

FAQ

How do I get my mail keys?

To get your mail keys, bring a copy of your signed lease to your local post office! They will be able to inform you what mailbox is yours. If you have issues while you are there, please ask for a manager.

Will a maintenance request be generated based off Move-In Condition Report?

No, if tenant would like items addressed that were noted on Move-In Condition Report the tenant will need to submit a maintenance request via Rent Café. Most cosmetic deficiencies will only be noted to tenant account. Anything discussed during move in will not be addressed without said Maintenance Request.

How do I submit a Maintenance Request?

Please refer to the Who Do I Need To Contact sheet in this Move-In Packet for instructions on the Rent Café Resident Portal. We have recently converted to a new software program which requires all maintenance requests to be completed through our online portal at <https://www.rentcafe.com/residentservices/apartmentsforrent/userlogin.aspx>

Which trash company should I use?

We suggest that you use a company that best suits you!

However, here are some other suggestions:

Bonner Springs	Kansas City
Deffenbaugh Industries Inc	Waste Management
Olathe	Merriam
Olathe Sanitation	Deffenbaugh Industries
Gardner	Overland Park
Gardner Disposal Service	Waste Management
Lenexa	
Waste Management	

If you would like to see more options, visit your city webpage!

What cable/internet options do I have? Which school district am I in?

Due to service providers & school boundaries changing frequently we are unable to confirm specific providers/schools.

If you are in the Johnson County area:

Go to: aims.jocogov.org

Search your address to find results!

If you are not in the Johnson County area, our best suggestion would be to call the Cable Company or school of your choice and ask them if your address is in their boundaries.

Please refer to the Telecommunications Addendum in your lease for the policy on installing satellite dishes. **Please note, satellite dishes are not permitted at the Parkview or the Reserve communities.**

How can I make my rent payment?

We have several options available for your convenience:

Online using the Rent Café Resident Portal at <https://www.rentcafe.com/residentservices/apartmentsforrent/userlogin.aspx>

Payment can be mailed to PO Box 4167 Olathe, KS 66063

Payment can be placed in the drop box located at 651 N Somerset Ter. Olathe, KS 66062

*We accept Personal Checks, Cashier Checks or Money Orders. **Cash is not accepted.***

Rent is due the 1st – 5th of every month. After the 5th at 4:30pm, your rent will be considered late and will assess applicable late fees.

Do we provide window coverings?

No, window coverings are not provided by us in any units. If there are window coverings that are in good shape from a previous tenant, we will leave them in the unit for the future tenant to decide if they would like to keep them or not.