

INN TOWN HOMES

RENTER'S GUIDE



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IMPORTANT PHONE NUMBERS

Maintenance Line: 614-294-9628
All maintenance requests

Maintenance Emergencies ONLY: 614-595-6530
Maintenance Supervisor - Jim Harms
This is for no heat, no water, water leak, etc.

Office Phone: 614-294-1684
Leasing Manager - Jill Kaikis *jkaikis@inntownhomes.com*
Assistant Leasing Manager - Macie Mancuso *mmancuso@inntownhomes.com*
Rent/Collections Manager - Laurie Bone *lbone@inntownhomes.com*

Iuka Park Commons Office: 614-294-3502

Fire Department: 614-221-2345
Call 911 for Emergencies

City of Columbus Service Call Line: 614-645-3111 or Email
This number is for reporting any city-related matters 311.columbus.gov
such as Water, Sewer, Electric, Potholes.

Columbus Police: 614-645-4545
Call 911 for Emergencies

OSU Police: 614-292-2121

C&M Towing: 614-291-2101

City Permit Parking: 844-565-1295*

* If you are getting a city parking permit, you must have a copy of your lease (or a utility bill to this address in your name) and a valid vehicle registration. The City Permit Parking office is located at 2700 Impound Lot Rd. OSU's Off-Campus and Commuter Student Services will be selling city parking permits the first week of classes at the Ohio Union. Check their website at <https://offcampus.osu.edu/> for details.

To Do List for Move-In

Welcome to your new home! While you were in our office picking up your keys, you should have received two documents that will need to come back to our office. Turning in these documents only benefits you, so we ask that you return everything in a timely manner of 5 days.

Item #1: MAINTENANCE FORM

A maintenance request form will be provided for your convenience when you first move-in, in case any maintenance work was missed.

- You may drop off the form at our main office on 2104 Tuller St., or the Iuka Park Office at 442 E. Northwood Ave.
- Maintenance will be very busy during this move-in time and will prioritize maintenance in order of urgency. They will get to your request as quickly as they are able.
- During the year maintenance problems should be called into the Maintenance Line at 614-294-9628, submitted online at www.inntownhomes.com under the Maintenance tab, or submitted through your online rent portal under the Maintenance tab.

Item #2: MOVE-IN CHECKLIST

This form is given to you on move-in day and should be used by new residents at move-in to document the condition of the rental unit at move-in. Answer ALL questions that apply to your apartment/house. If necessary, be AS SPECIFIC AS POSSIBLE.

Please do not include maintenance requests on the Move-In Checklist! This form is for COSMETIC DAMAGE only. The maintenance request form will be provided upon your move-in for anything that needs repair.

By recording any cosmetic damage that is already in the apartment, you are recording that you did not cause this damage. This form will be used during your Security Deposit inspection at move-out to compare with any damage that may have accumulated since, so it can only benefit *you* to accurately complete and submit the form.

Move-In Checklist must be returned to our office no later than FIVE DAYS AFTER MOVE-IN. They will not be accepted after that date. Please make a copy of the Move-In Checklist to keep with your records before turning it in.

Utilities

If you have not hooked up your utilities yet, please do so immediately or they will be disconnected. As a courtesy, we have provided the utility contact information below. Please note that all residents are required to have utilities in their name unless otherwise specified on the lease contract. Residents will be responsible for setting up in their own name: electric, gas, and cable/internet.

Electric

If you live at one of the italicized addresses below use:

City of Columbus Division of Electric: 614-645-7360

31-33 Frambes; 30-36 Woodruff; 35-37-39 Lane; 95-97 Lane; 132-140 W. Lane; 230-232 W.9th; 1699-1701 N. 4th; 1743-1745 N. 4th; 1842-1844 N. 4th

Note: 39 E. Lane is an all-electric building

All addresses NOT listed above use: American Electric Power (AEP): 1-800-277-2177

Gas

All apartments NOT listed below as including gas will use:

Columbia Gas: 1-800-344-4077

These apartments will have gas included in their leases: *132-140 W. Lane; 232 W. 9th; 240 W. Lane; 47 E. Frambes; 49 E. 18th Apt C,D,E,F,G,H (39 E. Lane is an all-electric building and therefore has no gas connection)*

Cable & Internet

Spectrum Cable & Internet: 614-481-5050

As the utilities listed above will be under your name as the resident, Inn Town Homes does not have a role in providing you with these services. The above contact information might be useful should you ever have an interruption in service, as you would want to reach out directly to the utility companies in order to get everything restored. If the utility is under your name, Inn Town Homes will NOT be a useful contact point for issues with that service.

Large-scale power outages can be tracked at AEP.com

Spectrum outages can be checked online in your Spectrum account via the 'Ask Spectrum' feature.

If you ever experience a water shortage, City of Columbus Water Department can be reached at 614-645-8276 and can let you know if there is some sort of main break. If not, feel free to call our office. Water not working during winter months can indicate frozen pipes and we may need to dispatch emergency maintenance.

