



Resident Guide Rules and Regulations

2012-2013

Resident Guide and Rules and Regulations
Exhibit "A"



WELCOME!

and thank you for choosing...*NorthSteppe Realty, Inc.* It is a pleasure to present you with this Resident's Guide and Rules and Regulations lease addendum that will acquaint you with our services and facilities. Rental living creates certain conditions requiring your consideration and cooperation. It is our wish that you enjoy every day of your stay with us, which is designed for your pleasure and convenience, with prompt and courteous service as our goal. Please take the time to read through this entire exhibit and keep it in a safe place for easy reference. It is the responsibility of the Tenant to be familiar with all information in the **Lease** and in the **Resident Guide and Rules and Regulations**. Please refer to these documents before calling with questions.

If you have any needs or concerns, please call us at 614-299-4110. If you get the answering system or call after hours, please leave a detailed message as to nature of your call and we will take care of your request in the quickest way possible.

Our Leasing and Property Management Office is located at **1946 N High Street**. Our hours are typically 9:00 am to 5:00 PM Monday through Friday, most Saturdays from 11:00 AM to 3:00 PM, and most Sundays from 12:00 PM to 3:00 PM. For Accounting, please direct your questions to brittany@ohiostaterentals.com. We attempt to return calls and emails the same day they are received, but if you do not receive a response within two business days, please feel free to email us again for an update.

MAINTENANCE:

PHONE 614-299-4110 ext. 2. or maintenance.nsr@gmail.com All work orders are scheduled in priority order based upon the urgency of the request. You can also fill out a maintenance request form online at www.OhioStateRentals.com

EMERGENCY MAINTENANCE PHONE 614-617-0001

When calling Maintenance, be sure to remember to tell us the following: YOUR NAME, FIRST AND LAST (spelling it out is recommended), YOUR TELEPHONE NUMBER, YOUR COMPLETE UNIT AND STREET ADDRESS, if you have a pet, or use an alarm, be sure and let us know what arrangements can be made (best day and time). Pets must be secured (put in a cage, etc) or removed prior to entry if owner not present.

When you report maintenance requests to us, PLEASE NOTE THAT WE WILL BE ENTERING YOUR APARTMENT TO COMPLETE REPAIRS, unless you make other arrangements. The landlord has the right to charge the Tenant for any damage for which the Tenant is deemed responsible. If your maintenance request remains uncompleted (or completed, but not to your satisfaction), please call back and promptly report it again. We strive to have the best possible maintenance. With your help we can efficiently and promptly take care of your needs. Thank you in advance for your help and cooperation.

If you ever smell an odor of gas, or have any suspicion that you may have a gas leak in your apartment, please immediately call Columbia Gas at 1-800-282-1857, as well as sending an email to maintenance.nsr@gmail.com



PAYMENT POLICIES:

Remember, Rent Installments must be received by NorthSteppe Realty, Inc. at our offices at 10 E 17th Avenue on or before the first of each month (or rent is LATE). **All rents are due on the first (1st) day of each month.** A Late Fee of \$50.00 (or 5% of the unpaid monthly rent for amounts over \$1000.00) is added to all rent installments received after the 1st day of the month (no grace periods). This fee is for the entire apartment (all roommates are equally responsible for total payment of any late fees). Please pay on time to avoid Late Fees. Rent for each apartment must be submitted in full, with one check, credit card, money order, or cashier's check for the full amount due.

No Cash or Partial payments (including credit card payments) can be accepted, sorry. Payments must state which unit's rent is being paid; on the check. Checks must have unit's address (can be hand written) to assure proper credit. You may pay rent at the office, whether the office is open or closed. We prefer that you use the 24-hour drop box, which is set up for your convenience, located at the front door of 10 East 17th Avenue.

If you wish to mail your rent check each month, remember to allow plenty of extra time for your mail to arrive at our office **before the first** of the month. Mailing rental payments is done at your own risk. Sorry, we cannot be responsible for delays or late payments due to U S Postal Service late deliveries, holidays or lost letters.

