

**THANK YOU** for choosing an Oxford Real Estate managed property for your home. To move into your leased property on the date the lease starts or after, each tenant must stop by our office during our office hours (Monday through Friday 9:00 AM to 5:00 PM to pick up their keys. The first tenant to pick up their keys to the property will be provided the Move-In Inspection Sheet. **This inspection sheet must be returned to our office within two (2) days of receiving.** This sheet is to document the condition of the property when you move into it. The Landlord will use this inspection sheet to compare with the documentation when the property is vacated at the end of the lease term to determine any damages. If you would like to email pictures to go with the inspection sheet, please send them to rentals@oxre.com. Include the property address in the subject line.

If a tenant is not able to pick up their key during our office hours, they can email our office to request another roommate pick up their key. Please keep in mind keys can only be picked up by tenants or their respective parent guarantor(s.)

If your leased property has off street parking that requires a permit, please be sure to bring your vehicle registration to our office to register your vehicle and obtain the required parking sticker/parking placard.

Before arriving at our office, please be sure all tenant paid utilities have been set up with the respective utility companies. Otherwise, you will be moving into the property without those utilities. The various utility companies are listed in the paragraphs below:

If the contact information for you or your parent guarantor(s) has changed, please email our office with the updated phone number/email address.

**ELECTRIC:** Duke Energy is your electric provider, 1-800-544-6900 or [Duke Energy Website](#) .Due to the large volume of move-ins, you must contact Duke Energy prior to your arrival in order to have electric service. The electric will not be on when you arrive if you do not make this request prior.

**WATER/SEWER AND REFUSE:** The City of Oxford provides this service, 513-524-5221 or [City of Oxford Utility Department](#). You must apply online or in person, inside the City of Oxford municipal building, to set up these services.

**NATURAL GAS:** Glenwood Energy provides this service, 513-523-2555 or [Glenwood Energy Website](#). If any of your appliances/heat/water heater operate on gas, you must have this service placed in your name prior to your arrival. The natural gas will be shut off by the Landlord the day your lease begins.

**INTERNET:** Your Landlord does not provide internet service. Tenants are responsible for setting up this service and for all costs incurred with setting up and using this service. To arrange for service, call Spectrum at 877.906.9121 or [Spectrum Website](#). Spectrum does not have an office in Oxford. High speed cable jacks may be available in your home if previously installed. Otherwise you must arrange to have jacks installed professionally and properly at your expense. Any damage caused by installation will be remedied at tenant's expense. Please contact your local internet provider for more information. (Networking computers are only recommended via a wireless router.) **DO NOT DRILL HOLES IN WALLS, CEILINGS OR FLOORS TO INSTALL CABLE/INTERNET WIRING.** Again, tenants are responsible for making sure all cable boxes, modems, routers, etc. are returned to the proper provider prior to your move out date. Neither OXRE, INC., nor the property owner is responsible for equipment left in the property after your lease ends.

**SATELLITES:** Satellites are strictly prohibited. If you have not received written permission from the Landlord, you are not permitted to install a satellite anywhere on the premises or property.

**EMERGENCY MAINTENANCE:** OXRE, INC. provides a 24-HOUR emergency maintenance service. If you have a maintenance emergency before or after regular office hours, Monday through Friday 9:00 AM to 5:00 PM, please call 513.523.4532 and follow the directions provided in the greeting. **YOU MUST LEAVE YOUR NAME, PHONE NUMBER AND NATURE OF EMERGENCY IN ORDER FOR OUR MAINTENANCE STAFF TO RESPOND IF NO ONE ANSWERS.** If you are locked out of your home and need assistance gaining access after office hours, you will be charged a fee of **FIFTY DOLLARS (\$50.00) CASH** which must be paid prior to gaining access to the premises. If you email Oxford Real Estate regarding any maintenance issue, your email will be responded to the next business day. You must **call** our office for all maintenance emergencies. A maintenance emergency is an issue that will cause damage to the property if not addressed immediately.

**GENERAL MAINTENANCE** of your unit is your responsibility. This includes replacement of light bulbs, furnace filters, smoke alarm batteries, household cleaning and maintenance and replacement of fuses. If you cannot locate the furnace filter or the breaker/fuse box, please contact our office.

You and/or your Contact Person will immediately notify us of needed repairs or maintenance to the Leased Property. Your request for repairs constitutes your permission for us or our contractors to "knock and enter" the Leased Property for the purpose of making the requested repairs. If the repair is due to tenant or tenant's guests' negligence, the tenant(s) will be charged for that repair. For example: a clogged toilet, clogged disposal, broken window, busted door, busted lock, etc. Delays in notifying our office of a maintenance issue puts the property at risk for further damage.

