



# What do I need to do before moving in?

## *In your resident portal:*

**1. Access your 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.

**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:** 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 2022 rent.

*Plan for Your Next Rent Payment (due 9/1/22):* Your next rent payment after move in will be due September 1, 2022; 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, 2022, 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.

## ***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
- **Gas - Columbia Gas:** 1-800-344-4077
- **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. 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.

## **What to Expect on Move In Day**

- **When:** August 15th, 2022 between 10 am - 5 pm
- **Where:** Please come to our Iuka Park Office (located at 442 E. Northwood Ave.) *If you cannot make it on August 15th and need to move in after that date, please call the office at 614-294-3502 to schedule an alternative time/date.*
- **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 sticker is good for one year.) If paying cash, please bring the exact amount, as we cannot provide change.
- **Security Deposits:** No keys can be given out until **all deposits are 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 will be 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”

## **Recap of your Upcoming Payments:**

- **8/1** – Security Deposit due (do NOT make this an auto payment)
- **8/15** – Parking Permit (\$100 each, must be paid with check or cash on move-in day, not in your portal)
- **9/1** – September Rent due (now you can begin the Auto Payment on this payment, if you choose)