

GO2GUIDE

Go2Guy's Monthly Newsletter

This Edition:

- July Summer Word Raffle Winners
- Information Regarding Payments
- Repair Fees
- School Supply Giveaway
- New Additions to Our Website
- Carbon Monoxide & Smoke Detector Safety

INFORMATION REGARDING PAYMENTS

Pay Near Me/Online Payments/Drop Box Payments

Go2Guy has many tenants who use the different payment options that we offer. With that being said, we want to share a few reminders.

Pay Near Me: The pay near me option allows tenants to make payments from retail stores like CVS, Walgreens & 7-11. To use this payment method, tenants are required to show a bar code to the cashier that is linked to their account. **Please do NOT use the bar code shown on the newsletter.** You will need to sign up for the PayNearMe feature which will then generate a bar code specific to your rental account.

Online Payments: Online payments are the easiest for most tenants because you can make a payment with a push of a button on your phone. For tenants who make payments online, please remember that paying with a debit/credit card, the system charges 2.75% but using a routing & account number is free. Also remember that payments made on a Friday or weekend day will not process until the next BUSINESS day. **If you have 3 more payment reversals on your account, the feature to pay online will be disabled.**

Drop Box Payments: We have noticed that some tenants who pay rent using our rental drop box do not put a date on the envelope. If you are making a payment via the drop box, PLEASE make sure your name, address, and date are on the envelope. The date on the envelope ensures that we enter the payment for the correct date and the name and address ensures it is applied to the correct account. Payment envelopes are provided for your convenience. Also make sure that money orders are filled out correctly and signed in the correct spot.

INFORMATION REGARDING REPAIRS & REPAIR FEES

Why Am I Being Charged For Repairs?

Per your lease agreement, it states tenants are held accountable for repairs that deteriorate the home and not from natural wear and tear. Go2Guy fully enforces holding tenants accountable for repairs such as missing smoke/carbon detectors, broken windows, damaged walls, damaged plumbing, damaged or missing doors, and any damages deliberately caused during the duration of the lease contract. Although you are renting the home, we expect all tenants to take care of their home in a respectful manner.

Go2Guy also expects tenants to notify our office right away of any issues or repairs. If something in your home is damaged or not working, you cannot voluntarily choose to withhold rent because of repairs. Withholding rent is a legal matter.



RAFFLE WINNERS

Pamela T. from Detroit won \$50 towards her rent for paying on time.

Kelisha E. from Detroit won \$25 towards her rent for using the tenant portal.

July's Summer Word Raffle Winners Are.....

Brandy S.
Sandy M.
Lisa T.
Victoria I.

Four more winners will be picked in the months of August & September. All you have to do to enter is TEXT US the Summer Word of the Month. The August Summer Word of the Month is: **BBQ**

Want to double your chances? Send us a picture of you BBQING and you'll be entered twice for the month's drawing. You have until August 20th to text the word **BBQ** to the Go2Guy Text Line. *You must be signed up for our text messaging to participate in this raffle.*

WHAT TO DO WHEN THERE IS FLOODING

Stay Prepared & Don't Panic

It's very clear that Michigan is no stranger to rain or the flooding that it causes. We have been hit with some crazy rain storms lately & want to give you some information regarding flooding. First things first, it is very common for the houses of Detroit to have back ups, especially during heavy rains. This is due to the old sewer and pipe lines in the City of Detroit. These basement floods/backups are not our fault nor are they the tenant's fault. If you have a flooded basement due to heavy rain falls, notify our office **right away**; we assure you these requests get addressed as emergencies. NEVER walk into flood water - Walking into the flood water is very unsanitary. Once the water has gone down, do NOT touch any wet electrical equipment. If you think the hot water tank or furnace is compromised from a flood, let us know right away. After major floods, Go2Guy will send announcements or emails to tenants letting them know when and where they can pick up flood clean up items. **Go2Guy is not liable to replace damaged items or clean a basement due to a flood.** If you would like more information regarding flood safety, let us know.

SCHOOL SUPPLY GIVEAWAY

Go2Guy is Giving Back This School Year

As we transition back into our normal lives, we are faced with the reality that our kids are now going to transition back into face-to-face learning. Go2Guy wants to give back this school year with a school supply giveaway! If you have a child and it will be their first year doing face-to-face learning or you need help with school supplies, please let us know. This is while supplies last and supplies *are* limited.

NEW ADDITION TO OUR WEBSITE

Adding Some New Features For Our Tenants

Go2Guy provides a lot of information for our tenants. A lot of information may get published to our newsletter and some tenants find the information useful and wish it was located somewhere easier to access. You asked and we answered - We are adding a "Flyers" page to our website. This page will contain flyers regarding mold, mildew, flooding, common cleaning, natural pest control and more!

CARBON MONOXIDE & SMOKE DETECTORS

The Importance of Their Purpose

We cannot stress it enough about importance of smoke & carbon monoxide detectors. Smoke detectors are designed to detect smoke in case of a fire & carbon monoxide detects carbon monoxide in the home. If you remove these items or do not maintain them during your tenancy, you are putting YOUR FAMILY 'S SAFTEY on the line. Tenants are responsible to maintain both detectors.