**PETS:** **NO PETS ARE ALLOWED** in any rental property, at any time and for any reason, unless you have a pet addendum lease agreement for that specific pet attached to your lease and all accompanying fees (if applicable) have been paid. This includes guests (**including parents**) that may bring their pet with them at any time during the lease. If a pet is seen at your residence, without the pet addendum lease agreement, it will be grounds for immediate eviction.

**ESA:** If you have a service or emotional support animal, please contact our office to complete the appropriate addendum and provide the required documentation.

**TOILETS:** **DO NOT** use blue or white toilet cleaning tablets as they corrode the flush valve, can get lodged under the flapper creating high water bills and property damage. Clogged toilets /overflows are common problems caused by tenant misuse, such as flushing items down the toilet that do not belong. The only permissible items to flush are human waste and toilet paper.

### **DO NOT FLUSH THE FOLLOWING ITEMS:**

- **PAPER TOWELS**
- **TAMPONS**
- **CONDOMS**
- **FACIAL TISSUES**
- **"FLUSHABLE" SCRUBBIES**
- **"FLUSHABLE" WIPES FOR PERSONAL HYGIENE OR CLEANING PURPOSES**
- **DO NOT PLACE BLUE OR BLEACH CLEANING TABLETS IN TANK WATER. THIS WILL STAIN THE FLOORING IF AN OVERFLOW OCCURS and you will be financially liable for flooring replacement**

Please use common sense to prevent overflows which will not only cause costly damage to the property, but can be quite messy. Be sure to keep a plunger handy. Be advised that you will be charged for any damage to the property if a problem is caused by tenant misuse.

**AIR CONDITIONING (if applicable)/HEATING SYSTEMS:** The system motor relies on a clean air filter to operate properly and efficiently. The manufacturer recommends that filters be changed every month when in constant use. Your lease requires that you change your furnace filter once a month. Some of the consequences that may occur due to a dirty filter are as follows:

1. The air conditioner or furnace must work harder to function, which can make utility costs higher than normal
2. A clean filter helps to eliminate dust particles and minimize allergens in the air that you breathe
3. Do not set your A/C below 70 degrees as this, as well as a dirty filter, may cause the coils to freeze up, create a leak and shut down your air conditioning.
4. Damage to the motor itself may occur. If you have a gas or oil furnace, you run the risk of damaging the whole unit. If you would like to have your filters professionally changed, we suggest you contact Genesis Mechanical at (513) 574-5222 or another licensed professional.

**PESTS:** Leaving your doors and windows open for extended periods of time, and/or poor housekeeping habits can introduce winged or crawling pests into your home. If you feel that you have a pest problem, call our office and we will set up a time to investigate the problem and exterminate if needed. You will be charged for this service if it is determined the problem was caused by tenant negligence.

Tenants shall be responsible for all extermination costs and related damages, including extermination of bed bugs. Bed bug infestations may require several treatments and require removal of all infested furnishings and accessories, all at tenant's cost.

**FUSE/BREAKER BOX:** Locate your fuse or circuit breaker box as soon as you move into your home. They are commonly found in closets or in the basement. Keep a flashlight handy in case the electricity goes off. **DO NOT PANIC IF THIS HAPPENS!** Most likely you have blown a fuse or have tripped a circuit breaker. This will happen if you overload a circuit. **If you have a fuse box**, it would be wise to purchase extra fuses in case of an emergency. A blown fuse will look cloudy and/or black. Replace blown fuses with a new one. If you have a circuit breaker box, the breaker that's in the off position or the breaker that is sitting in the opposite direction from your other breakers needs to be reset. Push the breaker to the off position and then push the breaker to the on position again. If none of the switches are off, start flipping each breaker off and back on again, one at a time. If the electricity does not come on after replacing your fuse or resetting your breakers, contact **DUKE ENERGY at 1-800-544-6900**. If they are unable to help you, please contact our office at 513-523-4532. Please be advised that if you call our office first, and the trouble is a blown fuse or tripped breaker, you will be charged accordingly.

