

Renter's Insurance



Paragraph 5 of your lease agreement states “Lessor is not responsible for any personal property on the Premises unless loss is due to Lessor’s negligence. Lessee will be responsible for and is required to insure all the Lessee’s personal property on the Premises and hereby relieves Lessor of all risk that can be insured thereunder.” This statement requires all Buckeye Real Estate residents to obtain renter’s insurance, which can easily be done through most insurance agencies that also carry home-owner’s insurance. Most renter’s insurance policies are so inexpensive, you really can’t afford NOT to have one.

Following are some features you may want to look for in a policy: “Replacement Cost Coverage” - should you have a loss due to a covered peril, your 10 year old television set will be replaced with a new one of like kind and quality. If you do not have replacement cost, the insurance company will take depreciation into account when looking into replacements. If your apartment-home has a basement, be sure to seek a policy that includes water sewer and drain coverage to those things that may be stored in a basement that could be damaged. Other valuables, such as jewelry, fine arts, computers, and waterbeds, etc. can be covered as well.

We have listed a few insurance agents in the Columbus area that would be happy to speak with you regarding your coverage options:

614-336-4438 x 15570 Shelly Holt at Liberty Mutual Shelly.Holt@LibertyMutual.com

614-899-2886 Phil Dietz at Allstate Insurance

614-764-8500 State Farm Insurance

Parking Guidelines



All Buckeye Real Estate Residents Agree and Understand:

The pass expires when your lease expires.

ONLY ONE permit will be issued, replacement permits are not available for lost or stolen passes.

It is your responsibility to ensure that your pass is properly displayed ANY TIME your vehicle is in the lot.

Lots are checked by a private tow firm and they are authorized to tow all improperly or illegally parked cars and any vehicle that does not have a pass properly displayed.

The numbered permit is for the properly registered vehicle and/or apartment unit only.

All open lot parking spaces are on a first come-first served basis, parking is NOT guaranteed.

Registered vehicles must use only one parking space. Residents may use only normal ingress and egress routes and refrain from parking on any lawn areas. Any reckless operation, such as speeding, squealing tires or brakes, throwing gravel or noisy operation of vehicle will result in loss of parking privileges, cancellation of permit rights, and immediate towing.

Parking in lots not assigned to permit will result in car being towed and loss of parking privileges.

There may or may not be snow or ice removal, at manager's discretion.

Any inoperable, unlicensed, or apparently abandoned vehicles will be removed from lot at the owner's expense. There are to be no repairs or fluid changes done to vehicles on the lot(s).

Parking is done at vehicle owner's risk.

The owner/manager is held harmless from any and all damages resulting from use of the lot.

Residents may not block exits, fire lanes, aisles, dumpsters, or other cars; doing so will result in loss of parking privileges and being towed at car owner's expense.

If your vehicle is towed, you must contact Shamrock at 882-3555, Buckeye Real Estate cannot get your car out of tow.

These guidelines have been made available to our residents to keep you informed of the correct parking procedures. Many common parking concerns may be answered by referring back to these guidelines. Should you have additional questions regarding your rights and responsibilities as a registered vehicle owner, please contact our office at 294-5511.

Paying Your Rent



Leasing Office Hours*:

Monday - Friday 9 am to 5 pm
Saturday 11 am to 3 pm
Sunday Closed

*hours subject to change due to seasonal availability.

Rent Payment Information

Please remember:

- That the term of your lease agreement is paid in twelve equal monthly installments, including your August payment.
- All rent payments must be paid via ACH using your Tenant Portal Login per your lease agreement. Our office does not accept cash!
- Any payments made in our office are subject to a \$50 processing fee.
- The monthly rent is due in advance, on, or before the first day of each month.
- All rent received after the due date shall be subject to a \$40.00 late charge plus \$1.00 per day after the 4th until paid in full.
- Any payment returned from the bank, for any reason, is subject to a \$30.00 returned check fee and any applicable late fees.

What happens if you do not pay rent on the first of the month? First, it is important to understand our policy regarding the payment of rent. Rent is due in our office on or before midnight on the first day of each month. On or about the 4th of the month you will be mailed a statement of any balance that you may have. Accounts that are not cleared up by the 10th of the month will be served with a “Notice to Leave Premises” as required under Ohio Revised Code Section 1923.04. This notice gives us the legal right to file an eviction against **all occupants** of the unit if the account has not been cleared up within three business days.

