

INFORMATION FOR THE 2020-2021 LEASE



Welcome to your new home!

We are looking forward to having you move in for the academic year of 2020/21. 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).



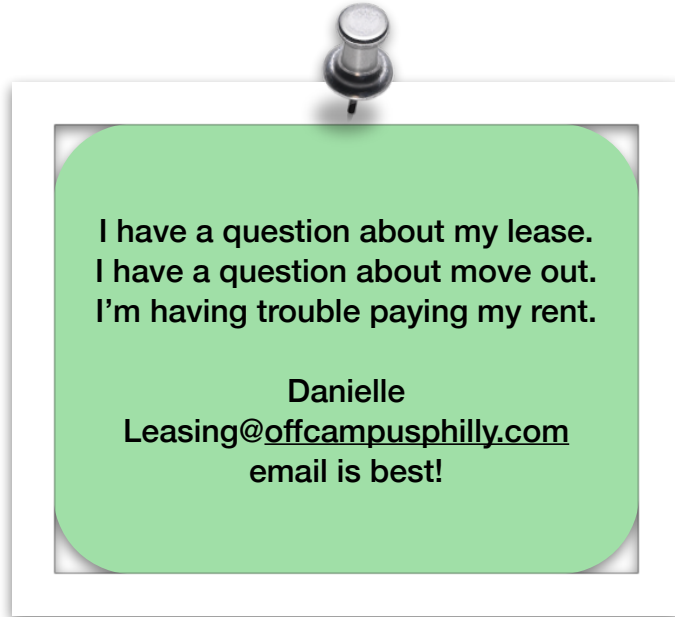
If something is not functioning properly at move in, we assure you it was an oversight and we will work to fix it. Often times there are damages that previous tenants have not reported which we are not aware exist.

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?



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

Helpful Information



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 50.00 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.

Water 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 call maintenance at 215.550.1592.

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. Objects left in the pockets of clothing frequently clog the washers and damage the machine. Slamming the lids and overloading also will damage the laundry appliances. 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. We recommend peerless pest control for any vermin or insect control issues. Their number is (215) 324-4719. Again we recommend only using contractor bags for your trash to lessen the likelihood of attracting pests.

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 a 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.



Roof Access Prohibited:

No tenant is allowed access to the roof for any reason. This is a serious danger to you and other tenants in addition to causing leaks and damage to the roof. If at any time a tenant is found 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 submit a work order:

When you log into your tenant portal you will see a tab labeled "Service Requests". Please select the category your request deals with and the urgency. Please also add your phone number, a description of the problem, and then click "Send Request".

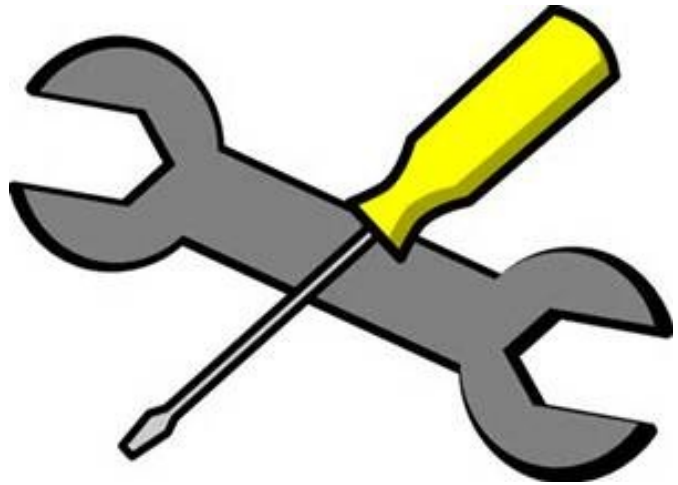
When you submit your request you will receive an email confirmation.

When we receive your request, we will assign the service request to the appropriate repair person and you will be notified via email of this update. We may also leave a comment which you can also respond to.

To comment or check on the status of a work order, log into your tenant portal and click "Service request". The first box is labeled "Recent Service Requests." click View/Edit next to the request you'd like to check on. This will bring up that request and you can add a comment or check the status as needed. (The two boxes underneath the recent services request box are where to add an additional service request for a new issue.)

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 PO 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 checks at our drop box at 1856 N 16th St. Box is located between 1856 and 1858 N 16th at street level. (picture below).



Instructions for using the tenant portal:

Very Important Please Read

- 1) Tenant Portal does not accept credit or debit cards. You must pay with e-check only.
- 2) You must make payment within the business hours of 8am-6pm EST. If you make payment after 6pm check must be dated for the next day.
- 3) The only way to be sure payment was successful is by receiving a "Payment Receipt" if you receive an "AutoPay Change Notification" payment was not successful unless you have schedule for a future date.
- 4) 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 no accepted as an excuse for late payment.

Correct

RentPayment Receipt

Thank you for using RentPayment! Your reference number is 65505477-47.

