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## 1.1 BUCKEYE REAL ESTATE LEASE PACKET: YOUR GUIDE TO LIVING IN A BUCKEYE RENTAL

All About Your Move-In Date (Section 1.2)	Renewals (Section 2.1)
Keeping In Touch Via Email and Text (Section 2.2)	Rent and Lease Info (Section 3.1)
Your ACH and Resident Portal (Section 4.1)	Parking (Section 4.2)
Move-In Maintenance Information (Section 5.1)	Everyday Maintenance (Section 5.2)
Exterior Use (Section 6.1)	Utility Information (Gas and Electric) (Section 7.1)
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Sign and Acknowledge (Section 10.1)	

## 1.2 YOUR MOVE-IN DATE...

### New Leases

According to your lease agreement, your lease begins at noon on \_\_\_\_\_. Our office will be **extremely** busy during the turnover period between July 20th and August 25th. Units are inspected soon after the keys are returned and the turnover process of painting, cleaning, carpet cleaning, and any major maintenance is started. Once the turnover process has been completed on a unit, the leasing staff will contact all members of the lease agreement via email to inform them that the unit is ready for move in.

PLEASE understand that there is NOTHING that can be done to ‘speed up’ the turnover process on a specific unit. Its date of completion depends solely on the amount of work it requires, and the availability of resources. Our office turns an average of 500 units per year in less than two weeks. Repeat phone calls to the office during this time only serve to slow down the turnover process. If a unit is completed before the lease start date, an email will be sent to the residents of the address to inform them that it is time to get keys. Otherwise, please plan on coming at noon on your move-in date.

Once your unit is ready, one person on lease is required to come to our office to check-in. You will receive your unit code (or key if applicable), mailbox key (if applicable), and the Move-In Inspection form. If no one on lease can make it, please let us know and we will have you sign a release form with the legal name of the person you are designating to check-in for you. Make sure they bring ID.

If you absolutely need to get into your apartment early, you can opt to take the unit in ‘as-is condition’; meaning that your apartment-home will not receive an inspection, painting, cleaning, or carpet cleaning. The new residents will take the unit over directly from the current residents and this is only recommended if you personally know the current residents of the property. If you decide to take the unit in ‘as-is condition’, **all lessees** will need to sign the approval BEFORE June 30th. Contact the leasing manager at [julie@buckeyerealestate.com](mailto:julie@buckeyerealestate.com) to begin procedures for this option.

## 2.1 RENEWALS...

### Renewals

Rental season generally begins just after August as residents try to secure their fall housing early. Our office begins receiving calls in May for the FOLLOWING school year. Buckeye Real Estate will not begin showing our current residents' apartment-homes until we have given them an opportunity to renew their current lease. **All our residents are given a specific date to inform us of their renewal intentions and this usually takes place the first or second week of October, see your personal renewal letter for your specific renewal date and instructions. Renewal letters are generally emailed to all our residents before the end of September.**

Please review the renewal guidelines on our website <https://www.buckeyerealestate.com/renewal-options>.

Please note we are unable to extend the lease's end date under any circumstances. Your lease end date is firm, and we cannot and will not negotiate this. We only have 2 weeks to prepare 500+ apartment-homes for the next move-ins. This is the same reason we cannot guarantee any early move-ins. Please be respectful of this and be prepared to be completely vacated from your unit by noon on your move-out date.

## 2.2 KEEPING IN CONTACT VIA EMAIL AND TEXT...

### Emails

Per section 4.2 of your lease agreement, our primary form of contact with our residents is via email.

#### 4.2 EMAIL NOTIFICATION:

Lessor will send resident notifications via email whenever possible. Notifications include, but are not limited to, general resident notification, lease account statements, notice to enter, and notice of violation. Lessor will use email given by the lessee on the Lease Application.

It is important that you add

@buckeyerealestate.com

@buckeye.appfolio.com

to your list of accepted senders to avoid our notifications dropping into your SPAM or CLUTTER folders.

### Texts

We understand that many of our residents work and or take classes during the day and may be unable to respond to a phone call or may not be checking their emails during that time. We will often send text messages as a less intrusive method of quickly getting in contact with you. This is usually delegated for instances that pertain directly to you and your apartment such as needing immediate access to your unit or reaching out about needing a vehicle moved.