Residents that are having financial problems are urged to contact the collections department. A simple phone call might prevent the costs and embarrassment associated with an eviction. The important thing to remember is not to ignore your financial responsibilities. The sooner we know that you are having a problem, the sooner we will be able to work out an agreement that benefits both parties.

Renewal/Move Out



The staff at Buckeye Real Estate is constantly striving to make your residency with our company an enjoyable experience. We look forward to assisting you with all of your housing needs during your stay and would like to encourage you to share your suggestions with us on how we can improve our service to you. The majority of leases signed with Buckeye Real Estate are approximately a one year term, please refer to your copy of your agreement with any questions you may have regarding the dates and terms of your lease. Our campus area lease terms are handled somewhat differently than most residents might be used to. Renewal leases are signed rather early in the term near the O.S.U. area because securing housing is a priority among Columbus residents. We know it seems absurd to think about renewing your lease when you've just moved in, however, it is something that we'd like you to keep in mind as all of our residents will be contacted soon to review their renewal options.

Residents who do not plan to renew often have questions and concerns regarding their security deposit and its return. Provided that your rental account is kept current and your apartment is left in excellent condition, you should not fear deductions from your security deposit. Deductions will be made for damaged and/or dirty rooms. Any other damage to the apartment such as to walls, furniture, doors, windows, etc. will be charged to lessee at replacement or repair cost. The deduction will be taken from the total security deposit and the balance will be returned within 30 days. If the deductions exceed the security deposit, this balance must be paid within 30 days or legal action will be taken. If you disagree with your deposit deposition, please submit that request and any supporting documentation in writing within two weeks **prior to cashing the check.**

We take great pride in providing a wide variety of apartments. On the rare occasion, a resident may inquire as to what charges will be assessed for damages to their apartment-home during their residency and after they have vacated. Please refer to your "Buckeye Real Estate's Handy Book of Maintenance Tips and Household Hints" for additional information on damages and minor repairs.

After you have completely vacated your apartment and prepared it for inspection, your keys should be returned to the office. Return all of your keys on time, including the mailbox keys. Keys must be returned to Buckeye Real Estate by the ending date and time on your lease agreement. To expedite your deposit return, please be sure that complete forwarding information is returned with keys. Complete forwarding information includes: street address, apartment number, city, state, zip AND a forwarding phone number. We will return ONE deposit statement, so only one forwarding address is needed. Upon compliance with all of the above conditions, providing no damage has been done to the property, and keys are returned, the security deposit will be refunded within 30 days after termination of lease or 30 days after keys are returned, whichever is last to occur. One check will be issued in the name of all residents to one address provided at move out time.

Community Policies



Noise from Television, Radio, or Stereo

No excessive noise of any kind is allowed in halls and/or apartments. At no time shall audio/video equipment be played at excessive volume. If you are experiencing a neighbor playing loud music, please take the first step and introduce yourself, take this opportunity to inform your neighbor that their noise level is too loud. In many instances, people are unaware of how their stereos/t.v.s sound to their neighbors. If you find your neighbor uncooperative, feel free to involve your resident manager (if your building has one) or our office.

Window Treatments

Please review Paragraph 9 of the Buckeye Real Estate lease agreement which states ‘Absolutely nothing may be shown in open windows except white or pastel colored drapes, curtains or liner. No print pattern materials, newspapers, blankets, sheets, etc. may be observed from the outside.’ Blinds are permitted provided that they are of light/neutral color. Alcoholic beverage containers and political announcements are strictly prohibited.

Lockouts

Should you become locked out of your apartment during business hours, a key can be made available to you at our office. The use of a spare key for your apartment requires that you leave a valid driver’s license which you may retrieve when the key is returned. Lockouts during non-office hours will be at the rate of \$40.00 plus \$1.00 per hour after 8p.m. payable in cash at time of entry.

Lost Key Policy

Doors to individual apartments must be closed and locked at all times to ensure your security. For lost or stolen keys, a charge of \$85.00 per deadbolt, \$45 for coded deadbolt will be assessed. Keys may not be duplicated by Lessee. Mailbox keys are \$65.00.

Pets

It is important for you to understand that **no pets** of any kind are permitted at **any time!** Not Even for a Visit! Violation of this policy will result in an eviction action being filed.

Condition of Apartment

To ensure that you and your neighbors share a pleasant living experience with us, please be sure to keep your apartment in a clean condition at all times. Doing so will not only give you a nice residence to come home to, it will also keep the pest population down.

