

GO2GUY GO2GUIDE NEWSLETTER

APRIL 2023 EDITION

WWW.GO2GUYPM.COM



IN THIS EDITION:

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- USING THE TENANT PORTAL
- DTE CUSTOMER VIRTUAL ASSISTANCE DAY

HAPPY
EASTER



ON-TIME PAYMENT WINNER

Donna C. from Detroit won \$50 towards her rent for paying her rent on time!



TENANT PORTAL WINNER

Tyesha D. from Detroit won \$25 towards her rent for using the online tenant portal!

REPORTING YOUR PAYMENT HISTORY WITH THE MAJOR CREDIT BUREAUS

Report your rent to the credit bureaus & build your credit! You pay rent every month but did you know it's not automatically reported to the major credit bureaus? Your Resident Portal now allows you to pay a low monthly fee of \$4.99 to have your ON-TIME payments reported to Equifax, Experian, & TransUnion.

Why Rent Reporting? Building good credit is the key to getting all the things you want, such as better loans, lower interest rates & more! Also, there's nothing to lose but so much to gain.

Log In To Your Tenant Portal For More Information!



SUBMITTING ALL REQUESTS IN WRITING

We have provided everyone with various options to submit their requests in writing, whether it is through the tenant portal, email, or text. However, we CANNOT stress enough; **please make sure ALL requests are submitted in writing.** Submitting your requests in writing leaves a clear documented trail of when you reported the request and ensuring an update as well as a follow up.

Per the lease agreement "the Tenant(s) agree that any demand for repairs must be in written form" furthermore it states "Tenant specifically understands and agrees that if Tenant fails to provide written notice of any repair in accordance with this section it shall be conclusively established that Agent/Owner does not have knowledge of the repair issue. Tenant further understands and agrees that Agent/Owner cannot fix a repair issue related to habitability or other duty imposed by law when the Agent/Owner has not been properly notified of such hazard as set forth in this section."

SHOW OFF YOUR HOME

Spring has officially arrived and most of us are using this time to open the blinds, let some sun in, & begin spring cleaning!

At Go2Guy, we love when our tenants take pride in their home and keep their homes well maintained. As we like to say, **a clean home is a happy home!** And as a thank you for keeping a well maintained home, Go2Guy is raffling off a cleaning basket filled with various quality cleaning items.

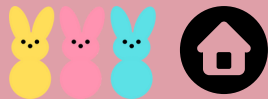
So, here is your chance to be entered into the raffle - Do you take pride in your home? We want to see how you've maintained & decorated this Spring season.

To be entered **ALL** of the following must be done:

- Like AND comment on our "Spring Cleaning" Facebook post with a photo of your clean home and/or Spring Decorations AND comment your favorite cleaning supply
- Interact on at least (3) other Facebook posts in the month of April
- LIKE our Easter Facebook profile picture
- Follow [this link](#) & complete the form!

The time frame for this raffle is April 1st - April 24th. A winner will be chosen on April 28th and announced on Facebook and in May's Newsletter!

GOOD LUCK!



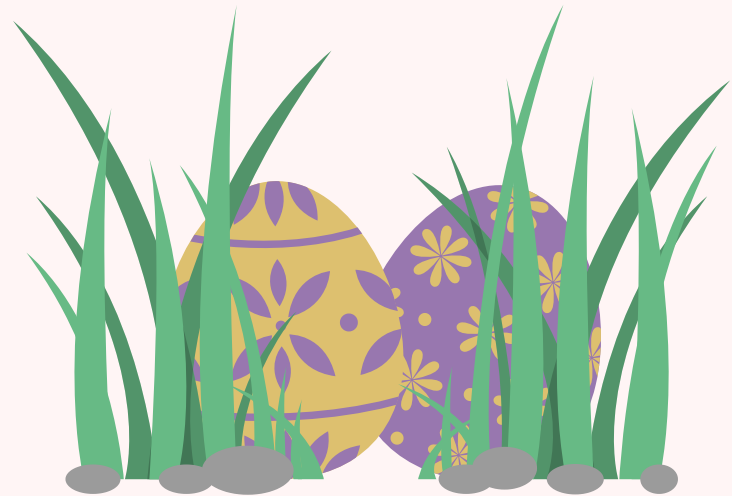
SCHEDULING FOR REPAIRS

We have had a lot of tenants who have had scheduled repair appointments, and when our contractor Steve contacts them, they do not answer.