Note on Cable/Internet Service

You are permitted to install cable outlets in your bedrooms at your own expense; however, a permission slip is required by Spectrum to do so. Enclosed in this packet is a permission slip for Spectrum. Our buildings are exclusively wired for Spectrum and do not allow any other companies to add wiring or new boxes to our buildings. Absolutely NO satellite dishes will be permitted. No cable wires are allowed to be run under the carpet.



INN TOWN HOMES & APARTMENTS
2104 TULLER ST.
COLUMBUS, OH 43201
(614) 294-1684

Spectrum Cable Permission Slip

To Whom It May Concern:

This letter is to give permission to the resident(s) of _____ to have additional cable/roadrunner outlets installed in their apartment. These outlets may be installed ONLY if the following conditions are met:

- 1) The residents pay for any and all costs incurred with the installation.
- 2) No exterior drilling to the structure is made.
- 3) No damage is done to any of the interior structure.
- 4) No wires are to be run under the carpet.

If you have any questions, please contact us at (614) 294-1684 Monday through Friday, 10 a.m. to 6 p.m.

Thank you,

Jill Kaikis

Jill Kaikis, Manager Inn Town Homes

Inn Town Homes Maintenance

Main Maintenance Line: (614)294-9628

Maintenance requests can also be submitted at our website

<https://inntownhomes.com/request-maintenance/> or online via your Portal account

Please call the Inn Town Homes Maintenance number (614-294-9628) for all maintenance concerns, or use one of the online methods for submitting a request. **You will need to leave a message on the voicemail system describing your maintenance problem. You will not receive a call back unless maintenance has a specific question regarding your maintenance problem. Be sure to leave your name, street address, and apartment letter.**

- Maintenance requests will always be prioritized in order of emergency. We ask that you please keep that in mind when submitting non-urgent requests and give maintenance a chance to respond.
- Maintenance will be busy and hectic immediately following move-in. The team will be working overtime in full force throughout move-in and in the days following, and will fulfill your requests as quickly as they possibly can.
- If you are missing items such as outlet covers, light covers, shelf clips, etc., please pick them up at the maintenance office (442 E. Northwood Ave). Light bulbs, telephone jacks and cable TV outlets are NOT maintenance items.
- Keep in mind that the maintenance office is located in a separate location from the main office. Calling the main office with a maintenance request does not get your request through faster. The staff at the main office does not receive reports from the maintenance staff on the status of your requests. The fastest way to get your request heard is to call the maintenance line or submit a maintenance request online.
- Remember that we do not replace light bulbs, unless they are burnt out when you move in. [This does not include appliance bulbs (i.e. refrigerator bulbs). We will replace these bulbs at no charge to you.] You have SEVEN DAYS from the time you move in to request replacement bulbs for burnt out bulbs. Please note: using the wrong type of bulb (too high wattage, etc.) can damage wiring & sockets, causing electrical fires or damage for which you will be held responsible.
- Please purchase a plunger for your apartment. Most calls to maintenance regarding toilet clog problems require only a plunger to fix. You may save yourself waiting time and a maintenance fee.
- For those of you that are not accustomed to having a gas stove, please note the top of your range will always feel warm to the touch. The pilot lights under the range top must be lit at all times, thus making the range top always feel warm.

Emergency Maintenance

Emergency maintenance number: (614)595-6530

Please note this emergency line will be a voicemail as well. Please leave a detailed message of the problem so that our supervisor can determine the urgency of the situation. The voicemail box of the emergency line is monitored 24/7.

Inn Town Homes has a maintenance supervisor on call 24/7 for any maintenance emergencies that might arise. Examples of maintenance emergencies that could occur include:

- No working toilets in the apartment
- No heat during the winter
- Water leak or wet carpeting
- No water (not an emergency during city outages)
- No hot water
- Front door lock cannot be secured

Regular maintenance will take place during business hours; only emergency maintenance issues will be resolved outside of business hours.

Maintenance Tips for Fixing Issues Yourself

Garbage Disposal

Remember, not everything can be disposed of in a garbage disposal. Avoid putting non-food items in your garbage disposal and any types of hard food or garbage that can cause problems. Items to avoid include:

- Chicken bones
- Steak bones
- Celery
- Fish aquarium gravel
- Food peels (apple, potato, carrot, etc.)
- Flour
- Rice

If you are experiencing problems with your garbage disposal, please try the reset button first before calling maintenance. This button is located underneath the sink. To get to it, open your cupboard doors and look underneath the garbage disposal unit for a black or red button. Press this button in and then try to run your disposal again. If this does not work, please call or email the maintenance department. *Please never reach your hand down into the disposal itself*

Toilets

You may find it useful to purchase a mushroom-shaped plunger for your apartment as most calls to maintenance regarding toilet clog problems require only a plunger to fix. You may fix these problems yourself, eliminating your wait for the maintenance staff to arrive. Additionally, calls to maintenance for clogged toilets that only require plunging with a traditional plunger could result in maintenance fees.

Air conditioning

In some apartments, one of the bedrooms has an extra light switch designated for the air conditioning unit. This switch needs to be on at all times in order for your air conditioner to run. Of course, to turn your heat and A/C on and off, or to control your temperature in general, use the thermostat located in your apartment. The thermostat should be set to cool/auto for A/C and heat/auto for heat. Do not turn the thermostat from "auto" to "on" or the unit will continuously run.

