

Venice Properties

Welcome New Residents!

Purpose of move-in packet:

To help ease the move-in chaos and answer some of the most commonly asked questions that new tenants may have. **Please carefully read all information and follow all instructions.**

Requirements for move in:

- If you are allowed to move in prior to September 15th, please note that some cleaning and/or painting may not be done in your home. While we do our best to get all maintenance done prior to your move in, there may be some items that will need to be done after your move in. All you have to do is go to www.campushandyman.com and submit a maintenance request form, and they will take care of any maintenance that may need to be done. As this is our busiest time of year, we ask that you please be patient with us, as it will take longer than normal to get to your maintenance requests attended to. This is the only time of the year when maintenance is slow, as we are getting other tenants' apartments ready for move in as well. Once everyone is moved in, we will come back through and attend to all maintenance that was not completed prior to move in.
- If you are purchasing parking passes, the money will need to be collected and deposited by your group's cashier. Please email us the number of parking passes that will be needed by your group as soon as possible. We will debit your group's cashier's account when the money has been collected and deposited.
- Read and abide by the rules and regulations set by Venice Properties (included). You will be held accountable for any and all violations of these regulations.
- Call and change the gas and electric utilities over into your name (this should be done prior to move in). The phone numbers of the area utility companies are included in this packet. This is very important as there is a penalty in your lease for not switching utilities as of the date of your move-in.
- If you live on a city street that requires a permit, you must obtain a City of Columbus parking sticker. To obtain a permit, please call 645-7790.
- You are required to carry **renters insurance**. This is to protect your personal property in the event of any loss or damage. Please note that Venice Properties will not be responsible and will not reimburse you for any damage to your personal belongings for any reason, this is why you need to carry renters insurance. If you have a water bed, a separate water bed addendum needs to be signed as well as proof of renters insurance with water bed coverage. Please be sure to talk with your parents and insurance agent to make sure you are properly insured. In some cases, you may still be covered under your parent's homeowner's policy.
- Please locate the water shut off valves for sinks, toilets, hot water tank and the main shut off valve for the home, this may help prevent any major damage to your belongings if a water leak or broken pipe occurs. They are labeled with red, blue, or yellow tags depending on the type of shut off.
- Learn how to light the pilot on your stove or hot water tank, if applicable.
- Locate the reset button underneath the garbage disposal; this is sometimes why the garbage disposal is not working.

Once again, welcome and thank you for choosing Venice Properties for your housing needs. We strongly encourage all of our residents to read through the enclosed information and email any questions to info@veniceprops.com

Venice Properties
PO Box 938
Powell, Ohio 43065
www.veniceprops.com info@veniceprops.com

Important Information

Maintenance

Maintenance requests must be submitted by way of a maintenance request form by going to www.campushandyman.com

*Please note this is for maintenance only, for security breaches or serious illness, please call 911 and calmly give the dispatcher your name and address.

Rent Payment Information

PLEASE NOTE RENT IS DUE ON THE 1ST OF EACH MONTH AND IS PAID VIA ACH DEBIT

- Your lease agreement is paid in twelve equal monthly payments including September. Since we debit on the 1st, you must have the money deposited into the cashiers account a few days ahead of time. We recommend that you give your group cashier your portion of the rent by the 25th so it has time to clear.
- All rent received after the first of the month is subject to late fees and a recurring daily charge as per your lease agreement until paid **in full**.
- If there are multiple residents in the unit, the rent **MUST** be paid in the form of one (1) ACH Debit, multiple payments are subject to late fees according to your lease.
- Any debit returned from the bank, regardless of reason, is subject to a bounced debit fee, and any late payment fees as per your lease agreement.

What happens if my group can not pay rent in full by the first of the month?

It is important that you understand our policy at Venice Properties. If you do not have your rent payment in full by the first of the month, you will be assessed a late fee. In addition, for each day thereafter that you do not have your full rent payment, we will charge you a daily fee until your account is paid IN FULL (as per your lease agreement). If you simply do not pay your rent, you will be subject to eviction and collection proceedings. However, one simple email **one week** before the 1st can alleviate many of these problems. If for any reason you are going to be late with your rent, you should email us and tell us how much will be available on the 1st and when the balance (including late fees) will be available. **Always deposit whatever you have before the 1st (on time)** into the cashier's account. Residents that are having financial problems are urged to email us immediately, the sooner we know there is a problem, the sooner we will be able to work out an agreement that benefits everyone. While you will be subject to all applicable fees, you will not be subject to eviction and collection proceedings which will ruin your credit along with your co-signers. **The important thing is not to ignore your financial responsibilities.**

NOTE: It's better pay what you have then to pay nothing at all, or to have a debit bounce and cause more work and fees for all of us.

