

A man and a woman are sitting on a grey couch, smiling at the camera. They are both wearing purple hoodies. The man has a beard and short brown hair, while the woman has long brown hair. In front of them on a coffee table is a small white pot with a green succulent and a stack of books. The background shows a grey wall with three framed pictures of animals (a cat, a dog, and a pig) and a black metal shelving unit with books and plants.

RESIDENT WELCOME PACKET

Your Ultimate Residency Guide: Key details that guarantee a seamless, high-quality living experience.

5429 N. Detroit Ave
Toledo, OH 43612



Welcome! We're thrilled to have you.

Resident Resources

We're glad to have you with us! Visit your dedicated site at **ozrealty.house** to manage all your needs, including:

- Get to Know Us
- Make a Payment
- Request Maintenance
- Resident Resources

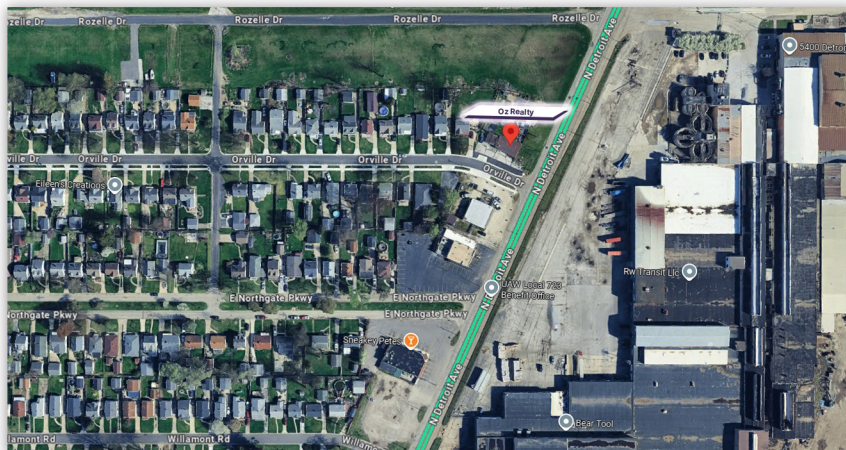
If you ever need support, we're just a message away. We're Delighted to have you!

**ACCESS RESIDENT
RESOURCES HERE:**



Come see us!

We maintain an open-door policy, and you're invited to stop by anytime at 5429 N. Detroit Ave, Toledo, OH 43612.



If you need to reach someone outside our office hours, please set up an appointment.

**Monday - Friday
Saturday & Sunday**

**8:00 AM - 4:00 PM
CLOSED**



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Payment Options

Please note that we're unable to accept cash payments at the office.

Preferred:

Online Payment

Alternative Option:

Money Order (\$30 processing fee)

Cashier's Check (\$30 processing fee)
(starting second month)

After Hours Drop Box

(for money orders: Cashier's checks only / No cash)



All checks & money orders are payable to: **OZ REALTY, LLC**

If you need to drop something off outside of business hours, use the purple drop box located near the front door of our office at 5429 N Detroit Ave, Toledo, OH 43612.

We accept payments sent via mail.



Got a question?

Our support team is always ready to assist you!

If you have any questions, please contact:



(419) 740-6089



support@ozrealty.house



OzRealty

Want to split your rent payments?

We know that waiting for payday can be tough when rent is due. That's why we offer the optional Flex service to give you greater financial control. Flex lets you split your single monthly rent payment into smaller, more manageable installments. This powerful service not only helps you align payments with your pay schedule to prevent unnecessary stress and avoid late fees, but it also gives you an opportunity to build a positive credit history.

Split your monthly rent into two convenient

Residents pay a simple \$14.99 monthly fee for the service. No interest charges and no late fees

How to use Flexible Rent

Sign up to create your payment schedule

Flex will first determine your eligibility via a soft credit check. After approval, you're ready to customize a rent payment schedule that fits your personal finances.

Pay a portion of your rent

Pay part of your rent to utilize your Flex credit line, which immediately unlocks Flexible Rent.

The monthly rent is paid

Your full rent payment is sent directly to the property management company, ensuring you avoid costly late fees.

