

**Sent:** Thursday, April 9, 2026 9:07 AM

**To:** [REDACTED]

**Cc:** housing@a2gov.org; Ann Arbor Renter's Commission <RentersCommission@a2gov.org>

**Subject:** Re: Question Regarding Additional Charge Notification

You don't often get email from csyck@beaconmanagement.com. [Learn why this is important](#)

This message was sent from outside of the City of Ann Arbor. Please do not click links, open attachments, or follow directions unless you recognize the source of this email and know the content is safe.

Hi [REDACTED],

Thank you for reaching out and sharing your concerns. I attempted to contact you by phone this morning but was unable to connect, so I wanted to follow up via email.

Our system experienced a delay in reflecting the utility charges due on April 1, 2026.

Typically, we ensure that utility balances are uploaded to the tenant payment portal several days prior to the due date. Unfortunately, this month the charges were not posted until the evening of March 31, 2026.

That said, we do send monthly statements by mail outlining usage and total amounts due, which serve as a backup in the event of system delays. Additionally, our team sent an email notification to residents regarding this issue. I understand how this situation may have caused confusion, and I appreciate your patience.

As a one-time courtesy, I will apply a \$100 credit to your account to offset the late fee. This credit will be reflected and will be applied to next month's charges.

Regarding your recent experience with our associate, thank you for bringing this to my attention. I will be looking into this matter with both the individual involved and our management team. We are committed to providing a positive customer service experience and value your feedback as an opportunity to improve.

Please feel free to reach out if you have any additional questions or concerns.

Best regards,

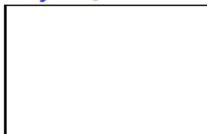
**Candice Syck**

Regional Vice President of Operations

24700 West 12 Mile Rd. | Southfield, MI | 48034

248-368-0097 ext. 118 - Office

[Csyck@beaconmanagement.com](mailto:Csyck@beaconmanagement.com)



*Your Success Is Our Priority*



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**From:** [REDACTED]

**Sent:** Wednesday, April 8, 2026 12:55 PM

**To:** Southgrove Manager <southgrovemgr@beaconmanagement.com>  
**Cc:** Candice Syck <csyck@beaconmanagement.com>; housing@a2gov.org <housing@a2gov.org>;  
RentersCommission@a2gov.org <RentersCommission@a2gov.org>  
**Subject:** Re: Question Regarding Additional Charge Notification

Lindsey,

Please note that this response is intended for review by Candice Syck and is being shared with the local renters commission.

I do not recall receiving any notification regarding the utilities being posted on March 31. Even if such a notice was sent that same evening, it is not reasonable to impose a late fee less than one week later based on a charge that was not clearly reflected at the time of payment.

Additionally, the explanation I received does not address the conduct of the staff member, [REDACTED]. During our interaction, she was extremely rude, repeatedly spoke over me, and issued threatening statements. This is not acceptable conduct toward a tenant.

We have consistently paid our rent on time and maintained our account in good standing, which makes the handling of this situation particularly concerning.

To be clear, my concerns are as follows:

- Lack of clear and timely notification of additional charges
- Imposition of a late fee under these circumstances
- Restriction of my payment methods without adequate explanation
- Unprofessional and inappropriate conduct by staff
- No acknowledgment or apology for that conduct

For the avoidance of further escalation and additional penalties, I have paid the disputed balance. This payment was made under protest and should not be interpreted as acceptance of the charges or agreement with their validity.

This situation reflects broader concerns regarding communication practices and tenant treatment. These issues warrant review beyond the property level.

I am formally disputing the late fee and requesting its cancellation along with reimbursement of the amount paid. I also request that this matter be reviewed by regional management, with a response that directly addresses both the charge and the staff conduct.

I will await a response from Candice or appropriate regional leadership.

[REDACTED]

On Wed, Apr 8, 2026 at 11:15 AM Southgrove Manager  
<[southgrovemgr@beaconmanagement.com](mailto:southgrovemgr@beaconmanagement.com)> wrote:

I understand your frustration. Utilities were posted on the night of the 31<sup>st</sup> so anyone who made a payment before the 31<sup>st</sup> did not pay the full balance. We did send an email reminder out to all residents about this as well. The email was sent on the 31<sup>st</sup>.

Since there was still a balance on your account as of April 6th, a \$100 late fee was incurred, and we did make you aware.

Right now, payments are restricted from your account if you are using a checking account. When a payment is late, we only accept certified funds so you may use a debit or credit card. You may also use a Pay By Cash option available at any local money gram.

If you have any additional questions, please let us know.  
Thank you,

## Lindsey Stallsmith

Property Manager | South Grove Apartments  
[3510 Pheasant Run Circle | Ann Arbor, MI | 48108](#)  
734-973-0640  
[Southgrovemgr@beaconmanagement.com](mailto:Southgrovemgr@beaconmanagement.com)



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**From:** [REDACTED]  
**Sent:** Wednesday, April 8, 2026 10:58 AM  
**To:** Southgrove Manager <[southgrovemgr@beaconmanagement.com](mailto:southgrovemgr@beaconmanagement.com)>; Candice Syck  
<[csyck@beaconmanagement.com](mailto:csyck@beaconmanagement.com)>

**Subject:** Re: Question Regarding Additional Charge Notification

Sorry to hear that, Lindsey. However, imagine yourself being a tenant here and making a payment on time. And, a week later you receive such information with such manners from your staff, informing that there is a penalty while being threatened further. This is without any prior notice of such delay to be incurred on my account, now I am expected to pay for

some extra fees because there was a miscommunication and misconduct by the respective staff members. It is not right.  
Besides looking at the portal now, for some reason all my payments accounts are restricted for me to make any payments. I don't know what is going on, but something is wrong here.

