

## ANSWERS TO FREQUENTLY ASKED QUESTIONS

### Q: We need a place to live next fall! How do we begin?

#### **Start by viewing our 2021-22 Rental Season Dates & Deadlines:**

All apartments & houses that are not renewed (or signed over via the Early Rental Option) will be on the market as of October 12th, 2020 and available for rental. If you would like to rent an apartment you've viewed either virtually or in-person, you can call us at (614) 294-1684 to start the leasing process by putting down your deposit to reserve one. How to reserve an apartment: <https://inntownhomes.com/wp-content/uploads/2020/09/New-Rental-Instructions-Infographic-21-22.pdf>

Also, beginning on October 12th, 2020 you can call us to start the search process for your new apartment. This year, Inn Town Homes agents will be helping students select a new collect home with everyone's safety in mind in light of Covid19. We'll help you find the perfect place by showing you floorplans and virtual tours first so you can narrow your selection without having to enter many apartments. We will also offer safe in-person tours where 1-2 of your group can view their top choices and share their tour experiences with their roommates via FaceTime or Houseparty. Inn Town Homes also offers Zoom Rental Meetings for students/cosigners who prefer a completely remote option for viewing apartments. During Rental Season, Inn Town Homes will feature extended student-friendly office hours between 9am-7pm on weekdays and 12pm-4pm on weekends. To help serve students, Inn Town Homes will feature extended student-friendly office hours between 9am-7pm on weekdays and 12pm-4pm on weekends.

#### **What to expect on your guided property tour:**

Throughout the Covid19 pandemic, Inn Town Homes has made the safety of our current and future residents our highest priority. Before your appointment with Inn Town Homes, we'll send you floorplans and virtual tours of available apartments so you are effectively able to narrow your search and only spend time viewing the apartment homes that are right for your group's needs. Once you've narrowed your choices to the top one or two locations you're most interested in, you'll call us to schedule your appointment. At your appointment, you can expect the following:

- You'll meet us at the first location, which we'll confirm with you by text the day before
- Your leasing agent will be wearing a mask, and we require anyone viewing the apartments to wear one as well
- We'll quickly view the apartment(s) you've chosen and then convene outside to go over any questions you have regarding amenities, costs, and the rental process
- We'll have a sanitized vehicle available for travel between properties
- We'll provide you an information sheet with QR codes you can scan to view apartments on our website, review a copy of the lease agreement, Frequently Asked Questions about the rental process, and other important information to assist your group in making their decision

**Q: We viewed an apartment we want to reserve!! Now what do we do?**

1. **Lease Holding Fee (Security Deposit):** When you decide you want to rent an apartment, you must pay a **Lease Holding Fee** for the apartment. A lease holding fee is typically equal to a month's rent and keeps the apartment off the market until you move in. **The Lease Holding Fee is required to begin the rental process.** This fee can be paid in cash, check, money order, debit, or credit card. Once you move into your apartment, this money paid becomes your security deposit. The security deposit makes sure residents pay all rent during the year and leave the apartment in good condition upon vacating. The deposit will be refunded within 30 days after the end of your lease date, minus any damages and unpaid rent/fees.
2. **Contact Information:** On the day you submit the Leasing Holding fee, you will need to provide Inn Town Homes with the following information which we'll use to send you your online Applications and electronic Lease Agreements:
  - Resident Information – Please have ready the names, emails, and phone numbers for each student who will be residing in the apartment.
  - Cosigner Information – Each student is required to have a cosigner. Please have ready the names, emails, and phone numbers for each resident's cosigner.
3. **Online Applications and Electronic Leases:** Once you've submitted your contact information, you will be sent a link to fill out an online application via the email you provided us. You will have 24 hours to complete the application from the time you receive the link, and 48 hours to complete the lease agreement from the time you receive that link. There is a \$10 fee per applicant and cosigner.