RETURNED CHECKS:

Please note that checks returned to us by the bank for insufficient funds, or other reason, **will not** be sent through a second time. All returned checks are treated as unpaid rent and will incur a returned check fee of \$50.00 in addition to any late fees due.

UTILITIES:

As a new resident, you are required to contact the appropriate company to have service put in your name (unless the building is master metered in which case your lease will include a budgeted RUBS amount as explained below). Frequently used companies include:

- TELEPHONE..... AT&T (1-800-288-2020 (www.att.com))
- ELECTRIC..... AMERICAN ELECTRIC POWER (1-800-277-2177, www.aepohio.com)
- ELECTRIC..... CITY OF COLUMBUS (1-624-645-7360, www.utilities.columbus.gov)
- GAS..... COLUMBIA GAS (1-800-344-4077, www.columbiagasohio.com)
- WATER..... CITY OF COLUMBUS (1-614-645-8270) <http://utilities.columbus.gov>
- CABLE TV..... WIDE OPEN WEST (WOW) (1-866-496-9669, www.wowway.com)
- CABLE TV..... TIME WARNER (1-614-481-5050, www.timewarnercable.com/midohio/)

Questions? Contact george@ohiostaterentals.com

Tenant must not use a dishwasher, washing machine, dryer, freezer, heater, ventilator, A/C, or other appliance unless installed by Management or with Management's written consent.



RUBS BUDGET SYSTEM:

RUBS stands for "Resident Utility Billing System". Tenant must pay for all electric, gas, water & sewer and other utility services used in the apartment and arrange for them with the public utility company. Prior to move in, Tenant shall have all utilities placed in their name and be responsible to pay for all utility services for the entire term of the lease. In the absence of separate meters, the gas, electric, water and sewer usage costs will be budgeted. The budgets will be based estimated usage, (also known as the RUBS Budget System). Under the RUBS budget system, Tenant agrees to pay Management for gas, electric, water; sewer, storm water and other related utility charges monthly, in advance, as added rent. At the end of the lease, the RUBS budget payments will be offset by the calculated usage and the difference is to be credited or debited to Tenant's account.

PHONE LINES and CABLE:

All interior phone lines and cable lines are the responsibility of the tenant. Sorry, but we cannot be responsible for any interior wiring issues related to cable or phone lines. Our service and maintenance crews lack the expertise and specialized equipment, which varies from carrier to carrier to analyze or track down any potential interior wiring issues.

SATELLITE DISHES:

No satellite dish installation is permitted without first obtaining NorthSteppe Realty approval and completing the necessary paperwork. Please contact NorthSteppe in order to obtain the appropriate paperwork that is required *prior* to installation. Any satellite dish installed prior to obtaining written Landlord consent is subject to immediate removal by the Landlord and you will be held responsible for any damages to the premises and/or the building as a result of installation.

SMOKE DETECTORS:

You are responsible for maintaining the power source for your smoke detector. Be sure the battery for your smoke detector is the lithium type and fully charged. Please notify us of any malfunctions.

FROZEN PIPES:

To prevent water pipes from freezing during cold weather, do not turn your thermostat below 68 degrees Fahrenheit. Do not turn your furnace off. A temperature of 65 degrees Fahrenheit must be maintained. Also be sure your windows remain closed when you apartment is unattended. If damage occurs as a result of frozen pipes, you are responsible for the cost of the damage.

