WELCOME TO NORTHSTEPPE REALTY

Dear Tenant(s):

On behalf of the entire staff here at NorthSteppe Realty, we would like to thank you for choosing to rent with us. We strive to provide you with superior service so that your renting experience is first-rate, and hope you choose to rent with us year after year.

We have included a welcome packet that provides helpful resources, answers to questions, and useful phone numbers. *Each sheet must be signed by ALL tenants before receiving a key to move into your apartment*. Your move in start is the same as the beginning date on your lease.

In order to get your keys for move in, you **MUST** have the following:

- The move-in packet filled out and signed completely by all the tenants
 - Smoke Detector Policy can be returned 5 days after move in
 - Move In Damage Report is to be emailed in 5 days after possession to MOVEIN.NSR@GMAIL.COM
 - Pages due at move in: Rent Payment Notice, Utility Notice, What Happens When Roommates Split, Lead Based Paint Form & Move In Receipt Form
- All deposits and rent payments must be paid in full, the tenant ledger must have a zero balance
- All leases must be signed, co-signed and notarized
- Photo ID (State Issued ID with photo or Passport)

IMPORTANT NOTE: If your unit is available any earlier than your scheduled move in, it is our company policy to call the primary tenant to notify you. Calling to let us know you want to move in earlier will not put you on a priority list to call. First month installment is due in full at the time of move in.

Important Numbers and Emails:

- Leasing Questions: 614-299-4110 ext 1, or northsteppe.nsr@gmail.com
- Rent Questions: 614-299-4110 ext 314 or NSR.Billing@gmail.com
- Utility Questions: 614-299-4110 ext 310 or utilities.nsr@gmail.com
- Maintenance Requests: Can be submitted through your online tenant portal

For an emergency maintenance please call 614-515-2715.

When leaving a message for any of the above department; please leave a detailed message along with your name, address, unit number, primary tenant and contact phone number.

Our best regards,

NorthSteppe Realty, Inc.

How to Access the Tenant Portal

Click the **link** provided in the Tenant Portal Activation letter you receive

Note: Be sure to save the link as a bookmark in your browser for fast easy access in the future

If you are not sure if you have received the tenant portal activation, check you spam folder first!

On the Tenant Portal login page, *enter* your **email address** and **password** and *click* the **Log In** button.

Note: Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account

You are logged into the Tenant Portal

How to Submit an Online Maintenance Request

- 1. On the Tenant Portal login page, *enter* your **email address** and **password** and *click* the **LogIn** button. You are logged into the Tenant Portal.
 - o Note: Be sure to use the same email address you have on file with your property management company
- 2. *Click* the **New Maintenance Request** button
- 3. The Create a New Maintenance Request page loads, on the page:
 - 1. Enter a description of the problem and what needs to be done to fix it
 - 2. Select the **radio button** to authorize the management company to enter with their key
 - 3. *Click* the **Submit Request** button
- 2. Your maintenance request is submitted and you will be able to track the status of your request within the maintenance portion of the Tenant Portal.

How to Make a One-time Online E-Check Payment

- 1. On the Tenant Portal login page, *enter* your **email address** and **password** and *click* the **LogIn** button. You are logged into the Tenant Portal.
- o Note: Be sure to use the same email address you have on file with your property management company
- 0. *Click* the **Make a Payment** button
- 1. On the pop-up box, select E-Check and click the *Continue* button
- 2. The Make a Payment page loads, on the page:
 - 1. Enter the **amount to pay**, and *click* the **Payment Details** button
 - 2. Enter the **Bank Account** information and *click* the **Verify Payment** button
 - 3. Confirm the bank account and payment details and click the Submit button
- 2. Your payment is made and you will receive an email confirming your payment.

How to Make a One-time Online Credit Card Payment

- 1. On the Tenant Portal login page, *enter* your **email address** and **password** and *click* the **Log In** button. You are logged into the Tenant Portal.
 - Note: Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account
 - o Please note that third party fees apply if using a Credit Card/Debit Card.

