



## Move In Package

Welcome New Residents!

We work very hard to ensure that you have a great living experience during your stay with us. We believe, (and want to prove to you and every resident group!), that **WHO** you rent from is more important than **WHERE** you live! In honor of that, please know that the purpose of this move-in package is to help ease the move-in chaos and answer some of the most commonly asked questions that may come up. We have also enclosed a lot of safety information because there is nothing more important to us than your safety! **Please carefully read all the enclosed information and follow all of the instructions!**

### Things that need to be done prior to move in:

- **Please thoroughly read and follow all of the rules and regulations in your lease set by Venice Properties. You will be held accountable for abiding by all terms of the lease.**
- Receive your move in package email in July with your group's move in date and decide who will be attending your move in!
- You should call the utility companies (gas and electric) at least 2 weeks before your move in and have the utilities established in your name as of the date of your move in appointment. The phone numbers of the area utility companies are included in this move in package. **This is very important as there is a penalty in your lease for not switching utilities as of the date of your move-in appointment.**
- You are required to carry renters insurance. This is to protect your personal property in the event of any loss or damage. Be advised that Venice Properties will not be responsible and will not reimburse you for any damage to your personal belongings for any reason. Please speak with your parents and insurance agent to make sure you are properly insured. In some cases, you may still be covered under your parent's homeowner's policy.
- Activate your online Resident Portal with Appfolio if you haven't already. An activation email will be sent alongside the move in package email introduction sent in July). You can login to your online tenant portal at [appfolio.com](http://appfolio.com).
- Pay rent for August 1st, on or before August 1st, through your online resident portal.
- Let us know via email reply to your move in package email how many parking passes you need.
- Pay for your parking passes by August 1st via your online resident portal.

### Information needed during and immediately after move in:

- Be aware that some cleaning and/or painting may not be finished in your home. **While we do our best to get all maintenance done prior to your move in, there may be some items that will need to be completed after you move in.** Please know that August and September are our busiest months, so we kindly ask that you are patient with us on non-urgent requests. The best practice is to wait until everyone has moved in, meet as a group, and then send any initial maintenance requests all at once so we can square all of them away in one visit.
- If you live on a city street that requires a permit, you will need to obtain a City of Columbus parking sticker. To obtain a permit, please call 614-645-7790.
- **Please locate any water shut off valves for sinks, toilets, hot water tank and the main shut off valve for the home.** This may help prevent any major damage to your belongings if a water leak or broken pipe occur. They are labeled with red, blue, or yellow tags depending on the type of shut off.

Once again, welcome and thank you for choosing Venice Properties for your housing needs! We strongly encourage all of our residents to read through the enclosed information and email any questions to [housing@veniceprops.com](mailto:housing@veniceprops.com). Our hope is that by the time you move in, until the day you move out, your experience with us will be **More than Home!**

Venice Properties  
PO Box 20098 Columbus, Ohio 43220  
[www.veniceprops.com](http://www.veniceprops.com) Website [housing@veniceprops.com](mailto:housing@veniceprops.com) Email  
614-923-9627 Office 614-467-2091 Fax

## Maintenance

ALL Maintenance requests must be submitted through your online resident portal with appfolio. Please note this is for maintenance only, for security breaches or serious illness, please call 911 and calmly give the dispatcher your name, address and all relevant information.

## Rent Payment Information

### **RENT IS DUE ON THE 1<sup>ST</sup> OF EACH MONTH AND IS PAID THROUGH YOUR ONLINE RESIDENT PORTAL**

- All rent received after the first of the month is subject to late fees and a recurring daily charge as per your lease agreement until paid **in full**. Any debit returned from the bank, regardless of reason, is subject to a bounced debit fee and any late payment fees as per your lease agreement.
- If there are multiple residents in the unit, know that your online resident portal offers a tremendous benefit in allowing you to pay your rent in one lump sum, by roommate portion (down to the penny!!!), and also offers an online tenant ledger that has ALL charges and credits to your account for your entire stay with us... 365 days a year! The tenant ledger is an excellent tool in building our shared professional trust in you knowing - without exception - exactly why, how, and when every single transaction happened... for as many years as you live with us!

