



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

Logging in: your email provided during the application 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 please email us at info@inntownhomes.com

TIP: Your login is case-specific, using whichever 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.

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 updated roommates. If you are missing a lease or have a lease with inaccurate roommates, please reach out to us at info@inntownhomes.com to check your paperwork.

IMPORTANT: All paperwork must be completed, and all security deposits must be paid in full, before you can move in. If you or ANY roommates have unfinished

paperwork or owe a deposit balance, please remit it immediately. If you are unsure, contact us at (614)294-1684 to find out what is missing.

- 2. Pay rent:** The first rent installment (August 2020) must be paid in full on or before the day you move in. The charge for your first month will appear in your account about ONE WEEK before your move-in date. The charge that appears will be for the total rent due for the apartment, but you are welcome to pay in separate portions of lesser amounts as long as the whole amount is paid in full by 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 Portal accepts two forms of payment:
- debit/credit card, which has a service fee assessed, OR
 - electronic check (ACH), which is FREE.
- **IMPORTANT:** Once you make a payment, we are unable to reverse that payment, so PLEASE be careful to enter the correct amount you want to pay (whether that is the full total or just your portion.) Remember to only pay your portion of rent. The total amount due for the whole apartment will be shown in your portal, so unless you are paying for your roommate(s), be sure to divide it before making a payment. Choosing “pay entire balance” will result in you paying the full rent for the whole apartment.

Set Up Your Utilities:

You must contact the utility providers listed below to set up service in one of your names up to 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
- **Gas - Columbia Gas:** 1-800-344-4077
- **Cable & Internet - Spectrum Cable & Internet** (formerly known as Time Warner): 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, although it can be uploaded into your portal if you desire.

When and how do I move in?

When: August 14th, 2020 between 10am - 5pm

Where: Please come to our Iuka Park Office
(located at 442 E. Northwood Ave.)

If you cannot make it on August 14th and need to move in after that date, please call the office at 614-294-3502 to schedule an alternative time/date.

What else should I know:

Parking passes: will be sold on move-in day at 442 E. Northwood Ave. For parking passes we accept cash or check, \$100 per parking pass sticker (each are good for one year.)

Rent: No keys can be given out until full rent is paid in the portal and all leases are electronically signed.

Where to park: a copy of the parking map is in your portal under “Shared documents” which shows what areas are Main or South lot. We will not be towing on move-in day, but you are required to have a pass at all other times.

Move-in checklist: This form is given to you on move-in day to document the condition of the rental unit at move-in. Answer ALL questions that apply to your apartment. If necessary, be AS SPECIFIC AS POSSIBLE. Please do not include maintenance requests on the Move-In Checklist! This form is for COSMETIC DAMAGE only. This form will be used during your Security Deposit inspection at move-out to compare with any damage that may have accumulated since, so it can only benefit you to accurately complete and submit the form. Move-In Checklist must be returned to our office no later than FIVE DAYS AFTER MOVE-IN.

Submitting Maintenance: Log in to your portal and hit “Request Maintenance.”