



# 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](https://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 app on your phone and use <https://inntownhomesapts.appfolio.com> as the resident database

*Logging in:* The email address you chose during the leasing 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 email, please reach out to us at [info@inntownhomes.com](mailto:info@inntownhomes.com)

TIP: Your login is case-specific, using the email you provided in your application. So, if the email you provided was [joeresident.1@buckeyemail.osu.edu](mailto:joeresident.1@buckeyemail.osu.edu), that means that [joeresident.1@osu.edu](mailto: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 accurate roommates (note: choose the "Download PDF" option to see the lease signed by all roommates).

IMPORTANT: All updated paperwork must be completed before you can move in. If you or ANY roommates have unfinished paperwork, please complete it immediately. If you are missing a lease or download a lease with inaccurate roommates, please email us at [info@inntownhomes.com](mailto:info@inntownhomes.com) to check your paperwork.

- 2. Pay rent:** The first rent installment (August 2021) must be paid in full on or before the day you 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 charge for your first month will appear in your account about ONE WEEK before your move-in date. Because you and your roommates are on a joint lease for the apartment, you will be able to see ALL charges and payments for the ENTIRE apartment, not just your own. You are welcome to pay in separate

portions as long as the entire apartment's balance is paid by move-in day. **You will need to be sure to enter the exact amount you want to pay.**

The Portal accepts two forms of payment:

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

**IMPORTANT:** If you are paying only one resident's portion of rent, be sure to enter the exact amount that you want to pay. If you select to pay the full balance, you will be paying rent for the WHOLE apartment (all roommates). PLEASE be careful to enter the correct amount you want to pay, as we are unable to reverse any payments.

**3. Buy Parking Permits** - Parking passes will be issued on move-in day and must be paid for on or before your move-in date through your online portal account. Passes will not be issued without payment.

**\*\*Residents of 31-33 Frambes and 30-36 Woodruff will receive separate instructions from the Ohio Stater about how to purchase their parking pass. Please see your lease for specific parking pricing\*\***

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 on Page 4). **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 the payment will be credited towards rent.** All roommates will be able to see this parking charge in their portal. (For example, if your apartment is allotted 1 parking pass per your lease, all roommates will see a one-time charge for \$100 in your apartment's account.)

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.) Available payment methods will be the same as for rent payments.

- Only the roommate that is purchasing the parking pass needs to make this payment, even though everyone can see the charge.
- You will be able to see which of your roommates made a payment by clicking "View Full Account Ledger" in the Payments tab of your online portal.

**By purchasing 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 are subject to 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](mailto:info@inntownhomes.com) before 8/20/2021 and let us know, so that we can remove the charge for the unused pass and offer it to other residents in the building.

Unpurchased parking passes will be sold on a first-come, first-served basis to other residents in the building, as per Clause 12 of your lease, on 8/24/2021 (excluding passes for spots in block-in lots). We will NOT know about extra parking passes before 8/23/2021, so please do not contact us about

purchasing them before this date. We will send an email to all residents on 8/23/2021 that lists the addresses that have an extra pass available for purchase, if any.

## **Set Up Your Utilities**

You must contact the utility providers listed below to set up service in one of your names *within the 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; 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; 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:** 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 or list us as an interested party, although a copy of your policy 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**

To control the flow of move-ins and reduce wait times, we will be having residents move-in during certain time blocks dependent on their specific apartment. In the month prior to your move-in day, we will announce times for your move along with detailed move-in procedures after those details have been finalized.