**WALLS:** Take special care to protect the paint and plaster/drywall in your property. You may use white plasti-tac only on your walls as all other colors of plasti-tac leave behind a greasy stain. **Never** adhere anything to the ceilings, this includes plasti-tac, tape lights, nails, hooks, duct tape, etc. If this occurs, you are financially responsible for the repairs and painting of the ceiling. Double sticky tape and the use of any type of adhesive on your walls is strictly prohibited. **DO NOT APPLY DOUBLE STICK TAPE TO THE WALLS, DOOR, CEILINGS, CABINETS, ETC.** The removal will result in paint/drywall damage. Decorations should be hung with the smallest tacks/nails possible. Charges for painting are based on wall damage, so please do not put more than 10 small finishing nails per living room and each bedroom. Wall damage also includes paint tears and drywall tears, large nail holes, and the number of holes (tacks, staples, pins, finishing nails, darts, etc.). **DO NOT hang TV mounts. Any drywall/plaster repair and/or painting required due to damage will result in charges to your deposit.** The cost to repair damage from a TV mount could easily exceed \$300. Please use extra caution when burning candles, incense, smoking, etc. and **do not hang Christmas lights or LED strip lights from your walls and/or ceilings.** We have seen considerable smoke and wall damage to walls and ceilings due to

candles/incense being burned and lights being hung on walls. If this occurs, you are financially responsible for any cleaning, repairs and/or painting that is required and will result in charges to your security deposit.

**SMOKE DETECTORS/CO2 DETECTORS:** Check the batteries in every smoke detector on a regular basis. It is your responsibility to replace any dead batteries during your lease term. **IT IS ILLEGAL TO REMOVE WORKING BATTERIES FROM OR DISMANTLE A SMOKE DETECTOR OR CO2 DETECTOR.** In the past, the City of Oxford Fire Department has issued fines for tampering with a smoke detector.

**FIRE EXTINGUISHERS:** There is at least one fire extinguisher in your home and it is usually located in the kitchen. **DO NOT ATTEMPT TO EXTINGUISH A LARGE FIRE. Exit the home and/or building and call 911 from outside.** If you discharge a fire extinguisher without appropriate cause, you will be charged for recharging or replacing the fire extinguisher. Contact our office immediately if your fire extinguisher is discharged.

**APPLIANCES:** Your unit may be equipped with several major appliances. If a serious problem occurs, report it to our office immediately and we will schedule a repairman to investigate the problem. However, many minor problems can be remedied or even prevented by proper use and care of the appliance. If your appliance has no power, please make sure it's plugged into an electrical outlet before calling our office.

**SMALL APPLIANCES:** When using any small appliances, please be sure to clean up after every use to prevent any damage to the countertops, cabinets and walls. Air fryers, in particular, will leave a greasy residue on the surrounding surfaces. This residue can result in staining of those surfaces in which you will be charged for the damage/ at the end of the lease term.

**DISPOSAL:** Please keep in mind that your food disposal is not a food chopper. It is designed for small food scraps only, not trash, rice, potato peelings, spaghetti noodles, watermelon rinds, banana peels, egg shells, corn husks, bread crust, broken glass, bottle caps, etc. You will be charged for jamming a disposal with any items and/or foreign objects that do not belong there. If your disposal jams, you may try pushing the reset button on the bottom or the side of the disposal. Be sure that you are simultaneously running water into the disposal while the disposal is running each and every time you use it.

**WASHER/DRYER:** Lint traps on both the washer and dryer must be cleaned after each and every use to insure that the machines stay in good working condition and to eliminate fire hazards. Do not overload your washer or dryer as this may burn up the motor and/or flood your home which can end up being very costly to you, the tenant. Never leave your home while the washer and/or dryer is operating. Shut them off before you leave.

**DISHWASHER:** In many properties there is a light switch that powers your dishwasher. This switch is usually located on the wall above the dishwasher and must be in the ON position in order for your dishwasher to work. Never leave your home while your dishwasher is operating. If your dishwasher is leaving a white residue on your dishes, turn off your heated dry cycle and run straight vinegar through your dishwasher. The white film is the result of Oxford's hard water and the heated dry cycle. Never put dish washing liquid, i.e Dawn, in the dishwasher. You can only use detergent made for dishwashers. Any damages resulting from using dish washing liquid will be the tenants responsibilities.

**INSPECTIONS:** Our office performs a brief inspection of each managed property over winter break, and a thorough inspection of managed properties both before move-in and after move-out. Move-out inspections are used to determine what, if any, deductions are charged to security deposits. The City of Oxford Housing Department also conducts random inspections of rental properties throughout the year and for permitting purposes every other year.

