



## **WELCOME NEW RESIDENTS!**

The following is information you will need in the future:

### **Office Hours for Ohio Stater**

Monday – Friday  
10:00am – 6:00pm

Saturday (may vary)  
10:00am – 2:00pm

### **Phone Numbers:**

**Ohio Stater Office:** (614) 294-5381

**Lock outs:** Primary – Jennifer (614) 975-1478  
Secondary – Thom (740) 350-5401

**Ohio Stater Texting # Only & only during Office Hours:** (614) 585 - 3133

### **Rent and Paperwork:**

ALL lease paperwork must be completed in your Appfolio portal in order for you to move in. Please feel free to check with our office if you are unsure if yours is completed.

Your first installment of rent is due on the day that you move in. After that, it is due by the 1st of every month (you can refer to first section of your lease regarding rent payments). There is a grace period until the 5<sup>th</sup>, after the 5<sup>th</sup> a **\$50.00 late fee** will be charged to your account. Per your lease all rent **MUST** be paid via your Appfolio account. Please note when setting up your Appfolio account that there is no fee to pay by eCheck, but there is a convenience fee charged by Appfolio to pay by Debit or Credit.

**If you are a Renewal** and were on a 10-installment lease last year and are moving back into the same apartment, your Appfolio account will stay the same and you will continue to pay in the same account as normal.

**If you lived with us last year and are transferring to another apartment in the building**, your new Appfolio account information has been sent to you.

**\*AUTOPAY:** As a convenience, Appfolio allows you to set up Autopay. You can set up what day you would like to pay your rent each month automatically, rather than signing in your account to pay it manually. If you do choose Autopay, you must pay the first installment for August 2021 manually, and then you can start your Autopay for the following installments after that, on the day that you choose. Please keep in mind that rent is due on the 1st of every month after move in.

### **Contact information:**

Phone numbers and emails that we have on file for you and your cosigner is what was given on the application when you rented. If this has changed, or changes during the course of your lease term, it is your responsibility to let us know so that we can update it. If not updated, it will cause you to miss important notices given out during your lease term. The Ohio Stater is not responsible for notices not received due to wrong contact information. We will notify you either via email OR text message/phone calls for different notices. It is never both for the same notice.

### **Renters Insurance:**

All residents must have renters' insurance for your personal items in your apartment. As a student, you may have coverage under your parents' homeowners' insurance.

### **Smoking addendum:**

Per your lease, Ohio Stater is a smoke free building. You, or your guest(s), cannot smoke in your apartment or in common areas of the building. **All residents must sign our smoke-free addendum and turn in within 5 days of moving in.** This will be given to you on your Move-in day.

**Laundry:** We provide each resident with a complimentary re-loadable laundry card. Residents can load cash onto the card up to \$40.00. If you lose the card, residents are responsible for purchasing a new card at the machine located in the laundry room. The cost of a new card is \$5.00. No refunds are able to be given with money left on the card. So please make sure to use all of your loaded money.

### **Mail and Package Delivery:**

Mailboxes are located by the front door and they correspond to your apartment number. You will receive a designated key for your mailbox. Once you receive your key, please open your mailbox and remove the green VACANT card and return to our office. After this, please check your mailbox **at least once a week** to prevent mail buildup. If your mailbox is too full, the letter carriers will not deliver your mail. If you receive mail for someone other than yourself in your mailbox, write RTS or RETURN TO SENDER on it and drop it in the outgoing mailbox next to the mailboxes. If you receive a package that does not fit in your mailbox, or if you are not present when it is delivered, the package(s) will be brought to the Ohio Stater main office for your convenience. Ohio Stater is not responsible for any lost or stolen packages.

### **Doors and locks:**

- **Building key and FOB:** To enter the building, you will need to use your Key FOB or Common Door key. The Common door key is provided just incase the power or internet is out. After Move-ins, our building will be locked 24/7. If this changes at all during your lease term, you will be notified that we are returning to our regular door hours, which will unlock during our office hours, and lock at all times before or after our office hours. (Our office hours: 10am-6pm M- F and Sat 10-2pm).
- **Apartment door and key:** Your apartment door is a heavy, metal door. You are not allowed to affix anything to your door (inside or outside) that consists of any type of glue, paste, stickers or tape. Magnets are allowed. Charges to repaint door will be assessed if you use anything else but magnets and damage occurs as a result.

**Please note that for your safety, your apartment door will lock automatically when you shut your door.** You must turn the key on your own if you want to lock your deadbolt as well for added security. If you are locked out during our office hours, the office staff can open your door for you. **If you are locked out after office hours, there is a \$25 cash only fee for a staff member to let you in.**

If you are locked out after hours, please call one of our lock out numbers:

Jennifer (614) 975-1478- If someone does not answer and you do not receive a response within 5 minutes, please try Thom (740) 350 – 5401.

**Please save these numbers in your phone,** and always take your keys with you to prevent lockouts from happening.

Charges for *lost* keys:

**Common building door key = \$25.00**

**Key FOB = \$75.00**

**Mailbox = \$15.00**

**Apartment key = \$25.00**

### **Cable and Internet:**

Even though the Ohio Stater provides your cable and internet for *free*, if you do have a problem with your connection, Spectrum requires the resident to make the phone call for service. We cannot call for you. The phone numbers for Spectrum Resident Customer Service issues are: WiFi: 855-895-5302, Cable: 833-697-7328.