PARKING:

Policies vary with different properties. If you live at a property with shared parking, you must have a parking permit (and visible sticker) or your vehicle could be towed at any time. A towing company patrols the lots on a regular basis. This is done to ensure that only authorized residents are using the parking areas. The annual cost of a parking pass is \$300 per year (Aug. to Aug), in reserved lots, with a limit of one sticker per resident. All automobiles must be in legal operating condition, have current registration and license plates, and be



parked in proper areas not blocking fire lanes, entry lanes, driveways or other cars. No parking in yards or on grass surfaces is permitted. Any violation of the above may cause your automobile to be removed at vehicle owner's expense. No parking of commercial vehicles, boats and/or trailers is allowed. Motorcycles should NOT be parked on patios or grass or walk areas. On street parking permits can be obtained from City of Columbus **(1-614-645-7790)**. Sorry, no refunds for lost or unwanted parking passes. If you lose your sticker, you will be required to purchase a new one. **Guest parking is not available. Please advise your guests not to park in any lot or their vehicles may be towed.**

RENTERS INSURANCE:

We suggest that you contact your insurance agent regarding a renter's insurance policy. Our building insurance does not cover any of your personal property in the event of fire, water damage, or theft.

PETS:

No pets or animals of any kind shall be kept unless authorized by Management in writing in advance and such consent, if given, shall be revocable by Management at any time. If you have a pet, or plan to have one, you must complete a **PET ADDENDUM** to your lease before you bring your pet, pay a pet deposit of \$200.00, and added rent of \$25.00 per month. Not all buildings accept. Be sure to clean up after your pet and keep all common areas clean. Chaining pets anywhere on the property is prohibited. Visiting pets are not allowed.

NOISE/PARTIES:

If any persistent reports, Police reports, notice of arrests or complaints are received regarding your apartment, or any of your guests, you will be served with a 7-day notice to quit in violation of clause #13 (or any other applicable clauses) of your lease. If you are a student, your school will be notified and you will be subject to possible disciplinary action, including suspension.

GRILLS AND HIBACHIS:

The use and/or storage of grills and hibachis on any part of the property (specifically balconies and porches) are strictly prohibited due to fire and insurance laws. This is not only a violation of your lease, it is also a serious fire hazard.

AIR CONDITIONERS:

NO air conditioner is permitted to be installed without first obtaining NorthSteppe Realty approval. Please contact NorthSteppe Realty to receive installation instructions and obtain written approval of the Property manager prior to installation. Any air conditioner installed prior to obtaining written landlord consent and not installed in a safe and aesthetic manner is subject to immediate removal by the Landlord and you will be held responsible for any damages to the premises and or the building as a result of installation.

GUESTS:

Please note that you are **personally responsible** for any guest that visits your unit. Additionally, if unknown guests are allowed into your apartment by **anyone, you will still be held responsible for all of the guests that enter your apartment.** If someone arrives at your door that you do not wish to be in your apartment, it is your responsibility to call the police to report the unauthorized person(s). **DO NOT LET THEM IN OR THEY BECOME YOUR GUESTS!**



ILLEGAL OCCUPANTS:

Any guest/friend that does not appear on the lease and is residing in your apartment will be **subject to eviction**, along with any tenants named on the lease. You must contact Northsteppe Realty, Inc. for the proper paperwork and instructions on how to add this person to your lease.

KEYS/LOCKOUT SERVICE:

Tenant must give to Management keys to all locks. Tenants must allow Management (or it's agents) to enter the unit for inspections and repairs. Doors must be locked at all times and windows must be locked when Tenant is out. No residents shall alter or install a new lock, on any door on the premises, without the prior written consent of the Management. We do not normally provide lockout services after business hours. One provider is Carl Zipf Lock Service at 299-7303.

SUBLEASING:

Subleasing is an option in the event that you need move out before your lease ends. It is important that you read your lease regarding the steps to take for subleasing. As the original lessee of the unit, you are responsible for non-payment of rent and damages incurred. You are also required to pay the costs of eviction in the event that the sub lessee is removed from occupancy.

