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**RE: Tiller Min Income**

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**From** Tina Langdon <Tina.Langdon@gres.com>

**Date** Thu 10/24/2024 5:12 PM

**To** Jessica Swanson <Jessica.Swanson@gres.com>; Mary Trujillo <Mary.Trujillo@gres.com>

**Cc** Hollie Forsman <Hollie.Forsman@gres.com>; Jennifer Wallace <jennifer.wallace@gres.com>

TSP change needed – attached for 2x rent

1. Website upload
2. Chat bot – Tiller Terrace

Mary please do jit bits – thanks

**Tina Langdon**

Senior Portfolio Manager

503-802-3501

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**From:** Jessica Swanson <Jessica.Swanson@gres.com>

**Sent:** Thursday, October 24, 2024 5:01 PM

**To:** Mary Trujillo <Mary.Trujillo@gres.com>; Tina Langdon <Tina.Langdon@gres.com>

**Cc:** Hollie Forsman <Hollie.Forsman@gres.com>

**Subject:** RE: Tiller Min Income

The latest communication from Tom and Lisa was that Tiller Terrace should be 2x, so unless Hollie has confirmation from Tom otherwise, I believe the TSP/chat agents will need to be updated to the 2x.

**Jessica Swanson**

Director of Business Systems

**Guardian**

760 SW 9<sup>th</sup> Avenue, Suite 2200 | Portland, OR 97205

503-802-3502 | [gres.com](https://www.gres.com)

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**From:** Mary Trujillo <[Mary.Trujillo@gres.com](mailto:Mary.Trujillo@gres.com)>

**Sent:** Thursday, October 24, 2024 4:38 PM

**To:** Tina Langdon <[Tina.Langdon@gres.com](mailto:Tina.Langdon@gres.com)>; Jessica Swanson <[Jessica.Swanson@gres.com](mailto:Jessica.Swanson@gres.com)>

**Cc:** Hollie Forsman <[Hollie.Forsman@gres.com](mailto:Hollie.Forsman@gres.com)>

**Subject:** Re: Tiller Min Income

Hi all!

Can I get an update on where we are in this process?

Screeners is screening people a 2X rent/income.

TSP says 1.5, and Live Chat agents are also telling people 1.5 when they engage through the website, so it is causing a bit of frustration when we pull them in for tours.

Thank you,

## Mary Trujillo

Community Manager

### Tiller Terrace

1670 SW Alder Street | Portland, OR 97205  
971.867.8299 | <https://www.tillerterrace.com>

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**From:** Tina Langdon <[Tina.Langdon@gres.com](mailto:Tina.Langdon@gres.com)>  
**Sent:** Monday, October 7, 2024 5:17 PM  
**To:** Jessica Swanson <[Jessica.Swanson@gres.com](mailto:Jessica.Swanson@gres.com)>  
**Cc:** Mary Trujillo <[Mary.Trujillo@gres.com](mailto:Mary.Trujillo@gres.com)>; Hollie Forsman <[Hollie.Forsman@gres.com](mailto:Hollie.Forsman@gres.com)>  
**Subject:** RE: Tiller Min Income

Correct- but the TSP email between all – was not confirmed and the one online is at 1.5

## Tina Langdon

Senior Portfolio Manager

503-802-3501

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**From:** Jessica Swanson <[Jessica.Swanson@gres.com](mailto:Jessica.Swanson@gres.com)>  
**Sent:** Monday, October 7, 2024 5:11 PM  
**To:** Tina Langdon <[Tina.Langdon@gres.com](mailto:Tina.Langdon@gres.com)>  
**Cc:** Mary Trujillo <[Mary.Trujillo@gres.com](mailto:Mary.Trujillo@gres.com)>; Hollie Forsman <[Hollie.Forsman@gres.com](mailto:Hollie.Forsman@gres.com)>  
**Subject:** Re: Tiller Min Income

In our screening meeting with Tom and Lisa, it was indicated that Tiller was already set at 2X.  
-Jessica

On Oct 7, 2024, at 5:07 PM, Tina Langdon <[Tina.Langdon@gres.com](mailto:Tina.Langdon@gres.com)> wrote:

Hollie

Please see below. We have an open email trail with Tiller Terrace owners wanting 2x the rent, but no new TSP on the website as there were other edits also being made.