Screens

Someone will come around in September to replace any screens that might be missing from your apartment. We place an order for missing screens in August when we see what needs replaced, and we will be out to install the screens as soon as they come in.

Paying Rent through Inn Town Homes' Secure Portal

MOVE-IN RENT: Prior to your move-in day, you will pay your first installment of rent, which covers the move-in month of August, as well as the few days of the following August prior to moving out. The next rent payment after move-in will be due on or before SEPTEMBER 1st.

WHEN IS RENT DUE?: After the initial move-in, rent is due on the 1st of each month, and it is considered late on the 2nd or after. A \$50 late fee will be automatically added to your account if the balance is not paid by the 5th of the month.

HOW TO PAY: All rent must be paid online via the Inn Town Homes Secure Portal using AppFolio. You will already have received your invitation to set up your account before moving in, and likely already paid the first month's rent. All roommates will have access to your apartment's portal. Payments can be made separately by roommates. Payments can be divided between roommates however desired, but the TOTAL amount for the apartment must be paid by the FIRST of the month. Although we allow separate payments to be made, you are still on a joint lease agreement. So, in the event that any portion of the full amount due is unpaid, the other portions of rent for that month will be refunded and an eviction will be initiated.

WHAT PAYMENTS ARE ACCEPTED?: AppFolio accepts two forms of payment: debit/credit card or electronic check (ACH). There is no fee for paying with an electronic check, but there will be a service fee assessed for using a credit or debit card through the portal.

RETURNED PAYMENTS: If your payment (or any payment for your apartment) is returned due to insufficient funds more than twice, your whole apartment's online portal account will be suspended and from that point forward, ALL ROOMMATES will be required to submit rent via certified funds in the form of a cashier's check or money order.

DIFFICULTY MAKING PAYMENTS: If you ever find yourself struggling to pay rent, please contact our office immediately at (614)294-1684 to discuss the situation. On a case-by-case basis we are willing to make reasonable accommodations.

PAYING AHEAD: If you are trying to pay multiple months of rent at once, you must contact the office at (614)294-1684. The online portal cannot accommodate one person's payment being made for multiple months, so you must set this up through the office directly.

PORTAL TROUBLESHOOTING:

LOGGING IN: Your log-in is the full email you gave us on your application to lease. The log-in is case-specific, so if you submitted your email (for example) as "smith.1@osu.edu" the online portal system will NOT recognize "smith.1@buckeyemail.osu.edu" If your portal does not recognize your log-in, and the above trick didn't work, please call the office to learn your log-in.

ELECTRONIC CHECK (ACH) TIPS: The information you supply must identically match the information as it reads on your checking account for it to be accepted. Please ensure that the routing number, the account number, the full name and address on the checking account is entered correctly and thoroughly so the transaction will be accepted.

Basics of Navigating the Portal

The homepage of the Appfolio Portal will display your balance for the upcoming month. Keep in mind, this balance is for the **WHOLE** apartment, not just your portion. As your roommates pay, their payments will appear on your homepage as well.

The 'Pay Now' or 'Set Up Autopay' buttons will direct you through the process of paying or setting up a payment.

You will have the option of choosing how much of the balance to pay. The default will be set to the entire balance, so you **WILL** need to change this if you are only paying a portion. Please make sure this is accurate, as we cannot reverse payments for you.

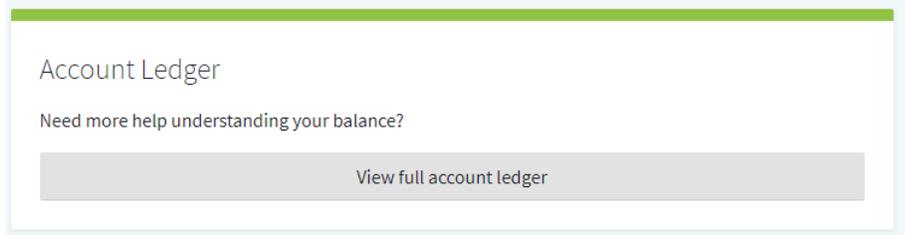
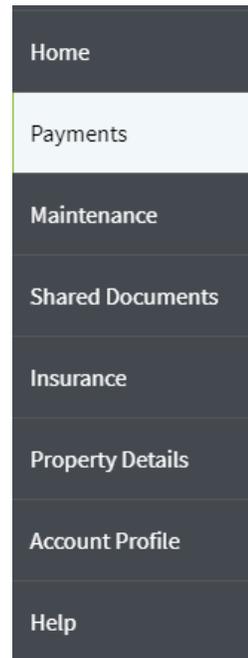
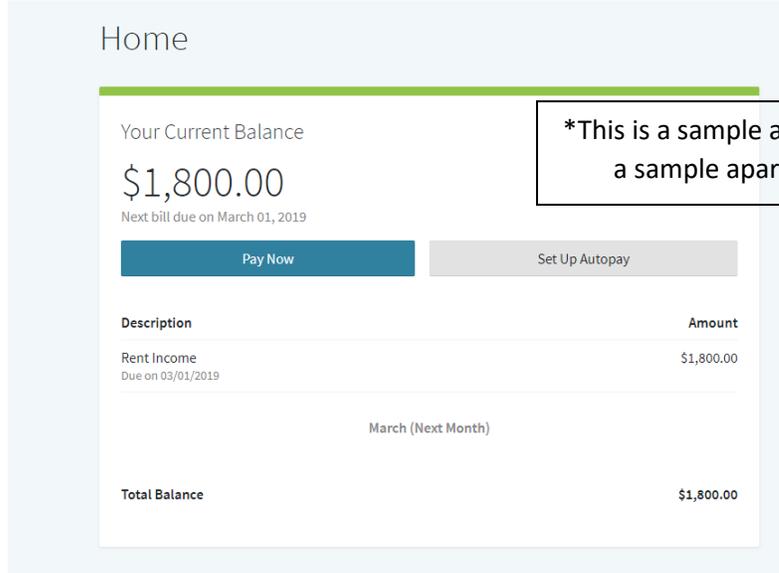
The menu to the left of your AppFolio screen offers multiple tabs for you to navigate.