**\*\*All deposits, leases, and applications must be received by Inn Town Homes within 5 days of the deposit.** Failure to do so may result in re-rental of apartment. Once the lease and holding fee is paid, the application is complete, and the lease is signed, you have successfully rented an apartment from Inn Town Homes!

**Q: What if I want to see my apartment again after I rent it?**

Due to the high volume of persons looking at apartments in October through January, once you rent an apartment, we ask that if you need to see the unit again that you either make arrangements to do so on your own by knocking on the door, or contacting our office in the months of **February and March ONLY** to schedule an appointment. We have floor plans for most of our apartments, and you can request a copy in our office. Beginning April 1st, we will downsize our staff and will no longer have extra personnel to take you on these appointments. Please note that COVID19 could change the policy.

**Q: I have some questions about the lease agreement:**

- **What is a water / CAM charge?**

The water/CAM charge is a monthly fee which pays for water and sewer charges for your apartment and Common Area Maintenance. This amount is already included in the rent price listed at the top of your lease. Common Area Maintenance includes general cleaning outside the building, lawn care, snow removal, salting, etc. This does not in any way exclude the residents from taking responsibility in cleaning up the exterior of the building after parties.

- **My move-in date is mid-month. Do you prorate the first month's rent?**

Your rent is already prorated. We take the total amount of rent we want to receive for the year, prorate out the number of days you won't be in the apartment, and then divide it into twelve equal installments. This method makes it easier for you to keep track of how much you owe each month.

- **Can I sublet my apartment?**

Subletting is permitted in the summer months only (May, June and July only for 2020-21 school year). We suggest you get a security deposit (at least \$100), because as the signer of the lease, you will ultimately be responsible for any damage that might occur to the unit. We also require that you turn in a sublet agreement, an application, a copy of their photo ID, email and contact phone number for your sublessee.

**Q: How many parking spaces do we get?**

- Because parking is extremely crowded all over the campus area, parking spaces are limited and vary per building. We do not oversell our lots. Please see your leasing representative for specific information about your apartment.
- Yearly cost of parking passes is \$100\* per pass, payable in your portal just before the lease begins.  
*\*This price excludes the parking for apartments at 31-33 Frambes and 30-36 E. Woodruff. These buildings have parking associated with the Ohio Stater, payable by debit card or check. NO CREDIT CARD OR CASH. Ohio Stater parking passes range from \$600-\$780—please see your leasing consultant for more details.*
- If you know that you are going to have more cars than your allotted spaces, you may purchase on-street permit parking passes through the City of Columbus. The phone number is (844) 565-1295 and the office is located at 2700 Impound Lot Road. These districts exist on E. & W. Norwich Ave., E. Northwood Ave., part of Frambes, E. 17th, E. 18th, E. 14th, E. 13th, E. 12th, W. 10th, and part of W. 9th. Check for signs in your area.

**Q: When is rent due and what forms of payment are accepted?**

Rent is always due on the 1<sup>st</sup> of every month, with the exception of your first installment. All residents will pay their first installment of rent (August 2021) by move-in day. We offer a Secure Online Payment Portal during your lease term. You will be required to use it exclusively and it will offer payments in the form of an ACH [electronic check – free!], or credit or debit card [for a service fee.] The rest of the monthly payments will begin September 1<sup>st</sup>, 2021 and end on July 1<sup>st</sup>, 2022. Residents that do not use the portal for payment are subject to a \$50/month service charge. *Remember, the security deposit you pay upon rental does not count as rent; it is strictly a security deposit.*

**Q: How do we pay for utilities?**

Each apartment is responsible for setting up utilities in their own names prior to move-in. The only exception to this is the water, which is included in and paid as part of your rent each month.