Manage your repayments to Flex based on your finances

You can pay via automatic processing according to your schedule, or submit payments manually through the app.



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FAQs

You've got questions? We've got answers!

How to contact your property manager?

Support Line: (419) 740-6089
In-Person: Walk in during office hours

How do I initiate an early lease termination?

You will need to:

- Consult with your property manager.
- Sign the Early Termination form.
- Pay all applicable early termination fees.

WHEN IS RENT DUE?

Rent is due on the 1st. Late after the 2nd.

What is the late rent fee?

Late fee is \$100.
Late fees will be strictly applied.

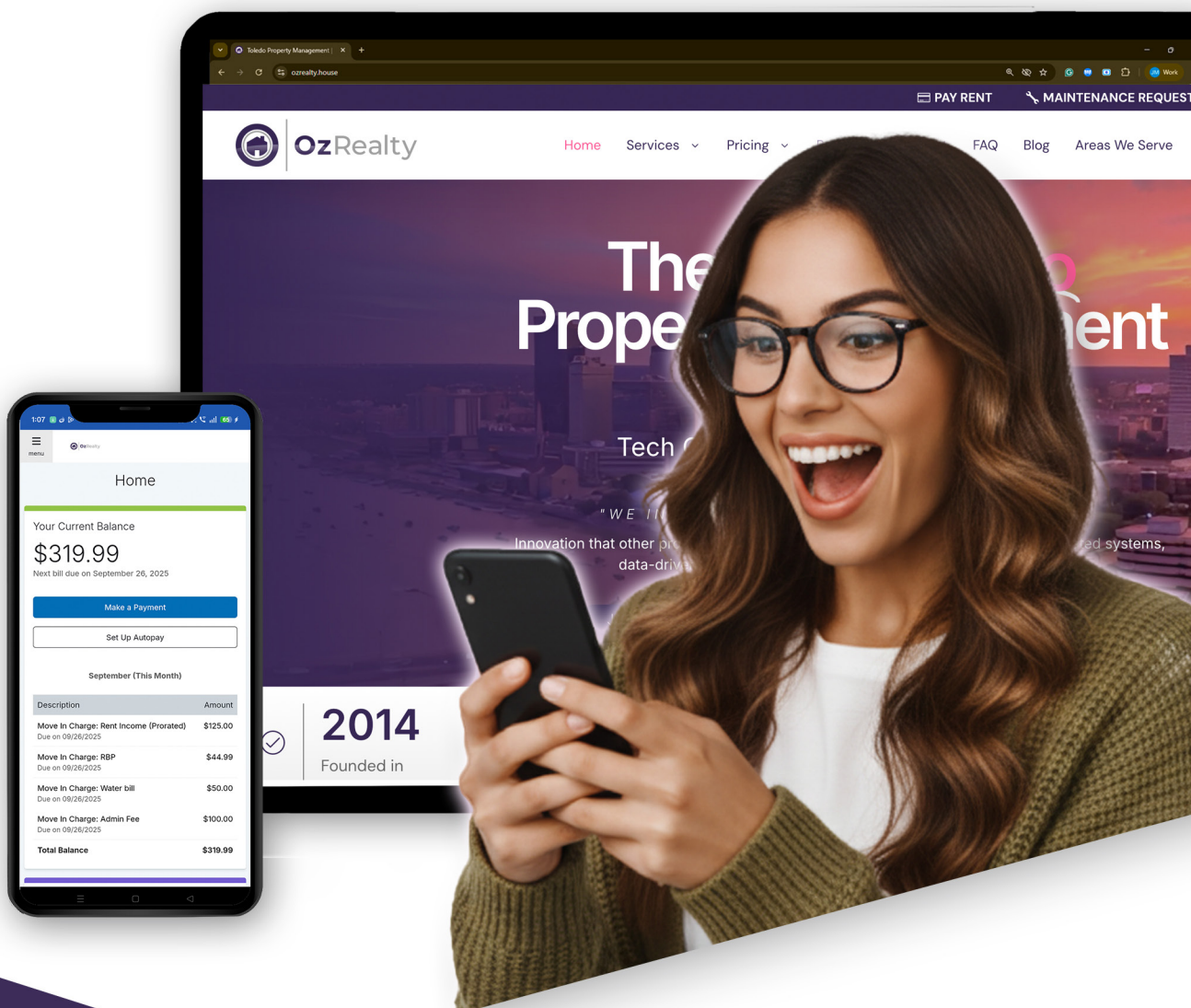


It's available to you 24/7 through your convenient **Tenant Portal**

Your tenant portal is always available; access it anytime, anywhere using your computer or mobile device.

