

## 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.

To get your keys for move in, you **MUST** have the following:

- All deposits and rent payments must be paid in full, the tenant ledger must have a zero balance
- All leases must be signed by tenant & guarantor page completed with guarantor signing in front of a notary
- The move-in packet filled out and signed completely by all the tenants
  - **Pages due 5 days prior to move in:** Rent Payment Notice, Utility Notice, What Happens When Roommates Split, Lead Based Paint Disclosure, (don't forget the initials where indicated on C & D), Parking Notice, Renter's Insurance Notice, Move In Receipt Form, Photo ID for each tenant (State Issued ID with photo or Passport)
  - Smoke Detector Policy can be returned 5 days after move in. It is to be emailed in 5 days after possession to [MOVEIN.NSR@GMAIL.COM](mailto:MOVEIN.NSR@GMAIL.COM)
  - Move In Damage Report is to be emailed in 5 days after possession to [MOVEIN.NSR@GMAIL.COM](mailto:MOVEIN.NSR@GMAIL.COM)
- Keys can be picked up on your lease start date (when your term begins on your lease).

**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 to be paid on the online tenant portal prior to picking up keys.**

Important Numbers and Emails:

- Leasing Questions: 614-299-4110 ext 1, or [northsteppe.nsr@gmail.com](mailto:northsteppe.nsr@gmail.com)
- Rent Questions: 614-299-4110 ext 314 or [NSR.Billing@gmail.com](mailto:NSR.Billing@gmail.com)
- Utility Questions: 614-299-4110 ext 310 or [utilities.nsr@gmail.com](mailto: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, and contact phone number.

Our best regards,

*NorthSteppe Realty, Inc.*

### How to Access the Tenant Portal

1. *Click* the **link** provided in the Tenant Portal Activation letter you receive
  - o Note: Be sure to save the link as a bookmark in your browser for fast easy access in the future
  - o If you are not sure if you have received the tenant portal activation, check you spam folder first!
2. On the Tenant Portal login page, *enter* your **email address** and **password** and *click* the **Log In** button.
  - 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
3. 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
  4. 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
2. *Click* the **Make a Payment** button
3. On the pop-up box, select E-Check and click the *Continue* button
4. The Make a Payment page loads, on the page:
  - o *Enter* the **amount to pay**, and *click* the **Payment Details** button
  - o *Enter* the **Bank Account** information and *click* the **Verify Payment** button
  - o *Confirm* the **bank account and payment details** and *click* the **Submit** button
5. 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:
  - o *Enter* the **amount to pay**, and *click* the **Payment Details** button
  - o *Enter* the **Credit Card Account** information and *click* the **Verify Payment** button
  - o *Confirm* the **Credit Card account and payment details** and *click* the **Submit** button
5. 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**
  - o Click the **Create Auto Pay** button
- Your auto payment is activated and will make automatic payments based upon your settings

### How to Setup PaySlip Payments

1. Contact the accounting office at nsr.billing@gmail.com to receive your unique and reusable PaySlip. We can print/email it to you or you can access it through your online portal.
2. Locate the most convenient participating location near you (participating locations include 7-Eleven, CVS, Ace Cash Express, or Casey's General Store) <http://home.paynearme.com/all-locations>
3. Take your PaySlip and your cash to 7-Eleven, CVS, Ace Cash Express, or Casey's General Store and present them to the clerk.
  1. **Please Note:**
    1. You will receive a receipt with a confirmation number from the cashier as proof of your payment. An email or text confirmation will also be sent. If we do not have your email or mobile number, please contact the accounting office at nsr.billing@gmail.com
    2. The same PaySlip can be used every month to pay rent.
    3. There is a \$3.99 processing fee for each transaction up to \$2,000 (\$1,500 for 7-Eleven). You can make multiple payments if needed. The \$3.99 processing fee applies to each transaction completed.

