

Greenwood Apartment

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; late fee is applied on the 6th.
- Extermination is on the third Tuesday of the month
- Would like to thank all our residents for signing up for the resident portal, we do have a few stragglers, if you need help, please come by the office, we are happy to help you!
- NO ONE is allowed to place large household items anywhere on the property, residents MUST remove items no longer wanted and take to the landfill, any residents seen placing items in or around the dumpsters will be charged, any questions, please feel free to contact the office.



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

Greenwood Apartments Maintenance Requests

Please complete a service work order request online or call 1-866-881-1582!!



GREAT NEWS!



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

To access the resident portal, go to
<https://greenwoodapartments.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.

Did you Know? Check out these local events

- Winter farmer's Market every Saturday from 9am-12pm 101 S 1st street (Star Garrett Building).
- March 1st 6-7:30pm. "It's MINE!" sibling relationships at the Safety Village.
- March 3rd-5th Richmond gem, mineral, jewelry, fossil show and sale.
- Sensory Playground & Garden 1201 West main street (this inclusive, fenced in playground features adaptive equipment for all children-regardless of ability or disability).
- Richmond Furniture Gallery 180 Fort Wayne Ave (Depot District) See the world's largest Chair and postcard, huge mural art, model train displays, and kids train rides (1st and 3rd weekend of every month) FREE coffee and fresh baked cookies.
- Boys and Girls Club of Wayne County 1717 South L St Richmond Indiana 10am-6:30 pm Mon-Fri.
- YDEPP (Youth Drug Education Prevention Program): YDEPP provides non-judgmental education to youth on how to change drinking and drug use behaviors by changing beliefs, attitudes, risk perceptions, motivations, and the knowledge of how to reduce their risk of alcohol- and drug-related problems throughout their lives.

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