

Rock Island Realty



Community Rules & Regulations

(What you need to know about your new home)

Welcome to Your New Home!!!

www.RockIslandRealty.com

4014 Spring Grove Avenue
Cincinnati, OH 45223

Office: 513-952-9200
Maintenance: 513-258-9982
Leasing: 513-400-8123



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A. YOU'VE SIGNED YOUR LEASE - NOW WHAT?

1. **Call Duke at 800-544-6900 and open your Duke account.** You will have 5 days grace to put the service in your name, then you will be **charged \$5 per day** after your move in date until you put the account into your name.
2. **Complete your Move-In/Move-Out sheet** & turn in to the office at 4014 Spring Grove Ave, Cincinnati, OH 45223. Don't get charged for damages caused by someone else!
3. **Complete your Tenant Information Form** & turn in to the office. Please fill in all the fields or put N/A for non-applicable. We always need to know the **names, birthdates, & contact information of all occupants & your emergency contact name & phone number (Provide next of kin contact).**

For example, if there is a fire, we need to provide the fire department with up-to-date information, so we can account for all persons in the apartments, or, if you have a health crisis, we will know who to contact.

4. **Review the rest of this handout & keep it with your copy of the lease.**



B. WHO DO I CALL, TEXT OR EMAIL WITH A QUESTION?

1. Repairs, Maintenance, Pests, Inspections

Maintenance Line: 513-258-9982

Text Only: 513-657-1754

Email: Maintenance@RockIslandRealty.com

2. Leasing Question – Want to see an apartment – Question about your apartment or building

Mobile Call or Text: 513-400-8123

Office: 513-952-9200 X103

Email: Leasing@RockIslandRealty.com

3. Offices of Rock Island Realty to speak with the Office Manager Regarding Issues such as Complaints, Compliments, Company Policy, Add a Pet Addendum, Payments, Other Charges

Office: 513-952-9200 X102

Email: Gale@RockIslandRealty.com

Text Only: 513-657-1754



C. NEED SOMETHING FIXED?

Call Maintenance:

1. **For Maintenance issues call 513-258-9982.** Leave a detailed message that includes your *name, address, phone number & specifics about the problem* that includes *location, what it is, & what is happening.*
2. **For Emergency Maintenance issues** listen for the emergency option when you call the maintenance line. This option should **ONLY** be used for true emergencies such as **no heat when outside temperature is below 58 degrees, water leaks that will cause damage, flooding, sewer backup** (no AC is NOT an emergency!).
3. Periodically there will be service technicians visiting your **apartment** for service tickets, routine & emergency maintenance, pest control, & bi-annual Inspections, etc.
4. **We will give you at least 24 hours' notice, if possible, unless you have initiated the visit by request of a service and/or repair or if there is an emergency.**
5. Service technicians **will not enter** your apartment if you are not appropriately clothed.
6. Service technicians **will not enter** your apartment if there is an **unrestrained or uncrated dog**. If you have been given notice for a **scheduled** service, or you have **requested** service, & the dog is not secured, you will **be charged \$50 for not having your dog restrained or removed** as the service visit will have to be rescheduled.



D. PESTS?

1. We contract with an exterminator for **routine monthly pest inspections** & pest treatments.
2. You should **expect** that your apartment will have a routine **pest inspection** several times per year.
3. **ARE YOU SEEING PESTS? Call Maintenance (513-258-9982)** and **report what you are seeing and where**. We will either put you on the schedule for upcoming service or arrange for treatment sooner. Also remember to **give your name & address**.
4. **Do NOT use any household pesticides or sprays in your apartment**. Doing so will undermine the professional treatment that we provide, & you will expose yourself to unnecessary chemicals.
5. Per the terms of your lease you are **prohibited from denying entrance to our service personnel** when you have requested service, when you have been given appropriate notice, or in the event of an emergency.



E. DO NOT PUT ANYTHING DOWN TOILETS, SINKS & DRAINS (This is an OLD Building!)

1. **NO** food of any kind
2. **NO** grease, oil or fats – Pour into old can, let it cool and put in trash bag
3. **NO** personal care items like tampons, napkins, diapers, wipes, cotton balls/swabs, dental floss, bandages, condoms, or hairpins
4. **NO** thread, hair, medications, or vitamins
5. **NO** metals, plastic or paper
6. **NO** cigarettes & butts
7. **NO** toys or stickers
8. **NO** cat litter of any kind
9. **NO** solvents, corrosives or cleaning products
10. **NO** seeds or pits
11. **When in doubt – Throw it out!**
PUT IT IN THE TRASH!
12. **A slow drain is much easier to clear than a completely clogged drain. Call Maintenance at 513-258-9982.**