## 3.1 RENT AND LEASE INFO...

### 12 Equal Monthly Installments

Please note that the first paragraph of your lease explains that the total sum of your rent will be paid in twelve equal monthly installments. Your first full rent payment is due at the time of signing your lease and the remainder of your rent payments are on the first of each month beginning in September through the month of July. **The term of your lease is 'pre-prorated' for a 50-week period.**

### First Month's Rent

Upon signing your lease, a non-refundable fee equal to one month's rent is due to secure your apartment. This fee is transferred to your first month's rent payment upon key pick up.

### Security Deposit

Your security deposit is just that, a deposit. It is NOT an advance rental payment and cannot be used towards rent. The deposit is due on or before your lease start date. Deposits are processed at the end of the lease term (if you renew at the end of the last renewal term).

### Guarantor – Cosigner OR Prepayment of Last Month's Rent

Leases require a guarantor on the lease. A guarantor can be a co-signer, or a prepayment of last month's rent. If you have roommates, you must all agree on which form of guarantor because you are signing a joint and severally liable lease.

If you renew your lease, you will need to update your guarantor options. All lessees will still need to agree on the option. If you did co-signers, the co-signers would need to resign for the renewal lease. If you did a prepayment of last month's rent, the prepayment will carry over to the last month of the renewal lease. If rent increases for the renewal, you will need to pay the difference with your next monthly rent to keep it current. (ex. Rent is \$1,000 and goes up to \$1,005 for your renewal. You would owe \$5 for the prepayment of the last month's rent that you already prepaid at \$1,000 upon move in.)

### Pet Policy

Section 2.1 of your lease allows pets PROVIDED you have prior authorization from our office. This requires the payment of a \$250 non-refundable pet fee per pet, proof of current vaccinations and anti-flea/tick treatment, and a pet addendum completed in our office. Please contact Julie@buckeyerealestate.com with questions and view our full pet policy on our website <https://www.buckeyerealestate.com/pet-policy>.

### Utilities and Minor Repairs

Utilities are marked in section 2.4 of the main lease. If a utility is marked, it is INCLUDED in the rent. Many residents are curious as to why 'Minor Repairs' are the resident's responsibility. Minor Repairs are any commonsense repairs that can be handled by residents in their homes, such as but not limited to; plunging the toilet, changing the light bulbs, resetting breaker switches, unjamming a disposal (foreign object), drywall damage caused by residents, breaking blinds, etc. More information on repairs can be found on our website <https://www.buckeyerealestate.com/common-resident-responsible-repairs-and-cost>.

### Renter's and Liability Insurance

All residents, as stated in Section 3.1 of your lease agreement, are required to obtain renter's insurance. Renter's insurance is an affordable way to protect your personal belongings in the event of theft, fire, water damage, or other unexpected incidents. It also includes liability coverage, which protects you if your actions cause significant damage to the property (for example, turning off the heat in freezing temperatures causing pipes to burst, or accidentally starting a fire).

If a resident does not provide proof of renter's insurance with sufficient liability coverage, they will be automatically enrolled in our Liability Policy as outlined in the **Required Insurance Addendum**. Please note that this policy provides **liability coverage only** and does *not* cover personal belongings.

## 4.1 WHAT YOU NEED TO KNOW ABOUT YOUR ACH RENT PAYMENTS AND THE RESIDENT PORTAL...

**Buckeye Real Estate uses an online payment system. This is a service for your convenience.**

How it works:

- You will use the same portal that you activated to sign your lease agreement.
- Using your portal, you will be able to pay your rent and any other charges online directly from your bank account.
- Payments can be made by debit or credit card for a FEE. We suggest using your checking account. (You will need your bank account information including account number, routing number, or simply a copy of a check)
- Each resident will have their own portal, allowing them to submit their own payments separately. **DO NOT SHARE YOUR LOGIN WITH ANYONE AS YOUR PERSONAL PAYMENT INFORMATION IS UNIQUE TO YOUR OWN RESIDENT PORTAL.** In addition, your signature for signing documents is unique to your own resident portal. So, this makes it even more essential that you do not share the login information. Please keep in mind that the Resident Ledger is shared between all roommates. While the total rent will show due, it is possible to just pay your portion by changing the amount in the payment box or setting up autopay for the amount you want to pay each month.
- Rent payments are due in full on the 1st of each month by 11:59 PM. There are no exceptions. If rent is not paid by then, the late fee will be added to the account by the following business day. More information about fees, payment terms, setting up autopay, and more can be found on our website; <https://www.buckeyerealestate.com/paying-your-rent>.

