

INFORMATION FOR YOUR NEW LEASE



OCP

Off Campus Philly

Welcome to your new home!

We are looking forward to having you move in for your upcoming lease. It is important to remember when you move in, you can and should expect everything to be in working condition, this means all appliances, fixtures, HVAC units (if applicable) and doors should be operational. If they are not operational you should put a work order in immediately (directions included).

If something is not functioning properly at move in, we assure you it was an oversight and we will work to fix it. Often times there are damages that previous tenants have not reported which we are not aware exist.

At Off Camus Philly it is our goal to have a respectful and kind relationship with all of our tenants! We want you to love your place and be happy with the condition at move in.

However, it is also important to remember that these are not all new units. You might find minor signs of wear and tear such as floor scuffs, minor dents to appliances, and other minimal signs of usage that do not impact the habitability of the unit. We ask that when you find these minor damages you document all of them on the tenant landlord checklist attached at the end of this packet. It is important you submit any wear and tear damages within 30 days of move in so we have a record at move out.

Looking forward to a great year!



Who do I contact?

I have a question about my lease.

I have a question about move out.

I'm having trouble paying my rent.

Danielle
Leasing@offcampusphilly.com
email is best!

I have a maintenance issue.

Maintenance
repairs@offcampusphilly.com
(please put a work order in first)

Move In Protocol

When you and your group move in we ask you take a look around and fill out the attached landlord tenant checklist.

If there are any issues i.e. lights out, door issues etc we ask you make ONE initial list of move in issues and email Danielle at Leasing@offcampusphilly.com.

After this initial move in email we ask any maintenance issues are reported by submitting a work order through your tenant portal.

Trash

Trash day is every Monday if you live on 16th, 17th, Diamond, Willington, Sydenham, Montgomery, Cecil B Moore, Fontain, Page or Norris St. You may place your trash out after 7pm on Sunday evening. If you live on Gratz Street your trash day is on Wednesday. You may place your trash out after 7pm on Tuesday evening.

Trash must stay in your unit until designated trash collection times.

Because of theft to garbage cans, many tenants opt to put bags straight out on the curb. If you are going to do this, we highly encourage you to use contractor bags that are heavier and larger than regular trash bags. You can purchase these at the hardware store on Cecil B Moore or any Home Depot type establishment. The strength of these bags will deter animals and birds from ripping through the trash that could result in a costly pest problem in your unit that you would ultimately be responsible for. So a good way to prevent this from happening is to use contractor bags. Do NOT use white kitchen bags as they are EXTREMELY problematic.

After the trash is removed and you come home from class, make sure you pick up any litter left on the sidewalk from your trash with a dust pan and brush if you have one. The city will fine you for litter in front of your apartment. Our maintenance team will help as much as they can but it is your responsibility to periodically check the front of your home for litter and remove so you do not get a fine. If you put your trash out too early you will



also receive a \$75 fine by the city. If you do not pay any of these fines when issued, it will go to the landlord and you will each be charged evenly in your tenant portal. So please take the time to tend to your apartments trash removal accordingly.

Utilities

Under no circumstance is the owner ever responsible for any of the tenants utility bills. Water bills are sent to us every month for usage from the month before. In the interest of convenience, we charge an equal amount in all your portals that will stay consistent every month, based on an average water bill we typically receive from that unit. At the end of the lease, any credits or additional charges based on the actual bills may apply. Copies of the water bills can be emailed to you upon request.

Repairs

All maintenance requests **MUST** be made through your tenant portal!!! This helps us keep a solid record of issues and facilitates their prompt repair. We will respond to your issue through the portal and you will be notified of the progress. Please do not text or call in your issue unless the repair is an emergency situation, you need further instruction, or you are not getting a proper response. In those cases, you may text leasing at 215.550.3815. But please follow up with a maintenance request through the portal. Instructions on how to submit a work order through the portal are included in this packet.



