

**Family Service Agency Representative Payee/Guardian Department Guidelines**  
**1422 West Court Flint MI 48503 Phone: 810-767-4014 Fax: 810-767-0020**

Payee entrance is located on the East Side of the building. Hours: M - F, 9am-12pm & 2pm-4pm.

All client funds will be put on the **Aim Visa Card**. Cards are loaded each Wednesday, depending on the availability of your funds.

Landlord checks and checks for bills are always mailed. You can call your bill providers and have your bills mailed to our agency, we'll get the bills here and we can pay them on time.

You will be assigned a specific payee, please use their extension when calling the office:  
Shelley A-Hi: #400 Debbie Ho-Pe: #405 Sharon Ph-Z #414

Our job is to make sure your rent & bills are paid each month. Have your bills sent directly to our agency.

**Personal money will be limited to \$25.00 if we don't have a current landlord form on file. Money will be on hold if you're in the hospital/jail, so let us know when you are out.**

Did you get a new phone number? This is our only way to contact you, so let your payee know.  
Did you start working? You must notify Social Security and they need copies of your check stubs.

**MOVING?** Notify your payee **BEFORE THE 1st OF THE MONTH!** Rent checks are mailed on the first payday of the month. If we don't know you are moving, your rent will be mailed to the landlord we have on file. Let us know as soon as possible if you think you may want to move.

We will verify with your old landlord that you are moving before rent is paid to a new landlord.

You and your landlord are required to fill out a landlord form; this information is shared with Social Security and DHS. This is needed for coordination of your benefits.

We will put you on a regular pay schedule, usually weekly. Funds are put on your AIM Visa card by 11am every Wednesday as long as you have money in your account.

Try to budget your \$ to make it last until the next payday. If emergency funds are needed, call your payee.

At the end of the month we do our accounting & prepare the checks for payday. No checks will be done then.

If you are getting a check and want someone else to pick it up, you **MUST** call and give us their name. Then ask your payee to put a note on the check. If you don't call and there is no note, we will **NOT** give it to them.  
**Anyone who picks up a check must be prepared to Show ID.**

We charge a monthly fee for our services; the amount we charge is determined by Social Security. It's usually 10% of your check up to a certain amount, higher if you're a D & A status per SS Office.

If you cause disruptions in the office, you may be **BANNED FROM THE OFFICE**.

We want to have a great working relationship with all of our clients; if you have any questions call us.