## 4.2 PARKING...

### **Buckeye Real Estate Lots:**

Parking is never guaranteed, and the Buckeye Real Estate lease agreement makes no provisions for parking. As anyone residing in the campus area knows, parking is at a premium. Many of our properties have off-street parking available for our residents. Sometimes the parking is abundant; sometimes it is limited depending on the space available and the number of residents per unit.

Residents are given the opportunity to purchase a parking permit for their vehicle to park in their lot **if parking is available**. Parking permits do not guarantee that you will have a space to park; it only gives you permission if a space is available. Parking is monitored and patrolled towing is in effect throughout the year, including football Saturdays. Parking privileges may be revoked, restricted, and modified at the discretion of Buckeye Real Estate.

Parking permits will not be available until early August; information will be sent before the sale of permits begins. Towing is suspended for a short period of time while our residents pick up keys and get moved into their apartment-homes; the towing suspension does not exempt illegally parked vehicles and reserved parking spaces.

Please review the parking rules and guidelines here; <https://www.buckeyerealestate.com/parking-guidelines>.

### **City Parking Permits for on-street parking:**

There are several blocks around the campus area that have limited parking via special city passes. ALWAYS be aware of any city parking signage on your street. Be advised that the governing of these street spaces is handled ONLY BY THE CITY. Parking permits may or may not be available for your address, at the city's discretion. If you would like to confirm that your address is eligible for a city permit, please contact City Traffic and Parking directly at: (614) 645-6400.

## 5.1 MOVE-IN MAINTENANCE...

If you are moving into a newly turned apartment (as opposed to a renewal lease or as-is lease), you can expect the unit to be painted, cleaned, and carpet cleaned. Some maintenance issues are addressed after residents have taken possession. Maintenance takes a bit longer in August and September due to the volume of requests. Please be patient with us! Report any emergency items immediately as those are the maintenance requests that will be handled first. Cosmetic repairs and non-emergency maintenance are completed on a priority basis.

Please adhere to the following guidelines so that we may offer the best possible service!

**Submit requests only once.** Please make sure to discuss any needed maintenance with roommates before submitting them to the online portal. This way we can avoid duplicate entries, which can slow us down significantly.

Keep in mind that we are very busy in the fall so most work requests will take longer than normal. Non-emergency and non-property threatening issues may take longer than our standard 48-hour turnaround. We do everything we can to provide service as quickly as possible.

**Utilizing your RESIDENT PORTAL is ALWAYS the quickest and most effective way to submit a request.** You can place multiple items on one request.

**The move-in inspection completed by you at the time of move-in is not a maintenance request.** Our maintenance department does not see these; therefore, all requests need to be submitted separately from the move in form.

## 5.2 EVERYDAY MAINTENANCE AND DAMAGES ...

We provide general and emergency maintenance services for all our properties. The easiest, fastest, and most efficient way to submit a maintenance request is to submit a request on your online portal. Please note submitting a maintenance request is waiving the 24-hour notice to entry as you are requesting us to come in to fix an issue as soon as we can. All things considered normal wear and tear are covered by BRE. If something simply breaks or malfunctions, we will take care of it, no worries! There are some repairs you may be charged for if they are directly caused by Lessees and their guest per your lease agreement. You can refer to our General Maintenance Guidelines on our website here, <https://www.buckeyerealestate.com/common-resident-responsible-repairs-and-cost>, for more details about some common repair responsibilities and their cost. We also recommend asking our maintenance office questions if you are unsure if it is your responsibility and how to handle it. YouTube is also a great source for reference on minor repairs and maintenance tricks.

**Maintenance office hours are 8:30am – 5:00pm.** If we are closed, all property threatening emergencies should be called into our afterhours answering service. Emergencies include: no heat in freezing temperatures, no water, break-ins/broken windows and or doors that leave the apartment unsecure, lockouts, water or gas leaks, or any other property threatening or life safety issues.