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Community Policies

Noise from Television, Radio or Stereo

There is to be no excessive noise of any kind allowed in between hallways, in apartments, houses and/or your surrounding property. At no time should audio/video equipment be played at excessive volumes. If you have a neighbor who is being excessively loud, please introduce yourself and kindly let them know that their noise level is too loud. Many times people are not aware of how loud their TV's or stereos are. If this doesn't work, please call the local police at 614-645-4545. You are not to call Venice Properties for noise disputes; we are not the police and cannot help you in this situation.

Lockouts

Lock outs are not considered maintenance; you should call a locksmith at your own cost. Any acts of vandalism from tenants as a result of a lockout will be subject to a \$200 fine as well as the cost of repair. You should leave a copy of your key with someone else that you trust or hide one discretely somewhere outside of your home in the event that you lock yourself out or lose your key.

Condition of Residence

To ensure that you and your neighbors have a pleasant living experience with us, your residence must be clean at all times. This especially pertains to food and garbage which attract roaches, ants, and rats. If you do not keep your residence in a sanitary manner, you will be responsible for cleaning costs, extermination costs, and possibly legal action.

Porch, Roof and Balcony

Residents are encouraged to enjoy any patio or balcony area available to them, however we ask that these areas be kept clean and not used for personal storage. **Living room furniture is not permitted to be kept on porches per Columbus city ordinance; many fires have started because of furniture on porches.** The city will fine you \$75.00 for having couches on your front porch or balcony. There is never to be anyone on the roof at anytime.

Outdoor Cooking

The use of charcoal and gas grills are strictly prohibited, this is for your safety and the safety of our home.

Lawn Maintenance

Please make sure your outside yard is clear of paper, bottles, and other debris. We understand that the tenants are not always responsible for the debris in their yard, but it is still your responsibility to clean up this debris. If there is debris in your yard it may hinder our ability to keep your lawn mowed. Any excessive debris that we clean up from your property will be billed to you at your expense.

Large House Parties

Large house parties or having more than 10 people that are not on the lease in your home at one time is a direct violation of your lease. Large parties will not be tolerated and are subject to eviction proceedings.

Tenant Responsibilities

Certain maintenance problems may occur during your residency that are not considered normal wear and tear. Please review your lease and our policies regarding general maintenance procedures. The following work will be charged back to you if it occurs:

Broken Windows/Doors – If a window or door is broken by the residents, then you will be charged for the installation of the new door or window. If the door or window is broken by an act of vandalism, then a copy of the police report must be mailed into the office at which time the determination of responsibility will then be assessed.

Clogged Drains/Garbage Disposals – If a drain or disposal is clogged from such items as hair, feminine products, toilet paper, baby wipes, glass, utensils, cigarette butts or any other miscellaneous objects, we will NOT consider it as “normal wear and tear” and therefore it will be the responsibility of the resident. We will take care of such issues; however, we will charge it back to your account per your lease. To avoid this problem, make sure that nothing goes down the drain except water, make sure the disposal is clear of any objects before turning it on. Garbage disposals are only meant to grind small pieces of food, no bones, and should only be used for such. You should run the water for 10 seconds before and after turning on the disposal.

Water Beds-- If you or anyone who lives in your apartment has a water bed, you need to sign a waterbed addendum as well as carry renters insurance that has waterbed coverage. If any damage occurs due to waterbeds without appropriate insurance coverage, tenant will be responsible for all damages.

*Any other items that are directly or indirectly damaged due to resident neglect will be charged to your account, so be sure to treat your new home as if it were your own.

Phone Numbers and Email Addresses-We need you and your co-signers current phone number and E-mail addresses at all times, please provide us with this information as soon as possible if it ever changes so that we may contact you if needed.

Smoke Detectors--You are required to test all smoke detectors once a month as well as making sure that the batteries are not low. You are required to notify us if any smoke detector is not working or the batteries are low.

Good things to buy for your home—Plungers, batteries for smoke detectors, fire extinguisher, flashlights

Utilities

How Do I Lower My Utility Bills?

