# Resident Update

Spring 2011

www.bouserentals.com

## Email, Website, & Communication

We know that many of our residents use the internet & email to communicate. Any of our residents that choose to communicate this way, please forward your email address tosales@bouserentals.com . We are also in the process of upgrading the website so that you will be able to log in to communicate your needs. At this point you can visit http://bouserentals.com/, click on the "Current Resident" tab, complete the fields, and a password will be emailed to you.
Once you receive your password, you will be able to log in to find a "Maintenance/Repair Request" that is a working feature. Try it next time you have a repair (non-emergency only) or need to communicate things like: lights out in parking lots and common areas, loitering, excess noise, a small faucet drip, assistance to change your air conditioner filter or smoke/ CO2 detector batteries, ideas to improve your home, etc...

Please use these communication tools to keep us up-to-date with things like: you have changed cars, you have a friend staying in your apartment, your phone number changes, etc...

You can always text me repairs to my cell at 618-410-1047 or leave me a message. Non-emergency calls after 4 p.m. will be returned next business day. If easier, email me at kevin@bouserentals.com.

## Leasing Availabilities

Have a friend looking to lease? At any given time we may have 1 bedroom, 2 bedroom, & 3 bedroom apartments, duplexes, and houses available. Please refer your friend to the website http://bouserentals.com/ to see current and upcoming leasing opportunities. Be sure to let us know that you have referred someone and we will give you a $50.00 referral fee.

## Helpful Information

Over the next several weeks as we have repairs and/or inspections, we will be posting "Helpful Information Sheets." They will be in plastic sleeves and will be posted on the back of the bathroom door. Please review the front & back for important information regarding your responsibilities for maintenance, safety, repairs, etc. We hope this is a helpful reference.

## "Crime Free" & K-9 Units

We are very excited to have been asked by community leaders to be part of a committee to work on a "crime free" program for St. Clair County. The goal is to maintain the highest level of safety for our residents along with effective crime prevention. If you have thoughts to share on your experiences with the sheriff's dept. or ways to improve their effectiveness please share them with me. I will pass this along during our meetings.

We are also pleased to announce we are on the committee to create a fundraiser for three more K-9 units. We will inform you when the big event will be that will showcase our sheriff's dept. with many activities.

We are proud to be on the "crime free" committee & very happy to be a sponsor of the team to bring the K-9 units into reality. We will update you in the next newsletter.

## Credit Card Payments

For those who are not aware, we do accept credit payments for your rent. As of May 1st, 2011 we have been able to reduce the processing fee to $15.00 per transaction. In order to make a credit card payment, please contact Michele at (618) 410-1049, between the hours of 8:00am and 4:00pm. Please be ready to provide your credit card information so that she can process. Please note that we do not retain credit card information for future payment, you must call each time. At this time this is the only method for credit card payments, we do not have a website that you can login to make credit card payments.

## "Bill Pay"

Having troubles getting your bills mailed on time? Racking up those late fees?

Contact your bank and set-up "Bill Pay." Most banks offer this feature and do so for minimal fees or some even charge nothing. You set-up who to pay, the date the payment is to be mailed, and the amount to write the check for.

So whether it is your rent or your car payment there is no longer any reason to be late.

## St. Clair County Deputies Return To Work

Some may have seen Kevin on TV recently pushing to have to the St. Clair County deputies return to work that had been laid off in January due to the tight budget. They have returned and we welcome back their presence in our neighborhoods. Please remember to contact me about me about loitering in our foyers, in front our buildings, and even in the neighborhood.

## Tenant Spotlight

Our first-ever resident spotlight is Thelma. Thelma has lived in the same unit since 1983. She is proud to tell you she is 92. Her parents lived in the unit before her and she cared for them and then decided to stay. She does not appear to be in her nineties and she keeps the foyer and the laundry room spotless. You can count on her Cadillac starting up every mid-day to attend church at the National Shrine of Our Lady of the Snows. Even with snow on the ground she will not miss church. She enjoys stopping for a meal at the Happy Cow Cafe in Caseyville. I grew up in Collinsville and remember passing by the Happy Cow Cafe and recall their motto on their sign, I asked if she could recall it, "Our hamburgers are made by cows that died happy" she stated without hesitation. She worked in East St. Louis at a radio station and then was an office manager for a local Belleville doctor until she was 65 and then retired. She was married and had a son and daughter. They passed away at 51 and 62 years old. Her daughter was the first woman to dispatch barges on the Mississippi. She smiled as I looked at their pictures on her refrigerator. Their smiles matched Thelma's. Thelma decided at age 50 to begin scuba diving in Florida. She would drive down and back by herself all the time. Her collection of coral and shells is impressive. She now enjoys card clubs and adding up the numbers on the license plates when she is stopped at an intersection. It was great to be able to listen to her experiences.

***Thanks for your time and cooperation.***
***Have a Blessed day,***
***Kevin Bouse, Michele Fiudo, Jeff Fiudo***