



What do I need to do before moving in?

1. Access your portal & view your address:

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. Your apartment address is located on the top right corner of the portal home page.

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 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

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**, that means that **joeresident.1@osu.edu** will not work, and vice-versa.

2. Review your lease:

You can view a copy of your lease agreement under the "Property Details" tab on the left side of your Portal.

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 leases must be completed before you can move in. If you or ANY roommates have not signed the lease, please do so immediately. If you are missing a lease or download a lease with inaccurate roommates, please email us at info@inntownhomes.com to check your status.

3. Pay your security deposit:

By August 1, each roommate will need to pay their **security deposit** through their online portal. The charge for your apartment's deposit amount will appear in your portal account around the last week of July. **Please note: the deposit charge you see will be for the entire apartment's deposit amount, not just your portion.**

You can check the total Security Deposit due for your apartment by viewing your apartment's ledger. Go to the "Payments" tab and select "View full account ledger." This will show you all charges due AND all payments made for the **entire** apartment (all roommates). You will also be able to view all rent charges and payments here while you're living in the apartment.

For making the one-time deposit payment: Select the “Pay Now” option in your online portal’s “Home” or “Payments” tab (do NOT set up an autopay for this one-time amount). No one will be able to move in without the entire apartment’s deposit balance paid in full. No exceptions will be made.

4. Plan for rent payments:

When you reserved your apartment, you paid a Holding Fee. This Holding Fee payment will be applied to August 2023’s installment of rent.

Plan for Your Next Rent Payment (due 9/1/23): Your next rent payment after move in will be due September 1, 2023; 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. **Make sure the entire apartment’s security deposit is paid before you make any September rent payments, or your payment will credit towards the deposit.**

You can manually make a one-time rent payment each month on or before the 1st using the “Pay Now” option, or you can choose “Set Up Autopay” and have your rent payment automatically deducted each month. **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.**

PLEASE READ: Understanding Portal Payments:

Because you and your roommates are on a joint lease for the apartment, you will always be able to see ALL charges and payments made 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. **You will need to be sure to enter the exact amount you want to pay – DO NOT select “Pay Full Balance” or you will pay for everyone’s charges.**

IMPORTANT: Any time you are paying only your own portion of deposit/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 charges for all roommates). **PLEASE** be careful to enter the correct amount you want to pay, as we are unable to reverse any payments.

The Portal accepts two forms of payment:

- electronic check (ACH), which is of NO COST to residents, OR
- debit/credit card, which has a service fee assessed.

5. Buy parking permits:

The following instructions are valid for all addresses with parking passes available, **except** 31-33 Frambes and 30-36 Woodruff, which are handled through the Ohio Stater located at 2060 N. High, the office which controls the parking garage and surrounding lots. 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.

Parking passes for your building’s parking lot will be handed out with your keys on move-in day. They must be paid for on or before your move-in date through your online portal account. Passes will not be issued without payment.

In addition to your deposit charge in your portal, you will also see a \$150 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 your payment will be credited towards rent/deposit.** 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 \$150 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 \$150 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 deposit and 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 after the parking charges appear. 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 8/20/2023 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 are rare, but if available they will be sold on a first-come, first-served basis to other residents in the building, as per Clause 12 of your lease, on 8/23/2023 (excluding passes for spots in block-in lots or the Ohio State garage passes). We will send an email to **all** residents by 5 pm on 8/22/2023 that lists the addresses that have an extra pass available for purchase, if any. **Please do not call us about extra passes before this time, as we will not have a finalized count before the email is sent to everyone. Only residents of that specific building can buy one of that building's extra passes.**

6. 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.

- **Internet & Cable - Spectrum**:** 614-481-5050

**Apartments/homes are pre-wired for Spectrum. You may also use any WIRELESS provider (Verizon, TMobile, etc.) who does not require any wiring or drilling into the buildings. No satellite dishes or other wired providers are allowed.

7. Acquire renter's insurance:

As per your lease agreement, you are required to carry renter's insurance for your personal belongings. 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.

8. Confirm your move-in day:

The last 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.