Renter Information

Danielle Test
Unit: 1915 - 1 Quick ID
Lopsonzski 1915 N Gratz,
LP
1915 N Gratz St
Philadelphia, PA 19121
Email:
leasing@offcampusphilly.com

Payment Method

Payment Account
PNCBANK, NATIONAL
ASSOCIATION ... 5212

Payment Summary

Rent	\$0.25
<hr/>	
Total Payment:	\$0.25
Status:	SUBMITTED*
Payment Date Jan 24, 2016, 12:34 PM	

[Next time, pay rent with our mobile app](#)

Incorrect

Lopsonzski 1735 W Diamond St, LP AutoPay Change Notification

This notification confirms a recent change was made to an AutoPay on your profile:

Change Type:	DELETE
Date of Change:	01/10/2016
Changed By:	System
Account #:	5212
Day Of Month:	31
Start Date:	Dec 2015
End Date:	Dec 2015
Frequency:	MONTHLY

Rent	\$1.00
Total Amount:	\$1.00

Instructions for tenant portal:

Got to our website at www.offcampusphilly.com and click on the login. Fill in your username and password that has been sent to you.

When the portal comes up, go to the my information tab and change your password if you would like. Your password is computer generated and Off Campus Philly has no access to it. However, we can always reset your password and have a new one generated for you if you forget your password.

Go to the Payments Tab and click ADD NEW ACCOUNT in the box to the right

Select e-check from the drop down menu. We do not accept credit cards. Fill in the account , routing number, name on account, and bank name as well as the billing address.

Then hit “setup payment”. This account will now appear in the left box.

When you are ready to make a payment, select the account you entered from the left box

Scroll down and make your payment by either a one time payment or a recurring payment.

Make sure you select a date for the payment!!

When you make your payment a box will pop up that says “ payment submitted” You will receive an email confirmation a few minutes later. And you’re all set.

If you are unsure whether you have made the payment wait a half hour then go back in to check. The system will not allow you to make two payments if you allow it enough time to update. If you are still unsure contact us and we can check to see that it has gone through.

If you make multiple payments by accident, simply call your bank to stop the additional payments. You should also email leasing@offcamusphilly.com because if caught in time Danielle can reverse the payment. It takes a few days to clear on both ends so there is plenty of time to confirm with us that multiple payments were made and to reverse the charges with the bank.

Thank you

Landlord Tenant Checklist

Note: This checklist is intended for use as a record for the condition of the rental unit. This list does not obligate the landlord to make repairs. When completed scan and email to leasing@offcampusphilly.com or mail to Off Campus Philly PO Box 29604 Philadelphia Pa 19144

Living Room		
Item	Condition Moving In (Please check if condition was acceptable for move in)	Condition Moving Out
Walls		
Ceiling		
Carpet/Floors		
Windows		
Light Fixtures		
Outlets		
Smoke detector - fastened with battery		
Fire Alarm engaged position and functioning		
Fire extinguishers functioning and up to date		
Additional Comments Please use this box to explain any issues found above or not mentioned yet.		

Kitchen		
Item	Condition Moving In (Please check if condition was acceptable for move in)	Condition Moving Out
Refrigerator		
Oven		
Burners		
Cabinets		
Walls		
Ceiling		
Floors		
Light Fixtures		
Outlets		
Sink/drain		

Dishwasher		
Counter Surfaces		
Fan		
Windows		
Smoke detector - fastened with battery		
Additional Comments Please use this box to explain any issues found above or not mentioned yet.		

Tenant's Bedroom

Item	Condition Moving In (Please check if condition was acceptable for move in)	Condition Moving Out
Paint/Walls		
Ceiling		
Carpet/ Floors		
Closet		
Windows		
Light Fixtures		
Outlets		
Overall Cleanliness of room		
Smoke detector - fastened with battery		
Additional Comments Please use this box to explain any issues found above or not mentioned yet.		

Bathroom 1

Item	Condition Moving In (Please check if condition was acceptable for move in)	Condition Moving Out
Cabinets		
Paint/Walls		
Ceiling		

Floors		
Light Fixtures		
Outlets		
Faucets		
Toilet		
Sink/drain		
Counter Surfaces		
Fan		
Windows		
Bath/ Shower		
Additional Comments Please use this box to explain any issues found above or not mentioned yet.		

Bathroom 2 (If Applicable)

Item	Condition Moving In (Please check if condition was acceptable for move in)	Condition Moving Out
Cabinets		
Paint/Walls		
Ceiling		
Floors		
Light Fixtures		
Outlets		
Faucets		
Toilet		
Sink/drain		
Counter Surfaces		
Fan		
Windows		
Bath/ Shower		
Additional Comments Please use this box to explain any issues found above or not mentioned yet.		

Please take a moment to list any Other Comments: (Unusual odors, condition of the outside of the dwelling, yard or any rooms not listed.

Moving In

Date: _____

Landlord Signature: _____

Tenant Signature: _____

Moving Out

Date: _____

Landlord: _____

Tenant: _____