The 'Payments' tab (highlighted in the photo to the right) will show you the most recent payments of both you and your roommates.

The other helpful tab will be the 'Maintenance' tab. In this section, you can submit maintenance requests for your apartment online.

A copy of your Master Lease agreement will appear under 'Shared Documents.'

Under the Payments Tab you can access your account ledger by clicking the button 'View Full Account Ledger' (photo right). This will show you **all** rent payments that have been made, as well as any deposits that have been paid.



**Your portal is run by an outside company that will sometimes make updates that change the visuals. The images could become outdated.

No Pet Policy

Our policy tolerates NO PETS whatsoever. This includes visiting pets. Even visiting pets can bring in fleas, pet dander, pet waste, etc. The following are penalties that could incur if you are found with a pet:

- \$150 per day from the day the pet entered the premises to the day the pet is permanently removed
- \$375 exterminating fee
- \$75 deodorizing charge
- Cost of replacing ALL carpet in your apartment (up to \$30 per yard)

All in all, having a pet could cause everyone in your apartment to be evicted and cost you and your cosigner thousands of dollars. Do not attempt to sneak a pet into your apartment. The penalties are not worth it.

Assistance animals require proper documentation and need to be verified by our attorney. All documents must be approved BEFORE the pet can enter the premises. Please contact our office for further details.

*For explicit clarification, we will have a firm No Pets policy at the following addresses: 99-101 E Norwich, 140 W Lane, 156 E 13th, 197 E 13th, 101 E 12th, 109 E 12th, 181 E 12th, 19 W 10th, 75-77 W 10th, 137 W 10th, 230-232 W 9th, 151 W 8th, 1464-1470 Highland, 1699-1701 N 4th, 1743-1745 N 4th, 1842-1844 N 4th, 485-487-491 Alden, 2138 N 4th, and the Iuka Park Commons.

We do NOT allow pets in any of our roommate matching apartments, even if they are in pet-friendly buildings.

*If your address is not listed above as falling under our No Pet policy, contact the office at (614)294-1684 or see the Renter's Guide in your specific apartment to find out your Pet Policy.

Parking Policies

The towing company tows ALL lots throughout the entire year (even over breaks). If you have a car in the lot you MUST have purchased a parking pass and have it accurately displayed or YOU WILL BE TOWED. Passes must be affixed to the rear passenger-side interior window AT ALL TIMES. If the pass is lost or damaged, you are responsible for picking up a replacement immediately. The tow company will not recognize your car or your spot, if designated.

- Some buildings will have a parking diagram included in this packet that you can refer to if you are not sure where to park. If you do not have a diagram or the diagram does not answer your questions, please contact the office. Parking in the incorrect lot or spot can result in your car being towed.
- If you are towed, the company that we use is C&M Towing and their telephone number is (614)291-2101.
- OSU's Neighborhood Services and Collaboration will be selling City Permit Parking for the streets in permit areas the week before school starts. You can contact them at 614-292-0100 or go to their website at www.offcampus.osu.edu to find out the exact dates. After that, they can be purchased downtown at 2700 Impound Lot Rd. (844-565-1295). Inn Town is not in charge of nor responsible for city street passes.

Please note that if you do not buy the parking passes allotted to your apartment by August 20th at 5 pm, we will sell them to another apartment in your building on a first come, first served basis with the exception of parking lots with block-in rows. Therefore, if you are interested in additional passes, please check the front door of our office on August 21st. There will be a list of buildings posted on our office door that have extra spaces. You can only buy a pass for your building. Extra passes will go on sale first come, first served on August 22nd at 10 am. Extra passes are rare, so please do not depend on this.

If you live in the Woodruff or Frambes buildings you will need to purchase your allotted parking pass(es) by August 20th at 5 pm. These are purchased at the Ohio Stater, located in front of your complex at 2060 N High St. Contact the Ohio Stater office at (614)294-5381, or email rent@ohio-stater.com, for information about buying passes and their policies.

All residents who purchase a parking pass will need to sign a Parking Policies and Regulations agreement. For your reference, there is a copy of that agreement included in this packet.