Porch, Patio and Balcony Appearance

Residents are encouraged to enjoy any porch, patio, and balcony areas that are available to them, however, we ask that these areas be kept clean and not used for personal storage. Personal belongings should be properly stored inside the apartment or any storage areas made available for that purpose. Living room furniture is not permitted to be kept on porches.

Outdoor Cooking

There’s nothing quite like a meal cooked on the grill, it’s an experience shared by anyone in ‘smelling’ distance! If you’re using a charcoal grill, be careful to fully cool the coals before tossing them in any trash receptacle (including the dumpsters). Warm coals are still able to start a fire that could easily be prevented if they’re given proper cooling time. Grills must be properly stored and not kept in the common areas of the property. Any grills left in the common areas will be discarded. Please do your part and clean up after each gathering!

Maintenance



Maintenance Office Hours:

Monday – Friday 9am to 4:30pm
Saturday & Sunday Closed

Contact Maintenance:

Telephone: 614-448-3902
Emergency: 614-448-2543

For faster service, report your maintenance requests online through your account!

Emergency Maintenance

Buckeye Real Estate offers emergency maintenance service available 24-hours a day. If you experience a life or property threatening maintenance problem, we're available to assist you. If you experience an emergency maintenance problem during regular business hours, simply call the maintenance office at 614-448-3902. If you need emergency maintenance after-hours, dial 614-448-2543 and you will be linked to our 24-hour emergency service. The operator will prompt you to leave your name, address, number where you can be reached and a detailed account of your emergency. Once your information has been recorded, our on-call maintenance personnel will be paged immediately and your maintenance emergency will be dealt with promptly. **Be advised that this service is for LIFE or PROPERTY threatening maintenance situations ONLY!**

Minor Repairs

Certain maintenance items may occur during your residency with our company that are considered 'minor repairs'. These are service requests that are generally thought to be easily taken care of and, therefore, the responsibility of the resident. Residents may choose to have the repair completed themselves, or they may contact our office to get the work completed. Such work would be then charged back to the resident. Please take a few moments to read the following guidelines to prepare yourself for these repairs.

Broken Windows- must be repaired by a professional company with a referral from our organization, or by a representative of Buckeye Real Estate to ensure that it is properly fitted and insulated.

Clogged Drains - that are caused by hair, toilet paper, feminine products, or any other miscellaneous objects are not considered normal wear and tear and therefore are the resident's responsibility. Do NOT use 'Drãno'-type products in the drains as this could lead to corrosion of the pipes. If a plunger does not work call a professional drain company, or contact our office. A hanger can sometimes clear a clog from a shower drain.

Disposals - that are jammed or broken by glass, utensils, bottle caps etc. (or are overloaded with food or improperly operated) are considered beyond normal wear and tear and charges for this repair are the responsibility of the resident. To avoid this problem, make sure that you check the disposal for any foreign objects BEFORE turning it on to prevent any damage to the unit.

Light Bulbs - are not replaced by our office during your lease term. When moving into your apartment-home, please take the time to check and make sure that all bulbs are in working condition. You may drop by our office during normal business hours to receive replacement bulbs during your first week of move in. You may also contact your resident manager. After this initial service it is your responsibility to change them for the duration of your lease.

Furnace Filters- are available at our office for your convenience. Please bring in your old filter and we will gladly provide you with a new one. Keeping your furnace filter clean will allow your heat and a/c to operate more efficiently and will prolong the life of the system.

Any other items that are directly or indirectly damaged due to resident negligence will be charged to your account, so please be careful to treat your new residence as if it were your own home. If your building has a resident manager, please utilize them to help you with minor repair questions you may have.

Utilities



Columbus Utilities Companies*

Warner Cable	481-5050
Columbia Gas	(800) 344-4077
AEP (electric)	(800) 277-2177
City Electric	645-7360
City Water	645-8270

*Please see the Utility Check Off List included in this packet to make transferring your utilities as simple as possible!

13 Easy Steps to Lower Utility Bills!

Your Electric Bill...

- Keep lights off when not in use.
- Avoid using electric space heaters -they are extremely inefficient and dangerous if not properly ventilated.
- Window air units use an excessive amount of electricity. Should you choose to purchase a window unit, be sure to buy one with a 'power saver' setting.
- To save on summer electric costs - keep the A/C set at an average temperature at all times to keep your apartment cool - turning the unit off and on takes a lot longer to cool your apartment and uses more energy. Also, keep window blinds closed during the hot, sunny, summer afternoons; doing so will limit the amount of heat brought into your apartment-home.