- 2. *Click* the **Make a Payment** button
- 3. On the pop-up box, select Credit/Debit card and click the *Continue* button
- 4. The Make a Payment page loads, on the page:
 - 1. Enter the **amount to pay**, and click the **Payment Details** button
 - 2. Enter the Credit Card Account information and click the Verify Payment button
 - 3. Confirm the Credit Card account and payment details and click the Submit button
- 2. Your payment is made and you will receive an email confirming your payment.

How to Setup Auto Pay / Recurring Online Payments (E-Check or Credit Card)

- 1. On the Tenant Portal login page, *enter* your **email address** and **password** and *click* the **LogIn** button. You are logged into the Tenant Portal.
 - o Note: Be sure to use the same email address you have on file with your property management company
 - o Please note that third party fees apply if using a Credit Card/Debit Card.
- 2. *Click* the **Set Up Auto Pay** button
- 3. On the pop-up box, select the desired payment method, either E-Check or Credit/Debit card and click the *Continue* button
- 4. The Set Up Auto Pay page loads, on the page:
 - o Enter a name for the payment
 - o Select the Payment Amount, either a flat amount or the Outstanding Balance in Full
 - o Enter the **amount** to pay if selecting a flat amount
 - o Enter the date for first payment
 - o Enter your bank account or credit card details
 - o Click the Create Auto Pay button
 - Your auto payment is activated and will make automatic payments based upon your settings

Frequently Asked Questions

• What is required to setup and use online payments?

Online payments are either electronic checks or credit card transactions. For E-Check you need an active checking or saving accounts Routing and Account numbers to setup the service. For Credit Card you need an active credit card with an available balance to cover the charge.

- I submitted a payment and want to cancel, what do I do?
 - Please contact your bank or credit card company immediately to stop any payment.
- Once I schedule an auto payment, can I change the date the payment will submit?

No, once an auto payment is scheduled on a certain date each month, the only way to change that date is to edit the auto pay and delete it (scroll down the page), then re-create the auto pay for the correct date.

• Can I see my complete payment history once I am in the portal?

Yes, you can see a full history of all payments, both made in person and online.

Notes

• To first access to the Tenant Portal please contact us and request a Tenant Portal activation letter be sent to you if you have not already received one. We should have already sent one to you, check your spam folder before calling the office!

MOVE IN CHECKLIST

Instructions: Print out this packet, fill in and sign all applicable areas. Bring this completed packet with you when you move in. It can also be sent to NorthSteppe.NSR@Gmail.com prior to your move in.

ADDRESS	UNIT #
TENANT NAME(S)	
LEASE START DATE	
APPLICATIONS/LEASES RETURNED	
BALANCE ON THE ACCOUNT PAID	
DRIVER'S LICENSE/STATE ISSUED PHOTO ID	
RENT PAYMENT NOTICE (1)	
UTILITY NOTICE (2)	
ROOMMATE SPLIT FORM (3)	
LEAD BASED PAINT ADDENDUM (4)	
MOVE IN DAMAGE RECEIPT FORM (5)	
MOVE IN DAMAGE REPORT (Due 5 days after mo	ve in to movein.nsr@gmail.com
SMOKE DETECTOR FORM (Due 5 days after	r move in)

Move In Completed by:_____

Fax to 614-454-4166, or scan and send to northsteppe.nsr@gmail.com

DUE AT MOVE IN

ADDRESS:		

RENT PAYMENT NOTICE

Tenant(s) are encouraged to pay rental installments each month using the online tenant portal. Each tenant can pay separately, if online tenant portal is used. As a reminder rent is due on the 1st of each month regardless if it is a weekend, Holiday or tenant portal is not working. If for any reason, your tenant portal is not working, please submit a check, money order or cashier's check. Late fees are \$50 or 5% of total rental installment late fee (whichever is greater).

Rules for Check/Money Orders/Cashier's Checks:

- **1** Installment payments must be paid in full in **one single check/money order** on or before the 1st of the month, every month including Sundays and ALL holidays that are on the 1st of the month. There is no grace period. There is a \$50 or 5% (whichever is greater) payments made with multiple checks.
- 2 To ensure your rent is credited to the proper account, you must have the address, unit number, as well as primary tenant name on the face of the check. Late fees or other charges may occur should you fail to provide us with the proper information.
- **3** Please place installment payments in the drop box located at 10 E 17th Ave., just outside the Accounting office door. Do not drop them at the front desk of the leasing office. CASH PAYMENTS ARE NEVER ACCEPTED.