Move-In/Move-Out Parking

Inn Town Homes tows our lots every day of the year, except for the designated move-in and move-out dates for your building. If you have a roommate moving in or out on a day other than that designated for your building, please contact the office at (614)294-1684 to arrange for your parking during the moving process.

Temporary Parking Pass and Pass Replacement Rules

Before coming to our office for a temporary pass or replacement pass, make sure your car is NOT in the parking lot. The sticker is the only way that C & M Towing knows you are parked legitimately. You are parked ILLEGALLY and can be TOWED anytime you are in the lot without a pass displayed.

Who can get a temporary parking pass?

A temporary parking pass can only be issued to the **original passholder(s)**, and only as a temporary placeholder for the original pass. A temporary parking pass is NOT a guest pass. Under no circumstances will we issue a guest pass for our lot, as we need to make sure there is always a spot for people who have purchased a parking pass.

When would a temporary parking pass be issued?

Temporary passes will be given out on a situational basis if you are unable to access your original pass for a limited period of time. Call the office at (614)294-1684 and we will be able to determine if you qualify for a temporary pass or if you must purchase a replacement. For example, if you have a rental car while yours is being repaired and do not take the sticker out of your own car, we may be able to issue you a temporary pass. They can be issued for up to one week. Again, this is only for the original passholder(s) and it is NOT a guest pass.

What do I need in order to get a temporary parking pass?

You will need **your ID** to prove you are the original passholder. In addition, you will need to **know the make, model, and license plate** of the car that will be parking in the lot.

Where can I park with my temporary parking pass?

You will park in the same spot as usual. You must park in your building's lot and in your assigned spot (if you have one).

Do I need to do anything special to not get towed with my temporary pass?

You will receive a hangtag from our office. This MUST be hanging from your rearview mirror at all times in order to avoid being towed, the same way that your sticker must always be displayed to avoid being towed. Hang tags are null and void after the listed expiration date.

What if my pass rips or stops sticking?

If you bring in the original pass and show us that it no longer functions, we will replace it for free.

What if my pass gets lost forever?

If your pass is completely lost, we can replace it. The original passholder will need to be the one to come in to retrieve the replacement, and there will be a \$5 replacement fee (cash only). You will also need to sign a waiver stating that if your old pass turns up, you will not use it to park in the lot.

**INN TOWN HOMES & APARTMENTS
PARKING POLICIES AND REGULATIONS**

By renting an apartment with Inn Town Homes you have been given the privilege of purchasing a parking pass for your lot. The rules and regulations of the parking lots are as follows:

1. Parking passes must be affixed inside the passenger side of the rear window **AT ALL TIMES!** (please see **picture below**). We **CAN NOT** reimburse you if you are towed and your pass is not properly displayed. Inn Town Homes will take no responsibility for lost or stolen passes. It is your responsibility to come to the office to replace your pass.
2. All lots are **TOWED** on a **CONTINUOUS** basis unless notified otherwise by Inn Town Homes. Towing will be enforced in every Inn Town Homes lot **365 days a year, so be alert!**
3. Your parking pass is valid for your lot **ONLY!** You may not park in any other Inn Town Homes parking lot, even if there is not an available space in your lot. You will be towed without the correct parking pass.
4. You may not park in any Inn Town lot without a valid parking pass. **IF YOU DO, YOU WILL BE TOWED.** We will not reimburse you or your guests (parents or otherwise) if they do not follow these rules. It is your responsibility to advise all visitors of this policy. Your pass allows you to park in your lot **ONLY!** **Please note: putting on your hazard lights does not prevent you from being towed!**
5. I agree that I will park only between the lines so as not to encroach on adjacent spaces or occupy more than one space at any time. I understand that vehicles parked outside the lines, double-parked, parked in fire lanes, or parked in reserved spaces will be towed at owner's expense. You may not create your own space for your lot or park in any other Inn Town lot. **You also must pull all the way up in your parking spot if you double park in a parking lane for your apartment.** **Lastly, if you are not sure where your lot is, please contact Inn Town Homes. We will not be responsible if you park in another company's lot and get towed.**
6. Having a parking pass for your lot **DOES NOT GUARANTEE** you a space in the lot. On occasion, winter weather might accumulate and since plowing around cars is impossible, this could limit parking options in the lot. Also, we cannot control people who park incorrectly in our lots without a pass or those who create fake passes. If you suspect this activity please contact C&M Towing at 614-291-2101.
7. **IF YOU ARE TOWED AND YOU HAVE A DISPUTE, IT MUST BE HANDLED WITH THE TOWING COMPANY.** If you follow all the rules and regulations, this will not happen. If for some reason you do not understand why you were towed, you must call C&M Towing, **NOT** Inn Town Homes.
8. There is **NO GUEST PARKING** for any of our parking lots. Once again, make sure to advise all visitors, as Inn Town Homes will not be responsible if a visitor is towed.
9. If you are in a lot where it is necessary to park behind another vehicle you must leave a key with one of your roommates. In the event that your car is unable to be moved for other residents, it will be **TOWED!** **NO EXCEPTIONS!** It is your responsibility to communicate with your neighbors and roommates.
10. I understand that Inn Town Homes does not guarantee risk-free parking and cannot and will not accept responsibility if loss, theft, or damage occurs. **DO NOT LEAVE VALUABLES IN YOUR CAR, AND ALWAYS LOCK YOUR CAR.**

11. Any duplicated passes (for example, scanned or copied) are not allowed. Vehicles with fake passes will be towed at your own expense and this activity will also lead to a loss of parking privileges altogether for your apartment.

