



IUKA PARK COMMONS



Move-In Packet

Very Important! Please Read Thoroughly!

Attached are the following:

- Important Phone Numbers (should be posted for all roommates to see)
- Important Policies
- Important Maintenance Reminders
- Phone & Cable Outlet information
- Roadrunner & Cable installation permission sheets

Have you hooked up your utilities?

If you have not yet hooked up your utilities do so immediately, or they will be disconnected.

American Electric Power 800-277-2177
or online at www.aepohio.com

Columbia Gas 800-344-4077
or online at www.columbiagasohio.com

Time Warner Cable/Internet 614-481-5050
or online at www.twcol.com



Important Phone Numbers

- **Maintenance Line:** 614-294-9628
(All maintenance requests)
- **Maintenance Emergencies:** 614-595-6530
(This is for no heat, no water, water leak, etc. emergencies only)
- **Office Phone:** 614-294-3502
Leasing Manager – Kerry Renner
Maintenance Supervisor – Jim Harms
- **Inn Town Homes Office:** 614-294-1684
Rent/Collections Manager – Glenn Vanik
- **Fire Department (call 911 for emergencies):** 614-221-2345
- **Columbus Police (call 911 for emergencies):** 614-645-4545
- **OSU Police:** 614-292-2121
- **C & M Towing:** 614-291-2101

City of Columbus (Service Call Line) Dial: 311 or Email: 311.columbus.gov
(There is a 10-15 second wait after dialing before the call goes through)
This number is for reporting any city related matters such as:
WATER, SEWER, ELECTRIC, POTHOLES

Iuka Park Commons
442 E. Northwood Ave.
Columbus, OH 43201
(614) 294-3502
iukaparkcommons@sbcglobal.net

Dear New Residents:

Welcome to your new apartment in Iuka Park Commons!

We would like to take this opportunity to explain a few policies and rules to help make your stay with us an enjoyable one! The following information relates to rent paying, parking rules, maintenance requests and move-in checklists. If you have further questions or concerns, please contact our office during business hours.

1. **RENT PAYING:** Probably the most important thing to remember is that your rent is due **BY THE FIRST DAY OF EACH MONTH**. Payment can be made in a personal check, money order, debit card with pin entry or cashiers check. Rent may be mailed or dropped off in person. If the office is closed, we have a 24-hour drop slot to the right of the main door of the office. Rent must be paid in **FULL** in one check (if paying by check) and please make sure your apartment address is always on any checks, money orders, correspondence, etc. **Checks and money orders should be made payable to Northwood Co.**

2. **PARKING POLICIES:** The towing company tows the main lot throughout the entire year (even over breaks). If you will have a car parking in the lot you **MUST** display a valid parking pass or **YOU WILL BE TOWED**. Passes must be affixed to the rear passenger -side interior window **AT ALL TIMES**. If the pass is lost or damaged, you are responsible for picking up a replacement immediately. Do not park in the lot until you have received a replacement pass.
 - If you are not sure where to park, please contact the office. If you are towed, the company's name is C&M Towing and their telephone number is 614-291-2101.

3. **MAINTENANCE REQUESTS:** Please bear with us in this hectic time as far as your maintenance requests are concerned. Service will be scheduled on a priority basis. The maintenance number for necessary repairs is 614-294-9628, please leave a message on the voicemail with your name, apartment address and unit or you may submit your request online at www.iukaparkcommons.com under the maintenance tab. If you are missing items such as outlet covers, light covers, shelf clips, etc. please pick them up at our office. Light bulbs, telephone jacks and cable TV outlets are **NOT** maintenance items.

4. **MAINTENANCE FORM:** A maintenance request form will be provided for your convenience when you first move-in; in case any maintenance work was missed. You may submit this form to our office.
 - Throughout the year maintenance problems should be called into the Maintenance Line at 614-294-9628 or submitted online at www.iukaparkcommons.com under the Maintenance tab.

5. **MOVE-IN CHECKLIST:** This form is given to you on move-in day and should be used by new residents at move-in to document the condition of the rental unit. Answer **ALL** questions that apply to your apartment/house. If necessary, be **AS SPECIFIC AS POSSIBLE**. When used properly, this form

helps to prevent conflict in the landlord-resident relationship. It allows both parties to make a thorough assessment of the rental unit. With this assessment, both the tenant and the landlord will be able to determine obligations concerning any DAMAGE done to the property. Please do not include maintenance requests on the Move-In Checklist! This form is for COSMETIC DAMAGE only. A maintenance request form is provided in this packet for maintenance problems.

Move-In Checklist must be returned to our office no later than FIVE DAYS AFTER MOVE-IN. If mailed, checklists must be postmarked no later than FIVE DAYS AFTER MOVE-IN. They will not be accepted after that date. Please make a copy of the Move-In Checklist to keep with your records before mailing it in.