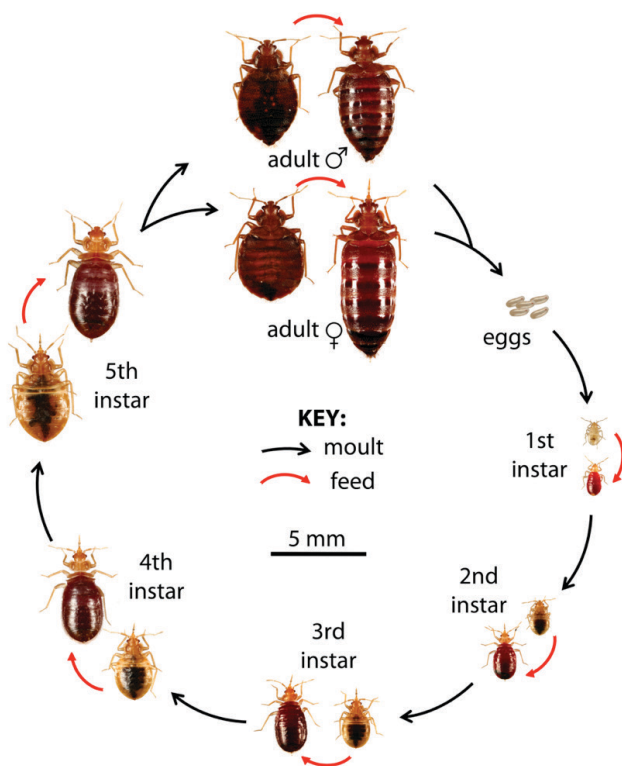
If the repairs that need to be made are a result of tenant neglect or misuse, a charge will appear in your tenant portal for the cost of the repair. If no one takes responsibility, it will be charged evenly to all tenants. Appliance repairs are subject to maintenance's assessment. Any appliance repairs that the repair company deems to fall under any other category other than normal wear and tear will also appear as a charge in your tenant portal. So please treat your apartments appliances with care.

Pests

After 60 days from the beginning of your first lease, you may be responsible for any pest issues that arise in your unit.



Bed Bugs



If you suspect bedbugs you **MUST** notify management immediately. Bedbug bites will appear on your arms, legs or any exposed area as you sleep. If you are waking up with bites or welts, you **MUST NOTIFY MANAGEMENT**. Do not attempt to exterminate yourself. Management reserves the right to handle the organization of all bed bug treatments.

Any bed bug issues left unreported by tenants and left to spread through the entire building will be subject to legal action by the landlord.

You must notify management at the first suspicion of bed bugs.

Lock Outs

If you are locked out of your apartment, please contact a roommate FIRST. If no one is available, please contact management. If it is off hours we will attempt to send someone within 4 hours. We ask you pay \$50 cash on the spot to the person who lets you re-enter. If you do not have \$50 cash a \$75 charge will be put in your tenant portal. If we can not send someone, you will need to contact a locksmith to let you in at your expense. Some local companies you can call are:

Locksmith INC 215 606 6021

Total Security 215 558 5483

We are listing these numbers as a convenience - not to vouch for any of their services.

Fire Safety

The fire extinguishers in your unit are tagged and inspected. If a fire extinguisher is set off between inspections you must notify us immediately so we can have them refilled.

Your smoke detectors have been inspected and are functioning. When you hear a beep you must change the battery. If you can not change the battery yourself, place w work order and we will send someone out to help. You are not to remove the smoke detectors under any circumstance. If a smoke detector needs a battery in the buildings hallway , you must notify management as soon as possible so we can change.



Light Bulbs

If a light bulb is out in the common area (hallways in apartment buildings, laundry rooms in apartment buildings) please put in a work order in to have it replaced. Any light bulbs out in individual apartments or houses are the tenant's responsibility. If you cannot reach a bulb, also put in a work order and we will send maintenance over to help you change it, but tenant must provide lightbulbs and leave out for maintenance.



Water Filters

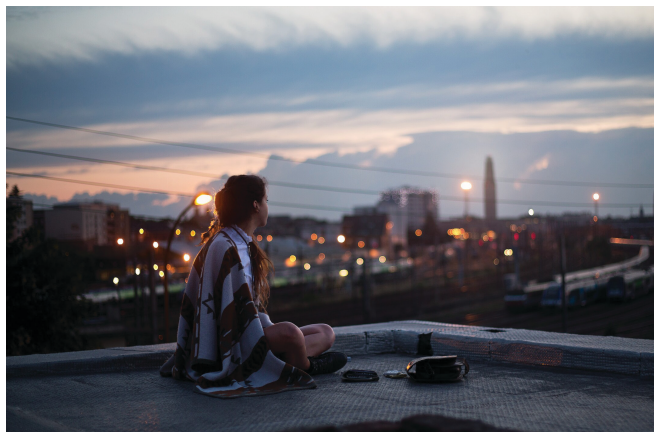
All tenants are responsible for purchasing and replacing water filters on their refrigerator. If Water filter must be changed within for 3 months of lease owner will reimburse cost. If you need help changing put a work order in once new filter arrives.

