

# GO2GUIDE ——— September 2023

# Newsletter

## Contacting Our Office

As many of you know, we are a small family company. When calling our office, please remember we have 1 staff member in the office during office hours (10am-4pm). If you call our office & do not get an answer, **please do not continue to call until you get an answer**. We may be on the other line or we may be with another tenant. For a quicker response, you can contact us via our text line or the tenant portal.

For tenant related matters, tenants should only be contacting our office by phone (248-809-2304) or by text (text line is separate from our office line)! There are no other numbers tenant should be calling to contact us on!

## Who is the Staff of Go2Guy?

Whether you're a new tenant or an old tenant, we wanted to introduce who we are and the role of everyone in our company:

**Kelly DeFrank** - Kelly the Assistant Property Manager and handles **all** tenant related issues and concerns. She is able help tenants with most issues that arise.

**Kalen Deisler** - Kalen is the office manager and addresses all issues with payments/delinquencies/court and escalated issues.

**Jon Deisler** - Jon is the owner and is busy delegating repairs and rehabs. He is the last point of contact for tenant relations.

## Court Fee Reminder

This is **another reminder** that per the lease agreement, tenants are responsible for **ALL** legal fees. There are many tenants who have questions about being charged for the court fees; Whatever the owner pays for in legal fees, the tenant shall be responsible for. There is no exceptions. The owners should not have to pay for legal fees to get their rent money. The only way to avoid legal fees is to pay your rent on time and stay current.

## Using The Tenant Portal

Go2Guy has been pushing tenants to use the tenant portal as much as we can. We cannot stress enough **ALL** the benefits of using it. If you haven't already looked into the benefits, they are as follows:

- You automatically get entered into a raffle each month for \$25
- You can submit maintenance requests or contact requests and check the status
- You can pay through the portal using a Credit/Debit Card OR EFT
- View documents related to your lease (lease, Section 8 documents, Rent Adjustments, etc.)
- You can also purchase renters insurance!
- View any past and current announcements!

Residents can download 'Resident Center' on the AppleStore or Google Play Store. Using the portal is easier than ever! If you haven't signed up or you still have questions or not sure how to get logged in, don't hesitate to reach out to our office!



# Submitting Repairs

We **cannot** stress enough about the ways to submit repair requests. Tenants are asked to submit requests *in writing* whether it's through the tenant portal, text (videos cannot be sent though the text line), or through email. We have also had a large amount of tenants upset about repairs not completed that were never submitted to us. Go2Guy cannot address any issues that are not directly brought to our attention.

## Take a Look at Our Raffle Winners



Every month, Go2Guy chooses 2 winners for our monthly raffle.

This month's winners are....

**Williamson Family (Tenant Portal Winner)**

**Victoria I. (On Time Payment Winner)**

If you are trying to request to move, please remember that you must be in **Good Standing** with us to move. To be in good standing, you must be completely current on your rent & **MUST** submit a written 30-Day Notice to us. Also remember, any tenants who have gone through a legal process with us before or are chronically late with their rent are not eligible to move into another property of ours.



## Cosmetic Repair Requests

In previous newsletters, we have mentioned about what cosmetic requests are and that the owners do not cover cosmetic requests. **Cosmetic house repairs are minor repairs that are done to improve the appearance of a home without making major renovations. They can include painting walls.** Tenants who are requesting for their home to be repainted can contact our office for the exact color of the walls, but the owner is not responsible to repaint homes upon tenant request. This includes all cosmetic requests (new cabinets, new carpet, etc).



## Lets Engage on Facebook!

We have expressed in previous newsletters that we want to engage with our tenants more on social media! Over the next month, we will have different posts on Facebook for our tenants *and staff* to engage on. This will include surveys and different topics.

**“Sometimes we’re all too quick to count down the days that we forget to make the days count.”**