

# LUMA NEWS

February 2023

[www.lumapm.com](http://www.lumapm.com)



## Happy Anniversary

Emily Short	02-23-95				
Phyllis Metevier	02-25-98				
Synthia Rippenkroeger	02-10-06	Ashley Palmer	02-03-15		
Adriane Armstrong	02-28-06	Ronald Aycok	02-01-16	Taisha Lee	02-14-18
Jimmy Shahan	02-25-11	Brodie Dittmar	02-08-17	Jose Macedo	02-06-20
Devin Carden	02-17-14	Manuel Gardea	02-22-17	Shetera Van Schepen	02-04-21
		Korben Johnson	02-28-17	Rowdy Lairson	02-07-22
		Kristina Frye	02-12-18	Antoine Byrd	02-14-22
				Mandi Sinnaeve	02-28-22

## Happy Birthday!

**Donica Gracia**

*Feb. 1st*

**Michele Hernandez**

*Feb. 1st*

**Christopher Faddoul**

*Feb. 2nd*

**Anthony Rojas**

*Feb. 3rd*

**Hubert Robinson**

*Feb. 4th*

**Jamal Williams**

*Feb. 4th*

**Chelsey Johnson**

*Feb. 5th*

**Melanie Allen**

*Feb. 7<sup>th</sup>*

**Jim Mattingly**

*Feb. 8<sup>th</sup>*

**Brenda Lopez**

*Feb. 12th*

**Jonathan McGuire**

*Feb. 12th*

**Korben Johnson**

*Feb. 13th*

**Bryan Nieto**

*Feb. 14th*

**Joshua Tovar**

*Feb. 14th*

**Billy Wilson**

*Feb. 14th*

**David Coreas**

*Feb. 16th*

**Georgina Juarez**

*Feb. 16<sup>th</sup>*

**Terrence Weatherspoon**

*Feb. 16th*

**Phyllis Metevier**

*Feb. 17th*

**Marci Brase**

*Feb. 20th*

**Kieran Vinal**

*Feb. 20th*

**Ian Mattingly**

*Feb. 21st*

**Virgie Wright**

*Feb. 22nd*

**Amanda Doering**

*Feb. 23rd*

**Lisa Pearce**

*Feb. 25th*

**Raymond Hernandez**

*Feb. 25th*

**Rowdy Lairson**

*Feb. 28th*



## **WHAT'S HAPPENING IN FEBRUARY:**

*Happy Valentine's Day!*

**FEB. 1** – Equipment/Furniture Inventory(P2110) – Send Email / OME Due

**FEB. 4** – Assistant Manager Weekend / Friendly Reminders

**FEB. 6** – 3 day/30 day Notices

**FEB. 7** – Update Emp Address Changes in Paycom

**FEB. 9** – Market Survey Due / Payroll Due / Update Yardi Comp Survey

**FEB. 10** – Delq. Report Due / File Evictions

**FEB. 13** – Personal Contact for Feb. Expirations

**FEB. 14** – **HAPPY VALENTINE'S DAY** 

Supplemental Supply Order / 45-day Notice for March Expirations / Service Manager Breakfast Club

**FEB. 15** – Monthly Management Plan / Submit RCF Changes / 75-day Notice for April Expirations

**FEB. 16** – Leasing Breakfast Club

**FEB. 17** – Assistant Manager Breakfast Club

**FEB. 21** – Update Delq. Report / AME Done

**FEB. 22** – Close A/P

**FEB. 23** – Payroll Due / Manager Breakfast Club / Update Yardi Comp Survey

**FEB. 25** – Manager Weekend

**FEB. 27** – Primary Supply Order

**FEB. 28** – Update Delq. Report / Personal Contact for March Expirations / Send Collection Files to Collection Agency

Because of our **amazing team**, LUMA Residential has been named one of ApartmentRatings.com/Satisfacts **EPIQ Top 100 Property 'Management Companies under 25 properties,**

based on our online ratings and resident reviews.



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WELCOME  
BACK!



