

## TABLE OF CONTENTS

Welcome Letter .....	2
Rental Policy .....	3
Late Payment Schedule .....	4
Security Deposit Refund Policy .....	5
Maintenance Policy .....	6
Lockout and Key Policy .....	7
Smoke Alarm and Fire Extinguisher Policy .....	7
Pet Policy .....	8
Pest Policy .....	8
Resident Parking, Guest Parking .....	9
Laundry Room Policy .....	10

### COMMUNITY POLICIES

Fire Hazards .....	11
Exterior Building Appearance .....	11
Interior Building Appearance .....	12
Litter and Refuse (trash) .....	13
Offensive Behavior .....	13

**Additional forms are located at the end of this Handbook !**

## WELCOME !

Dear Resident:

We would like to take this opportunity to welcome you to your new home. We are pleased that you have chosen The Sloopy Group apartments for your new home.

Please take the time to review this Resident Handbook. The following pages contain important emergency and security instructions as well as our rules and regulations concerning resident behavior. We would welcome any feedback you have on this handbook.

We hope your move goes smoothly and that you will soon feel 'at home' in your new apartment. Thank you again for giving us the opportunity to provide your housing needs.

The Sloopy Group

## HOW TO CONTACT US:

Craig Shively  
Maintenance  
(614) 284-2038 cell  
(614) 284-2038 text  
[Craig@TheSloopyGroup.com](mailto:Craig@TheSloopyGroup.com)

Mark Hunter  
[Mark@TheSloopyGroup.com](mailto:Mark@TheSloopyGroup.com)

Rick Fink  
[Rick@TheSloopyGroup.com](mailto:Rick@TheSloopyGroup.com)

Mailing Address:  
The Sloopy Group  
PO Box 82248  
Columbus, OH 43202-0249

**For Police and Fire Emergencies dial 9 - 1 - 1**

## Rental Policy

Rent is due on the 1<sup>st</sup> and is past due after the 5<sup>th</sup> of each month. Rent should be mailed to:

**The Sloopy Group  
P.O. Box 82249  
Columbus, OH 43202-0249**

There are also rent drop boxes located at the following addresses:

**134 W. 9<sup>th</sup> Avenue (mailboxes)  
345 E. 20<sup>th</sup> Avenue (mailboxes)  
150 E. 13<sup>th</sup> Avenue (laundry room)**

If you are going to be late with your rent, please call Craig and let him know. In most cases we can accommodate you. Calling us will not necessarily exempt you from late fees. Also making a partial payment will not stop late fees from accumulating.

It is your responsibility to pay rent either by mail or to Craig when he is working on the apartments. We do not like calling you or knocking on your door anymore than you do. Thanks for your cooperation.

A Late Payment Schedule is shown on the following page.

## Late Payment Schedule

LATE PAYMENT FEE IS \$ 50.00 + \$5/day until paid

RENT PAID ON:

6 <sup>TH</sup>	Rent+50+5= 55	19 <sup>TH</sup>	Rent+50+70=120
7 <sup>TH</sup>	Rent+50+10=60	20 <sup>TH</sup>	Rent+50+75=125
8 <sup>TH</sup>	Rent+50+15=65	21 <sup>ST</sup>	Rent+50+80=130
9 <sup>TH</sup>	Rent+50+20=70	22 <sup>ND</sup>	Rent+50+85=135
10 <sup>TH</sup>	Rent+50+25=75	23 <sup>RD</sup>	Rent+50+90=140
11 <sup>TH</sup>	Rent+50+30=80	24 <sup>TH</sup>	Rent+50+95=145
12 <sup>TH</sup>	Rent+50+35=85	25 <sup>TH</sup>	Rent+50+100=150
13 <sup>TH</sup>	Rent+50+40=90	26 <sup>TH</sup>	Rent+50+105=155
14 <sup>TH</sup>	Rent+50+45=95	27 <sup>TH</sup>	Rent+50+110=160
15 <sup>TH</sup>	Rent+50+50=100	28 <sup>TH</sup>	Rent+50+115=165
16 <sup>TH</sup>	Rent+50+55=105	29 <sup>TH</sup>	Rent+50+120=170
17 <sup>TH</sup>	Rent+50+60=110	30 <sup>TH</sup>	Rent+50+125=175
18 <sup>TH</sup>	Rent+50+65=115	31 <sup>ST</sup>	Rent+50+130=180

1<sup>st</sup> Late Rent Notice will be issued on the 6<sup>th</sup>  
This notice is a friendly reminder that your  
rent has not yet been paid.