Electric

- Keep lights off when not in use.
- Don't use space heaters, as they are inefficient and can be very dangerous if not properly ventilated.
- In the summer months you can save by keeping the A/C set on an average temperature to keep your apartment cool. Turning the unit off and on takes longer to cool and uses a lot more energy. Also, keep your blinds closed during the hot, sunny days, as it will limit the amount of heat let into your apartment.

Gas

- It is estimated that you can save 3% on your heating bill for every degree you lower your thermostat. 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.
- Keep doors and windows shut!! An open window makes the furnace work twice as hard to heat a given area.
- Installing plastic window kits greatly reduces your heating bills and helps to eliminate lost heat.

Water

- Don't use your toilet as an ashtray or wastebasket, because every time you flush it uses five to seven gallons of water.
- Turn off the water after your toothbrush is wet while you are brushing. This can save you immensely over a month's time.
- **Check faucets and toilets for leaks as even the smallest drip can waste twenty of more gallons a day.**

Remember that it is imperative that you change ALL utilities over to your name. If the office receives any bills, you will be subject to a \$75 utility fee as well as any charges that have been due since your move in date.

Columbia Gas

800-344-4077

AEP (electric)

800-277-2177

City Electric

614-645-7360

***Electric and gas must be established the day of your move in.**

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Safety Information

Emergency: **911**

Police: 614-645-4545

Fire: 614-221-2345

No matter what, you can become a victim of crime, criminals do not discriminate. Please do not allow them the opportunity to take your belongings, especially in your vehicles. Do not leave anything of value in your home in plain sight from the exterior, always close your blinds and lock the doors. Remove all visible valuables such as CD's, cell phones, books, and even loose change. Also, make sure you hide cigarette lighter adapters and replace the cigarette lighter, as these are both signs of valuables somewhere in your vehicle. If you suspect illegal activity, please call the police at 645-4545. We also would appreciate you letting us know of any exterior lights that are out, especially in parking lots.

There are a few times when break ins seem to be more likely to occur: Spring Break, Christmas Break, Thanksgiving and Easter Break, Month of September. There are many reasons that these are more likely times for break ins to occur so please make sure that you are always diligent with respect to your car and home.

Safety at the Door

Remember: **never open your door to a stranger.** Always demand to see proper identification from all sales people or utility workers. Make sure you look to see who it is at the door **before** opening it. While this may sound like common sense, it is very easily overlooked.

Be Smart:

- Stand tall and walk confidently. Always look where you are going and be aware of your surroundings.
- Stick to well lighted and busy streets. Walk with friends and avoid shortcuts through dark alleys or deserted streets.
- If harassed from a car, walk quickly or run for help.
- Don't flash large any amount of money. Only carry the money that you need for the day and always have change for a pay phone.
- Let someone know where you are going and when you will be back, and call if you are going to be late.
- Have your keys in hand when approaching your car. Don't risk fumbling around in your pocket or purse looking for your keys.
- Alter your routine. Change your daily patterns if possible. Take different routes to work or school. Even parking in different places can keep you from being victimized.
- Secure all valuables and packages in your vehicle's trunk or on your person. Cell phones and CD's are high theft items and they can be sold easily. Anything left in your car in plain view can be turned into cash by a thief.
- Install a mechanical locking device, commonly called a club, collar or j-bar, that locks to the steering wheel, column or brake. These devices aren't fool proof, but often the thief will look for an easier target.
- Park in well lighted areas
- Always roll up your windows and lock your doors

When Jogging or Biking

- Go with a friend and take a familiar route.
- Try it without your headphones, as it is safer to remain alert of your surroundings.
- Don't jog or bike at night, and never alone.

If You Are a Victim of Crime

- If someone attacks you, try not to panic. Look at the attacker carefully so you can give the police a good description. Try to remember the important characteristics like: age, race, build, clothing, height, weight, hair, eyes, and any unusual features.
- Report all crimes to the Columbus Police 614-645-4545.
- If the attacker had a weapon and only wants money or possessions, don't fight back. Your money can be replaced...your life cannot.
- If a gang of people is harassing you, make your way to an open store, gas station, or any well-lit place with lots of people.
- Finally, NEVER GIVE MONEY TO THE HOMELESS. As charitable as it may sound, many times they will wait until you get your wallet or purse out, and they will attempt to rob you.

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