On the back end of Onsite there is a 2x rent limit notification. I didn't request that change? Did you or Jessica?

I will have to update the TSP on website and notify WL people. Please advise.

Thank you

Tina Langdon

**From:** Mary Trujillo <[Mary.Trujillo@gres.com](mailto:Mary.Trujillo@gres.com)>  
**Sent:** Monday, October 7, 2024 4:56:20 PM  
**To:** Tina Langdon <[Tina.Langdon@gres.com](mailto:Tina.Langdon@gres.com)>  
**Subject:** Re: Tiller Min Income

Tina,

This email indicates that the 2X change was approved already and that we made the change in OnSite and not the Tiller website.

Before I pull Jessica and Hollie in on a conversation about this, can you confirm that this is correct - we are at 2X and it is our website that has incorrect information, right?

Thank you!!

## Mary Trujillo

Community Manager

**Tiller Terrace**

1670 SW Alder Street | Portland, OR 97205  
971.867.8299 | <https://www.tillerterrace.com>

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**From:** Tina Langdon <[Tina.Langdon@gres.com](mailto:Tina.Langdon@gres.com)>  
**Sent:** Tuesday, September 3, 2024 7:51 AM  
**To:** Mary Trujillo <[Mary.Trujillo@gres.com](mailto:Mary.Trujillo@gres.com)>  
**Subject:** FW: Tiller Min Income

FYI – see email trails 😊

**Have an AMAZING day!**

## Tina Langdon

Senior Portfolio Manager

**Guardian**

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**From:** Tina Langdon <[Tina.Langdon@gres.com](mailto:Tina.Langdon@gres.com)>  
**Sent:** Tuesday, September 3, 2024 7:26 AM  
**To:** Hollie Forsman <[Hollie.Forsman@gres.com](mailto:Hollie.Forsman@gres.com)>  
**Cc:** Tina Langdon <[Tina.Langdon@gres.com](mailto:Tina.Langdon@gres.com)>  
**Subject:** Fwd: Tiller Min Income

Hollie

Did Tom ever reply to this email attached?

With the changes for 2x the income, i wanted to be sure we made all approved changes per email attached.

I recall he asked that on our call and Jessica confirmed it is set up that way in on-site, but I never got confirmation to make that change on TSP or others listed. I can do that today if all approved.

Please advise. The TSP Online does not indicate 2x rent. We do have one month full deposit. The other items weren't adjusted either. I can do that today and send for website updates.

Thank you

Tina

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**From:** Hollie Forsman <[Hollie.Forsman@gres.com](mailto:Hollie.Forsman@gres.com)>  
**Sent:** Monday, July 15, 2024 10:44:52 AM  
**To:** Tom Brenneke <[thomas.brenneke@gres.com](mailto:thomas.brenneke@gres.com)>; Tina Langdon <[Tina.Langdon@gres.com](mailto:Tina.Langdon@gres.com)>  
**Subject:** RE: Tiller Min Income

Hi Tom, did you agree with my proposed changes on the attached, also a few questions to align TSP to Oniste again.

Once we work through the attached we can update Tiller and roll out, all current WL applicants will be provided new TSP and screened accordingly.

## Hollie Forsman

Vice President, Operations

### Guardian

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**From:** Tom Brenneke <[thomas.brenneke@gres.com](mailto:thomas.brenneke@gres.com)>  
**Sent:** Monday, July 15, 2024 10:12 AM  
**To:** Tina Langdon <[Tina.Langdon@gres.com](mailto:Tina.Langdon@gres.com)>; Hollie Forsman <[Hollie.Forsman@gres.com](mailto:Hollie.Forsman@gres.com)>  
**Subject:** Tiller Min Income

Appears we are still at 1.5x

When will this be changed to 2x?

## Thomas B. Brenneke

President

### Guardian

760 SW 9<sup>th</sup> Avenue, Suite 2200 | Portland, OR 97205  
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