



Dear Resident,

**Welcome to your new home at The Ravines at Rocky Ridge!**

Thank you for making the decision to rent with us! I am happy to take this opportunity to welcome you to our community. Below is some information to help you make a smooth transition as you move into our community.

**Utility Information** - Electric & Water accounts have already been set up for you! You will need to set up your Wireless / Cable services if desired.

**Electric and Water** - Pioneer Energy Management (614) 442-7100 or [www.pioneerem.com](http://www.pioneerem.com)

**Cable and Internet** - AT&T [www.AT&T.net](http://www.AT&T.net)

**Rental Payment** - Monthly rent is paid online only in your AppFolio resident portal and is due on or before the 1st of the month. You have already received an email from AppFolio with the sign-on instructions for your new online AppFolio resident portal.

**24-hour Emergency Services** - Major water leaks and lockouts please call (614) 855-7675.

**Fire and Medical Emergency** - Call 911

Please complete the Move-in Condition Form that you will receive in the welcome packet and email it back to our office within 48 hours of your move-in date.

Service requests are entered online through your AppFolio tenant portal.

Recycling is picked up outside your door each Friday.

Bulk trash removal is not permitted. You will need to make arrangements to have it removed at your own expense. Bulk items include furniture, mattresses, box springs, dressers, nightstands, etc...

Please read our Community Association Rules and remember our community is smoke-free.

Should you have any questions, please feel free to contact us at (614) 855-7675 or email us at [614RentMeLeasingOffice@gmail.com](mailto:614RentMeLeasingOffice@gmail.com).

Sincerely,  
The Ravines at Rocky Ridge Property Manager