INFORMATION REGARDING WATER BILLS & EXCESSIVE WATER USAGE



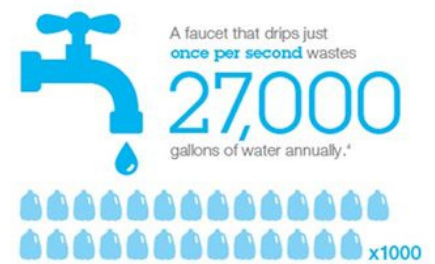
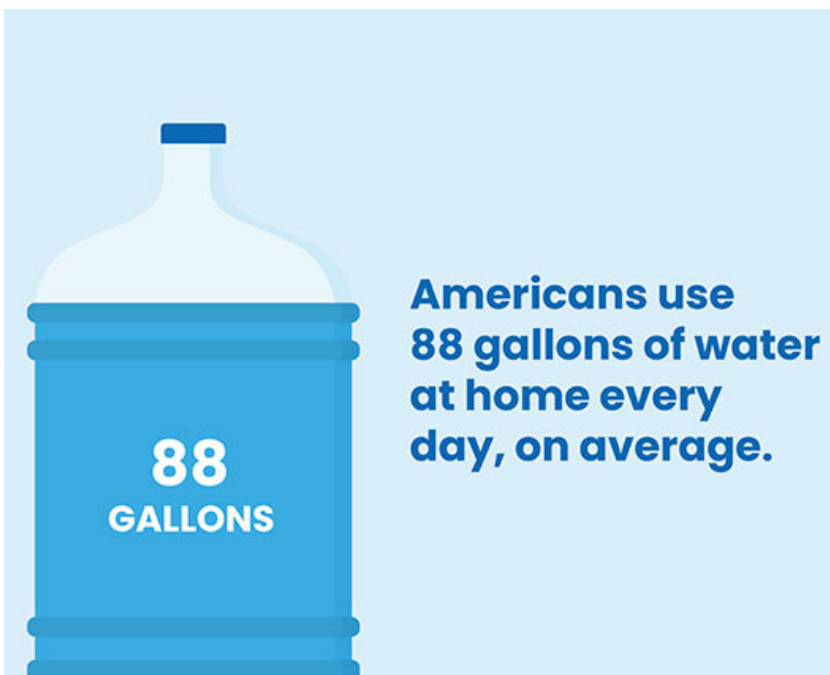
The average family can waste 180 gallons per week, or 9,400 gallons of water annually, from household leaks. That's equivalent to the amount of water needed to wash more than 300 loads of laundry. Household leaks can waste approximately nearly 900 billion gallons of water annually nationwide



Explaining Water Usage

Go2Guy has been receiving higher than normal water bills for tenants. Although we do understand that it is summer time, we ask that tenants be mindful. It may not seem like you are using a lot of water, but over time, it adds up. "Water use" describes the total amount of water withdrawn from its source to be used. The largest use of household water is to flush the toilet, followed by taking showers and baths. Toilets account for nearly 30 percent of an average home's indoor water consumption. Older, inefficient toilets can use as much as three to six gallons per flush. Though one of the smallest rooms in the home, the bathroom is where the most water is wasted at. Although flushing the toilet is unavoidable when nature calls, what is avoidable is being careless about what you flush. If Go2Guy receives a high water bill for your home, we will reach out to you; If you believe you are not using a lot of water, we ask you please check for running toilets, leaking pipes, running/dripping faucets.

FACTS ABOUT WATER USAGE



KEEPING FOOD COLD WHEN YOUR FRIDGE/FREEZER IS NOT WORKING

WE UNDERSTAND HOW FRUSTRATING IT IS WHEN YOUR FRIDGE OR FREEZER IS NOT WORKING OR WHEN THERE IS A POWER OUTAGE. BUT THERE IS A WAY TO SAVE YOUR FOOD! HERE ARE A FEW HELPFUL TIPS!

HOW TO SAVE YOUR FOOD

Freeze bottles of water or empty milk jugs

If you freeze bottles of water or empty milk jugs, you can place them in your fridge to add more cold temperature to your fridge. Adding bottles of water or jugs filled with water to your freezer during a power outage or appliance outage can add to the amount of time your freezer will stay cold (48 Hours for a full freezer; 24 Hours for a half filled freezer)

Keep a large container or cooler on hand

In the event you are without power or your appliance is out for more than 24-48 hours, it's great to keep a large bin or cooler on hand. You can place cold items in a cooler or large bin with some ice which will help keep those items cold. Styrofoam coolers or any other coolers can be found at stores.

Don't keep opening the fridge

Every time you open your refrigerator during a power outage or when the fridge isn't working, precious cold air will escape & it will be replaced by warmer room-temperature air. A full freezer can keep it's temperature for 48 hours if left closed.

Buy an appliance thermometer

Buying an appliance thermometer can help you better know what temperature your fridge/freezer is at during a time of an outage. All cold items need to stay at 40 degrees or less and frozen items should be at 0 degrees or less. Appliance thermometers can be purchased at the dollar store.