Ordering a water filter is as easy as putting serial number of your refrigerator and water filter in amazon to find your specific model.



Roof Access

Unless the property has a designated roof deck, tenant access to the roof is strictly prohibited. This is a serious danger to you and other tenants in addition to causing leaks and damage to the roof. If at any time management finds evidence that tenants have been on the roof, the lease is considered broken.



HVAC System



To ensure proper airflow into your HVAC unit, do not store anything in the closet or area where your HVAC unit is kept. This will not only prevent the unit from working correctly but it will make the unit work too hard resulting in the unit breaking, leaving you without heat or AC until the unit is fixed. So please be diligent in making sure nothing is obstructing the unit.

Another way of making sure your unit is not working too hard is to make sure that the windows are covered. We do not winterize the apartments for you, but shrink-wrapping your windows for the winter and putting up a heavy curtain will help lower your electricity bill by cutting down on heat escaping or drafts.

Renter's Insurance

According to your lease, renter's insurance is **REQUIRED**. This is an inexpensive way to assure that your belongings are safe in the unfortunate event of theft, leaks, or other maintenance issues. So please provide us with proof of your renters insurance as soon as possible and protect your belongings.

How to Make Requests Through the Tenant Portal

The DoorLoop Requests tab is where you can make Tenant Requests and also view the status of previous requests.

Creating a New Request

Log on to your DoorLoop Tenant Portal. There are two ways you can create Requests.

- 1) The first is directly from the Tenant Portal home screen. You'll see a box on the right that reads, Request, with a button marked **New Request**. Just tap that button to begin.
- 2) The second method is to do it from the Requests tab on the top menu and when you're on the page, click the green button labeled **New Request**.

Enter additional information in the fields provided.

Click Save when you're done.

The work orders you submit will be left opened on our system until you yourself comment that it is finished and has been attended to adequately. We may also follow up with a phone call. Then we will close it out as complete.

If you have any trouble using the tenant portals or need to speak with us directly you still may always call or email us at management@offcampusphilly.com.



Rent Payment

Off Campus Philly accepts payment in 3 ways;

- 1) E-check through the online portal (instructions on the next page).
- 2) Check mailed to Off Campus Philly
P.O. Box 29604, Philadelphia, PA 19144 and check made out to the name on the first line of your lease. Do NOT make checks out to Off Campus Philly.
- 3) You can drop check or money order at our drop box at 1856 N 16th St. Box is located between 1856 and 1858 N 16th at street level. (Pictured below).