2<sup>nd</sup> Late Rent Notice will be issued on the 10<sup>th</sup>  
This notice reminds you of past due rent.  
It informs you that the rent must be paid  
within 48 hours to avoid legal action.

3<sup>rd</sup> Late Rent Notice will be issued on the 15<sup>th</sup>  
This notice informs you that a '3 day notice'  
will be posted if rent is not paid within 24 hours

**Please be aware that once the '3 day notice' is posted, we will not stop the eviction process. We hope you will pay your rent in a timely manner and communicate with us in the event you will be late. Thanks**

## Security Deposit Refund Policy

The refund of your Security Deposit is conditioned upon your compliance with The Security Deposit Law of the State of Ohio. This law governs refunds of all Security Deposits under expired leases, lease extensions, and lease renewals. Your Security Deposit, less deductions if any, will be refunded within thirty days after your lease expiration date.

You must comply with the following requirements:

- You must satisfactorily complete the full lease term including any renewal or extension periods, and all other lease terms must be fully satisfied.
- All your rent must be paid in full through the lease expiration date. Under no circumstances may you apply the security deposit to rent.
- You must provide written notice of your intent to vacate at least 30 days prior to the expiration of your lease. Verbal notice does not serve as adequate notice.
- All residents who signed the Residential Lease Agreement and any other occupants of your residence must have vacated by the lease expiration date.
- You must provide your forwarding address, in writing, to The Sloopy Group.
- You must schedule a move-out inspection.

In addition you must:

- Leave the premises in broom clean condition
- Repair any wall damages or holes
- Clean all floors
- Sweep all carpeting
- Empty and clean all closets, cabinets and drawers
- Clean all fixtures and appliances in bathrooms and kitchens
- Empty and clean the refrigerator
- Properly dispose of all household trash and arrange for the removal of any large items

## Maintenance Policy

We understand how important proper maintenance can be to residents and their guests. Ongoing and timely maintenance can make the difference between an enjoyable living environment and one fraught with frustration. We will make every effort to address your maintenance needs quickly and to your satisfaction.

Please advise Craig of any maintenance issues when they arise. Maintenance request forms are available online to streamline the process. A verbal request is generally ok, but a written request would be better. The following are considered emergencies:

- water leak from broken pipe
- water leak from roof
- furnace not working
- gas smell or leak, etc

Maintenance issues like faucet dripping, AC not working, etc are not considered emergencies and you should call Craig during normal business hours. Please use common sense to distinguish between an emergency and something that can wait until tomorrow.

Craig will notify you 24 hours in advance of performing any maintenance inside your residence. No notification will generally be given for exterior maintenance. We will do our best to accommodate your time schedule when planning maintenance. When outside contractors are involved, we generally must go with their schedules.

Craig can be reached at the following numbers:

**(614) 284-2038 Cell**  
**(614) 284-2038 Text**  
**[Craig@TheSloopygroup.com](mailto:Craig@TheSloopygroup.com)**

## **Lockout and Key Policy**

It is our policy that we must have keys to your apartment. Under no circumstances are residents permitted to change their locks. It is imperative that in the event of an emergency we have access to your apartment. Without access to all apartments, there is a substantial safety risk to all residents and to the property.

If a resident feels that others might have keys to their apartment, just give Craig a call and he will be happy to change your locks. Please make sure you only give out keys to people that you can trust and feel comfortable with.

If you lock yourself out or lose your keys, we can provide you with duplicate keys. Depending on the circumstances, a fee of \$10 might be charged. The fee will be added to your next months rent or if during the last month of your lease, it will be deducted from your security deposit.

## **Smoke Alarm & Fire Extinguisher Policy**

In accordance with Columbus City Code, smoke alarms and fire extinguishers have been provided. Smoke alarms are located near the kitchen and bedrooms. Fire Extinguishers are located in the kitchen near the stove.

It is your responsibility as a resident to keep fresh batteries in your smoke alarms. Never disable your smoke alarm. If an alarm goes off frequently, we can move it or install a stronger exhaust fan.

The fire extinguishers are not to be used for fun. In the event that you have to use your extinguisher, please call Craig to have a new one installed. In the event of a kitchen fire, shut off the gas or burner, smother the flames with the lid or wet rag. Aim the extinguisher at the base of the flames. For an oven fire, close the door until you are ready to use the fire extinguisher. And remember to dial 9-1-1.