### **Kitchenettes:**

Some of our studio apartments have a kitchenette with a kitchen sink. Please note that the kitchenette sink in your apartment does NOT have a garbage disposal. Therefore, do not put ANY food down the drain. Please dispose of all food particles in your trash can before cleaning off your dishes in the sink. Forcing food down the drain will cause a clog that will back up the drains in your apartment.

### **Trash:**

All trash from your apartment should be taken to any of the five large dumpsters at the back of the parking lot, near Tuller Street. Please do not put apartment trash in the trashcans located in the lobby or kitchens. Dunkin Donuts dumpster is located right behind Dunkin Donuts. It is off limits to tenants and will be locked at all times. This is for commercial use only. The red dumpster in the garage is for construction only. You must take all trash to our residential dumpsters in the back parking lot. Any trash found outside your apartment door will result in a fine.

### **Bed bug covers:**

Bed bugs can be picked up anywhere at any time. For your protection, and to prevent the spread of any that are brought in, we provide bed bug covers for all of our beds for both the mattress and the box spring. When you move in, we have already put the encasements on for you. These are to remain on at all times. If you have a problem with yours and need it replaced, please contact our office. You will be charged for these if they are damaged, stained or missing when you move out, or if we need to replace it during your lease due to damage. They are each \$55 if replacement is needed. We also provide a mattress pad for added protection for the Bed Bug Cover.

### **Common Kitchens:**

The kitchens are located on the 2<sup>nd</sup> and 3<sup>rd</sup> floors. Our cleaning staff will clean the kitchens 5 days/week, but please clean your personal items and store them properly. Unattended supplies/dishes/silverware will be disposed of. If available, keys to the locked cabinets may be obtained. There are not enough cabinets for all residents. Kitchen cabinets are assigned on a first-come, first-serve basis. Please ask an office employee if there are any available. If there are, you will be able to sign out a key for your lease term.

### **Exercise Room:**

In your packet you will find an Exercise Room Addendum. As a resident here, you have access to this room 24 hours, 7days a week. Because of this, **you must sign the addendum in this packet and return it within 5 days of moving in.**

### **Pets:**

There are NO PETS allowed at the Ohio Stater. This means no permanent pets, or visiting pets. Strict fines will result if this rule is not followed and can result in the risk of an eviction.

### **Parking and Towing:**

Parking is not guaranteed and is in addition to monthly rent. Parking is for residents who reserved a spot in their lease at time of signing. A valid pass is required for parking in the lots, including the gated garage.

Hound Dogs Towing will drive through our lots and will tow cars without a valid pass or if the pass is not visible. Their business operates 24/7, 365 days a year. If you park anywhere other than the area designated on your permit, you will be towed. Once you have been towed, you must discuss your fees with Hound Dog's Towing (614) 462-0729.

Place parking pass sticker on the inside of your back window, passenger's side, near the bottom corner. You are responsible to have a valid and visible parking permit in your car at all times while you are parked at the Ohio Stater.

**Guest parking:**

Guest parking is limited and are sold on a first-come, first-serve basis.

Guest parking passes can be purchased in the office at the following rates:

Day Passes (until 6:00 pm): \$5/day      Overnight Passes (6:00 pm – 10:00 am): \$10/night

Home Football Saturdays: \$25 (8am – 11pm)

\*Towing will be called off for Move-in days. If you move in after August 15th, we will give you a temporary pass to park your vehicle for moving-in.

**Bicycle gate:**

We offer locked, gated bicycle storage in our parking garage underneath the garage ramp. All bikes using the bike racks at Ohio Stater must be registered within the leasing office. All bikes must have a lock of their own for this area. Please inquire within the OSI Leasing office if you are interested in this. They are given out on a first come, first serve basis, and space is limited.

**Items that can be checked out from Office:**

With their Photo ID, residents can temporarily check out the following items from the office:

- Vacuum
- Moving Carts
- Tools (screwdriver, wrench, hammer)

**Maintenance Requests:**

If your apartment requires maintenance, you can use your Appfolio account to fill out a maintenance request form. You may also come into the office, call, text or email us and we can submit a work order for your request. Requests are handled as soon as possible. Our maintenance staff keeps regular business hours 8am – 4pm weekdays and is on call during weekends for emergencies only.

If the office is closed and there is an **EMERGENCY**, please first contact Jennifer at (614) 975-1478. If Jennifer is unavailable, please contact Thom directly (740) 350-5401. Do NOT use the Office Texting # for afterhours emergency maintenance.

- Maintenance Emergencies include things like: No heat, no water, water leak.
- If the building power is out, please call **Columbus Electric** at (614) 645-7627. They will be able to tell you when to expect power to come back on. If the power is out, please try and keep your fridge and freezer closed to avoid food spoiling.

If you use lose this packet, you can also find it on our website under the Download Forms tab, and search for Move-In Packet 2021.

Once again, we'd like to welcome you to your new home, and we hope that you enjoy your living experience at the Ohio Stater!! If you have any questions, please contact our office during our business hours, M – F 10am – 6pm at 614-294-5381.

Sincerely,

Ohio Stater Staff