



Current Residents - Frequently Asked Questions

Below are the most common questions we are asked during our residents first year in their apartment home. If you have a question that is not listed here, please feel free to contact the leasing office directly.

How do I pay my rent?

Residents can pay their rent in any of the following ways:

- Online at <https://owall.twa.rentmanager.com/>
- Drop off or mail to Management Office

Can I transfer to another apartment?

Once you have accepted keys and a lease has been signed, we do not allow internal transfers within the initial lease term. If you have lived in your apartment for more than a year and would like to transfer, a transfer fee of \$750 will apply. You will also be required to pay a new security deposit – your apartment home may also be subject to an inspection. Transfer requests are reviewed on a case by case basis.

I need a copy of my lease. Can you send it to me?

Please log into your online portal to view a copy of your lease agreement. If you are unable to access your lease agreement online, please email your name, address and request to Community Management email address. Please note that it may take up to 2 business days for us to get back to you.

Can I add someone to the lease?

Yes, you have the option to do so as long as occupancy guidelines are adhered to. Please send an email to Community Manager with your name, address and the name of the person you would like to add to the lease. The additional leaseholder must complete an online application at www.onewallmanagement.com and pay the application fee. If s/he passes all criminal, credit and income checks, we will move forward with the necessary steps. Additional occupants under the age of 18 do not need to apply online – please provide the occupants Full Name and Date of Birth.

Can I remove someone from the lease?

Yes. Please send an email to your Community Manager with your name, address and the name of the person you would like to remove from the lease. You will be asked to complete a *Roommate Release Form*. Any remaining lease holders must complete an online application at www.onewallmanagement.com and pay the application fee to be rescreened. If remaining lease holders pass all criminal, credit and income checks, we will move forward with the necessary steps.

How do I renew my lease?

You will receive your Notice to Quit and to Increase Rent approximately 75 days before your lease expiration date. Instructions to renew your lease will be on the cover page of your renewal packet.

I have maintenance requests that I need to submit. How do I let you know?

You may submit your request in one of the following ways:

- Online form via Resident Web Access at www.onewallmanagement.com
- Email Community Management email address
- Via phone call to Management Office
- In person visit to the Management Office

I have a question about paying my rent, community upkeep, a concern with my neighbor or work done in my apartment. Who do I talk to?

Please contact the management office for all general inquiries. In most cases, the team can help you and if unable to, s/he will involve the right person to resolve your concern.

I am thinking about getting a pet. Do you allow pets?

We are proud to be a pet friendly community. Before bringing a pet or animal into your home, please contact the management office for further details.

How do I give my notice to vacate to move out at the end of my lease?

A Notice to Vacate form can be found in your renewal packet. If you need to move, a 60 day written notice is required.

Is there a penalty to break my lease?

Please refer to lease agreement for any additional fees related to moving out early.

Can I use my security deposit as my last months' rent?

No. Your security deposit will not be applied towards your last month's' rent. Please pay your last months' rent as you normally would.