

Oak Park Apartments

March 2023



Newsletter

We are so LUCKY to have residents like you!

Happy St. Patrick's Day

Manager's Corner



- Rent is due on the 1st of each month
- No tags on vehicles, inoperable vehicles are not allowed on-site **AND WILL BE TOWED.**
- Extermination services are performed every Friday per designated building.
- Porches/Patios may not be used to store belongings. Only appropriate outdoor furniture permitted!

Please make sure you put your name and unit number on your money order



Our office will be closed on March 17th, In Observance of St. Patrick's Day!

Oak Park Apartments Maintenance Requests

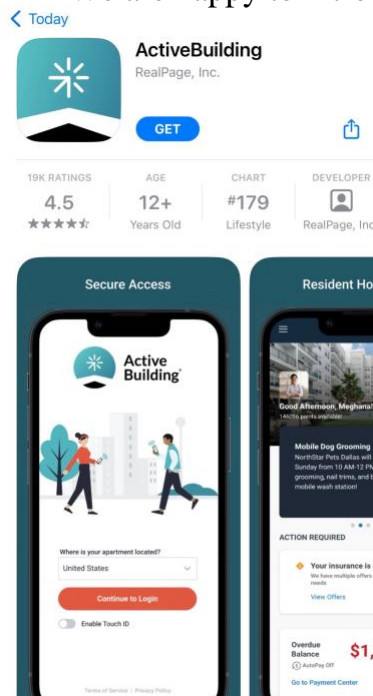
Please complete a service work order request online or call 1-866-440-7667



GREAT NEWS!



We are happy to introduce you to our new **Resident Portal and emoney order system!**



To access the resident portal, go to:
<https://nelsonoakparkapartments.activebuilding.com/login>



SCAN ME

Did you know? You can now download the Active Building Mobile App for FREE. Try it today!

Frequently asked Questions and Answers about utility check debit cards

Q: How quickly are payments sent to the residents?

A: When payments are made and sent as configured to the debit card vendor, cards/payments are issued within one (1) business day.

Q: How can the resident activate the card?

A: The card can be activated over the phone or via the North Lane mobile application. If the resident activates via mobile app, they will receive an email notification when funds are added to the card.

Q: Where are the cards mailed?

A: The cards are mailed directly to the resident at the address listed in OneSite Leasing & Rents. They cannot be mailed to any other address.

Q: What do we do if the resident says they did not receive their card?

A: The CSM team can be contacted to research and reissue the card at contact address 3cs@northlane.com (Use 3CS Support Form-Program ID 1143)

Q: What happens if the resident loses the card?

A: The resident can contact the card vendor, OnBe, to have the card reissued at 1-877-267-7435 from 9:00am to 9:00pm EST 7 days a week. The resident can have one card reissued at no cost. Any subsequent cards will have a cost of \$3 to reissue the card.

Reminders:

Contact the Office at Oak Park Apartments within **10 business days** to report changes in:

- **Family Size**
- **Family Status**
- **Income**

Office Hours:

9:00 a.m. – 5:00 p.m.

Closed daily for lunch 12:30 p.m. – 1:30 p.m.

Stay in touch and Stay Connected...



www.facebook.com/nelsonasc1987

Email: oakparkapts@nelsonasc.com

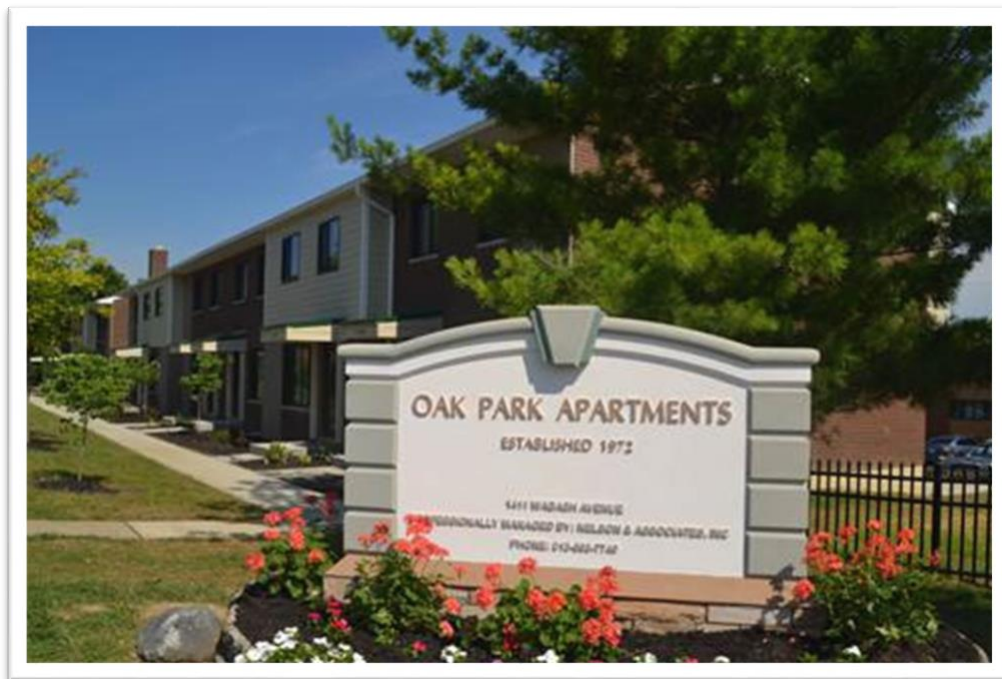
Webpage: www.nelsonasc.com/oakpark

Oak Park Apartments

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“This institution is an equal opportunity provider, and employer.”

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