Subleasing Requirements:

1. You must give us a written Intent to Vacate (forms available in office at 10 E. 17th). You cannot sublease without permission from Management office. If tenant does, Management has the right to cancel the Lease as stated in the Tenant's Default section in lease.
2. Tenant remains bound to the terms of this lease after sublet is permitted, even if Management accepts money from the assignee or subtenant. Cost to sublet is \$150.00. All prospective subtenants must come into office and complete all necessary paper work for subleasing of apartment (application form, lease agreement, cosigner notarized signature, etc.). Prospective subtenant must pay security deposit, first rent installment, last month rent installment and application fee prior to move in.
3. If you request that we sublease your apartment for you, there is a charge equal to one month's rent in addition to the sublet fee of \$150.00. NorthSteppe is not permitted to find "roommates". For us to be able to re-rent your apartment all Tenants must be vacating and Intent to Vacate form must be completed and signed by all current tenants 30 days prior to vacating.
4. Your deposit and any balance due will not be sent to you until the **actual lease expires**, and we are able to inspect for damages and complete the move-out process (within 30 days of lease expiration).

EARLY MOVE OUT:

If it becomes necessary for a tenant/tenants to move out before the end of their lease, they are still responsible for the rental payments until the end of the lease term, or the apartment is re-rented. Rent must be paid in full until new occupant takes over lease payments. If you are sharing an apartment/house with others, you are responsible for the rent until the end of your lease even though you have moved out early. If you have someone to take your place in the apartment, all current tenants must sign a document and submit it to the office giving you their permission to sublet. The new roommate must complete the same application, lease, deposit, etc. as required of the original tenant (see sublease section above). **No one may live in an apartment/house that is not on a lease.**



MOVING OUT and VACATING THE APARTMENT:

Please be sure to leave the apartment in a clean condition to avoid any charges. Refer to the Cleaning and Repair Charges on the next page for the costs you will be charged if you fail to clean properly or damage the Apartment. If any items are missing or damaged to the point that they must be replaced when you move out, you will be charged for the current cost of the item, plus labor and service charges.

If you have fulfilled the terms of your rental agreement, you are entitled to the refund of your deposit providing the apartment is left in good, clean order and without damage. If extra cleaning or repair is necessary, this expense must be deducted from your deposit or repair expenses will be assessed to you directly. Please be sure to complete our **Intent to Vacate** form and give us the address where you wish the security deposit to be sent.

Please observe your lease expiration date and be sure to leave the apartment on time. The penalties for holding over by even one day are severe since cleaning, repairs and new move ins are scheduled anticipating your compliance with the lease agreement. Any extensions of your lease agreement must be in writing and signed by Management.

Carpeting is professionally cleaned prior to your occupancy. Therefore, Tenant must have carpets professionally cleaned upon move out and a copy of the paid invoice submitted to the office.

If you move into your apartment early, your moveout date will be affected.

CLEANING AND REPAIR CHARGES:

The charges below will be deducted from your security deposit, or owed to us if your security deposit is insufficient to cover the charges. You will be charged the listed amount for each instance in which a listed item must be cleaned or repaired. The prices given for the items listed below are average prices only. If Owner incurs a higher cost for cleaning or repairing an item, you will be responsible for paying the higher cost. Please note that this is not an all-inclusive list; you can be charged for cleaning or repairing or replacement items that are not on the list.

ESTIMATED CHARGES:

Unclean bathroom.....	\$135.00	Unclean kitchen.....	\$175.00
Drapes/blinds.....	\$50.00 each	Soiled Carpet.....	\$60.00 per room
Damaged carpet: Burns.....\$125.00 each; Stains or permanent damage\$22 per sq ft.			
Painting...\$200.00 per room (repainting unnatural wear and tear or to cover tenant painting or damage)			
Holes in wall.....	\$75.00	Extermination for unclean conditions...	\$150.00 per treatment

Replacement Charges:

Window glass.....	\$150.00	Entry Doors.....	\$450.00
Interior Door.....	\$250.00	Window screens.....	\$75.00
Window Blinds.....	\$45.00 each	Countertops.....	\$250.00
Mailbox keys.....	\$50.00 each	Fire Extinguisher.....	\$70.00
Disposal.....	\$95.00	Broken Lock/Lost door key.	\$50.00
Ceiling Fan.....	\$165.00		