### **What happens if my group can not pay rent in full by the first of the month?**

It is important that you understand our policy at Venice Properties. If you do not have your rent payment in full by the first of the month, you will be assessed a late fee. In addition, for each day thereafter that you do not have your full rent payment, we will charge you a daily fee until your account is paid IN FULL (as per your lease agreement). If you simply do not pay your rent, you will be subject to eviction and collection proceedings. **However, one simple, respectful email one week before the 1<sup>st</sup> can alleviate many of these problems.** If for any reason you are going to be late with your rent, you should email us and tell us how much will be available on the 1<sup>st</sup> and when the balance (including late fees) will be available. **Always pay whatever you have before the 1<sup>st</sup> (on time)** via your online resident portal. Residents that are having financial problems are urged to email us immediately, the sooner we know there is a problem, the sooner we will be able to work out an agreement that benefits everyone. While you will be subject to all applicable fees, you will not be subject to eviction and collection proceedings which will ruin your credit along with your co-signers. **NOTE:** It's better to pay what you can instead of paying nothing at all, and/or to have a debit bounce and cause more work and fees for all of us.

## Housing and Community Policies

### **House Parties**

Parties are a direct violation of your lease. Parties will not be tolerated and are subject to fines, immediate eviction proceedings, or both.

### **Condition of Residence**

To ensure that you and your neighbors have a pleasant living experience with us, your residence must be clean at all times. This especially pertains to food and garbage which attract roaches, ants, and rats. If you do not keep your residence in a sanitary manner, you will be responsible for cleaning costs, extermination costs, and possible legal action.

### **Noise from Television, Radio or Stereo**

There is to be no excessive noise of any kind allowed in between hallways, in apartments, houses and/or your surrounding property. At no time should audio/video equipment be played at excessive volumes. If you have a neighbor who is being excessively loud, please introduce yourself and kindly let them know that their noise level is too loud. Many times people are not aware of how loud their TV's or stereos are. If this doesn't work, please call the local police at 614-645-4545.

### **Lockouts**

Lock outs are not considered maintenance. While we may be able to provide this service to you, it is at your expense. If we are not able to provide this service to you in a timeline that you would prefer, you should call a locksmith at your own expense. Any acts of vandalism in response to a lockout will be subject to a \$200 fine as well as the cost of repair. You should leave a copy of your key with someone else that you trust or discretely hide one somewhere outside of your home in the event that you lock yourself out, or lose your key.

### **Porch, Roof, Balcony, Exterior**

Residents are encouraged to enjoy any patio or balcony area available to them, however we ask that these areas be kept clean and not used for personal storage. If the home has a balcony, only three people are allowed on it at one time for your safety. **Living room furniture is not permitted to be kept on porches per Columbus city ordinance; many fires have started because of furniture on porches.** The city will fine you \$75.00 for having couches on your front porch or balcony. **There is never to be anyone on the roof at anytime.** You are not allowed to chain up bikes on any part of the exterior of the home.

### **Outdoor Cooking and Fire Pits**

The use of charcoal and gas grills, as well as fire pits, are strictly prohibited by our insurance company due to the fact that the property is on campus. It is a violation of our insurance policy for us to allow you to have any of these items. For this reason, there is a zero tolerance policy for any grills or fire pits.

### **Lawn Maintenance**

Please make sure your outside yard is clear of paper, bottles, cigarettes, and other debris. We understand that the residents are not always responsible for all of the debris in their yard, but it is still your responsibility to clean up this debris. If there is debris in your yard it may hinder our ability to keep your lawn mowed. Any excessive debris that we clean up from your property will be billed to you at your expense.

### **Trash**

Trash is picked up weekly, however if you have excess garbage you can call 614-645-3111 to ask for another pickup. If you need to have large items (furniture, beds, microwave, etc) you can schedule a bulk pickup through the same number. You are not allowed to place loose garbage bags next to full garbage cans. If you leave garbage bags next to your garbage can, the garbage will attract bugs and / or rodents. This can result in animals living inside the home, and garbage being littered throughout your yard and the rest of the neighborhood. Please do not throw cigarette butts into the yard or landscaping. Please throw all cigarette butts in the trash.