Direct any questions to the NorthSteppe Realty Accounting office e-mail: NSR.Billing@gmail.com

ALL ROOMMATES MUST SIGN

Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date

Fax to 614-454-4166, or scan and send to northsteppe.nsr@gmail.com

DUE AT MOVE IN

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ADDRESS:	
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UTILITY COMPANIES AND CORRESPONDING BILLS

As it indicates on my lease, I am responsible for paying certain utilities in my apartment, separately from my rent payment. (Please refer to your lease as to what your responsibilities are.)

I further understand that if these utilities are not paid, I will be responsible for any and all implications that arise should the particular utility be shut off to my apartment/house. This would include, but not limited to hookup fees, replacement of appliances (if needed), and late fees issued by NorthSteppe Realty, Inc.

I agree to have the appropriate utilities placed in the name of one of the tenants at the above address by my/our move in date. I agree that if I fail to place the appropriate utilities in one of the tenants' names by the aforementioned date, I/we will be assessed a minimum of \$50.00 late charge or 5% of the rental payment amount for each month per account in which this has not been completed.

I understand my Landlord is not responsible for any installation costs or monthly fees of the cable, phone and/or internet companies and I may select any company that will service my unit. If I choose to use a satellite provider, I understand that my Landlord will not permit a satellite to be affixed to the building. My Landlord reserves the right to remove any equipment affixed to the building.

ALL ROOMMATES MUST SIGN

Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date

AEP (electric) 800-277-2177 – <u>www.aepohio.com</u> Columbus Electric 614-645-7360 – <u>www.utilities.columbus.gov</u> Columbia Gas 800-344-4077 – <u>www.columbiagasohio.com</u>

Fax to 614-454-4166, or scan and send to northsteppe.nsr@gmail.com

DUE AT MOVE IN

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ADDRESS:	
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WHAT HAPPENS WHEN ROOMMATES SPLIT?

To live with a roommate is often a trying experience. Despite the obvious benefits of living with a roommate, the benefits frequently crumble, changing circumstances, which force roommates apart.

All roommates who have signed the lease agreement are entirely liable for any ill effects, which may follow, and the management has no obligation to terminate the lease due to a change in the circumstances. All tenants must agree to any and all changes to the lease agreement. Unless both parties do this, all parties are still held liable for the entire lease term.

- 1. If one roommate pays one portion of the rent and the other roommates pays nothing, all residents are subject to the consequences on grounds of non-payment, all residents can be reported to the credit bureau for their non-payment and all residents can be evicted.
- 2. If a new roommate desires to move into the apartment while still on the existing lease, the existing tenants must approve him and management prior to moving, along with completing any necessary paperwork and fees associated with a change.
- 3. When a roommate leaves prior to the lease term ending, the management has no obligation to refund his/her security deposits. The deposit is to stay with the apartment until completely vacated.
- 4. The security deposit agreement holds all parties liable for any and all damages, even if each resident has paid only part of the deposit.

ALL ROOMMATES MUST SIGN

Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date

Please see link to the PDF version of the Protect Your Family Pamphlet:

https://portal.hud.gov/hudportal/documents/huddoc?id=PROTECT_FAMILY_LEAD_2012.PDF

Please initial C & D on the following page.

Also sign on one of the lines for the LESSEE

Fax to 614-454-4166 or scan and send to northsteppe.nsr@gmail.com

DUE AT MOVE IN

Disclosure of Information on Lead-Based Paint and/or Lead-Based Paint Hazards

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ADDRESS:

Date

Lead Warning Statement Housing built before 1978 may contain lead-built not managed properly. Lead exposure is especially to housing, lessors must disclose the presiduelling. Lessees must also receive a federal Lessor's Disclosure	ecially harmful to ence of known le	young children and prec ead-based paint and/or le	gnant women. Before renting pre- ead-based paint hazards in the	
a) Presence of lead-based paint an	d/or lead-based	paint hazards (check (i)	or (ii) below):	
(i) Known lead-based paint	and/or lead-bas	ed paint hazards are pre	sent in the housing (explain).	
(ii)_XXX Lessor has no knowle	dge of lead-base	ed paint and/or lead-base	ed paint hazards in the housing.	
b) Records and reports available to (i) Lessor has provided the and/or lead-based paint h	lessee with all a	vailable records and rep	orts pertaining to lead-based pain elow).	ıt
(ii)XXXLessor has lead-based paint hazard Lessee's Acknowledgement (initial)	•		o lead-based paint and/or	
c) Lessee has received	copies of all info	rmation listed above.		
d)Lessee has received t	he pamphlet <i>Pro</i>	otect Your family from Le	ad in Your Home.	
Agent's Acknowledgment (initial)				
e)Agent has informed th his/her responsibility to ensure compl		essor's obligations under	42 U.S.C. 4852d and is aware of	
Certification of Accuracy				
The following parties have reviewed the informathey have provided is true and accurate.	nation above an	d certify, to the best of th	eir knowledge, that the informatio	n
Lessee	Date	Lessee	Date	
Lessee	Date	Lessee	Date	

Date

Lessor

Lessee

Fax to 614-454-4166 or scan and send to northsteppe.nsr@gmail.com

DUE AT MOVE IN

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	Move In Damage Receipt Form	ADDRESS:
Date:		

Resident(s) also hereby acknowledge receipt and explanation of the materials stated above. Resident(s) agree to send apartment inspection form (Move In Damage Report) to MoveIn.NSR@gmail.com within five days after the first tenant takes possession. In the email, we ask that you put your FULL address (including the unit) when necessary as the subject line along with your last name. We will only accept one email per unit.

Resident(s) understands that the inspection form is just a template and we welcome you to send pictures and/or detailed descriptions.

Resident(s) understand that the move in damage form is not a maintenance request form. This is just a statement of condition at the time the resident has taken possession. All maintenance requests can be submitted through the online tenant portal.

Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date

Fax to 614-454-4166 or scan and send to northsteppe.nsr@gmail.com

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ADDRESS:	

ACKNOWLEDGMENT OF SMOKE DETECTOR POLICY

The undersigned resident(s) hereby acknowledges that, as of the below date, Smoke Detectors are installed at the above address in accordance with Columbus City Code Section 2521.10 and are in good working order. The undersigned agree not to tamper with or take any batteries from any Smoke Detectors and to notify Management immediately, in writing, of any malfunction or need for maintenance of any Smoke Detector.

ALL ROOMMATES MUST SIGN

Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date
Resident	Date	Resident	Date

Kitchen	Good	Fair	Poor	Comment	Bathroom 1	Good	Fair	Poor	Comment
Oven					Med. Cabinet				
Dishwasher					Vanity				
Disposal					Toilet				
Refrigerator					Tile/Caulking				
Sink/Faucet					Shower rod				
Cabinets					Towel bar				
Countertops					Sink				
Floor					Shower/Tub				
Walls					Walls/Ceiling				
Ceiling					Lights				
Dining Room					Door(s)				
Windows					Floor				
Blinds					Mirror				
Bulbs					Linen Closet				
Floor					Bedroom 1				
Walls					Floor				
Ceiling					Walls				
Living Room					Ceiling				
Floor					Door(s)				
Walls/Ceiling					Windows				
Blinds					Blinds				
Windows					Closet				
Doors/Screens					Other				
Fireplace					Bedroom 2				
Ceiling Fans					Floor				
Outlets					Walls				
Bathroom 1					Ceiling				
Med. Cabinet					Door(s)				
Vanity					Windows				
Toilet					Blinds				
Tile/Caulking					Linen Closet				
Shower rod					Items	Yes	No	None	Other
Towel bar					Smoke detector				
Sink					Mail Box keys				
Shower/Tub					Front door keys				
Walls/Ceiling					Laundry Keys				
Bulbs					A/C window unit				
Door(s)						<u> </u>		•	•
Floor					ADDRESS				
Mirror					<u> </u>				
					PRIMARY				
					SIGNATURE:				

Due to MOVEIN.NSR@gmail.com within 5 days of possession