Your Gas Bill...

- Replace the furnace filter frequently. Proper air flow reduces gas bills and provides a more efficient heating system.
- It is estimated that you can save 3% on your heating bill for every degree you lower your thermostat in the winter. Keep it no higher than 68 degrees during the day, health permitting.
- Keep all heat registers and air return ducts clear of furniture, carpet, drapes, and excessive dust.
- Do not use the oven to heat the kitchen on a chilly day.
- Keep the door and windows closed! Allowing winter in not only loses warm air, but makes the furnace work twice as hard to heat a given area.
- Installing plastic window kits (which can be purchased at your local hardware store) greatly reduces your heating bills and helps to eliminate lost heat.

*Worried about your winter heating bills? Call your local gas company and get your personalized budget plan information!

Your Water Bill...

- Don't use your toilet as an ashtray or wastebasket. Every time the toilet is flushed, it is using five to seven gallons of water.
- Turn off the water after your toothbrush is wet. There is no need to keep water pouring down the drain while brushing your teeth. Keep a full glass of water to the side for rinsing.
- Check faucets, toilets, and pipes for any leaks. Even the smallest drip from a faucet can waste twenty or more gallons per day. Larger leaks can waste hundreds of gallons over a month.
- Keep a bottle of drinking water in the refrigerator. Running tap water to cool it off for drinking is wasteful.

Securing the Apartment



Local Police, Fire, and Ambulance Numbers

Emergency	911
Police (Non-emergency)	645-4545
Fire Department	221-3132

Thieves do not discriminate! Please do not give them any opportunity to relieve you of your belongings, especially in your vehicles. Remove all visible valuables such as CDs, tapes, spare change, etc. Please report any unusual events or persons to the rental office and your resident manager, if your building has one. If you suspect illegal activity, contact the police at 645-4545. We also appreciate it if you report any light outages in your parking lot or building (including laundries, etc.) Being a good neighbor is EVERYONE'S job!

Safety at the Door:

Remember...never open your door to a stranger. Always demand proper identification from salespeople or utility company employees. While this is generally common sense to most people, it can be easy to forget about this very important safety consideration. Keep in mind that chain locks are primarily a privacy device and should never be relied upon for maximum security. Consider installing a peephole into exterior access doors to enable you to see who is there before opening any doors.

How to be streetwise:

- Stand tall and walk confidently. Watch where you're going and what's happening around you.
- Stick to well lighted and busy streets. Walk with friends. Avoid shortcuts through dark alleys or deserted streets.
- If harassed from a car, walk quickly or run in the opposite direction to safety. If you are really scared, scream.
- NEVER hitch-hike! Accept rides only from people you know and trust.
- Don't flash your cash; carry only the money you need that day. Always have emergency change for a telephone call.
- Know your neighborhood. What hours are stores and restaurants open? Where are the police and fire stations, libraries, and schools? You might need them in an emergency.
- If you go out for a late night snack or a midnight movie, take a friend. Don't go alone. Most assaults happen to a lone victim.
- Let someone know where you are going and when you will come back. Call if you're going to be late.
- If you are driving, park your car in well-lighted places and lock it when you leave. Check for uninvited passengers in the back seat or on the floor before you get back in.
- Have your keys in hand when approaching your car. Don't wait until you get to the car to look for your keys.
- Alter your routine. Change your daily patterns and, if possible, take different routes to work or to school. Park in different locations.

When jogging or bicycling:

- Go with a friend and take familiar and well-traveled routes.
- Don't jog or bike at night.
- Try it without your stereo headphones. It's safer to remain alert to what's around and behind you.

If you are a victim of a crime:

- If someone attacks you, try not to panic. Look at the attacker carefully so you can give a good description to the police. Try to remember key things like age, race, complexion, body build, clothing, height and weight, hair, eyes, or unusual features.
- Report all crimes to the Columbus Police. For non-emergencies call 645-4545 and ask for Radio. For life-threatening emergencies call 9-1-1.
- If the attacker has a weapon and only wants your money or possessions, don't fight back. Your life and safety are more important!
- If you're harassed by a gang, go to an open store, gas station, firehouse or anywhere there are people present.