12. Maintenance vehicles, city vehicles, Inn Town office vans and/or contractor trucks do have the right to temporarily occupy a space in your lot if needed to fix any problems, post notices, work on the building or show an apartment. You may have to find parking on non-permit parking streets until the spot is no longer needed. Inn Town Homes is not responsible for any tickets or towing expenses that you incur if you park somewhere where you are not allowed to park.

13. For purposes of summer subletting, Inn Town Homes will not sell or give sublettors parking passes. If you have a sublettor and want them to use your parking pass, it is your responsibility to sell or give it to them. Also, if your roommate wants to use your pass for the summer if you will not be here, they must get it from you. Inn Town will not give out another parking pass for your apartment.

Parking is granted as a privilege. If for any reason there is a problem with your apartment (for example, fake passes, breaking parking rules, unpaid rent) your pass can be revoked. I understand that it is my responsibility to renew my parking pass at the end of my lease term if I renew my lease with Inn Town Homes. Inn Town Homes will not reimburse me if I forget to renew my pass and get towed.

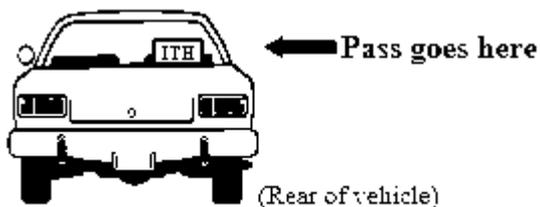
I have read the above rules and regulations and I understand and agree to all the terms and conditions outlined in this memo.

Signature on file-this copy is for your records

Resident Signature

Print Name

Date



Lost Key Policy

Upon move-in, you will receive a door key for each resident and one mailbox key for the apartment. If applicable, you will receive only one laundry key for the apartment as well. Sometimes these keys will go missing, and the following will guide you should you need to get a replacement:

- You MUST have a photo ID to retrieve a key of any kind, and the person coming in must be either on the lease or a registered sublettor.
- We will not charge you anything the day you come to get the spare key, and you do not need to call ahead. Show up to our office with an ID and we can issue you a new key any time during our business hours. Our website should display updated business hours.
- Any charges for lost keys or lock changes will come out of your security deposit.
- We will not charge anything until the end of the lease, and we will base our charges off the number of keys turned in.
- If you find your lost key, you can return it to our office and avoid being charged. This can happen any time before move-out, or you can submit it with your Key Return Form at the end. Either way you can avoid the charge for your found key.
- Charges for lost door keys
 - \$50 fine per key
 - If you lose 3+ keys, you will be charged \$150 for a lock change
- Charges for lost mail keys
 - \$25 minimum for lost mail keys
- Charges for laundry keys
 - \$25 for lost laundry keys

You are NEVER allowed to duplicate a key on your own; you must come to the office for a replacement. If it is determined at the end of your lease term that you did duplicate a key, the full charge of a lock change will be taken from your deposit.

We will not issue keys to nonresidents for any reason. There should never be a situation when a key is given to a non-resident, unless it is a cosigner. Please do NOT give out any keys to your apartment, as this can raise safety concerns for all residents in the apartment.

Miscellaneous Inn Town Policies

Deep Frying Prohibited

After experiencing a fire in one of our buildings that caused over \$60,000 in damages, Inn Town Homes strictly prohibits deep frying and the use of deep fryers in our apartments.

Doors are not for beer pong; Try buying a fold-up table to keep in the closet

Many students have decided that our doors make great beer pong tables. Unfortunately, our door color and size has recently been discontinued. Any doors which need to be replaced are considered custom doors and will cost YOU the replacement of the door, plus labor costs. This can be quite expensive!

Broken Bottle Policy

Due to the high volume of broken beer/liquor bottles over the past several years, Inn Town Homes has been forced to adopt a No Tolerance Glass Bottle policy. Should we witness or receive information that you or any of your guests are throwing/breaking glass bottles in/around your complex, we will consider this a breach of contract and it will result in one or all of the following actions:

- 1) Fines for cleaning broken glass
- 2) Contacting the cosigners of the lease
- 3) Possible eviction if problems/injuries result from the broken glass or if you continue to throw bottles

We thank you in advance for your cooperation in helping to keep your living environment safe.

Decorations

Please remember when moving into your apartment, no stickers are permitted on any of the walls or ceilings. Permanent shelving, double sided tape, blue gum labels, etc., or anything that might damage the drywall, cannot be used. No walls may be painted at any time by the residents. Finishing nails, push pins, or command strips make a great alternative for hanging decorations.

