



# oak park residence corporation

**March 18, 2020**

**TO: All Residents**

**From: The Oak Park Residence Corporation Staff**

As Oak Park Residence Corporation (OPRC) and The Oak Park Housing Authority (OPHA) continue to monitor the expanding spread of Coronavirus throughout our region, we are increasingly concerned about the potential threat that this virus (COVID-19) may pose to you, our resident family and to our staff. **In turn, and effective March 18, 2020, we are taking the highly unusual step of closing our offices, located at 21 South Blvd. to all walk-in visitors for the foreseeable future. As such, our staff will be unavailable for in-person contact during this period. Be assured that our teams are onsite, working, and available to assist you by phone at (708) 386-6061 or via email.**

We have made this difficult decision in response to directives from the CDC, Federal, State, and local authorities, and it is our responsibility to comply with those directives. Most importantly, we feel it's the right thing to do to help maintain the health, safety, and well-being of both residents and staff. We ask for your patience and support in taking this step.

Below you will find information regarding various aspects of your residency with us and changes in practices/procedures we will be adopting during this period. Please reach out to your property manager and/or management staff if you have any questions about the steps we are implementing.

## **Rental Payments:**

Your rent continues to be due in accordance with your lease. We encourage you to pay rent via ACH direct deposit. If you are currently not set up for ACH direct deposit, please call the office and we will assist you in setting up this form of payment. You may also drop off your check or money order in our drop box to the left of our front door at 21 South Blvd. Please note you will not be able to turn in your rent check directly to personnel at our front desk.

## **Maintenance:**

We are prioritizing our maintenance team to limit in-unit maintenance to essential building services, life safety concerns and emergency in-unit services (Such as no water, no heat, water leaks etc.). All other maintenance requests will be handled at a later, appropriate date and time. If we do need to enter your apartment the office team will look to determine if the resident(s) are at risk or pose a risk and precautions will be taken to ensure the health and well-being of both resident(s) and staff. In due caution, we are asking that anyone meeting the self-quarantine requirements and recommendations of the CDC respect and follow those guidelines. Further if you or someone you have been in contact with have tested positive for the virus, it is imperative that you notify the office.

**Building Cleaning Schedule:**

Common entry ways, hallways, laundry rooms will have a thorough deep cleaning each week; this will include any areas touched by a person. (Handrails, door handles, windows etc.)

**Renewals and Lease Signings:**

Any documents that need signing will be sent electronically. If you do not have the capability to sign electronically, it will be sent it to you via the mail and you can drop it back off in our drop box to the left of our front door or mail it back.

**Parking:**

Your parking, secured through OPRC, continues to be due on a quarterly basis. We encourage you to pay your parking via ACH direct deposit. If you are currently not set up for ACH direct deposit, please call the office and we will assist you in setting up this form of payment. You may also drop off your check or money order for parking in our drop box to the left of our front door at 21 South Blvd. Please note you will not be able turn in your parking directly to personnel at our front desk.

**Leasing:**

The leasing team will not be showing any occupied apartments. If you intend to vacate before the end of your lease please let your property manager know.

**Vendors:**

Our vendors such as plumbers, electricians, painters will also be following the same guidelines as our maintenance staff. We've included a helpful link for the latest information regarding some of the most frequent questions:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>