

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.
 - o 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.
 - Note: Be sure to use the same email address you have on file with your property management company
 - 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:
 - *Enter* a **name** for the payment
 - *Select* the Payment Amount, either a flat amount or the Outstanding Balance in Full
 - *Enter* the **amount** to pay if selecting a flat amount
 - *Enter* the **date** for first payment
 - *Enter* your **bank account or credit card** details
 - *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 move in to movein.nsr@gmail.com)

SMOKE DETECTOR FORM (Due 5 days after move in)

Move In Completed by: _____

DUE AT MOVE IN

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ADDRESS:

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 – www.aepohio.com
Columbus Electric 614-645-7360 – www.utilities.columbus.gov
Columbia Gas 800-344-4077 – www.columbiagasohio.com**

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

DUE AT MOVE IN

4

ADDRESS: _____

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

Lead Warning Statement

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, lessors must disclose the presence of known lead-based paint and/or lead-based paint hazards in the dwelling. Lessees must also receive a federally approved pamphlet on lead poisoning prevention.

Lessor's Disclosure

a) Presence of lead-based paint and/or lead-based paint hazards (check (i) or (ii) below):

(i) _____ Known lead-based paint and/or lead-based paint hazards are present in the housing (explain).

(ii) XXX Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.

b) Records and reports available to the lessor (check (i) or (ii) below):

(i) _____ Lessor has provided the lessee with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing (list documents below).

(ii) XXX Lessor has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.

Lessee's Acknowledgement (initial)

c) _____ Lessee has received copies of all information listed above.

d) _____ Lessee has received the pamphlet *Protect Your family from Lead in Your Home*.

Agent's Acknowledgment (initial)

e) _____ Agent has informed the lessor of the lessor's obligations under 42 U.S.C. 4852d and is aware of his/her responsibility to ensure compliance.

Certification of Accuracy

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information they have provided is true and accurate.

_____	_____	_____	_____
Lessee	Date	Lessee	Date
_____	_____	_____	_____
Lessee	Date	Lessee	Date
_____	_____	_____	_____
Lessee	Date	Lessor	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)					ADDRESS				
Floor									
Mirror									
					PRIMARY SIGNATURE:				

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