



IMPORTANT - Leaving a Message When Calling

As we have previously stated many times, **when calling our office, please leave a voicemail. Do not call back to back.** Calling our office back to back doesn't get your call answered any quicker. We may be on the line with another tenant or we may be away from the phone.

Tenants can also contact us via our text line for faster responses.

Our office will be closed Monday December 25th and Tuesday December 26th. For any urgent matters, please use our tenant portal, texting, or leaving a detailed message on our voicemail.

GO2GUIDE

December 2023



If At First You Don't Succeed, Then Call Us!

Although we are your management company, you as a tenant are still required to keep the property in good condition. We do cover most repairs, however, there are simple things around the house you can do to keep the home in good condition that you may not need to give us a call for. In clause 20c of your lease, it states "If the lease term is for a period of one year or more, the tenant will make necessary repairs to the premises." For example, if your toilet/drain is backed up, try to plunge and use Drain-O before calling us. Since we do not offer pest control anymore, if you see bugs, try to spray Raid before calling us. If you have a loose toilet seat, try to tighten it before calling us. Again, as a renter/tenant, you are required to try to make some type of repairs to keep the home in good condition.

Happy Holidays



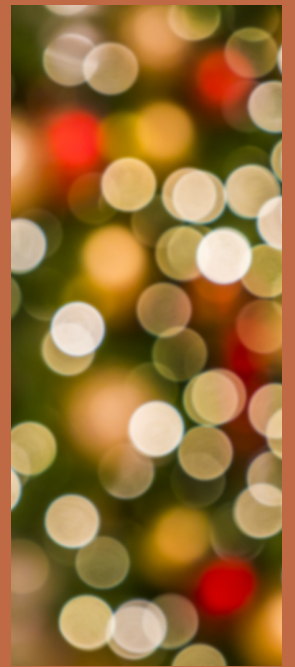
Tis the Season for Lights! - A Safety Reminder for Tenants



- 1.) Consider Using LED Lights - LED lights, while a bit more expensive, are a much safer option for indoor and outdoor lighting. Because they produce very little heat, they are perfect for holiday decorations. They also last up to 25 times longer and use 75 percent less electricity.
- 2.) Only Use 3 String Lights Per Outlet - The number of light strings you can connect together in sequence depends on both the strands' wattage and the maximum watt capacity of the house circuit you plug them into. Most homes can only handle 3 string of lights for outlet (meaning you can connect 3 strings of lights for each outlet)
- 3.) NO EXTENSION CORDS FOR LIGHTS - Christmas lights should never be connected to an extension cord. This is the easiest way for a fire to start!
- 4.) Keep Your Christmas Tree From Becoming a Fire Hazard - Sadly, Christmas Trees are the leading cause of house fires during the holidays. Artificial trees are the safer choice. Most artificial trees are made with fire-resistant materials, making them fairly safe to light and decorate. If you opt for a real tree, make sure it's fresh when you buy it and that you keep it well watered. Once your tree dries out, it is no longer safe to keep in your home and should be removed immediately.

THE IMPORTANCE OF CARBON MONOXIDE DETECTORS

Did you know most families that die of Carbon Monoxide poisoning don't have working Carbon Monoxide Detectors? All of our homes come with working Carbon Monoxide Detectors & it is important for all tenants to maintain those detectors in working order. These devices are designed to save lives and warn you of the odorless, deadly gas. *What is Carbon Monoxide?* Carbon Monoxide (CO), an odorless, colorless gas. Appliances such as water heaters, gas stoves/ovens, furnaces or boilers can produce carbon monoxide. Because you cannot smell when carbon monoxide is in the air, the Carbon Monoxide detectors will warn you so that you can leave and reach fresh air before it becomes life threatening. Carbon Monoxide is undetectable unless you have a detector in place. If your Carbon Monoxide detector is going off, first check to make sure the batteries are not going bad. If the Carbon detector detects carbon monoxide, **first contact DTE** then contact our office. These matters are handled urgently. Also, any tenants who are found to have removed their Carbon Detectors (or smoke detectors) will be in violation of their lease AND Section 8. HUD takes Carbon Monoxide poisoning very seriously.



We Want to See Your Decorations!

The holidays are one of our favorite times of year because of family & the decorations. Be sure to check our Facebook for our Holiday Decoration post! Tenants will get the chance to show off their holiday decorations & share what their favorite part about the holidays are!



DECEMBER RAFFLE WINNERS

Fran T. from Detroit won \$25 towards their rent for using our online tenant portal.

Mia S. from Detroit won \$50 towards their rent for paying on time!

COLD WEATHER REMINDER

Do NOT plug space heaters into power strips or extension cords. Plug space heaters directly into a wall outlet. Power strips are not designed to handle the high current flow required by a space heater and can overheat, causing a fire. Do not plug any other electrical devices into the same outlet as the heater. Place space heaters on level, flat surfaces. Never place heaters on cabinets, tables, furniture, or carpet, which can overheat and start a fire.