As a reminder, if you are scheduled for repairs to be completed and you do not answer the day of your scheduled appointment OR if you cancel, you unfortunately get put back in the scheduling rotation.

We have over 250 tenants and Steve may have another tenant scheduled for repairs and cannot reschedule or cancel on them due to you not being available the day of your appointment.

Just as your time is important, please understand our contractors time is equally as important.



IMPORTANT APRIL DATES

- April 1st - April Fools Day/International Fun at Work Day
- April 2nd - World Autism Awareness Day
- April 5th - National Deep Dish Pizza Day
- April 9th - Easter Sunday 
- April 10th - National Siblings Day
- April 15th - National Laundry Day, Titanic Remembrance Day, & World Art Day 
- April 19th - Wear Pajamas to Work Day & National Garlic Day
- April 22nd - Earth Day 
- April 28th - National Superhero Day 

CALLING OUR OFFICE

We have been running into an issue lately where many tenants are calling the office back to back (especially before or after office hours) and NOT leaving a voicemail.

If you have been a long-time tenant, then you know that calling our office back to back without leaving a voicemail is not as effective as leaving a voicemail is. If you call our office and you do not get an answer and you choose to not leave a voicemail, you are choosing to delay your request.

We can assure all tenants that calling back to back and not leaving a voicemail does not get the call answered quicker. We have many avenues of contacting us (via text, tenant portal, email) so that you do NOT have to call back to back.



LATE FEES/LEGAL FEES/LEGAL MATTERS


One of the most common questions we get from tenants when they are charged late fees and when we schedule court is, "Why?" - Late rent is when you don't pay your rent in full on or before your due date (If your due date is the 5th and your rental amount is \$800 and you don't pay it all by the due date, it is LATE) Most tenants who have accumulated late fees are **chronically late payers**. *Chronic late payment is defined as paying rent after the due date on three (3) or more occasions during this lease.* If you have been charged a late fee, it is a penalty for not paying your rent on time. Just like DTE, the Water Company, Credit Card Company, or a Mortgage Company, when you are late, you are charged a fee. **Tenants DO NOT dictate when we should waive fees - That is a courtesy that has been taken advantage of.** This is no longer being done as a courtesy and anyone charged a late fee will be responsible to pay it.

Court is typically requested when a tenant is months behind on rent or has an accumulated balance and not making any payments. If you have been requested to go to court, it is a penalty for not paying your rent. **Tenants DO NOT dictate if we take them to court or not.** The only way to prevent this is to pay your rent (and on time.)



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
- Purchase a monthly fee to report paid rent to Credit Bureaus 

The BEST part about the tenant portal is that it now has an app! Residents can download 'Resident Center' on the Apple Store or Google Play Store. Using the portal is easier than ever!

If you haven't signed up for the tenant portal and you still have questions or not sure how to get logged in, don't hesitate to reach out to our office and we will be happy to walk you through the steps!

DTE - VIRTUAL ASSISTANCE DAY (APRIL 13TH)

All customers who attend these events must have the following items:

- Valid Michigan ID for all household members over the age of 18, such as a driver's license, state ID, Detroit ID or passport
- Social Security cards for all household members regardless of age
- Proof of income for the last 60 days — eight weekly pay stubs, four bi-weekly pay stubs or two monthly pay stubs
- 2022 Supplemental Security Income or Social Security Statement

Low-income families may qualify for the Low-Income Self-Sufficiency Plan. This program allows you to make affordable monthly payments based on your income.