## **Resident Responsibilities**

Certain maintenance problems may occur during your stay that are not considered normal wear and tear. Please review your lease and our policies regarding general maintenance procedures. The following work will be charged back to you if it occurs:

### **Charges Upon Move Out.**

Venice Properties reserves the right to charge residents for any repairs that are made upon move out, reasonable wear and tear excepted. Due to the shortage of time allotted between resident occupancies, the Landlord is under no obligation to do the repairs at the time of move out, however the resident is still responsible for the damages that they caused. The following list of charges will be deducted from the security deposit if applicable: replacement of front door \$450 (unless custom size, then at cost), damaged or missing interior door \$275 (unless custom size, then at cost), replacement of door entry jamb \$350, missing or damaged exterior lock \$150, missing or damaged interior lock \$150, not leaving keys for interior lock \$150 per lock (re-key charge), not leaving keys for exterior lock \$150 per lock (re-key charge), replacing or hanging removed smoke detectors \$25 per smoke detector, replacing burned out light bulbs flat charge of \$25, broken or missing light globe \$75, replace light fixture \$100, replacement of stove \$600, replacement of refrigerator \$700, replacement of dishwasher \$400, clogged drain or toilet \$75, damages to floors (scratches in refinished surface) \$150 per room, carpet cleaning \$100 per room, drywall damage under 12"x12" \$75 per hole, drywall damage above 12"x12" \$250 per hole, replacement of carpet \$700 per room, painting that is needed because of drywall damage, scuff marks, or cigarette smoke stains \$250 per room, damage to vinyl floors—replacement \$1,000 per room, damages to tile floors—replacement \$1,500 per room, damages to countertops \$75 per foot for new installation of countertop, damaged cabinets \$300 per cabinet unless custom (then at cost), broken shower door \$175, hanging missing broken blinds \$35 per blind (unless custom sizes, then at cost), hauling furniture or any personal items home \$50 per item, hauling any excess garbage or furniture from yard or garbage area \$100 per item, cleaning of home \$75 per room (including kitchen, baths, and basement), replacement of stove drip pans \$50, cleaning of cold air return and supply vents \$50 each, extermination for cockroaches \$200 per treatment, extermination for ants \$150 per treatment, extermination for bed bugs will be based on professional contractors treatment cost, extermination of rats, squirrels, and other rodents \$150 per treatment.

### **Water Beds**

Waterbeds are not permitted in your home at any time. If any damage occurs due to a waterbed, resident will be responsible for all damages.

## Phone Numbers and Email Addresses

We need you and your co-signers current phone number and email addresses at all times, please provide us with this information as soon as possible if it ever changes so that we may contact you if needed.

## Smoke Detectors

You are required to test all smoke detectors once a month to ensure they are working properly and that the batteries are not low. You are required to notify us if any smoke detector is not working or the batteries are low. This is for your safety, please do not ignore this.

## Good things to buy for your home

Plungers, batteries for smoke detectors, flashlights, drain snake.

## Utilities

Remember that you are required to change ALL utilities into your name as of the date of your move in. If we receive any utility bills, you will be subject to a \$75 utility fee as well as any charges that have been due since your move in date.

**Columbia Gas  
AEP (electric)**

**800-344-4077  
800-277-2177**

**\*Electric and gas must be established the day of your move in.**

## How Do I Lower My Utility Bills?

### Electric

- Keep lights off when not in use.
- Don't use space heaters, as they are inefficient and can be very dangerous if not properly ventilated.
- In the summer months you can save by keeping the A/C set on an average temperature to keep your apartment cool. Turning the unit off and on takes longer to cool and uses a lot more energy. Also, keep your blinds closed during the hot, sunny days, as it will limit the amount of heat let into your apartment.

### Gas

- It is estimated that you can save 3% on your heating bill for every degree you lower your thermostat. Keep it no higher than 68 degrees during the day- health permitting.
- Keep all heat registers and air return ducts clear of furniture, carpet, drapes and excessive dust.
- Keep doors and windows shut!! An open window makes the furnace work twice as hard to heat a given area.
- Installing plastic window kits greatly reduces your heating bills and helps to eliminate lost heat.