## Pet Policy

The Sloopy Group has a “**NO PET POLICY**”

Most of our apartments are small and do not have yard space. Also many residents have busy schedules and find it hard to be home to ‘take the dog out’, so we have decided to not allow any pets. We understand that this will upset some residents, but our experience has led us to this decision. We will in isolated cases allow a pet, but only with our written permission. Please do not attempt to bend these rules by getting a pet first and then trying to convince us to let you keep them.

This policy applies to all residents and their guests. Please inform your visitors of our policy so that they will not bring pets or animals into the apartments. No pet sitting is permitted.

## Pest Policy

The Sloopy Group expects you as a conscientious resident to keep your residence nice and clean. The cleaner you keep your residence, the less likely you are to have uninvited house guests.

**Roaches** are not only very dirty and disgusting, but once they are established, they are very hard to get rid of. The best way not to get them is to keep your kitchen, bath and basements clean. This can be done by simply taking out the trash, doing the dishes daily and not leaving food sit out. The Sloopy Group will hold you responsible if roaches are introduced during your residency. Please be extremely careful if your friend’s apartment has roaches that they don’t come home with you. Call Craig immediately at the first sign of a roach!!

**Mice** are generally only a problem in the fall. Once the weather starts to change, they start looking for a warmer place to live. In fall, place poison or traps along the walls, in the basement, under the sink, behind the refrigerator. You can monitor your mouse activity by how much poison is eaten or how many you catch. Mice are inevitable, but very easy to get rid of.

## Resident Parking

Parking rules and regulations only apply to those properties that have off-street parking. Residents who only have access to on-street parking must follow the guidelines of the City of Columbus. We have no control over on-street parking.

Parking on Sloopy Group properties is for resident use only. Guests and visitors are not permitted to park on the premises. They must park on the street. In some situations a guest may use the parking lot provided there are plenty of parking spaces, but only with permission from The Sloopy Group. For all properties, a parking permit is required. Residents are permitted to park in any designated parking space. No space can be reserved for an individual resident. Also parking is for personal use vehicles only. No commercial use vehicles, boats, trailers, campers or buses are permitted in the parking area.

All residents should have already provided The Sloopy Group with their vehicle information. (year, make, model, color, license plate number) It is imperative that we have this information so that your vehicle is not towed by mistake. If you have not provided us with this information or have acquired another vehicle, please contact us with the information.

The parking areas are for parking your vehicles. Please do not wash your vehicle, make repairs or change the oil in the parking areas. Vehicles in disrepair are also not permitted in the parking area.

Some properties naturally have more resident vehicles than parking spaces. We ask that you all try to be cooperative with each other by not taking 2 parking spaces or by double parking. You may double park only if you are blocking your roommate's vehicle.

Please refer to your parking permit application for additional rules and regulations.

## Laundry Room

Laundry Room rules apply to those complexes that have a separate laundry room. These rules also apply to those residents who have their own Sloopy Group provided washer and dryers. (except rules 1,2)

1. Please observe the posted Laundry Room Hours
2. Last load must be started an hour before Laundry closes
3. Make sure washer and dryer are clear of clothing and lint after each use
4. Do not dye or color clothing in washer or use chemicals that might leave a residue
5. Do not put heat sensitive materials such as rubber or plastic backed articles in dryer
6. Clothing must be removed from machines immediately after cycle is completed. Clothing left in machines is subject to removal
7. Please be courteous and considerate of other laundry room users and keep the laundry room neat and clean
8. The Sloopy Group accepts no responsibility for damage or loss to persons or property resulting from use of the machines
9. Refunds due to mechanical failures will be provided within a week of completing a refund slip

**Please no loitering in the Laundry Room**

## COMMUNITY POLICIES

### Fire Hazards

Barbecuing- Due to fire hazard, barbecuing with gas or charcoal grills on the balconies, patios or in proximity to the buildings, is prohibited by Columbus Fire Codes. Violators are subject to citation and fines by the Columbus Fire Department.

Hallway and Storage Areas- Properties with common hallways are to be kept clean and free from obstructions. Storage of bicycles or other large objects is hazardous and a violation of City Fire Codes. These items should be stored in your residence. Storage of tires, paint, chemicals, liquor, etc in storage areas is prohibited by City Fire Codes.

Balconies and Patios- Storing items on balconies and patios is a fire hazard. Balconies and Patios are not storage areas. These areas are for outdoor furniture and plants only. Please keep these areas neat and clean.