F. EMERGENCIES & LOCKOUTS:

1. **Call 911 for Fire, Medical, & Police Emergencies**
2. **AC not working? NOT AN EMERGENCY!** It can wait until the next business day. Call the maintenance line: 513-258-9982
3. **For lockouts, find your resident manager, if you cannot locate your resident manager, then call the maintenance line at 513-258-9982 and select the emergency option.**
4. If it is **after hours (6:00 PM – 8:00 AM), a weekend or holiday**, you will be charged a **\$35 fee for a lockout** due to the time of day.
5. If it is M-F, **during business hours of 8:00 AM – 6:00 PM**, you will be charged **\$15 for a lockout**.
6. **Rekeying of locks (maybe you lost your keys, or you gave a key to someone that you do not want to have it now, or they were stolen)** will be handled **during business hours** & you will be **charged \$50**.
7. **Payment is due within 5 days of service & must be delivered to the Rock Island Realty Offices at 4014 Spring Grove Ave, Cincinnati, OH 45223, located in Northside.**



G. VEHICLES & PARKING:

1. **No parking or driving on the grass or walkways** at any time, even when you are moving in or out. Damages to lawn, walkways & gardens will be deducted from your security deposit.
2. **Park only in designated parking spots or on the street.**
3. **Non-working vehicles are NOT allowed** in the parking lot & will be towed at your expense.
4. **If your vehicle registration is expired, you will be towed at your expense.**
5. **Do NOT park in a spot marked as handicapped unless you have the proper permit** to do so. You will get towed if you do not have a permit!
6. **You are allowed one licensed vehicle** per licensed resident to be parked on apartment property.
7. **Do NOT empty trash from your car** into the parking lot. **Use the dumpster; that is what it is for.**
8. **You are not permitted to store any belongings** in the parking lot, beside the exterior of the building or anywhere else on the property other than your apartment, or your designated storage area if your building has one.



H. DAILY LIFE:

- 1. All residents are entitled to peacefully enjoy their apartment.** All residents are expected to **limit excessive noise** during all hours, from music, guests, pets etc. **Buildings are to be QUIET from 10:00 PM to 8:00 AM.** If you are respectfully asked to turn down music, quiet your guests or children, stop your dog from barking, etc., you are expected to respectfully comply with the request. **Not respecting your neighbors' right to quiet is a lease violation & may result in eviction action.**
- 2. No Grills, BBQ's or open flames** inside or outside. This is a municipal code by the city.
- 3. Do NOT use your stove &/or oven for heat. This is an extreme fire hazard!** You will also damage the stove & oven & will have to pay for its replacement.
- 4. Do NOT disable your smoke alarms – they are for YOUR safety. If we discover that you have a disabled smoke alarm, you will be fined \$100.**
- 5. Do not leave trash** in any common areas. Trash should be taken directly from your apartment to the dumpster.
- 6. Littering is not permitted** & is a lease violation (this includes cigarette butts & dog poop).
- 7. Do not put anything on your windows** – no signs, cardboard, paper, etc. You are permitted to hang curtains in your apartment, however the mini-blinds must remain in the windows for a uniform appearance of the buildings.
- 8. Do not throw anything out of your windows or from your balcony!**



DAILY LIFE, CONTINUED:

9. While we want you to feel at home, when outside of your apartment please be clothed appropriately.
10. The **laundry room** is in the basement. The **Washer** usually takes about **30 minutes** and the **Dryer about 45 minutes**.
11. Do not leave your clothes unattended as they may not be there when you return.
12. Remember to **empty the lint from the dryer** – it will dry more effectively, & you will help to prevent a possible fire.



I. RENT & LEASE INFO:

1. **Rent is due on the first** of the month. Your rent is late after the fifth.
2. **Who do you make the check out to?** Checks should be written to the **company name that is on your lease**. Payments should NOT be made out to Rock Island Realty.
3. **We only accept payments via money order, cashier's check or personal check. We cannot accept cash.**
4. **You will be charged \$35 for an NSF check**, & only cashier's checks & money orders will be accepted from you from then onward.
5. **If you are interested in paying on-line** (for a small fee) via www.RockIslandRealty.com, call 513-952-9200 X102 for tenant web-access instructions, or you may also **make a payment over the phone** for a small fee. Payments must be made from checking, savings, credit or debit card. **All on-line & over the phone payments have a fee of \$2.95. In addition, if paid via credit or debit card there is also a 3.5% charge added.** (These fees go to the company that provides the payment service, not us).
6. **If rent has not been paid by the fifth of the month, you will be charged a \$50 late charge & you will also receive a 3-Day notice to vacate the premises** for non-payment of rent.