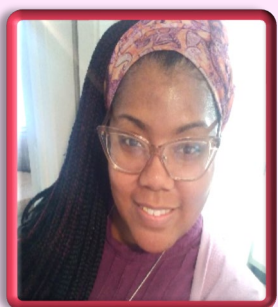
ICR  
**Mahagoni  
Babineaux-  
Johnson**  
*Leasing Consultant*

**Significant Other** – Edgar Bellah (Fiancé)  
**Children** – Kalem (8), Cedric (6), Nevaeh (5), Iveigh (5 months)  
**Hobbies & Interests** – Reading, Blogging, & Shopping  
**Place of birth** – Dallas, TX  
**Favorite Musician** – Anything by Eminem  
**Favorite Food** – Sushi  
**What did you do on your last vacation?**  
Went to Vegas!!!  
**What would you do if you won the lottery?**  
Invest for passive income.



BDO  
**Alexander Pyburn**  
*Maintenance Tech*

**Nickname** – Alex  
**Hobbies & Interests** – Billiard's, Darts, & Motorcycles  
**Place of birth** – Chesapeake, VA  
**Favorite Song** – “This Damn Song” By: Pecos & The Rooftops  
**Favorite Food** – Chinese  
**What did you do on your last vacation?**  
Went to Nashville, TN.  
**What would you do if you won the lottery?**  
Buy 5,000 acres of land and start a ranch.



WLH  
**Laquonia  
Johnson**  
*Assistant Manager*

**Nickname** – Quonia  
**Children/Ages** – 4 Daughters (28, 26, 24, & 23) & 3 Grandchildren (8, 5, & 3)  
**Hobbies & Interests** – Shopping, cooking, reading a good book, travel, brunch and WINE, & spending time with family and friends  
**Place of birth** – Clarksdale, MS

**Favorite Musician** – “Ridiculous”  
By: Raheem DeVaughn  
**Favorite Restaurant/Food** – Golden Corral & Lasagna  
**What did you do on your last vacation?**  
Went to the Kansas City and watched the Steelers vs. Chiefs game for Christmas.  
**What would you do if you won the lottery?**  
Open a homeless shelter/feed center, & set aside the rest for people in need, kids, and my grandchildren.

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**MHT**

**Jeremy  
Thompson**  
*Property Manager*

**Significant Other** – Gisselle

**Hobbies & Interests** – Football, Basketball,  
Working Out, & Piano

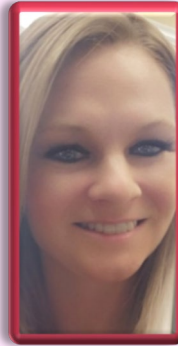
**Place of birth** – Tulsa, OK

**Favorite Song** – “7 Days” By: Craig David

**Favorite Food** – Pepper Soup (Nigerian  
Style!)

**What did you do on your last vacation?**  
Scuba dived in Puerto Rico.

**What would you do if you won the  
lottery?**  
Whatever I wanted to! LOL!



**ACL/CBT**

**Marci Brase**  
*Assistant Manager*

**Children/Ages** – Christopher (9 years old)

**Hobbies & Interests** – Beach vacations,  
Dirt bikes, & ATV's

**Place of birth** – Arlington, TX

**Favorite Music** – Anything by Florida  
Georgia Line or Morgan Wallen

**Favorite Food** – Sushi & Mexican Food

**What did you do on your last vacation?**  
Went to South Padre Island.

**What would you do if you won the  
lottery?** Pay off truck and all my bills & buy  
a big house with a pool and dirt bike track in  
the backyard.



**MHT**

**Raymond  
Castillo**  
*Maintenance Tech*

**Children/Ages** – One 3-year-old

**Place of birth** – Dallas, TX

**What did you do on your last  
vacation?**  
Went to the beach.



**CCS**

**Mark Green**  
*Groundskeeper*

**Nickname** – Green

**Hobbies & Interests** – TV

**Place of birth** – Houston, TX

**What did you do on your last  
vacation?** Moved to Texas.



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](http://WorkAtLumaResidential.com) to view the openings.  
and then give your friends a call!

# 🔥 Light It Up LUMA 🔥



**WAY TO GO KATARINA!!!**  
Katarina, leasing at SOU, scored a 90% on her most recent in-person shop. To make this even more impressive... She achieved this within under a year of joining LUMA! Great Job!!!!



**Sherry Jordan**  
Vice President of Operations, Luma Residential

Sherry has been installed as a Board Member of AAGD! Her continuous involvement is truly motivating.