## Move-In Dates by Apartment Address

**HIGH ST.**  
**2262 N High St. August 15th**  
**NORWICH AVE.**

49 E. Norwich August 18th  
 88 E. Norwich August 18th  
 89 E. Norwich August 19th  
 90 E. Norwich August 18th  
 92 E. Norwich August 18th  
 99 E. Norwich August 18th  
 101 E. Norwich August 18th  
 105 E. Norwich August 19th  
 107 E. Norwich August 19th  
 119 E. Norwich August 19th  
 121 E. Norwich August 19th  
 123 E. Norwich August 19th  
 164 E. Norwich August 19th  
 170 E. Norwich August 18th  
 176 E. Norwich August 19th  
 178 E. Norwich August 19th

**LANE AVE.**  
 132 W. Lane August 18th  
 140 W. Lane August 18th  
 35 E. Lane August 18th  
 37 E. Lane August 18th  
 39 E. Lane August 18th  
 95 E. Lane August 18th  
 97 E. Lane August 18th

**TULLER ST.**  
 2088 Tuller August 18th  
 2090 Tuller August 18th  
**2104 Tuller August 15th**

**FRAMBES AVE.**  
 31 E. Frambes August 15th  
 33 E. Frambes August 15th  
 47 E. Frambes August 15th

**WOODRUFF AVE.**  
 30 E. Woodruff August 15th  
 36 E. Woodruff August 15th

**IUKA AVE.**  
 1988 Iuka August 19th  
**18<sup>TH</sup> AVE.**  
 34 E. 18<sup>th</sup> August 19th  
 47 E. 18<sup>th</sup> August 18th  
 49 E. 18<sup>th</sup> August 18th

**17<sup>TH</sup> AVE.**  
 42 E. 17th August 19th  
 48 E. 17th August 19th  
 58 E. 17th August 19th

**14<sup>TH</sup> AVE.**  
 95 E. 14th August 15th  
 190 E. 14th August 15th

**13<sup>TH</sup> AVE.**  
 50 E. 13<sup>th</sup> August 15th  
 62 E. 13<sup>th</sup> August 19th  
 156 E. 13<sup>th</sup> August 19th  
 185 E. 13<sup>th</sup> August 19th  
 191 E. 13<sup>th</sup> August 18th  
 197 E. 13<sup>th</sup> August 18th

**12<sup>TH</sup> AVE.**  
 61 E. 12<sup>th</sup> August 19th  
 64 E. 12<sup>th</sup> August 19th  
 70 E. 12<sup>th</sup> August 19th  
 101 E. 12<sup>th</sup> August 19th  
 109 E. 12<sup>th</sup> August 19th  
 132 E. 12<sup>th</sup> August 18th  
 140 E. 12<sup>th</sup> August 18th  
 181 E. 12<sup>th</sup> August 19th  
 383 E. 12<sup>th</sup> August 15th  
 389 E. 12<sup>th</sup> August 15th

**10<sup>TH</sup> AVE.**  
 19 W. 10<sup>th</sup> August 18th  
 75 W. 10<sup>th</sup> August 18th  
 77 W. 10<sup>th</sup> August 18th  
 137 W. 10<sup>th</sup> August 19th  
 169 W. 10<sup>th</sup> August 19th  
 175 W. 10<sup>th</sup> August 19th

**9<sup>TH</sup> AVE.**  
 230 W. 9<sup>th</sup> August 18th  
 232 W. 9<sup>th</sup> August 18th

**8<sup>TH</sup> AVE.**  
 151 W. 8<sup>th</sup> August 15th  
**HIGHLAND ST.**

1464 Highland August 15th  
 1470 Highland August 15th

**4<sup>TH</sup> ST.**  
 1699 N 4<sup>th</sup> August 15th  
 1701 N 4<sup>th</sup> August 15th  
 1743 N 4<sup>th</sup> August 15th  
 1745 N 4<sup>th</sup> August 15th  
 1842 N 4<sup>th</sup> August 15th  
 1844 N 4<sup>th</sup> August 15th  
 2138 N 4<sup>th</sup> August 15th

**ALDEN AVE.**  
 485 Alden August 15th  
 487 Alden August 15th  
 491 Alden August 15th

**NORTHWOOD AVE.**  
 All E. Northwood August 15th  
 Addresses  
 Within Iuka Park