RENT & LEASE, CONTINUED:

7. **Rent paid after the fifth of the month MUST** include the **\$50** late charge, **MUST BE PAID IN FULL** & needs to be **DELIVERED** to our business office at **4014 Spring Grove Avenue in Northside**. There is a mail slot in the front door.
8. **We do NOT accept partial payments.**
9. **At the end of the 3-day notice** period, unpaid accounts will be sent to our attorney to file for **eviction**.
10. **After your account has been sent to the attorney for eviction filing**, an additional \$285+ is added to your account balance for attorney & filing fees. To cancel the eviction filing, you must pay all rent, late charges, & additional charges or fees owing in full. Contact the office (513-952-9200 X102) to determine the total amount due.
11. **Near the end of your lease**, you will get a letter from the office giving you **options** for renewing your lease, going month to month, or vacating the apartment.
12. **Have a friend or relative that wants to move in?** They must complete an application, **pay \$25 for the screening (per adult over 18)**, & be added to the lease in order to become an occupant or resident of the apartment. **If they move-in without applying & passing the screening, you are in violation of the terms of your lease.**



J. SAFETY & SECURITY:

1. **If you see something, say something – call the police: dial 911.**
2. You can **report anonymously** by calling **Tri-State Crime Stoppers** at **888-352-3040** (local) or if you have witnessed a crime, or if you have a tip related to drugs, **513-352-3715**. Crime Stoppers will not ask your name, they do not record phone calls & they do not use caller ID.
3. **Download the Tri-State Crime Stoppers P3 Tips app.** It is in both the Google Play Store & the Apple App Store. The link is free. Once it is on your phone you can send anonymous tips or follow-up on tips you sent previously.
4. **Always lock your deadbolt.**
5. Always **lock your door**, even if you are just running down to the laundry room.
6. Always make sure the **building exterior door is fully closed** & locked. This door is **always locked** for your safety.
7. **Keep your car doors locked**, & do not leave any valuables in your car.
8. DO **NOT** leave an extra key under the door mat or anywhere else.
9. DO **NOT** give your keys, or a copy of your keys, to anyone.
10. **DO NOT tamper with or disable your smoke alarm!** If it chirps, you need to replace the 9-volt battery. **YOU WILL BE FINED \$100** if your smoke alarm is disabled, has been tampered with or has a dead battery. If you need help, call Maintenance.



K. TRI STATE CRIME STOPPERS:

Maybe you overhear **someone bragging** about having committed a crime. Maybe you know someone who is driving a **stolen car.....**or is **hiding** from the Police.....or has **killed, raped or beaten up** someone.....or is a **robber, burglar or drug dealer**. Or maybe you just see something that **doesn't look right**. A **strange car**. A person acting **sneaky**. A person with a **gun or knife or another lethal weapon**. People **taking things** out of a **house, garage, business, car trunk or a railway car**.

If you do, **call Crime Stoppers**. If you aren't sure that what you saw or heard is really a crime, **call anyway**. Let the Police decide if it's worth investigating. It may be a piece of a **clue** to a big crime.

When you call, **don't give your name**. They won't ask for it. They don't want it. No one will know your name. **They will give you a secret number that is yours alone**.

Crime Stoppers does not use caller I.D. or record telephone calls. **Tell them what you know...or suspect**. They will tell you to call back to find out how it turned out...& whether you will get a reward.

Call Crime Stoppers & you may get a CASH REWARD up to \$1,000. Also, a better neighborhood. Less crime. Less fear. More peace of mind.

Crime Stoppers is now using the **P3 Tips phone app** because it allows you to do more, like communicating anonymously directly with a detective. The **tip line can be accessed by phone (888-352-3040), & by sending a tip through the P3 app on your phone**. You can follow-up on tips through your phone also.



L. THINKING ABOUT GETTING A PET?

1. **Having a pet is a privilege.** If you have a pet, you are required to have **permission** in the form of a **pet addendum**.
2. If you need to **get a pet addendum** for a new pet, call the office at **513-952-9200 X102**.
3. **Having a pet also requires a \$100 pet deposit**, & you will pay an **additional \$30 each month** along with your rent payment.
4. You are required to clean up after your pet – **pick up your dog's poop!** Use a plastic bag, tie it up, then properly dispose of the waste in the dumpster.
5. **Outside of your apartment, dogs must be leashed & under your control at all times** (not everyone loves dogs).
6. Do **NOT** feed animals outside (this attracts rats & mice).
7. Do **NOT** feed stray cats and dogs.
8. **Store your pet's food in a sealed container** & do not leave uneaten food around your apartment. **(Bugs & rodents love to eat your leftovers!)**



M. WHEN YOU ARE READY TO MOVE:

1. You are required to give a minimum of **30 days' written notice**, delivered to our offices at 4014 Spring Grove Ave in Northside, before moving. Emails & text are also acceptable methods for giving notice. Send **text to 513-657-1754** or **email to gale@RockIslandRealty.com**.
2. Next you will receive a **letter from the office** with instructions for the move-out process.
3. Want to get your **security deposit refunded?**
 - **Remove all trash & thoroughly clean** the apartment, including the **appliances**, *after* you have removed all your belongings.
 - Then **schedule a walk through** by **contacting maintenance at 513-258-9982**, leave a detailed message explaining why you are calling, the address & apartment #, your name & your phone number.
 - You will **get a return call** or text to schedule a walk through with maintenance to **evaluate the condition of the apartment**.
 - **Return all the keys** for the apartment, the building & **mailbox**. You can do this during the walk through. If you do not return the keys, you will be charged for them & for re-keying.
4. Make sure you give a **forwarding address to the office**, so we can **mail your security deposit** refund check to you.