**Utility companies:**

- Spectrum (formerly Time Warner Cable): 614-481-5050 or online at [www.spectrum.com](http://www.spectrum.com)
- Columbia Gas: 1-800-344-4077 or online at [www.columbiagasohio.com](http://www.columbiagasohio.com)
- American Electric Power (AEP): 1-800-277-2177 or online at [www.aep.com](http://www.aep.com)

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

## **Q: What about Security Deposit Returns?**

Inn Town Homes provides a helpful move-out packet that describes what is expected of you when you move out of your apartment. It gives detailed instructions on how to receive your security deposit return, and what is expected of you with regards to cleaning and damage. If you follow these instructions, you should have no problems receiving a fair refund. We videotape all of our apartments upon move out so there are no discrepancies about security deposit returns and charges, if applicable. When you move out, your entire apartment's keys must be turned in together for the apartment. You must select one resident to receive your deposit along with a forwarding address for us to mail it to. We'll send all roommates a DocuSign to retrieve this information before move-out.

## **Q: Are pets allowed:**

- We allow pets in several of our apartments! Those properties where we **DO** allow pets are:  
2262 N High, 49 E Norwich, 88-90-92 E Norwich, 89 E Norwich, 105-107 E Norwich, 119-121-123 E Norwich, 164 E Norwich, 170 E Norwich, 176-178 E Norwich, 35-37-39 E Lane, 95-97 E Lane, 132 W Lane, 2088-2090 Tuller, 31-33 Frambes, 47 Frambes, 30-36 E Woodruff, 1988 luka, 34 E 18<sup>th</sup>, 47 E 18<sup>th</sup>, 49 E 18<sup>th</sup>, 42 E 17<sup>th</sup>, 48 E 17<sup>th</sup>, 58 E 17<sup>th</sup>, 95 E 14<sup>th</sup>, 190 E 14<sup>th</sup>, 48-50 E 13<sup>th</sup>, 62 E 13<sup>th</sup>, 185 E 13<sup>th</sup>, 191 E 13<sup>th</sup>, 61 E 12<sup>th</sup>, 64-70 E 12<sup>th</sup>, 132-140 E 12<sup>th</sup>, 383-389 E 12<sup>th</sup>, and 169-175 W 10<sup>th</sup>.
- The properties where we do **NOT** allow pets are:  
2104 Tuller, 99-101 E Norwich, 140 W Lane, 156 E 13<sup>th</sup>, 197 E 13<sup>th</sup>, 101 E 12<sup>th</sup>, 109 E 12<sup>th</sup>, 181 E 12<sup>th</sup>, 19 W 10<sup>th</sup>, 75-77 W 10<sup>th</sup>, 137 W 10<sup>th</sup>, 230-232 W 9<sup>th</sup>, 151 W 8<sup>th</sup>, 1464-1470 Highland, 1699-1701 N 4<sup>th</sup>, 1743-1745 N 4<sup>th</sup>, 1842-1844 N 4<sup>th</sup>, 485-487-491 Alden, 2138 N 4<sup>th</sup>, and the luka Park Commons. We do NOT allow pets in any of our roommate matching apartments, even if they are in pet-friendly buildings.
- If you are renting one of our apartments that allows pets, the following Pet Policy will apply:
  - Pets will be permitted **ONLY** with **PRIOR** written permission from Inn Town Homes
  - Visiting pets are not permitted in any of our apartments at any time
  - To receive permission, our office must receive a photo of the pet, along with a copy of updated veterinary records confirming all vaccinations (listed specifically below), as well as flea/tick prevention treatment.
    - Dogs:
      - Distemper Combo/Lepto/Bordetella
      - Rabies
      - Negative Stool Sample for parasites
      - Current flea/tick preventive via veterinarian
      - Current licensure information.
    - Cats:
      - Distemper combo/FELV
      - Rabies
      - Negative stool sample for parasites
      - Current flea/tick preventative via veterinarian.
  - Each pet will require a \$250.00 non-refundable pet fee, as well as the signing of a pet addendum
  - Apartment may not exceed two (2) dogs, or two (2) cats, or one (1) dog and one (1) cat
  - Weight and breed restrictions apply
  - Pet rent is \$25 per month per pet as stated in the pet addendum.