



March 2, 2015

Re: House Bill No. 4038
Introduced by Rep. Forlini

To whom it may concern:

I wanted to take a moment to introduce myself and outline why I am in support of House Bill No. 4038. Being a Property Management professional since 1992 I have been responsible for up to 3,000 rental units in and around the Detroit Metropolitan area. Our daily operations include all facets of managing multi-million dollar assets including the accounting functions of paying invoices and collecting monthly rent.

Over the last decade the Property Management industry has grown to rely on technology to meet the demands of today renters. Some examples of technology used in our everyday business:

- On-line access to rental accounts and entering maintenance requests
- On-line application processes and E-Signatures on documents
- Text messaging community events and general announcements
- Emailing management instead of calling or in person visits
- Facebook and Twitter for community announcements

Being the digital society that we are, when it comes to notice of delinquent rents it is often heard that the resident didn't know they were being taken to court until the court officer posts the Summons and Complaints to the apartment door. It is not uncommon for a resident will proudly admit they never check their mailbox and did not know that a "Demand for Possession" was sent in an attempt to collect rent.

In the last 5 years, we have noticed a decrease in a residents relying on US Mail for communication as the number of people requesting mailbox assignments has been reduced dramatically. Much like having a land telephone line appears to going into extinction, many of our residents are using email and texting as their primary means of communication. This makes the communication of important matters such as a "Demand for Possession" via US Mail a slow and nearly impossible means of delivery.

I am in support of House Bill No. 4038 as we understand our resident base prefers electronic communications. By allowing the "Demand for Possession" to be delivered by E-mail as an additional method of notice, this will expedite essential communications and will provide an electronic trail which cannot be changed or altered.

Respectfully,

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