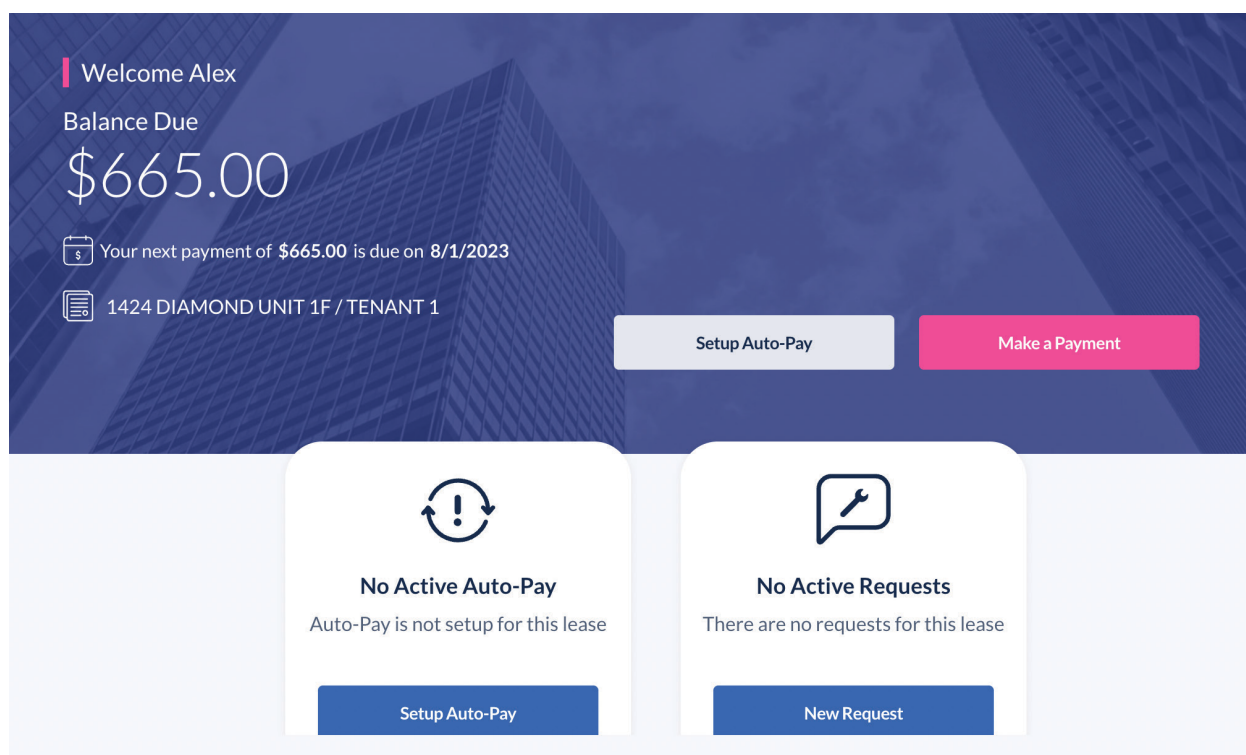
Instructions for paying online

Very Important Please Read

DoorLoop is our property management software. Each tenant and their guarantor receive a tenant portal account, from which you may pay your rent online and submit service requests.

- 1) Your Tenant Portal on door does not accept credit or debit cards. You must pay with ACH direct bank transfer if you pay online.
- 2) Tenant portal is a courtesy to our tenants if you are not able to use properly we ask that you mail a check. Misuse of portal is not accepted as an excuse for late payment.

Your Tenant Portal welcome page will look like this:



The following has been copied from DoorLoop's support article on how to make a payment. Here is the link to view the article online:

<https://support.doorloop.com/en/articles/7985010-how-to-make-a-payment-through-the-tenant-portal-stripe>

Making a Payment

Step 1

- 1) On your tenant portal homepage, you can click either the Make a Payment (One-time payments) or the Setup Auto-Pay (Recurring Auto-payments) button.

Alternatively, you can also do this.

- 1) On your tenant portal homepage, click the Payments tab at the top.
- 2) On the Payments page, click on the Make a Payment (One-time payments) or the Setup Auto-Pay (Recurring Auto-payments) button.
- 3) You'll now be on the Make a Payment screen.

Step 2 - Payment Details:

- 1) Amount to Pay: This will be the amount of rent you pay each month.
- 2) Frequency: This is the frequency of time between each payment. For most, it will be Monthly if you're setting up an Auto-pay. If it's a one-time payment you're trying to make, change the frequency to Once.
- 3) Payment Date: You'll want to set this payment date for when your next rent is due. Most likely this is for June 1, 2023 if you're setting an Auto-pay. If it's a one-time payment, choose the date you want the payment to be applied.
- 4) "Repeat until end of lease" should be toggled on if you're creating an Auto-pay, unless you are trying to make an Auto-pay for only a specific amount of time.

Click Next to continue. Thank you!

Step 3 - Payment Method

- 1) If you already have a credit card or bank account saved, select one of your saved payment methods. From here you can skip to Step 3. Move to step 2 if you have no saved payment methods.
- 2) You can now choose the payment method (Bank Account is the only form of payment that we accept). There are two ways you can enter your bank account information.

(Method 1 - Instant) Enter your email, full name, and then search for your bank. Once you find your bank account, click it. You will need to log into your online banking portal to verify your account with Stripe. Note that if you are having issues connecting to your bank portal, you should try method 2 and try to manually verify your bank account.

(Method 2 - Manual Verification) You can alternatively click “Enter bank details manually instead” to enter your bank’s routing number and account number. If you choose this option, you’ll need to skip ahead to this step first (very important) before you can complete your payment. You will need to verify your bank account by confirming small deposits in your account (this can take 1-2 days). Note that you can not proceed through the payment process until you complete the verification process.

Click Save to save your payment details.

Click Next to continue

Step 4 - Payment Summary:

Here you’ll just need to confirm your payment details and make sure all the information is correct. Click Pay Now for single payments or Schedule Payment for auto-pays to complete the process.

Note that paying by credit will incur a 3% fee or a minimum of \$3.50. ACH payments will be less and depend on your property manager. Normally between \$0-1.99.

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