9. Stay in touch:

Follow @inntownhomes on Instagram to stay up-to-date on contests and events! We have also created a Facebook group specifically for our residents to communicate with each other about parking, sublets, and other neighborly needs: <https://www.facebook.com/groups/2860542737572156>

10. Watch for more information closer to your move-in date:

In the month prior to your move-in day we will send you an email with the timeframe in which one representative from your apartment may come to our office and pick up the keys for your move-in, along with detailed move-in procedures.



Move-In Dates by Apartment Address

Red = August 15th | Blue = August 17 | Green = August 18+

| High St | | Woodruff Ave | | W. 10th Ave | |
|-----------------|-----------|----------------|-----------|------------------------------------|-----------|
| 2262 N. High St | August 15 | 30 E. Woodruff | August 15 | 19 W. 10th | August 17 |
| Norwich Ave | | 36 E. Woodruff | August 15 | 75 W. 10th | August 17 |
| 49 E. Norwich | August 17 | Iuka Ave | | 77 W. 10th | August 17 |
| 88 E. Norwich | August 17 | 1988 Iuka | August 18 | 137 W. 10th | August 18 |
| 89 E. Norwich | August 18 | 18th Ave | | 169 W. 10th | August 18 |
| 90 E. Norwich | August 17 | 34 E. 18th | August 18 | 175 W. 10th | August 18 |
| 92 E. Norwich | August 17 | 47 E. 18th | August 17 | W. 9th Ave | |
| 99 E. Norwich | August 17 | 49 E. 18th | August 17 | 230 W. 9th | August 17 |
| 101 E. Norwich | August 17 | 17th Ave | | 232 W. 9th | August 17 |
| 105 E. Norwich | August 18 | 42 E. 17th | August 18 | W. 8th Ave | |
| 107 E. Norwich | August 18 | 48 E. 17th | August 18 | 151 W. 8th Ave | August 15 |
| 119 E. Norwich | August 18 | 58 E. 17th | August 18 | Highland St | |
| 121 E. Norwich | August 18 | 14th Ave | | 1464 Highland St | August 15 |
| 123 E. Norwich | August 18 | 95 E. 14th | August 15 | 1470 Highland St | August 15 |
| 164 E. Norwich | August 18 | 190 E. 14th | August 15 | N. 4th St | |
| 170 E. Norwich | August 17 | 13th Ave | | 1699 N. 4th | August 15 |
| 176 E. Norwich | August 18 | 50 E. 13th | August 15 | 1701 N. 4th | August 15 |
| 178 E. Norwich | August 18 | 62 E. 13th | August 18 | 1743 N. 4th | August 15 |
| Lane Ave | | 156 E. 13th | August 18 | 1745 N. 4th | August 15 |
| 132 W. Lane | August 17 | 185 E. 13th | August 18 | 1842 N. 4th | August 15 |
| 140 W. Lane | August 17 | 191 E. 13th | August 17 | 1844 N. 4th | August 15 |
| 35 E. Lane | August 17 | 197 E. 13th | August 17 | 2138 N. 4th | August 15 |
| 37 E. Lane | August 17 | 12th Ave | | Alden Ave | |
| 39 E. Lane | August 17 | 61 E. 12th | August 18 | 485 E. Alden | August 15 |
| 95 E. Lane | August 17 | 64 E. 12th | August 18 | 487 E. Alden | August 15 |
| 97 E. Lane | August 17 | 70 E. 12th | August 18 | 491 E. Alden | August 15 |
| Tuller St | | 101 E. 12th | August 18 | Northwood Ave | |
| 2088 Tuller St | August 17 | 109 E. 12th | August 18 | All addresses in Iuka Park Commons | August 15 |
| 2090 Tuller St | August 17 | 132 E. 12th | August 17 | | |
| 2104 Tuller St | August 15 | 140 E. 12th | August 17 | | |
| Frambes Ave | | 181 E. 12th | August 18 | | |
| 31 Frambes | August 15 | 383 E. 12th | August 15 | | |
| 33 Frambes | August 15 | 389 E. 12th | August 15 | | |
| 47 Frambes | August 15 | | | | |