

GO2GUIDE



This Thanksgiving, we are thankful for your continued trust and support. Whether you're celebrating with family or friends, we hope your holiday is filled with warmth, joy, and plenty of delicious food!

Holiday Hours

Our offices will be closed on Thursday, November 28, and Friday, November 29, for the Thanksgiving holiday as we take time to reflect and give thanks.

During this time, we encourage you to conveniently address all maintenance calls through the Resident site, by texting the tenant line at 22142, or by calling the office at 248-809-2304 and choosing prompt #2. Your comfort and satisfaction are our priorities!



Daylight Savings Time is Here!

It's that time of year again when we set the clocks back. This year, Daylight Saving Time ends on Sunday, November 3.

While your automatic devices will change at 2 a.m., don't forget to manually adjust any clocks and appliances around your home.

Thanksgiving Greeting

This Thanksgiving, we are thankful for your continued trust and support.

248-809-2304



Target has \$20 Thanksgiving Meals to Feed 4!

Get ready for an exciting Thanksgiving! Target is offering delicious meals for just \$20, perfect for feeding four people!

The Thanksgiving meal for four includes:

- A 10-16 lb. turkey
- Gravy
- Potatoes
- Cream of mushroom soup
- Cranberry sauce
- Green beans
- Stuffing

[Click here to be directed to the \\$20 Thanksgiving Deal!](#)

Contest Announcement – Tenant Tuesdays!

We're excited to announce that we're giving away \$50 Target gift cards to tenants!

Each Tuesday in November, tune into our Facebook page where we will post a "word of the day." To enter, text the word to the G2G text line at 22142.

FIVE winners will be randomly selected from the participants each week, and the gift cards can either be mailed or picked up at our office. Tenants will have four chances to win throughout the month!

[Don't miss out on this exciting contest. Find and like us on Facebook today!](#)



www.go2guypm.com

Thanksgiving Safety

Safety Tips for the Holiday Season

More fires start in the kitchen than in any other area of the home. On Thanksgiving, in particular, the number of house fires is three times higher than on any other day of the year, according to the U.S. Consumer Product Safety Commission. Here are some important safety tips to keep in mind during the holiday season:

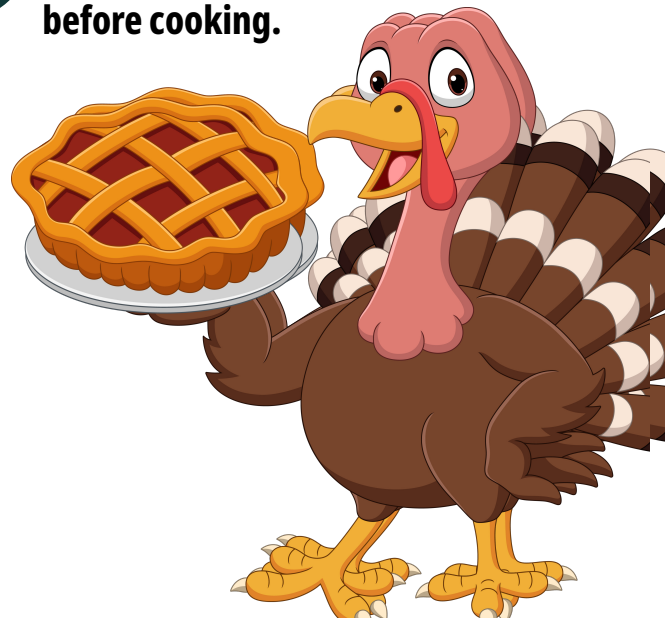
1. Avoid wearing loose-fitting clothing around open flames.
 2. Never leave food unattended on the stove or in the oven.
 3. If you are deep-frying a turkey, do it outside.
 4. Never put water on a grease fire.
- Additionally, do not pour grease down the drain; this can lead to plumbing issues and additional charges!

Keeping fire safety in mind while cooking during this busy and joyous time is essential, especially when many people are gathered at home. As you prepare your holiday schedule and organize that large family feast, remember that by following these simple safety tips, you can enjoy quality time with your loved ones while keeping everyone safer from fire hazards.



Have a Safe Thanksgiving and Remember TURKEY!

- T**haw your turkey at a safe temperature of 40 °F or below.
- U**se extra caution when frying a turkey and oil-free fryers if possible.
- R**emember to clean all cooking surfaces regularly.
- K**ee children away from hot food, surfaces, and kitchen utensils.
- E**nsure your turkey is cooked and has reached the minimum temperature of 165 °F.
- Y**our smoke detector should be tested before cooking.



Around the Office...

Go2Guy has Introduced a New Automated Telephone System and a Maintenance Call Center

Go2Guy is excited to announce a new automated system that efficiently directs calls, documents, and addresses tenant requests. This system ensures that your requests are handled promptly and accurately, giving you peace of mind about the service you receive.

Repair requests can still be made using the Resident Portal, but now tenants have the option to choose how they want to communicate. You can either call the main line and select option #2 to speak with someone, or continue using the portal. This flexibility is designed to enhance our communication, productivity, and overall customer service, putting you in control of your service experience. With this system, you can expect faster response times and more accurate handling of your requests.

We are also pleased to announce our partnership with a call center that will handle maintenance calls around the clock. This means that your requests, whether made during the day, at night, on holidays, or weekends, will be addressed immediately, just as if you submitted the request through the Resident site or via text. The dedicated staff members will promptly log your tenant request, and our team will be immediately notified to assign the necessary work, ensuring the fastest response possible.

When calling, tenants will use the same number but will be directed to the appropriate option:

1. Press 1 to learn about our available rental properties.
2. Press 2 for all maintenance requests.
3. 3 is for inspectors and utility workers to be directed to contractors for appointments.
4. Press 4 to connect with a staff member during business hours for any non-maintenance-related issues.

If we cannot answer your call immediately, it is likely that we are addressing another matter. However, please rest assured that we will respond to your call within 24 hours, ensuring that you always feel supported and valued.

Using the text line and the Resident site remains the fastest way to receive a response, as all of our staff members receive immediate alerts.