LATE RENT – POLICIES and PROCEDURES:

What happens when I do not pay my rent?? *Remember*, rent must be received by NorthSteppe Realty at the 10 East 17th Avenue office on or before the first of each month, or rent is LATE. **Please pay on time to avoid Late Fees.**

FIRST NOTICE

Our accounting system is computerized and late notices are usually sent out the second or third day of each month as a reminder to those whose rental payments have not yet been received. Account balances less than \$200 may not receive a notice. If you receive a Late Notice in error, please send an email to brittany@ohiostaterentals.com. Be sure to leave us your telephone number, and e-mail address. No system is perfect and there may simply be a mistake, incorrect posting of a payment, etc. Notifying us as soon as possible of an error will prevent mistakes from compounding. We will take your information, research your account and contact you.

SECOND NOTICE:

Should we fail to receive your rental payment by the seventh day of the month, a **Three-day Notice to Vacate** the apartment will be prepared by the office and placed upon the door of your unit. *This Notice should be a wake up call to action!!!!* This is our second notice to you that for some reason, we did not receive your rent, or there may be some problem with your account and immediate action is required. If the problem with your account is corrected, no further action will be taken. We **rarely** have the need to proceed with any further action, but when rental payments are not paid after the second notice, an Eviction is filed.

THIRD NOTICE:

If you fail to bring your account current (including fees) by the fifteenth of any month, an **Eviction** action will be filed with the court at a total cost of **\$453.00** (cost of filing fees, Legal fees, preparation, office, administration and delivery fees). **THIS AMOUNT IS DUE UPON FILING** and will be immediately charged against your account once the Eviction action is commenced. An **Eviction** action may be stopped by paying in full all balances due and complying with any breaches of your lease agreement with our Legal Representative.

SET OUT:

This is a rarely used process for us to legally get the apartment back when rental payments are not paid and tenants still occupy the apartment. If a red tag and "set out" are required, a \$35.00 fee will be assessed in addition to the filing fee of \$20.00 for each and the actual cost of labor to perform the "set out" (minimum cost of \$200.00 since we must have four men present). All belongings are placed curbside with the assistance of the Franklin County Sheriff and locks changed. Collection proceedings are filed to collect any balances due to Management.



FEE SCHEDULE

APPLICATION FEE	\$30.00 per person
WATER	\$15.00 per person/per month budget, for most apartments
PET FEE	\$200.00 Pet fee (non refundable) \$25.00 per month (additional) Restrictions apply - see Pet Addendum
PARKING	\$200.00 per year (Non-refundable)
RE-KEY APARTMENT LOCK (per door)	\$45.00 (per door)
REPLACEMENT OF MAIL BOX LOCK/KEY	\$50.00
ADDITIONAL ROOMMATE:	
1 <i>BEDROOM</i>	\$30.00 per month plus water
2 & <i>UP BEDROOMS</i>	\$200.00 per month/person plus water
LOCKOUT (8 AM to 3:30 PM)	\$45.00 (weekdays-no holidays)
LOCKOUT	\$125.00(evenings, weekends, holidays)
RE-RENTAL FEE	\$150.00 plus one month's rent
SUB-LEASE FEE	\$150.00
WASHER/DRYER	\$30.00 per month
LATE FEE	\$50.00
RETURNED CHECK FEE	\$50.00
MULTIPLE CHECK FEE	\$50.00
LEASE BUY OUT (restrictions apply)	Two Months rent penalty & Forfeit of Security deposit



NORTHSTEPPE REALTY
Resident Handbook Acknowledgement

I/we, living at _____ have received a copy of NorthSteppe Realty, Inc Handbook and have read and understand the contents. I/we agree to abide by all policies and regulations stated in the Handbook.

(TENANT)

(TENANT)