Bulk Garbage

The City of Columbus forbids any bulk garbage (i.e. desks, couches, mattresses, etc.) from being placed in the dumpster. **If you place bulk garbage in the dumpsters, the city will not collect your garbage and the dumpsters will overflow.** Please do not do this. If Inn Town Homes receives reports of your leaving bulk garbage in the dumpsters, we will fine your apartment. If

you find yourself with bulk garbage, you can schedule a time for it to be picked up by calling (614) 645-3111 or going online at http://311.columbus.gov/311_main.aspx. This service is provided by the City of Columbus and not Inn Town Homes.

Porch and Deck Policies

If you live in one of our apartments with a porch or deck, **the following rules apply to you:**

1. No sofas or cushioned chairs of any kind (this is a law that is enforceable by the City through fines and court visits), beer kegs, trash cans or other inappropriate items are permitted on the porch/deck area. If any of the above-mentioned items are present, they will be removed at a fee of \$50.00 per occurrence. Suitable outdoor patio furniture without cushions is acceptable.
2. No electric beer signs, Christmas lights (except for any Ohio State related Christmas decorating contests which must be taken down by the start of the second semester), string lights, etc. or speakers are to be mounted to the exterior deck or porch whatsoever.
3. Please keep deck/porch and yard area free of filth and debris. Your deck is not a trashcan, there is a dumpster provided for your trash. Trash cleanups will be documented and your complex will be charged a fee for cleanup that will come out of your security deposit at the end of your lease.
4. Due to recent fires on campus caused by grills, grills are not permitted on porches or decks.
5. Clean up after parties. You are responsible for cleaning up after every use of your porch or deck within 24 hrs. of having a party. If an Inn Town Homes representative has to clean up your mess, you will be charged the cleaning costs.
6. Lessee agrees to scrub and thoroughly clean the porch/deck and exterior siding at the end of the lease term as to remove all residues from spills and other dirt. Failure to do so will result in a \$100 power-washing fee in addition to a repainting charge if necessary.

*The above listed rules are enforced by the City of Columbus code officers.

General Yard and Stairwell Policies

Not having a designated porch area does not excuse you from cleaning up your mess in any of the public areas around your apartment. Public yards, parking lots, and stairwells are part of your apartment complex, and you are responsible for cleaning up any mess that you (or your GUESTS) make in those areas.

Keeping the stairwells clean will prevent unwanted pests from coming into your area. Please do not store trash of any kind in the stairwell; dumpsters are provided in your back lot for garbage disposal. In addition, please do not block stairwells by chaining bikes or anything else that would prohibit full access to the stairwell.

Subletting Policy

As per your lease, subletting is only permitted during the summer months. If you are ever in a situation where you believe you need to sublet during a different timeframe, contact Inn Town Homes at (614)294-1684 to make sure you complete the correct steps for your situation. The following policy applies to summer sublets.

To have a sub-tenant registered with Inn Town Homes, we require a copy of your signed sublet agreement along with the sub-tenant's email address, phone number and photo ID. Located on our website under the "Download Forms" tab is a Sublet Guideline Form that we have created. You can also pick this form up in our office. You are welcome to use this form as-is or use it as a model for crafting your own agreement, but we recommend including the terms in this guideline at the minimum.

Please make certain that all roommates are in agreement before making a sublet contract.

- **SUBLET PARKING:** Inn Town Homes does NOT issue parking passes to any sub-tenants. If you have a parking permit you would like to allow your sub-tenant to use, you MUST exchange it with them. We will not issue out any replacements for "lost" parking passes, no matter what the circumstances are. It is your responsibility to make the sub-tenant aware of all parking policies.
- **KEYS:** Please make arrangements to exchange your key with your sub-tenant directly. Inn Town Homes will NOT issue any keys to sub-tenants.

If you are subletting your apartment through the end of the lease and anticipate your sublettor turning in your key, please keep a few things in mind:

All keys for the apartment must be turned in together on or before the move-out date, so the sublettor and your roommates must be on the same page about how those keys will be grouped and brought to our office.

The Key Return Form that we will ask you to submit with your key will also ask for a forwarding address for the apartment's Security Deposit. If you anticipate a sublettor being the one to fill out this form, make sure that you leave them with *your* forwarding address as it is *your* deposit that we will be sending back.

*It is imperative that you inform the sub-tenant about the move-out date, as no hold overs are permitted for any reason

Subletting vs. Lease Takeover

Many people contact our office believing that they will need a sub-tenant as described in the above situation, but this is actually not the case. This page will tell you a bit more about the difference between a sublet and a lease takeover.

What is a lease takeover?

A lease takeover would be when you replace yourself on the lease with another person, who completes their own new set of paperwork and removes you from your contractual obligation to the apartment.

What would be considered a lease takeover?

A lease takeover will need to happen when you will be leaving the apartment for the rest of the lease term and it is not just for the summer. For example, if you graduate in the winter and want to leave the apartment for good in January, your replacement would need to do a lease takeover. Subletting is in the summer months, and it is still a sublet if you have someone take your place over the summer and they are staying until the move-out date.

What needs to happen for a lease takeover?