## PAT ON THE BACK

### Chris Faddoul & the entire Wind Dance Team

Amazing words from a happy resident at Wind Dance:  
"I WANT TO EXTEND MY COMPLIMENTS AND HIGH PRAISE FOR ALL OF THE FRONT OFFICE STAFF FOR THEIR EXCELLENT CUSTOMER SERVICE DURING OUR TRANSFER OF APARTMENTS. I WOULD ALSO LIKE TO COMMEND CHRIS FADDOUL, THE SERVICE MANAGER. HIS SERVICE HAS BEEN BEYOND EXCELLENT, AND IT WARRANTS SPECIAL COMMENDATION. THANK YOU." – Apt. 1018

♥ Incredible Job Team ♥



**Jimmy McClung**  
Maintenance Support Supervisor, Luma Residential

AATC Education Committee Chair

January 27<sup>th</sup>, Jimmy was honored as an AATC Lyceum Graduate! Congratulations!!!



Congratulations to Dandi on her accomplishment of completing the AAGD Lyceum Leadership Program!!

# 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

JOE BONHAM - Your Health PRO  
[JOE.BONHAM@ALIGHT.COM](mailto:JOE.BONHAM@ALIGHT.COM)  
800-513-1667

PS ¡SÍ, HABLAMOS ESPAÑOL TAMBIÉN!  
[HEALTHPRO.ESPAÑOL@ALIGHT.COM](mailto:HEALTHPRO.ESPAÑOL@ALIGHT.COM)

## BETTER HEALTH AHEAD WITH HELP FROM YOUR PERSONAL HEALTH PRO

Healthcare benefits can be confusing and overcoming obstacles in the healthcare industry can be frustrating and time-consuming. You now have a personal Health Pro consultant to simplify your healthcare experience so you can spend more time on what matters most.

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 February 2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			<b>01</b> HERNANDEZ, MICHELE Status - Active 4.00 - BIRTHDAY SHAHAN JR, JIMMY Status - Active 8.00 - VACATION HERNANDEZ, MICHELE Status - Active 4.00 - VACATION NIETO, BRYAN CHRISTOPHER Status - Active 8.00 - VACATION	<b>02</b> FADDOUL, CHRISTOPHER Status - Active 4.00 - BIRTHDAY SHAHAN JR, JIMMY Status - Active 8.00 - VACATION CARDEN, CHARLES D Status - Active 8.00 - VACATION FADDOUL, CHRISTOPHER Status - Active 4.00 - VACATION NIETO, BRYAN CHRISTOPHER Status - Active 8.00 - VACATION	<b>03</b> ROJAS, ANTHONY STEVEN Status - Active 4.00 - BIRTHDAY SHAHAN JR, JIMMY Status - Active 8.00 - VACATION FADDOUL, CHRISTOPHER Status - Active 8.00 - VACATION ARMSTRONG, ADRIANE C Status - Active 8.00 - VACATION VILLEGAS, PRINCESS NATALIE Status - Active 8.00 - VACATION NIETO, BRYAN CHRISTOPHER Status - Active 8.00 - VACATION	<b>04</b>
<b>05</b>	<b>06</b> SHAHAN JR, JIMMY Status - Active 8.00 - VACATION FADDOUL, CHRISTOPHER Status - Active 8.00 - VACATION	<b>07</b> ALLEN, MELANIE Status - Active 4.00 - BIRTHDAY	<b>08</b>	<b>09</b> MCGLOTHERN, KIAN Status - Active 8.00 - VACATION TIJERINA JR., GUADALUPE Status - Active 8.00 - VACATION	<b>10</b> ARMSTRONG, ADRIANE C Status - Active 8.00 - VACATION MCGLOTHERN, KIAN Status - Active 8.00 - VACATION TIJERINA JR., GUADALUPE Status - Active 8.00 - VACATION MOSLEY, JACOB Status - Active 8.00 - VACATION	<b>11</b>

## Vacation Calendar February 2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12	<b>13</b> LEE, TAISHA M Status - Active 8.00 - VACATION WILSON, BILLY Status - Active 8.00 - VACATION MARTINEZ, BLAINE Status - Active 8.00 - VACATION	<b>14</b> WILSON, BILLY Status - Active 4.00 - BIRTHDAY HARRIS, CHERRISE Status - Active 8.00 - VACATION WILSON, BILLY Status - Active 4.00 - VACATION	<b>15</b> BALLINGER, STEVEN Status - Active 8.00 - VACATION HARRIS, CHERRISE Status - Active 8.00 - VACATION VILLARREAL JR, JOEL Status - Active 8.00 - VACATION	<b>16</b> COREAS, DAVID Status - Active 4.00 - BIRTHDAY BALLINGER, STEVEN Status - Active 8.00 - VACATION VILLARREAL JR, JOEL Status - Active 8.00 - VACATION	<b>17</b> NIETO, BRYAN CHRISTOPHER Status - Active 4.00 - BIRTHDAY BALLINGER, STEVEN Status - Active 8.00 - VACATION WEATHERSPOON, TERRENCE LADELL Status - Active 8.00 - VACATION MCCALMENT, ANGELA S Status - Active 8.00 - VACATION VILLARREAL JR, JOEL Status - Active 8.00 - VACATION	<b>18</b> WEATHERSPOON, TERRENCE LADELL Status - Active 8.00 - VACATION





