



WELCOME NEW RESIDENTS!

The following is information you will need in the future:

Office Hours for Ohio Stater

Monday – Friday
9:00am – 5:00pm

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 and your Security Deposit must be paid in your Appfolio portal in order for you to move in.

The holding fee you paid to reserve your apartment becomes your first installment of rent when you move in. Rent 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 5th, after the 5th 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.

Your next rent payment after move-in will be due September 1, 2022; you may already see this charge in your portal by move-in, as charges appear in the portal about 10 days before their due date.

***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 set up an auto payment for rent, be sure the date is set for your first payment to go through on or before September 1, 2023, and by the 1st each month thereafter.**

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, starting in August.

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 already when you signed the lease. This is the account that you will now be logging and paying into.

Contact information:

Phone numbers and emails that we have on file for you and your cosigner through Appfolio 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. Any information that is longer than a text message will be sent via email.

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 policy.

Smoking addendum:

Per your lease, Ohio Stater is a smoke-free building (Sec 5.2.c). 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 that they will use at the machine located in the Laundry Room. 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. The cost of a new card is \$5.00. Upon moving out at the end of your lease, no refunds are able to be given with money left on the card. So please make sure to use all of your loaded money before turning it back in.

Mail and Package Delivery:

Mailboxes are located to the left of the front doors in the Lobby, 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 it to our office. After this, please check your mailbox **at least once a week** to prevent mail buildup. If your mailbox is too full, postal 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 or to use the stairwell doors, you will need to use your Key FOB or Common Door key. The Common door key is provided just in case the power or internet is out. After Move-ins, our building will be locked 24/7. The Lobby Back Door will be open during office hours only for deliveries.
- **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. The payment is given directly to the staff member who lets you in. Ohio Stater does not profit off of the lockout.**

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

Primary number: Jennifer (614) 975-1478- If someone does not answer and you do not receive a response within 5 minutes, please try secondary number below.

Secondary number: Thom (740) 350 – 5401.

Please save these numbers in your phone, and always take your keys with you to prevent lockouts from happening. These numbers are listed on our website if you find yourself without your phone. The number is also listed on the monitor by our offices in the Lobby.

If you lose your key(s) or FOB completely, please come to our office during normal office hours to obtain another. Charges for *lost* keys:

Common building door key = \$75.00

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:

Most 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 any drain in your apartment.** 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. If this occurs, you will incur a \$50 un-clog charge.

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. Dunkin Donuts dumpster is for commercial use only. The red dumpster in the garage is for construction only. You must take all trash to our brown 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 2nd and 3rd 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, 7 days 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 an eviction.

Any Assistance Animals for guest or residents will have to fill out paperwork before bringing the animal to the building. That paperwork will go through our attorney's office to verify with the doctor's office from which it was prescribed.

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 lot, including in the gated garage floors.**

Hound Dogs Towing will drive through our garage and lot 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 or your guests are at risk of being towed at your own expense. 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.

If at any time you are unsure of where you are supposed to park, please contact our office and we would be happy to help you! Ohio Stater is not responsible if you park incorrectly and are towed or ticketed as a result.

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 – 11:59pm)

*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 Gated Area:

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, tape measure)

Maintenance Requests:

If your apartment requires maintenance, you can submit a maintenance request through your Appfolio account. Requests are handled as soon as possible, in the order in which they are received. Our Maintenance Staff keeps regular business hours 8am – 4pm weekdays and is on call after hours and during weekends for emergencies only.

If the office is closed and you have a maintenance **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 after-hours emergency maintenance. Again, the Texting number is only checked during office hours, M – F 9am – 5pm.

- Maintenance Emergencies include things like: No heat, no water, water leak, no power.
- 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, keep your fridge and freezer closed as much as possible 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 2023.

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 9am – 5pm at 614-294-5381.

Sincerely,

Ohio Stater Staff