

## **Individual Move-In Information**

You are moving into a renewal apartment, which means that one or more of your roommates already lives there. Because of this, not everything in this packet may apply (for example, some apartments may already have utilities set-up). Coordinate with your roommates in the apartment about all of the information in this packet, to make sure that you are all on the same page regarding your move-in.

### ***Tasks in your resident portal:***

**1. Access your portal:** When you joined on to your apartment's lease, 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.

**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](mailto:info@inntownhomes.com) to check your status.

**3. Confirm what you owe:** You may owe a Security Deposit for your new apartment. The Security Deposit should be handled directly with the resident moving out, as the Security Deposit on file for the apartment does not change.

You can view any Security Deposits already paid 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.

**4. Plan for Rent Payments:** You will need to pay your August 2024 rent **before you can move into the apartment.**

*Plan for Your First Payment (due 8/1/24):* Your first rent payment will be due August 1, 2024; you will see this charge appear in the portal about 10 days before the due date.

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 August 1, 2024, and by the 1st each month thereafter.**

Understanding ALL 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 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 one resident’s 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 FREE, OR  
debit/credit card, which has a service fee assessed.

**5. Buy Parking Passes:** Please coordinate with your roommates regarding who will be purchasing passes and if any are available. Inn Town Homes cannot mediate any parking pass disputes, as you are on a joint lease agreement. Parking pass charges are being added to your portal, and a recent email should have detailed how to purchase them.

**6. 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.

### 7. Check Utilities:

Please check with your future roommates to make sure that utilities are on and in the name of someone living there for 2024-25. If you need to put one of the utility services in your name, you can contact the following companies up to 10 days prior to your move-in.

- **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

### **Move-In Day**

- You can view the start date of your lease in your online portal. When you download your lease agreement (Step 2 above), check the first paragraph of your lease to find your lease dates.
- You may choose to move-in on or after the date your lease begins.
- On your assigned move-in day, you will go directly to your new apartment and your roommate(s) will give you your key. You will want to coordinate with them to ensure a good time for move-in. Please contact them in advance to ensure that the key was left with them or in the apartment, or else contact us at (614)294-1684 to arrange a replacement. **Do NOT move in until your rent is paid.**
  - If you plan on moving in after your lease start date, make sure to coordinate that information with your renewing roommates as well.
- **Parking for Move in:** We will call off towing on your designated move-in date. If you are moving in on a different date, please call our office at 614-294-1684 so that we can arrange for temporary parking in your lot.

**Please communicate with your future roommates about all the information in this document.**

Contact us with any questions or concerns!

Inn Town Homes and Apartments

[info@inntownhomes.com](mailto:info@inntownhomes.com)

(614) 294-1684