

Verve Columbus FAQ

Mail and Packages

Each apartment will have a mailbox available for use on the first floor and a mailbox key will be provided to the unit.

1. Please be sure to address your items as follows including your full name and apartment number:

Your Name
1355 North High Street
Apt XXX
Columbus OH 43201

2. Within 1-3 days after move-in, you will receive an email to register for LuxerOne. After registering, you will receive email notifications when a package has been received for you and placed in the electronic locker system.
3. When delivery service providers place packages in the LuxerOne electronic locker, you will receive a retrieval code via email/text to access the locker with your package. Packages in the LuxerOne lockers are accessible 24/7.
4. Packages which cannot be placed in the LuxerOne lockers will be audited and stored in the Leasing Office. You will receive an email from the Leasing Office team letting you know if your package is in the Leasing Office.
5. Be sure to pick up your packages in a timely manner to avoid a cluttered package room.
6. If you have a missing package, contact the delivery carrier as soon as possible.

Dining

As a resident of Verve Columbus, you are not required to have a dining plan. Of course, you are welcome to maintain your existing plan if you wish. To check out the available on-campus dining options, please visit Dining Services website: www.dining.osu.edu

Living

Do I have to leave during breaks?

Verve Columbus is considered an Academic Year living environment which allows you to remain living in the apartment over spring break.

How do I access my apartment?

You will be provided with an electronic key fob to access the building exterior entrance, the ground floor elevator, and your apartment entry door. You will also be provided with a key to

access your bedroom. Please refer to the [Verve Fee Schedule](#) for costs associated with lost keys and electronic fobs.

Where can I get my mail and packages?

The first floor has a mailroom which houses both your apartment mailbox and the LuxerOne electronic package lockers. Packages delivered by carriers will be placed in the LuxerOne package lockers. To retrieve packages, follow instructions either through the LuxerOne app or the screen on the LuxerOne package unit.

How do I arrange for parking?

Parking at Verve Columbus is not included with your Housing contract.

How do I access the WiFi?

Wireless internet is provided by WhiteSky and you should connect to your apartment's network with the password provided on your move-in packet. Personal routers/modems are not allowed under any circumstance. Residents found to have unapproved equipment connected to the internet within their apartment will be fined accordingly.

If there is an issue with the wireless or cable connection, please contact WhiteSky at 866-755-8593 or support@whitesky.us. Please know that delays for scheduling may occur based upon WhiteSky's availability/hours of operation at the time of the call.

Does Verve Columbus have any additional facilities I can use?

The electronic key fob you use to access the building will also access other areas such as: stairwells, elevators, the lobby, fitness center, club lounge, and study rooms.

What furnishings are provided?

Generally, furnishings provided, but not limited to are:

- Kitchen – Refrigerator, range, microwave, and dishwasher. Apartments with kitchen islands will also have seating provided.
- Living room – Television, seating, and coffee table.
- Bedroom – Desk, desk chair, dresser, and trash receptacle. Beds in 5-bedroom apartments will be full size and all other apartments will be twin XL.
- Bathroom – Shower curtain.

Every apartment has a washer and dryer included. Lighting is available in all of the apartments although you may choose to supplement it with additional lighting if you desire.

Where do I take my trash and recycling?

Verve Columbus has trash chutes on every floor. Please do not leave trash outside your front door, in the hallways, or on the floor by the trash chute. If trash cannot fit in the chute, it needs to stay within the trash room. All boxes should be broken down and left in the trash room. Recycling is also available. Please note that you will be fined accordingly if policies are not followed.

Who do I contact for maintenance?

If you have a need for maintenance or custodial service for your room or building during business hours, **it is imperative that you notify us through our [Service2Facilities link](#)**. By providing details directly through this process (rather than informal channels), we are best able to determine an appropriate solution and ensure we meet your needs.

If you are experiencing a facility emergency, please call 380-500-4515 and the answering service will direct your call appropriately. Please leave detailed information regarding the emergency and include your name, apartment number, and telephone number. Depending on the nature of the emergency, the maintenance technician on-call will personally respond or will provide the appropriate response directly to you. Examples of emergencies include:

- No heat or air conditioning when temperatures are less than 50 degrees or higher than 85 degrees.
- Utility failure such as no water, electricity, or gas.
- Overflowing toilet that will not stop overflowing when the water has been shut off.
- Broken water pipes, leaks, and severe back-ups.
- Malfunction of an essential appliance. (Does not include microwave or dishwasher – please report these as routine service requests).

Who do I contact if I am locked out of the building and/or apartment?

If you lock yourself out of your unit and your roommates cannot help you access your unit, then notify management by calling 380-500-4515. You will be asked to provide a photo ID before gaining entry into your unit. A fee of \$50 or actual expenses and damages will be assessed for lockout requests that occur outside regular business hours.

How do I allow guests into the building?

Outside the front door there will be a ButterflyMX callbox that will allow for you to let guests, such as friends and family, in via remote access. You will receive an email to register for ButterflyMX 1-3 days after move-in. Do NOT ever grant access to someone whom you do not know.

What are the leasing office hours?

Currently, leasing office hours are:

- Sunday: 12p-5p
- Monday to Friday: 10a – 7p
- Saturday: 10a – 5p

Leasing office hours and office location are subject to change.

What if I have a roommate conflict?

Work through your Resident Advisor for assistance.

Who do I call for police, fire, or emergency services?

For emergencies, call 9-1-1 and the nearest emergency responder will assist. For non-emergencies, the Columbus Division of Police may be reached at 614-645-4545

Can I smoke in the apartment, common areas, or outside the building?

No smoking is permitted inside the building, which includes the apartment and common areas, or on the surrounding exterior grounds part of Verve Columbus. Refer to [Terms of Tenancy](#) and [Verve Fee Schedule](#) for more information about the smoking policy and fees associated with violation of the smoking policy.

Is there any additional storage available?

All personal property must be stored within the apartment and not located in any portion of the common areas. Bicycles and other personal property may not be parked or left outside the apartment, except at bicycle racks where provided.

Are there designated quiet and/or study hours?

Unless specifically posted or provided to you by Verve Columbus management, there are no formal times identified for quiet hours. It should be noted that if noise is determined to disturb other residents' right to quiet enjoyment, a noise violation may be incurred. Please see [Terms of Tenancy](#) for more information on Verve Columbus noise policies.

What do I do if my smoke detector isn't working or needs a new battery?

If your smoke detector is broken and/or not working, notify Verve Columbus by calling 380-500-4515.

What are some Bus options or transportation resources?

Travel from Ohio Union: 0.6 miles walking distance (14 minutes); COTA lines 1 and 2 (7 minutes)

Travel from Thompson Library: 0.8 miles walking distance (18 minutes); COTA line 1 (21 total minutes: 12-minute walk to and from High Street, 9-minute bus ride)

Travel from RPAC: 1.0 miles walking distance (21 minutes); COTA line 1 (24 total minutes: 15-minute walk to and from High Street, 9-minute bus ride)

Travel from Smith Lab: 0.8 miles walking distance (18 minutes); COTA line 1 (18 total minutes: 8-minute walk to and from High Street, 10-minute bus ride)

CABS On-demand: **Overnight hours are 9pm-7am, which would cover the hours that COTA is not operating.**