### 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 through the payment tab under **view full tenant ledger**.

### 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. Please return this move in packet 5 days before your lease start date. It should be emailed to [NorthSteppe.NSR@Gmail.com](mailto:NorthSteppe.NSR@Gmail.com)

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 NOTICE (3)** \_\_\_\_\_

**LEAD BASED PAINT DISCLOSURE (4)** \_\_\_\_\_

**PARKING NOTICE (5)** \_\_\_\_\_

**RENTER'S INSURANCE NOTICE (6)** \_\_\_\_\_

**MOVE IN DAMAGE RECEIPT (7)** \_\_\_\_\_

**SMOKE DETECTOR POLICY (8) (Due 5 days after move in to [movein.nsr@gmail.com](mailto:movein.nsr@gmail.com))**

**MOVE IN DAMAGE REPORT (Due 5 days after move in to [movein.nsr@gmail.com](mailto:movein.nsr@gmail.com))**

Move In Completed by: \_\_\_\_\_

Scan and send to northsteppe.nsr@gmail.com

DUE AT 5 DAYS BEFORE THE LEASE START DATE

1

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 pay via PaySlip. **There is no grace period. Late fees are \$50 or 5% of total rental installment late fee (WHICHEVER IS GREATER).**

**You have three options pay:**

- 1. **eCheck:** Enter your routing and account numbers in your secure Online Portal to pay rent or any other charge directly from your checking or savings account. This option is free to use.
- 2. **Credit or Debit Card:** Use your debit or credit card to pay your rent through the secure Online Portal. (An online convenience fee applies and is based on your monthly rent charges.)
- 3. **PaySlip:** The accounting office (nsr.billing@gmail.com) can email or mail Payslip to you. (No need to pay rent with money orders or cashier's checks!). You can also download the PaySlip on your online tenant portal. There is a \$3.99 processing fee for each transaction up to \$2,000 (\$1,500 for 7-Eleven). You can make multiple payments if needed. The \$3.99 processing fee applies to each transaction completed.

Direct questions to the NorthSteppe Realty Accounting office: [NSR.Billing@gmail.com](mailto:NSR.Billing@gmail.com)

**ALL TENANTS MUST SIGN**

_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date

Scan and send to northsteppe.nsr@gmail.com

DUE AT 5 DAYS BEFORE THE LEASE START DATE

2

ADDRESS:

**UTILITY COMPANIES AND CORRESPONDING BILLS NOTICE**

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 all implications that arise should the 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 Management 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 Management will not permit a satellite to be affixed to the building. Management reserves the right to remove any equipment affixed to the building.

***ALL TENANTS MUST SIGN***

_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
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Tenant	Date	Tenant	Date
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Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date

**Electric - American Electric Power (AEP) 800-277-2177 – [www.aepohio.com](http://www.aepohio.com)  
Electric City of Columbus Electric 614-645-7360 – [www.utilities.columbus.gov](http://www.utilities.columbus.gov)  
Gas - Columbia Gas 800-344-4077 – [www.columbiagasohio.com](http://www.columbiagasohio.com)  
Cable/Internet - Spectrum - NorthSteppe Realty Sales Specialist - Paul 380-235-1963**

Scan and send to northsteppe.nsr@gmail.com

DUE 5 DAYS BEFORE THE LEASE START DATE

3

ADDRESS:

**ROOMMATES SPLIT NOTICE**

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 tenants are subject to the consequences on grounds of non-payment, all tenants can be reported to the credit bureau for their non-payment and all tenants 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 them 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 their security deposits. The deposit is to stay with the apartment until completely vacated.
4. Any changes to the lease are at the sole discretion of management. Management reserves the right to deny any changes from taking place. Management also reserves the right to not accept lease changes during high volume times.
5. The security deposit agreement holds all parties liable for all damages, even if each tenant has paid only part of the deposit.

***ALL TENANTS MUST SIGN***

_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	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](https://portal.hud.gov/hudportal/documents/huddoc?id=PROTECT_FAMILY_LEAD_2012.PDF)

Please have all tenants put their initials on items C & D  
on the following page.

Also sign on one of the lines for the LESSEE



DUE 5 DAYS BEFORE THE LEASE START DATE

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	Lessee	Date
_____	_____	_____	_____
Lessee	Date	Lessee	Date

Scan and send to [northsteppe.nsr@gmail.com](mailto:northsteppe.nsr@gmail.com)

DUE 5 DAYS BEFORE THE LEASE START DATE

5

ADDRESS:

**PARKING NOTICE**

Tenant(s) hereby acknowledge that any vehicle that park in Management’s parking lots require a current parking pass properly displayed in the window of the vehicle.

There is no temporary parking option, guest parking or replacement parking pass option. If Tenant chooses to renew, it is the responsibility of the Tenant to obtain a new parking pass for the next leasing term should the tenant want to continue to park in the lot. Management reserves the right to revoke any parking pass.