**NO SMOKING POLICY:** You and your guests and invitees may not smoke any substances, including but not limited to tobacco, medical marijuana, or other legal or illegal substances, inside the rental unit or within 25 feet of any building entrances, windows, and common areas. This policy does not prohibit lawful medical marijuana use in non-combustible forms. Smoking or vaping marijuana remains prohibited to maintain safety and indoor air quality. Any violation of this policy shall be deemed a violation of the Lease Agreement. You acknowledge that smoking can cause significant damage to the property, including but not limited to smoke stains, odors, burns, and other forms of damage. If you or your guests violate the no-smoking policy, you will be held liable for all damages resulting from such violation. You agree to reimburse us for the full cost of repairing any smoking-related damage, including but not limited to cleaning, painting, replacing carpets or blinds, and any other repairs needed to restore the rental unit to its original condition. Such charges will be deducted from the security deposit in accordance with Section 5321.16 of the Ohio Revised Code, and any remaining balance shall be billed to Tenant, payable upon receipt of the bill.

**PARKING:** If parking is available at your property, please keep in mind that **you are NEVER permitted to park in the grass.** If any citations are issued by the City of Oxford for such, the citation will be passed along to you, the tenant(s). If any grass/yard/property is destroyed by parking on or driving on the grass/yard/property, the tenant(s) will be responsible for the cost to repair/replace grass/yard/property. Also keep in mind if you have a parking pad, vehicles are to be stacked, not parked at an angle, to accommodate more vehicles. Vehicles cannot block a sidewalk at any time. The City of Oxford has become very diligent at enforcing parking regulations, so please pay attention to avoid any costly citations.

**If your parking lot requires a parking pass,** please make sure you fill out a parking registration form with our office to obtain the appropriate parking pass as lots are checked regularly. Parking stickers must be placed on the driver side rear bumper of your vehicle and laminated passes must be properly placed in clear view on your front dash. Please note that the **parking sticker and/or parking pass does not guarantee you a parking spot.** It merely permits you to park in the lot if and when space is available.

If your street is designated Residential Permit Parking by the City of Oxford, you will need a City issued parking permit to park on the street itself. Please visit the City's website at [www.cityofoxford.org](http://www.cityofoxford.org) to obtain a copy of the application you will need to submit to the Parking Office at the Police Department. You will also need a copy of your lease, vehicle registration and driver's license. The City of Oxford does charge a fee for this parking permit.

**CITY SIDEWALKS:** The City of Oxford passed **Ordinance #3797, Section 521.06 - Duty to Keep Sidewalks in Repair and Clean.** According to the ordinance, "Every owner or occupant of any building or lot fronting on any street, alley, or other public highway of the City shall clear the sidewalks in front of the building or lot of snow and ice within 24 hours of the day following any such deposits of 3 inches or more. Sidewalks need to be cleared to a four-foot-wide surface down to the concrete."

***This ordinance also defines the target enforcement area as properties along designated emergency snow routes and U.S. Route 27.*** Failure to comply with snow removal in this area may result in the City staff or contractor clearing the snow and/or ice. In such cases, the City's cost, plus a 40% administrative fee, will be billed to the property owner. If not paid, this amount will be added to the owner's property tax bill. Violation of this ordinance constitutes a minor misdemeanor.

View [Targeted Sidewalk Enforcement Area.](#)

[View Sidewalk Enforcement FAQ](#)

Please note that property owners are not permitted to shovel or plow snow into the street, as this can create hazardous conditions. When clearing the end of a driveway, place snow piles away from the traffic flow, along the edge of the driveway, and off the street. When the plow returns to plow the snow back to the curb, there will be a reduced chance for the snow to be pushed back into the driveway.

**HOUSE SIGNS:** Below is the section of the City of Oxford Codified Ordinances which must be followed if you choose to have a house sign:

### **CHAPTER 1151. SIGNS**

#### **1151.05 4(e) Other Permitted Specific Development, Land Use, and Accessory Land Use Signs**

##### **2) Building Identification Signs**

No more than one (1) wall sign per principal structure as follows:

- a. No more than 6 square feet in area
- b. Attached between 4 and 18 feet above the adjacent ground
- c. The sign shall be naturally illuminated only

If you wish to hang a sign on your residence, you must submit a design of the sign to Oxford Real Estate for approval from the Landlord.

Oxford Real Estate reserves the right to remove any sign that does not meet this criteria, may be deemed offensive or that is causing structural damage to the premises. Any damaged cause by the hanging and/or removal of a sign will be the tenant's expense.