A person taking over your lease will have to complete all the same steps as you when you signed the lease:

- The new person should put down a deposit equal to yours so that we can refund your deposit when you leave, or else you should state in writing that you will be gifting your deposit to the new person on lease (which can be done via email).
- All roommates will have to sign on to a new Master Lease, showing they approve of the new roommate
- The new person will have to complete a Cosigned/Notarized Lease and Application that is approved by Inn Town Homes
- In addition to these steps, there will be a \$35 Lease Takeover Fee assessed. This can come out of your Security Deposit or be paid directly to Inn Town Homes at the time of the lease takeover.

What if I have a gray area situation?

Sometimes people have situations that do not clearly fit into either category. For example, you could be studying abroad spring and summer semesters, but renewing in your apartment and returning for August. If you are ever unsure of your situation and how to proceed, contact Inn Town Homes at (614)294-1684 and we would be happy to help you determine what steps to take. Both a lease takeover and sublet agreement should be completed through our office, so we can assist if you ever misjudge your situation.

Renewing in your Apartment or Signing Over Your Apartment

We know you've just moved in to your new apartment, but the choice to renew will come up more quickly than you think, and it is a good idea to discuss it with your roommates early. You will receive an email about renewing in mid-September and be asked to make your decision by early October. We understand that might seem a little early, but leasing season begins in October and we hope you already love your apartment with Inn Town Homes.

There are several perks to renewing in your apartment:

- \$200 off this December's rent for every resident that renews and completes all paperwork before the deadline (sent out in September)
- A complimentary steam clean during your second autumn with us
- *Discounted parking passes for your second year (*not applicable to garage parking)
- No need to move out of your apartment in the summer between lease terms. You won't have to go through that 2 weeks of "homelessness"
- No need to set-up new utilities
- No new Security Deposit for anyone who is staying in a renewal apartment

You can switch out several roommates and still be considered a renewal, but you will need to have the total number of roommates in order to renew. The above perks only apply to those residents who choose to resign the lease in their apartment.

You can decide to renew any time before the deadline and we would be happy to help you do so. Call (614)294-1684 when you know you want to renew, and we can get all of your new paperwork ready. Otherwise, we will need to have your renewal completed by a date given to you each year, in order for it to stay off the market.

If renewing in your Inn Town Homes apartment is not something you would like to do, we are sorry to see you go. Our Rental Season begins in October, so visiting our website at www.inntownhomes.com might provide you with some new options to fit your changing needs.

Graduating/Transferring but love your Inn Town Homes apartment?

Sign over your apartment to a group of friends between September 1-October 8, and you will receive \$100 per bedroom credit off your December rent of this year when that group completes their paperwork. You will need to complete a form with the new group in order to give them permission to rent your apartment, as well as to be eligible for the credit. You can find this form on our website under the "Download Forms" tab; it is called the Early Rental Option Form. You can also pick up a copy of the form from our office.

Move-Out Overview

We know it's a long way away, but many of our residents have general questions about the move-out process before that time comes. There is a copy of your Master Lease in the Documents section of your online Portal, and that lease will indicate your move-out date. You must be completely out with keys turned in by 6 pm that day. Here are a few general things about move-out to assist you in your planning.

How do I prepare to get the most of my Security Deposit back?

In the month of July before move-out, you will receive an email from us that includes a Move-Out Checklist with areas you should focus your cleaning efforts on, as well as any other tips for getting back your deposit. This email will help guide you in leaving the apartment in the best condition.

How does the Security Deposit come back to us?

Security Deposits will be sent out 30 days after you move out, mailed to the forwarding address you leave us in your move-out forms. The check will also come with an inspection form showing deductions, if any, and why. Unless a form is completed to indicate otherwise, the check will have all roommates' names on it and all roommates must be present to cash the check. The SDON form described below can give you an alternate way to receive the check.

Bulk garbage

During off-campus move-out and move-in times, the City of Columbus will place bulk garbage dumpsters around the OSU off-campus area for your convenience. Do NOT throw bulk garbage (i.e. couches, beds, dressers, etc.) in the dumpsters behind your apartment. This is against both city code and your lease, and will result in fines. A list of these dumpsters will be provided by Inn Town Homes as soon as the city selects the locations of these dumpsters.

Move-Out Forms

Both of the forms described below will be on our website and emailed to you before move-out.

Security Deposit in One Name Form (SDON)

As mentioned above, the Deposit will be sent in one check made out to all roommates and all roommates must be present at the bank to cash it. If that is an issue for your situation, all roommates can complete and submit a form indicating one roommate whom the check should be made out to. This form will ask for the forwarding address of the selected roommate as well, and this is where the check will be sent. As a reminder, we validate all signatures to make sure the form is legitimate.

Key Return Form

All apartment keys must be submitted together at the same time, and with a Key Return Form. This form indicates the apartment address and number of keys being returned, and is a way of making sure we can track all of the keys you turn in. If you did not turn in the Security Deposit in One Name Form, you will provide ONE forwarding address on this Key Return Form, or else we will send it to your old address in the hope that you forwarded your mail. If you did not fill out the SDON form, it is VITAL that you provide a forwarding address on this form.

Keep in mind that the move-out date on your lease is firm and you should plan for it ahead of time. Due to our tight turnover schedule, we do NOT allow late move-outs under any circumstances and would be unable to accommodate any such request.