Parking in yards or on grass surfaces is a violation of City Code. Any violation of the above may cause your automobile to be removed at Tenant’s expense. Parking is not granted as a part of the leased Premise, but rather as a courtesy.

The parking lot, at Management’s option, shall be operated on a basis subject to unauthorized cars being towed by a private towing and storage company. Cars of persons who have violated any parking rule or any terms of the lease agreement will be towed regardless of whether a valid pass is properly displayed.

If for any reason Tenant transfers vehicles during the period of the lease, it is the responsibility of the Tenant to retrieve the sticker and notify the office of the change.

All vehicles 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, sidewalks, dumpsters, or other cars.

***ALL TENANTS MUST SIGN***

_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
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Tenant	Date	Tenant	Date
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Tenant	Date	Tenant	Date
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Tenant	Date	Tenant	Date

Scan and send to [northsteppe.nsr@gmail.com](mailto:northsteppe.nsr@gmail.com)

DUE 5 DAYS BEFORE THE LEASE START DATE

6

ADDRESS:

**RENTER'S INSURANCE NOTICE**

Tenant(s) understands that the Lease requires each tenant to carry Renter's Insurance (HO-4 or greater) and Tenant Premises and Legal Liability Insurance acceptable to Management (minimum \$100,000 per occurrence), listing Management as an additional insured. Tenant shall provide a copy of the policy and/or certificate of insurance to Management at or before occupancy.

Tenant(s) are to submit proof of insurance through the AppFolio online tenant portal at or before occupancy.

***ALL TENANTS MUST SIGN***

_____ Tenant	_____ Date	_____ Tenant	_____ Date
_____ Tenant	_____ Date	_____ Tenant	_____ Date
_____ Tenant	_____ Date	_____ Tenant	_____ Date
_____ Tenant	_____ Date	_____ Tenant	_____ Date
_____ Tenant	_____ Date	_____ Tenant	_____ Date

Scan and send to [northsteppe.nsr@gmail.com](mailto:northsteppe.nsr@gmail.com)

DUE 5 DAYS BEFORE THE LEASE START DATE

7

ADDRESS:

**MOVE IN DAMAGE RECEIPT**

Tenant(s) also hereby acknowledge receipt and explanation of the materials stated above. Tenant(s) agree to send apartment inspection form (Move In Damage Report) to [MoveIn.NSR@gmail.com](mailto: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.

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

Tenant(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 Tenant has taken possession. All maintenance requests can be submitted through the online tenant portal.

**ALL TENANTS MUST SIGN**

_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date

Scan and send to [northsteppe.nsr@gmail.com](mailto:northsteppe.nsr@gmail.com)

DUE 5 DAYS AFTER 1<sup>ST</sup> TENANT PICKS UP KEYS

8

ADDRESS:

**ACKNOWLEDGMENT OF SMOKE DETECTOR POLICY**

The undersigned tenant(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 TENANTS MUST SIGN***

_____	_____	_____	_____
Tenant	Date	Tenant	Date
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Tenant	Date	Tenant	Date
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Tenant	Date	Tenant	Date
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Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	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				
<b>Dining Room</b>					Door(s)				
Windows					Floor				
Blinds					Mirror				
Bulbs					Linen Closet				
Floor					<b>Bedroom 1</b>				
Walls					Floor				
Ceiling					Walls				
<b>Living Room</b>					Ceiling				
Floor					Door(s)				
Walls/Ceiling					Windows				
Blinds					Blinds				
Windows					Closet				
Doors/Screens					Other				
Fireplace					<b>Bedroom 2</b>				
Ceiling Fans					Floor				
Outlets					Walls				
<b>Bathroom 1</b>					Ceiling				
Med. Cabinet					Door(s)				
Vanity					Windows				
Toilet					Blinds				
Tile/Caulking					Linen Closet				
Shower rod					<b>Items</b>	<b>Yes</b>	<b>No</b>	<b>None</b>	<b>Other</b>
Towel bar					Smoke detector				
Sink					Mail Box keys				
Shower/Tub					Front door keys				
Walls/Ceiling					Laundry Keys				
Bulbs					A/C window unit				
Door(s)					<b>ADDRESS</b>				
Floor									
Mirror									
					<b>PRIMARY SIGNATURE:</b>				

**Due to MOVEIN.NSR@gmail.com DUE WITHIN 5 DAYS OF 1ST TENANT PICKING UP KEYS**

This form will not be taken in the leasing office. It must be emailed to the email above.