



What do I need to do before moving in?

Log in to your resident portal

When you rented your apartment, you created a resident portal. You will use this portal to pay your rent, view your lease, and make maintenance requests.

There are three ways for you to access your resident portal:

1. Go to inntownhomes.com and hit the "Pay Rent" tab in the top right corner
2. Type the direct address into your browser
<https://inntownhomesapts.appfolio.com/connect>.
3. Download the AppFolio resident portal on your phone and use <https://inntownhomesapts.appfolio.com> as the resident database

Logging in: your email provided during the application process is your log in. You created your own password, which can be reset via the "Forgot Your Password?" link if you have forgotten. We are not able to reset your password for you, but if you cannot remember your login please email us at info@inntownhomes.com

TIP: Your login is case-specific, using whichever email you provided in your application. So, if the email you provided was joeresident.1@buckeyemail.osu.edu, that means that joeresident.1@osu.edu will not work, and vice-versa.

Complete the following tasks from your resident portal:

- 1. Check your paperwork:** Once in your resident portal, you will see the full address of the apartment you have rented, including the apartment letter. You will also be able to view a copy of your lease agreement under the "Property Details" tab on the left side of your Portal. Please review your lease to ensure that it is complete and has all updated roommates. If you are missing a lease or have a lease with inaccurate roommates, please reach out to us at info@inntownhomes.com to check your paperwork.

IMPORTANT: All paperwork must be completed, and all security deposits must be paid in full, before you can move in. If you or ANY roommates have unfinished paperwork or owe a deposit balance, please remit it immediately. If you are unsure, contact us at (614)294-1684 to find out what is missing.

2. Pay rent: The first rent installment (August 2020) must be paid in full on or before the day you move in. The charge for your first month will appear in your account about ONE WEEK before your move-in date. The charge that appears will be for the total rent due for the apartment, but you are welcome to pay in separate portions of lesser amounts as long as the whole amount is paid in full by move-in. No one will be able to move in without the entire apartment's rent balance paid in full. No exceptions will be made. The Portal accepts two forms of payment:

- debit/credit card, which has a service fee assessed, OR
- electronic check (ACH), which is FREE.

IMPORTANT: Once you make a payment, we are unable to reverse that payment, so PLEASE be careful to enter the correct amount you want to pay (whether that is the full total or just your portion.)

3. Buy Parking Permits - parking passes will be issued on move-in day and must be paid for on or by your move-in date through your online portal account. Passes will not be issued without payment. In addition to your rent charge in your portal, you will also see a \$100 charge entered for each parking pass that your apartment is able to buy (your number of parking passes is listed in your lease agreement). **This charge will not appear until about a week before your move-in date. Do NOT attempt to pay for parking before this charge appears, or it will be credited towards rent.**

****Residents of 31-33 Frambes and 30-36 Woodruff will pay for parking through the Ohio Stater and not be charged on your portal. Please see your lease for specific parking pricing****

The roommate who is purchasing the pass can go in and click the "Pay Now" option to make a one-time \$100 payment for the pass. (If you have more than one pass, this should be done for each pass.)

Note: The Portal 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.

By buying your pass, you are acknowledging that you have read the Parking Agreement and will adhere to all policies and procedures. If you do not follow these policies and procedures, you will be towed, and Inn Town Homes is not able to mediate this in any way. The Parking Agreement can be found in your resident portal under the "Shared documents" tab.

As you are on a joint lease agreement, Inn Town Homes can *NOT* in any way mediate or judge disagreements between roommates about parking passes. Please communicate with your roommates, as you should all be in consensus.

If you are not buying your total allotted number of passes, please send an email to info@inntownhomes.com before 8/24/2020 and let us know, so that we can remove the charge for the unused pass and offer it to other residents in the building. Unbought

parking passes can be purchased on a first-come, first-served basis by other residents in the building, as per Clause 12 of your lease, on 8/26/2020 (excluding passes for spots in block-in lots). We will NOT know about extra parking passes before 8/25/2020, so please do not contact us about purchasing them before this date.

Set Up Your Utilities

You must contact the utility providers listed below to set up service in one of your names up to 10 days prior to move in. Set service to begin on your move-in date.

- **Electric - American Electric Power:** 1-800-277-2177 * see exception below

If you live at **one of these addresses only:** 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

-----> You will use **City of Columbus Division of Electric:** 614-645-7360

- **Gas - Columbia Gas:** 1-800-344-4077

These apartments **DO NOT have to set up gas service, as it is included in their lease price: 132-140 W. Lane; 232 W. 9th; 240 W. Lane; 47 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, and 2104 Tuller Street has both gas and electric included.