## Vacation Calendar February 2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>19</b>  WEATHERSPOON, TERRENCE LADELL Status - Active 8.00 - VACATION	<b>20</b>  WILLIAMS, JAMAL A Status - Active 4.00 - BIRTHDAY WEATHERSPOON, TERRENCE LADELL Status - Active 8.00 - VACATION MARTINEZ, BLAINE Status - Active 8.00 - VACATION JOHNSON, CHELSEY M Status - Active 8.00 - VACATION	<b>21</b>  WEATHERSPOON, TERRENCE LADELL Status - Active 8.00 - VACATION WILLIAMS, JAMAL A Status - Active 8.00 - VACATION	<b>22</b>  WILLIAMS, JAMAL A Status - Active 8.00 - VACATION ALLEN, MELANIE Status - Active 8.00 - VACATION NIETO, BRYAN CHRISTOPHER Status - Active 8.00 - VACATION	<b>23</b>  DOERING, AMANDA Status - Active 4.00 - BIRTHDAY WILLIAMS, JAMAL A Status - Active 8.00 - VACATION ALLEN, MELANIE Status - Active 8.00 - VACATION WARE, DARELLE CARTRE Status - Active 8.00 - VACATION	<b>24</b>  WRIGHT-JOHNS, VIRGIE Status - Active 4.00 - BIRTHDAY HERNANDEZ, RAYMOND Status - Active 4.00 - BIRTHDAY WRIGHT-JOHNS, VIRGIE Status - Active 4.00 - VACATION MCCALMENT, ANGELA S Status - Active 8.00 - VACATION FRYE, KRISTINA T Status - Active 8.00 - VACATION WILLIAMS, JAMAL A Status - Active 8.00 - VACATION RADFORD, BRIDGET ANN Status - Active 8.00 - VACATION DOERING, AMANDA Status - Active 8.00 - VACATION WARE, DARELLE CARTRE Status - Active 8.00 - VACATION COREAS, JOEL Status - Active 8.00 - VACATION	<b>25</b>
<b>26</b>	<b>27</b>  DECARLO, KRISTI Status - Active 8.00 - VACATION HERNANDEZ, RAYMOND Status - Active 8.00 - VACATION COREAS, JOEL Status - Active 8.00 - VACATION	<b>28</b>  COREAS, JOEL Status - Active 8.00 - VACATION				

LUMA Residential Calendar

# February 2023

February 2023						
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				

March 2023						
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
Jan 29	30	31	Feb 1 Equip/Furn Inventory (P2110) - send email OME due 5:30pm Close leasing week	2	3	4 Asst Mgr weekend Friendly reminders
5	6 3 day/30 day notices 10:00am Staff meeting	7 8:00am Update Emp Address Changes in Paycom	8 5:30pm Close leasing week	9 Market Survey due 8:30am Payroll due 10:00am Update Yardi comp survey	10 Delinquency Report due File evictions	11
12	13 8:00am Personal contact for Feb expirations	14 Happy Valentines SUPPL Supply order 8:00am 45-day notice for March expirations 9:00am SM Bkfst Club	15 Monthly Mgmt Plan Submit RCF changes 8:00am 75-day notice for Apr expirations 5:30pm Close lease week	16 9:00am Leasing Brkfst club	17 9:00am Asst Mgr Breakfast Club	18
19	20 10:00am Staff meeting	21 Update Delq Report 3:00pm AME Done	22 Close A/P 5:30pm Close leasing week	23 8:30am Payroll due 9:00am Mgr Breakfast club 10:00am Update Yardi comp survey	24	25 Mgr weekend
26	27 9:30am Primary supply order	28 Update Delq Report 8:00am Personal contact for March expirations 10:00am Send collection files to coll. agency	Mar 1	2	3	4