- Pay rent online.
- View your lease documents.
- Receive important announcements.

Powered by:



What are your responsibilities?

Tenant Obligations

Tenant Responsibility for Damage: You are responsible for all costs resulting from damage to the property caused by misuse or negligence. Please care for the property as if it were your own.

Always request authorization from the property manager before altering the premises.

You do not need prior approval for minor wall work, such as small nails or hooks used to hang light decorations or artwork.

You are required to return the walls to their original condition when you move out, which includes restoring the original paint or finishes if any changes were made. Separately, to ensure prompt resolution, please report any damages or maintenance issues immediately as they occur.

For specific responsibilities, refer to your lease agreement. If you have questions, please ask a Property Manager for assistance.



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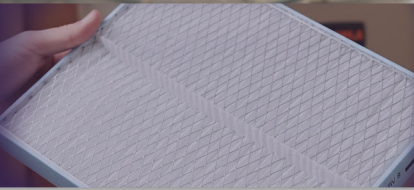
REMINDERS:



We ask that you actively maintain the property's exterior. Please keep your yard watered, mowed, and clear of debris. Note that household items must be stored indoors; outside storage is not permitted. If a needed correction is noted during an inspection, we will notify you and expect prompt attention to resolve the issue.

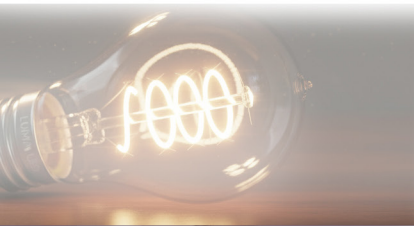


As seasons change, it's common to encounter pests like ants, wasps, and mice. Residents are responsible for resolving all non-termite bug or rodent issues. Please purchase and apply necessary traps or treatments to control any infestations.

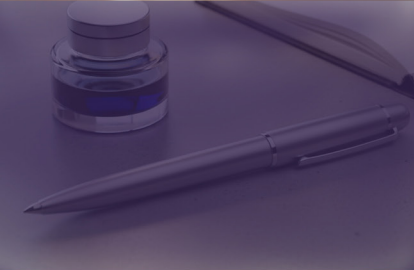


Air Filter Replacement: You must change your air filters every six months. Refer to the current filter for the accurate size.

MOVE-IN CHECKLIST:



Ensure all required utilities are turned on in your name. Please arrange for the connection of electricity and gas (if applicable) immediately.



To protect your security deposit, you must complete and return the Inventory & Condition Form sent via RentCheck within 48 hours. Failure to return this vital document on time could render you ineligible to receive your deposit when you move out.



Sign in to your Tenant Portal to manage your tenancy. Use it to pay your rent, access lease documents, and receive announcements.



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Maintenance Made Simple

Maintenance Requests



Residents can submit maintenance requests 24/7 through our maintenance platform, Property Meld.

Online Maintenance

Property Meld is a user-friendly platform that makes submitting maintenance requests simple. With just a few clicks, residents can report issues, track progress, and communicate directly with our maintenance team, all in one convenient platform.

Round-the-Clock Support

Maintenance requests sent after business hours or on weekends will be handled the next business day. In case of an emergency, our after-hours dispatch team is available to assist. Please see the information below for more details on what qualifies as an emergency.

Identifying Emergencies

An emergency maintenance issue is any situation that threatens personal safety or could cause serious damage to the property if not addressed immediately, such as flooding. Non-urgent matters are not considered emergencies. Please keep in mind that falsely reporting an emergency may result in charges to the resident. To prevent this, we carefully monitor all emergency requests and provide guidance to residents to help avoid unnecessary after-hours service fees.

**SCAN TO SUBMIT
MAINTENANCE REQUEST:**



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