- **Cable & Internet - Spectrum Cable & Internet** (formerly known as Time Warner): 614-481-5050

Acquire Renter's Insurance

As per your lease agreement, you are required to carry renter's insurance for your personal belongings. Your online portal gives you the option of purchasing Renter's Insurance through Roost insurance, as a measure of convenience, but you are free to obtain Renter's Insurance from whatever insurer you prefer. Some students even choose to insure their personal belongings under their parent's existing homeowner's policy, so that might be a good option to look into. We do not require you to provide us with proof of your policy, although it can be uploaded into your portal if you desire.

Check Your Move-In Day

The next page of this document contains a list of move-in dates for each building, so that you can begin planning. The move-in day listed for your building is also the start date of your lease agreement. You are only permitted to move-in on or after your building's day.

Watch for more information closer to your move-in date

This year, we will be having residents move-in during certain time blocks dependent on their specific apartment. Times for your move will be announced along with detailed move-in procedures in the month prior to your move, after those details have been finalized.





Move-In Dates by Apartment Address

<u>HIGH ST.</u>		<u>WOODRUFF AVE.</u>		<u>9TH AVE.</u>	
2262 N High St.	August 14 th	30 E. Woodruff	August 14 th	230 W. 9 th	August 16 th
<u>NORWICH AVE.</u>		36 E. Woodruff	August 14 th	232 W. 9 th	August 16 th
227 W. Norwich	August 16 th	<u>IUKA AVE.</u>		<u>8TH AVE.</u>	
233 W. Norwich	August 16 th	1988 Iuka	August 16 th	151 W. 8 th	August 14 th
49 E. Norwich	August 16 th	<u>18TH AVE.</u>		<u>HIGHLAND ST.</u>	
88 E. Norwich	August 16 th	34 E. 18 th	August 17 th	1464 Highland	August 14 th
89 E. Norwich	August 17 th	47 E. 18 th	August 16 th	1470 Highland	August 14 th
90 E. Norwich	August 16 th	49 E. 18 th	August 16 th	<u>4TH ST.</u>	
92 E. Norwich	August 16 th	<u>17TH AVE.</u>		1699 N 4 th	August 14 th
99 E. Norwich	August 16 th	42 E. 17 th	August 17 th	1701 N 4 th	August 14 th
101 E. Norwich	August 16 th	48 E. 17 th	August 17 th	1743 N 4 th	August 14 th
105 E. Norwich	August 17 th	58 E. 17 th	August 17 th	1745 N 4 th	August 14 th
107 E. Norwich	August 17 th	<u>14TH AVE.</u>		1842 N 4 th	August 14 th
119 E. Norwich	August 17 th	95 E. 14 th	August 14 th	1844 N 4 th	August 14 th
121 E. Norwich	August 17 th	190 E. 14 th	August 14 th	2138 N 4 th	August 14 th
123 E. Norwich	August 17 th	<u>13TH AVE.</u>		<u>ALDEN AVE.</u>	
164 E. Norwich	August 17 th	48 E. 13 th	August 14 th	485 Alden	August 14 th
170 E. Norwich	August 16 th	50 E. 13 th	August 14 th	487 Alden	August 14 th
176 E. Norwich	August 17 th	62 E. 13 th	August 17 th	491 Alden	August 14 th
178 E. Norwich	August 17 th	156 E. 13 th	August 17 th	<u>NORTHWOOD AVE.</u>	
<u>LANE AVE.</u>		185 E. 13 th	August 17 th	All E. Northwood	August 14 th
132 W. Lane	August 16 th	191 E. 13 th	August 16 th	Addresses Within	
140 W. Lane	August 16 th	197 E. 13 th	August 16 th	Iuka Park	
240 W. Lane	August 14 th	<u>12TH AVE.</u>			
254 W. Lane	August 16 th	61 E. 12 th	August 17 th		
256 W. Lane	August 16 th	64 E. 12 th	August 17 th		
35 E. Lane	August 16 th	70 E. 12 th	August 17 th		
37 E. Lane	August 16 th	101 E. 12 th	August 17 th		
39 E. Lane	August 16 th	109 E. 12 th	August 17 th		
95 E. Lane	August 16 th	132 E. 12 th	August 16 th		
97 E. Lane	August 16 th	140 E. 12 th	August 16 th		
<u>TULLER ST.</u>		181 E. 12 th	August 17 th		
2088 Tuller	August 16 th	383 E. 12 th	August 14 th		
2090 Tuller	August 16 th	389 E. 12 th	August 14 th		
2104 Tuller	August 14 th	<u>10TH AVE.</u>			
<u>FRAMBES AVE.</u>		19 W. 10 th	August 16 th		
31 E. Frambes	August 14 th	75 W. 10 th	August 16 th		
33 E. Frambes	August 14 th	77 W. 10 th	August 16 th		
47 E. Frambes	August 14 th	137 W. 10 th	August 17 th		
		169 W. 10 th	August 17 th		
		175 W. 10 th	August 17 th		