	23 FELIX JUAREZ, GEORGINA Status - Active 8.00 - VACATION WILLIAMS, JAMAL A Status - Active 8.00 - VACATION ASKEW, ARCARDIA T Status - Active 8.00 - VACATION ARMSTRONG, ADRIANE C Status - Active 8.00 - VACATION OLIVA, RODOLFO Status - Active 8.00 - VACATION TORRES, ENOE Status - Active 8.00 - VACATION JORDAN, SHERRY Status - Active 4.00 - VACATION DOUGLAS, DIAMOND AJANEE Status - Active 8.00 - VACATION SHAHAN JR, JIMMY Status - Active 8.00 - VACATION MARSHALL, TRACI LINNETTE Status - Active 8.00 - VACATION BABINEAUX, EBONY Status - Active 4.00 - VACATION GARCIA, LUZ Status - Active 8.00 - VACATION	24 OLIVA, RODOLFO Status - Active 8.00 - VACATION	25 WILLIAMS, JAMAL A Status - Active 8.00 - VACATION HOQUIST, JESSICA L Status - Active 8.00 - VACATION ARMSTRONG, ADRIANE C Status - Active 8.00 - VACATION OLIVA, RODOLFO Status - Active 8.00 - VACATION CARDEN, CHARLES D Status - Active 8.00 - VACATION WEST, STEVEN SEAN Status - Active 8.00 - VACATION MARSHALL, TRACI LINNETTE Status - Active 8.00 - VACATION JOHNSON, CHELSEY M Status - Active 8.00 - VACATION	26

**Vacation Calendar  
November 2022**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	<b>28</b> ASKEW, ARCARDIA T Status - Active 8.00 - VACATION MCCLUNG, JIMMY E Status - Active 8.00 - VACATION KELLAR, CATHY ANN Status - Active 8.00 - VACATION	<b>29</b> BACA, THALIA MARIE Status - Active 8.00 - VACATION	<b>30</b>			



# LUMA Residential Calendar

## November 2022

November 2022						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December 2022						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Oct 30	31	Nov 1	2	3	4	5
		OME due 8:00am Update Emp Address Changes in Paycom	5:30pm Close leasing week	8:30am Payroll due	Friendly reminders	Asst Mgr weekend
6	7	8	9	10	11	12
Daylight Savings Time ends (fall back 1 hour)	3 day/30 day notices 10:00am Staff meeting	9:30am Supplemental Supply order	5:30pm Close leasing week	Delinquency Report due File evictions Market Survey due 10:00am Update Yardi comp survey		
13	14	15	16	17	18	19
	8:00am 45-day notice for Dec expirations 8:00am Personal contact for Nov expirations	Mgmt Plan/RCF Changes Update Delq Report 8:00am 75-day notice for Jan expirations 9:00am SM Brkft Club	9:00am Leasing Breakfast club 5:30pm Close leasing week	8:30am Payroll due	9:00am Asst Mgr Breakfast Club	
20	21	22	23	24	25	26
	10:00am Staff meeting 3:00pm AME Done	Close A/P Update Delq Report 9:30am Primary supply order	10:00am Update Yardi comp survey 3:00pm Close leasing week	All Offices Closed THANKSGIVING HOLIDAY	Corp Office Closed	
27	28	29	30	Dec 1	2	3
		Update Delq Report 9:00am Mgr Breakfast club	8:00am Personal contact for Dec expirations 10:00am Send collection files to collection 5:30pm Close leasing			