### Exterior Building Appearance

Personal Items- No one shall place any personal items on the deck or patio, or attach any personal items to the deck, patio, building exterior, windows, or roof that shall affect the exterior's appearance. These items include but are not limited to awnings, antennas, decorations, signs, window boxes or other materials.

Airing and Drying of Materials- No bedding, clothes, linens or rugs may be hung or shaken from windows, placed on windowsills, hung or draped from balconies, patios or railings. No outdoor clotheslines or other outdoor clothes drying equipment are permitted.

Exterior Common Areas and Grounds- Care must be taken to avoid damage to common areas and grounds such as berms, bushes, flowers, trees, lawn, mulched areas, sidewalks, parking areas, etc.

## COMMUNITY POLICIES (cont)

### Interior Building Appearance

Interior Common Areas- Personal items must be stored within the residence or in a designated storage area. Special care must be taken to avoid damage to floors, carpeting, walls, doors, and doorframes when entering and exiting the building. Common areas are used by all residents and it is important for everyone to help maintain a neat and clean environment.

Water Apparatus Prohibited- Waterbeds, water furniture, hot tubs or the like are prohibited from the property, and any and all damages to the property and others caused by unauthorized water apparatus in violation of this policy shall be the sole and absolute responsibility of the Resident. We may allow these items provided the residence obtains written permission and carries appropriate insurance.

Appliances- It is the responsibility of the resident to properly operate and keep clean the appliances provided by The Sloopy Group. Damages resulting from any misuse of, or failure to clean the appliances properly shall be charged to the resident. The charges may include but are not limited to, parts, labor, service calls by outside contractors, or replacement of the appliance. Please notify us immediately whenever an appliance is not working properly.

**Garbage Disposal** damage will result from the disposal of any nonfood items such as: paper, cigarette butts, beer caps, metal objects, plastic caps, etc. Damage will also result for certain food items such as: bones, celery, cornhusks, coffee grounds and onion skins. Please put large items in the trash and reserve the disposal for much smaller food particles. It is also a good idea to run your disposal everyday to keep it from rusting up. Disposal wrenches are provided under the sink to help unclog a disposal. Simply insert the wrench under the disposal in the center and with the power off, hand turn the disposal back and forth. This will normally free the disposal. Never attempt to remove items from a disposal when it is running.

## **COMMUNITY POLICIES (cont)**

### **Litter and Refuse**

Litter shall be disposed of only in the appropriate containers and shall not be left on the property or in the common areas. Every resident must strive to maintain a neat and clean living environment. Enjoying yourself outside also carries the responsibility to clean up after yourself.

Residents who continually violate this rule and leave their cans, bottles, etc on the grounds will be subject to a \$25 fee each time we are forced to clean it up.

Refuse or trash must be removed from the residence on a regular basis. Accumulation of trash inside a residence causes foul odors and also attracts rodents and cockroaches. Please do not set your trash outside your residence. Take it to the nearest dumpster.

### **Offensive Behavior**

Noise- In consideration of others, residents and their guests shall reduce all noise after 11pm, whether from inside or outside their residence. At no time shall residents or their guests create noise, use musical instruments, radios, television sets and other electronic devices resulting in the disturbance of others.

Offensive Activities- Any offensive activity or item that may be a nuisance, create unpleasant odors, or cause unreasonable embarrassment, disturbance, or annoyance to others and the public is prohibited.

Guests and children- Residents shall be responsible for the actions of their guests and children. If a guest creates a nuisance to other residents, you must ask your offensive guest to leave.

We hope this Handbook helps to acquaint you with our policies. We appreciate your choosing The Sloopy Group for your housing needs and hope your stay with us is a nice one!

## **ADDITIONAL FORMS:**

The following pages contain forms which residents may use to request parking passes, maintenance issues, etc.

The forms are:

Parking Permit  
Maintenance Request  
Application Form (for referral)  
Late Payment Form  
New Tenant Checklist (for referral)

Below are the phone numbers for most utilities:

<b>American Electric Power</b>	<b>800-277-2177</b>
<b>City of Columbus Electric</b>	<b>614-645-7360 (345-55 E 20<sup>th</sup> only)</b>
<b>City of Columbus Parking</b>	<b>614-645-6400 or 311</b>
<b>Columbia Gas of Ohio</b>	<b>800-344-4077</b>
<b>SBC (phone/DSL)</b>	<b>800-660-1000</b>
<b>Warner Cable</b>	<b>614-481-5320</b>
<b>WOW Cable</b>	<b>800-848-2278</b>