### Water

- Don't use your toilet as an ashtray or wastebasket, because every time you flush it uses five to seven gallons of water.
- Turn off the water after your toothbrush is wet while you are brushing. This can save you immensely over a month's time.
- **Check faucets and toilets for leaks as even the smallest drip can waste twenty or more gallons a day. If you hear a toilet that is constantly cycling please report this immediately.**

## Safety

**Emergency: 911**

**Police: 614-645-4545**

**Fire: 614-221-2345**

Anyone can become a victim of crime. Thieves do not discriminate. Below we have information that is designed to make you more aware of the safety concerns that come with living on campus.

### General Safety

- Please keep blinds closed and valuable objects from plain sight. Do not give anyone the opportunity to steal your belongings, especially in your vehicles.
- Remove all visible valuables such as: CD's, cell phones, books, book bags, and even loose change from your vehicle. Also, make sure you hide cigarette lighter adapters and replace the cigarette lighter, as these are both signs of valuables somewhere in your vehicle. If you suspect illegal activity, please call the police at 614-645-4545.
- Holidays, spring break, and during move in season are times of heavily burglaries. Please do not leave anything in plain sight and if possible take any valuable belongings from the home. Make sure all windows and doors are locked and the thermostat is set at 60 degrees before you leave for your vacation. Putting multiple lights on timers

will give the appearance that there is someone at the home. Having your mail held at the post office and not telling too many people your plans are also good ideas.

### **Safety at the Door**

- Never open your door to a stranger. Always demand to see proper identification from all sales people or utility workers.
- Make sure you look to see who it is at the door before opening it. While this may sound like common sense, it is very easily overlooked.

### **Fire Safety**

- Test all smoke detectors monthly.
- Never remove batteries or disable the alarm. If a smoke detector needs a new battery please let us know and we will replace it.
- Learn about your home's fire escape plan (on the refrigerator) and practice it.
- Watch videos on our website about how to use the fire safety equipment in your home (fire extinguishers, fire escape ladders, etc).
- If your smoke detector alarm goes off, get out of the building quickly and stay out.
- Stay in the kitchen when cooking. Cook only when you are alert and not sleepy, drowsy from medicine or alcohol.
- If you have to discharge a fire extinguisher use the PASS method: Pull the pin, Aim, Squeeze, and Sweep. This will allow you to discharge the extinguisher. If you aim at the flames (which is frequently the temptation), the extinguishing agent will fly right through and do no good.
- Fireworks are prohibited.
- Always sleep with your door shut.

### **When Walking Around Campus**

- Carry mace on your keychain.
- Stand tall and walk confidently. Always look where you are going and be aware of your surroundings.
- Try to use only well-lit and busy streets. Walk with friends and avoid shortcuts through dark alleys or deserted streets.
- If harassed from a car, walk quickly or run for help.
- Don't flash any large amounts of money. Only carry the money that you need for the day and always a cell phone.
- Let someone know where you are going and when you will be back, and call if you are going to be late.
- Have your keys in hand when approaching your car. Don't risk fumbling around in your pocket or purse looking for your keys.
- Alter your routine. Change your daily patterns if possible. Take different routes to work or school. Even parking in different places can keep you from being victimized.

### **When Parking Your Car**

- Secure all valuables and packages inside your home, never leave them in your car. Anything left in your car in plain view can be turned into cash by a thief.
- Install a mechanical locking device, commonly called a club, collar or j-bar, that locks to the steering wheel, column or brake. These devices aren't foolproof, but often the thief will look for an easier target.
- Park in well-lit areas
- Always roll up your windows and lock your doors

### **When Jogging or Biking**

- Go with a friend and take a familiar route.
- Never bike or jog while wearing your headphones, it is safer to remain alert of your surroundings.
- Don't jog or bike at night, and never alone.
- If You Are a Victim of Crime, report all crimes to the Columbus Police 614-645-4545.