6. **PETS**: There are to be no pets in the apartments at any time; not even for a visit. Finding a pet in your apartment could lead to an eviction.
7. **DECORATIONS**: Please remember when moving into your apartment, no stickers are permitted on any of the walls or ceilings. Permanent shelving, double sided tape, blue gum labels etc. or anything that might damage the drywall cannot be used. No walls may be painted at any time by the residents. Small finishing nails may be used to hang decorations.

Once again we would like to welcome you to your new home and we hope that you enjoy your experience living in Iuka Park Commons. If you have any questions or problems, please contact our office at 614-294-3502. For emergencies after business hours, call 614-595-6530.

Sincerely,
Iuka Park Commons Staff

Important Maintenance Reminders:

Please read & post for all roommates to see

- Please call the Maintenance number (614-294-9628) for all maintenance concerns or go to our website www.iukaparkcommons.com and submit a maintenance request online under the maintenance tab. You will need to leave a message on the voicemail system describing your maintenance problem. You will not receive a call back unless they have a specific question regarding your maintenance problem. Just be sure to leave your name, street address, and apartment letter.
- Remember that we do not replace light bulbs, unless they are burnt out when you move in. [This does not include appliance bulbs (i.e. refrigerator bulbs). We will replace these bulbs at no charge to you.] You have SEVEN DAYS from the time you move in to request replacement bulbs for burnt out bulbs. Please note: using the wrong type of bulb (too high wattage, etc.) can damage wiring & sockets, causing electrical fires or damage for which you will be held responsible.
- Please purchase a plunger for your apartment. Most calls to maintenance regarding toilet clog problems require only a plunger to fix. You may save yourself waiting time and a maintenance fee.
- For those of you that are not accustomed to having a gas stove, please note the top of your range will always feel warm to the touch. The pilot lights under the range top must be lit at all times, thus making the range top always feel warm.

The Maintenance # is 614-294-9628

Maintenance Request Online:

<http://www.iukaparkcommons.com/request-maintenance/>

Emergency maintenance #: 614-595-6530

PET POLICY

Our pet policy tolerates **NO PETS** whatsoever. This includes “visiting” pets. Even visiting pets can bring in fleas, pet dander, pet waste, etc. The following are penalties that you will incur if you are found with a pet:

- **\$150** per day from the day the pet entered the premises to the day the pet is permanently removed
- **\$375** exterminating fee
- **\$75** deodorizing charge
- Cost of replacing ALL carpet in your apartment (**up to \$30 per yard**)

All in all, having a pet could cause everyone in your apartment to be evicted and cost you and your cosigner thousands of dollars. Do not attempt to sneak a pet into your apartment. You will be caught.

DEEP FRYING PROHIBITED

After experiencing a recent fire in one of our buildings that caused over \$60,000 in damages, Iuka Park Commons strictly prohibits deep frying and the use of deep fryers in our apartments.

LIKE BEER PONG? HAVE \$700?

Many students have decided that our doors make great beer pong tables. Unfortunately, our door color and finish has recently been discontinued. Any doors which need to be replaced are considered custom doors and will cost YOU \$700 per door!

INTERNET/CABLE SERVICE

You are permitted to install cable outlets in your bedrooms at your own expense; however, a permission slip is required by Time Warner Cable to do so. Enclosed is a permission slip for Time Warner Cable.

Our buildings are exclusively wired for Time Warner Cable and do not allow any other companies to add wiring or new boxes to our buildings. Absolutely NO satellite dishes will be permitted.

NO cable wires are allowed to be run under the carpet.

**Iuka Park Commons
442 E. Northwood Ave.
Columbus, OH 43201
(614) 294-3502
Fax (614) 294-0546**

TIME WARNER CABLE PERMISSION SLIP

To Whom It May Concern:

This letter is to give permission to the resident(s) of _____
to have additional cable/roadrunner outlets installed in their apartment. These outlets may be installed **ONLY** if
the following conditions are met:

- 1. The residents pay for any and all costs incurred with the installation.**
- 2. No exterior drilling to the structure is made.**
- 3. No damage is done to any of the interior structure.**
- 4. No wires are to be run under the carpet.**

If you have any questions, please contact us at 614-294-3502 Monday through Friday,
10 A.M. to 6 P.M.

Thank you,

Kerry Renner

Kerry Renner, Manager Iuka Park Commons

Maintenance Request Form

Date: _____

Address: _____

We, the resident(s) of the above listed apartment, would like to call your attention to the following maintenance issues:

**Please remit this form to the rental office at 442 E. Northwood Ave.

You can also make a maintenance request one of two ways:

Maintenance request line – 614-294-9628

Maintenance request online- www.iukaparkcommons.com/request-maintenance/