### **Contact Information**

Submit Maintenance Request through your Resident Portal (The fastest and most efficient way)

Maintenance office (614) 448-3902

After-hours emergency answering service (614) 448-2543

## 6.1 EXTERIOR USE OF PROPERTY...

Be aware that City of Columbus Code Enforcement officers conduct weekly walks of the properties in the university district. To ensure our properties comply with city code and our exterior policies, our office also inspects our properties on a regular basis. Any trash and/or city or lease violations found on the properties will be cleaned up/removed at the resident's expense.

City Code Violations vary from a couple of cans/solo cups in the yard to egregious party trash. Please do your part to ensure that any and all party trash, etc. is cleaned up immediately to avoid these violation notices. If you notice trash around your dumpster area, please put a work order in via your online portal.

**IF YOUR EXTERIOR AREA IS FOUND IN VIOLATION OF THE LEASE FOR EXTERIOR APPEARANCE AND USE, THE ITEMS WILL BE REMOVED AND DISPOSED OF AT THE RESIDENT'S EXPENSE.**

COMMON VIOLATION ITEMS:

Interior/inappropriate furniture on the porch or yard area (this includes folding tables and wooden tables)

Bike(s) chained up to the exterior of the property (this will often cause damage to the handrails/areas that they are chained onto)

Trash bags and/or party trash or debris on the porch or exterior of the property

Fire pits and/or chimeneas on the property

Twinkle lights/strings of lights hung and/or wrapped around the exterior of the property

It is not our intention to prohibit the use of appropriate patio furniture, please feel free to contact [julie@buckeyerealestate.com](mailto:julie@buckeyerealestate.com) if you have specific questions as to the list of permitted items. Please see the attached list of guidelines and ensure that your exterior area adheres to these guidelines AT ALL TIMES.

We want you to have an enjoyable experience during your college career; however, we also want to be good neighbors to the rest of the community. As Buckeye Real Estate residents, we expect you to treat your apartment home and community with respect and behave with a level of responsibility and maturity that is warranted by an adult living independently.

### **Porch, Patio, Balcony, and Exterior Appearance**

Residents are encouraged to enjoy any porch, patio, balcony and lawn areas that are available to them, however, we ask that these areas be kept clean, picture ready, 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 never permitted on porches per city code enforcement.**

#### *Appropriate items are:*

Plastic resin type chairs designed for exterior use (these are to be kept neatly stacked when not in use)

Furniture intended for patio use

#### *Inappropriate items include:*

Bicycles

Pools/Hot tubs

Beer Pong/Die Tables (including folding tables and wooden tables)

Tiki torches or other flammable decorations

Upholstered furniture, tables and/or furniture designed for interior use

Kegs and/or party debris

Garbage cans/garbage bags

Twinkle lights/String lights (we will allow tasteful holiday displays between Thanksgiving Day and New Year's Day)

Banners of any kind

## 7.1 UTILITY INFORMATION (GAS AND ELECTRIC)...

**Utility billing must be transferred into your name within 2 business days of getting keys! Failure to do so will result in a failure to transfer fee for each bill BRE has to pay on your behalf in addition to the bill being added to your Resident Portal.**

It is always a good idea to contact the utility companies a few weeks before your plan to take occupancy of your new apartment home. Especially since some companies get backlogged at certain times of the year. This way, you can schedule billing to begin on your move-in date and will have one less thing to worry about when moving in. Listed below are the phone numbers of local utilities that you may need.

### **GAS:**

**Columbia Gas 1-800-344-4077**

You will need the following when you first call:

Address (of where you are starting gas service) | Name (of the lessee the service will be under) |Name of any additional lessee you want authorized to call regarding the account | Social Security Number (of the lessee the service will be under) |Date you want billing in your name to start (lease start date or immediately if you are taking over for someone on an active lease)

They may ask to do a credit check. Based on the credit check you may need to do the following:

Write down account #: \_\_\_\_\_. | Security deposit (send to them, they will tell you how) |Remit requested items (normally a driver's license and social security card, make sure to provide the account #, address and your name)

**CALL BACK** to verify that they have everything once you have sent all the information and paid the security deposit.

### **ELECTRIC:**

Please call American Electric Power first and ask if they service the address, you are placing electric service into. If they do not service your address, then call City of Columbus – Division of Electricity.