On Wed, Apr 8, 2026 at 10:48 AM Southgrove Manager  
<[southgrovemgr@beaconmanagement.com](mailto:southgrovemgr@beaconmanagement.com)> wrote:

Hi [REDACTED]

I tried to call you back but the phone keeps going to voicemail. Unfortunately, there was not an error on our end. It looks like rent was paid a little too early so utilities were not included. Therefore, a \$100 late fee was added to the account. I also see you reached out to Candice. I will let her provide you the same information we provided to you.

After this, I am hopeful you can agree that the information I provide to you is the same information Candice will provide you since we seem to be in the same situation as last time. I understand a lot of people think they may receive a different answer if they continue to push the same issue, but that is not the case.

Candice has put me in this position to enforce the rules and policies of our community and will continue to reiterate the same policies. I hope this helps bring some understanding and clarity!

The total balance due is \$154.71.

Thank you,

## Lindsey Stallsmith

Property Manager | South Grove Apartments  
[3510 Pheasant Run Circle | Ann Arbor, MI | 48108](https://www.beaconmanagement.com/3510-Pheasant-Run-Circle-Ann-Arbor-MI-48108)  
734-973-0640  
[Southgrovemgr@beaconmanagement.com](mailto:Southgrovemgr@beaconmanagement.com)



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**From:** [REDACTED]  
**Sent:** Wednesday, April 8, 2026 10:30 AM  
**To:** Southgrove Manager <[southgrovemgr@beaconmanagement.com](mailto:southgrovemgr@beaconmanagement.com)>  
**Subject:** Re: Question Regarding Additional Charge Notification

Hi Lindsey,

During the call, your assistant manager ([REDACTED], I believe) was extremely rude, spoke over me, and threatened me with more penalties and legal action. This was inappropriate and unprofessional. Please ensure that she does not contact me directly moving forward. Regarding the charge: the additional fee did not appear on the portal until about a week ago, after I had already paid the full balance shown at the time. I was not provided any prior notice aside from a text message, which I promptly followed up on with you, as reflected in this thread.

Given this, I request that the late fee be reviewed and reconsidered, as the situation appears to stem from a posting or communication issue rather than a missed payment on my end.

In the meantime, I intend to escalate this matter to Candice and, if necessary, to the appropriate housing authority.

Please look into this at your earliest convenience.

Thank you,

[REDACTED]

On Wed, Apr 8, 2026 at 9:57 AM Southgrove Manager <[southgrovemgr@beaconmanagement.com](mailto:southgrovemgr@beaconmanagement.com)> wrote:  
Hi there,

I understand you just spoke with the assistant manager also. The balance was not paid in full so you incurred a \$100 late fee. Unfortunately, the fee cannot be waived. Please make sure to pay the total remaining balance before additional fees are applied.

Thank you,

## Lindsey Stallsmith

Property Manager | South Grove Apartments

[3510 Pheasant Run Circle | Ann Arbor, MI | 48108](#)

734-973-0640

[Southgrovemgr@beaconmanagement.com](mailto:Southgrovemgr@beaconmanagement.com)





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**From:** [REDACTED]  
**Sent:** Tuesday, April 7, 2026 9:44 PM  
**To:** Southgrove Manager <[southgrovemgr@beaconmanagement.com](mailto:southgrovemgr@beaconmanagement.com)>  
**Subject:** Re: Question Regarding Additional Charge Notification

Hi Lindsey,

Thanks for sending the ledger.

I noticed a \$100 late fee, but I believe this is a mistake. I paid the full amount on time (March 30) through the app. I've attached screenshots, and my bank confirmed there were no issues.

Could you please check and fix this before I make the final payment?

Thanks,



On Tue, Apr 7, 2026 at 9:11 AM Southgrove Manager <[southgrovemgr@beaconmanagement.com](mailto:southgrovemgr@beaconmanagement.com)> wrote:



It is not a scam. Rent was not paid in full. Please pay the amount shown on your attached ledger.

Best,

**Lindsey Stallsmith**

Property Manager | South Grove Apartments  
[3510 Pheasant Run Circle | Ann Arbor, MI | 48108](https://www.beaconmanagement.com/locations/south-grove-apartments)  
734-973-0640  
[Southgrovemgr@beaconmanagement.com](mailto:Southgrovemgr@beaconmanagement.com)



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**From:** [REDACTED]  
**Sent:** Monday, April 6, 2026 11:02 PM  
**To:** Southgrove Manager <[southgrovemgr@beaconmanagement.com](mailto:southgrovemgr@beaconmanagement.com)>  
**Subject:** Question Regarding Additional Charge Notification

Hi Lindsey,

I hope you are doing well.

I am writing to inquire about a text message I recently received stating that I have an outstanding balance of approximately \$150. I paid my rents in full and on time. So, I am unsure whether the message is legitimate or possibly a scam. Could you please check whether this charge is valid? If it is, would you please let me know what this additional amount pertains to.

Thank you for your time and assistance.

Best regards,

[REDACTED]  
[REDACTED] [MI 48108, Ann Arbor](#)