#### **American Electric Power (AEP) 1-800-277-2177**

You may need the following when you call:

Address (of where you are starting electric service)

Name(s) (of the lessee the service will be under)

Social Security Number (of the lessee the service will be under)

Date of Birth

Employment information

Date you want billing in your name to start (lease start date or immediately if you are taking over for someone on an active lease)

#### **City of Columbus – Division of Electricity 614-645-8276**

You may need the following when you call:

Address (of where you are starting service)

Name (of lessee the service will be under)

Social Security Number

Driver's license number

Employment/ Income information

Date you want billing in your name to start (lease start date or immediately if you are taking over for someone on an active lease)

## 8.1 UTILITY INFORMATION (WATER)...

### **WATER:**

If your unit has its own water submeter, residents are responsible for water and sewer services, as well as their allocated share of stormwater, Clean River Fund, and fire protection charges, where applicable, in accordance with the lease agreement. All charges are calculated using the current rates established by City of Columbus. For additional information regarding these rates, please visit <https://www.columbus.gov/Services/Columbus-Water-Power/Find-Utility-Rates-Fees-and-Connection-Charges>.

The stormwater, Clean River Fund, fire protection, and any other applicable municipal fees referenced above are charges assessed directly by the City Of Columbus and are passed through to residents without markup. These fees are manually set and updated by the City Of Columbus and are not determined by the Landlord or the billing provider.

Each month, Guardian Water & Power or the City of Columbus will obtain a reading from your individual submeter to determine your usage.

Your monthly utility bill will include:

- Water and sewer consumption charges based on your individual submeter readings
- A proportionate share of the main city meter charges for the property
- Applicable stormwater, Clean River Fund, and fire protection fees
- A monthly billing and administrative fee of \$6.90

Upon written request, the Landlord will provide access to utility usage records and details regarding the calculation of charges.

If your lease provides for a fixed monthly water charge, this amount will be billed per resident each month and will be due on the first of the month, as outlined in your lease agreement.

### **MOVE-OUT:**

**\*\*\*\*Utilities cannot come out of your name for any reason before your lease ends without permission from the accounting department in writing. When your lease end date approaches, please make sure you call the respective utility company to take utility billing out of your name for the lease end date. Make sure you tell them you just want to take the billing out of your name effective on your lease end date (Do not mention anything about cancelling or transferring service as they will think you will want to cancel our master account). You should be able to do this online as well. We recommend doing so 1-2 months in advance for standard move outs. If you are the only one leaving a unit and the utilities are in your name, please make sure another person that is staying on lease puts the billing into their name on the same day you take it out to avoid interruptions in service and additional charges if we receive and pay bills on your behalf.**

**9.1 IMPORTANT PHONE NUMBER (PRINT THIS! HANG THIS ON YOUR FRIDGE-IT WILL BE VERY USEFUL) ...**

**Emergencies:** (After Hours Only) 614-448-2543

(This if for no heat, no water, water leak, etc. property threatening emergencies AFTER HOURS only!)

**Maintenance Office:** 614-448-3902

(Best to enter all maintenance issues and requests through the portal first)

**Leasing Office:** 614-294-5511

**Fax Number:** 614-299-3754

**Hound Dog's Towing:** 614-462-0729

**Fire Department:** 614-221-2345

**Columbus Police (non-emergency):** 614-645-4545

**AEP (electric):** 800-277-2177

**City Electric:** 614-645-8276

**Columbia Gas:** 800-344-4077

**Spectrum:** 614-481-5050

**City Parking:** 614-645-6400

**Leasing Office Hours\*:**

Monday - Friday: 9am to 5pm

(Closes every weekday from 12pm-12:30pm)

Saturday: 11am to 3pm

Sunday: Closed

**Contact Us:**

Email: [leasing@buckeyerealestate.com](mailto:leasing@buckeyerealestate.com)

Address: 34 W. 9th Ave. Columbus OH, 43201

Website: [buckeyerealestate.com](http://buckeyerealestate.com)

\* Hours subject to seasonal availability

## 10.1 SIGN AND ACKNOWLEDGE...

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LESSEE SIGNATURE

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DATE

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LESSEE SIGNATURE

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DATE