

## Move-in Information

Kentucky Utilities: 800-981-0600 (must have electric transferred into your name prior to your move in date—call at least TWO days prior to move)  
Columbia Gas: 800-432-9345 (\*\*ONLY APPLICABLE to residents at 145 Virginia Avenue!!!.....must have gas transferred into your name at least one day prior to your move in date)  
Spectrum: 844-725-4323 (internet & TV)

### MAINTENANCE REQUESTS

Maintenance requests are to be made via e-mail ([bluegrassrentals@gmail.com](mailto:bluegrassrentals@gmail.com)). E-mail requests are preferred so that management is in the loop and can prioritize maintenance work orders. If a maintenance matter is urgent / time sensitive, then please notify management via phone or text message (859-252-5858). If management does not acknowledge an urgent request, then please call the maintenance staff directly at 859-494-8075. Please do NOT call the maintenance line outside of normal business hours (9:00 am to 4:30 pm Monday→Friday) UNLESS there is an absolute / true emergency.

#### Plumbing

Never..... repeat, NEVER use Drano or any kind of liquid clog remover—taking such action will most likely not solve your problem, but will certainly do one thing.....damage / eat away at the pipes.....not a good thing!

#### Water leaks

Please report any water leak immediately—do not ignore it. A small leak might not seem like a big deal, but it is. Leaking / running toilets are particularly troublesome—it only takes one bad toilet to rocket a water bill into the stratosphere.

### INTERNET & CABLE TV

Landlord's provision of internet & cable TV service is through Spectrum) and only encompasses basic service. Resident is responsible for contacting Spectrum to establish an account for the purpose of acquiring any necessary equipment to receive services. There should be no charge to resident's Spectrum account so long as only basic service (standard / starter TV service with a DTA mini box and standard high-speed internet service with a standard non-WIFI modem) is requested. Any extra "bells & whistles" (for example, a HD set top box, a DVR, movie channels, WIFI internet) will result in a monthly charge to resident's Spectrum account. If you have any technical difficulties, then please call the Spectrum dedicated bulk-customer care phone number **844-725-4323**. Please use this phone number for any questions or concerns you have regarding service or entertainment needs. Information that Spectrum will need for troubleshooting is: your name, street address of apartment building, apartment unit number, equipment serial numbers, brief description of the problem, and a point of contact for access to the unit if needed. (If a service call is necessary to remedy the problem and you cannot be there for the service, then point of contact will be maintenance @ 859-494-8075).

### PARKING

Parking spaces at Bluegrass Commons are numbered. Each apartment is allotted only ONE parking space. You will be assigned a parking permit tag that displays a number corresponding to your designated parking space. This tag must be hung from your rearview mirror. If you park in a space that is not your designated space, then you run the risk of being towed. If somebody has parked in your designated space, then please call Bluegrass Towing @ 859-233-9711.

### LAUNDRY FACILITY

Laundry is coin-operated at the rear of the complex in the basement below apartment #113. If a machine is not functioning properly, please send an e-mail. Do not put plastic or rubber items in the dryers. The facility is for your convenience, so please treat it with respect and care.

### RENT PAYMENTS

Per your lease agreement, rent must be in hand or postmarked by the 1<sup>st</sup> of each month or it is considered late. There is no grace period of any kind. There is a \$5.00 discount if rent is paid online through my web site. There is a "Pay Rent Online" tab in the upper right-hand corner of each web page. PayLease (the company that powers the pay-rent-online function through my web site) has a mobile application that enables payment via your smart phone or you can pay via traditional means (desktop / laptop computer). Many of my residents have remarked how well they like the online payment method—it's certainly faster and avoids the risk of a check getting delayed or lost in the mail. There are two ways to pay via PayLease—credit card or "e-check" / bank draft. I would NOT pay via credit card because the transaction fees are ridiculous. If you pay via "e-check" / bank draft, then the transaction cost is \$0.00—it's completely free. If more than one resident occupies an apartment, then the online rent payment must be for the entire rent amount—individual online rent payments are not allowed. If you do not want to pay rent online and receive the \$5.00 discount, then please make check payable to "Bluegrass Rental Homes, LLC" and send via U.S. mail to P.O. Box 481, London, KY 40743-0481. Please remember to write your building & apartment # on the check! If more than one resident occupies an apartment and rent is not paid online, then rent must be paid via a single check for the entire rent amount or via individual rent checks totaling the entire rent amount sent in the SAME envelope.

### PEST SPRAYING

Building at 165 Virginia Avenue has pest control sprayings on a quarterly basis. You should receive advance notice from the pest control company prior to interior treatments. If you experience any insect issues, please contact management right away

### HVAC filters

Building 145 tenants are responsible for changing filters every 60 days. Building 165 tenants are responsible for washing filters every 30 days.

### TRASH

All trash must be taken to the dumpster immediately. You will be charged a fee if you are ever caught or reported with trash outside your door.

### PET POLICY

Dogs are not allowed at Bluegrass Commons. Cats are permitted contingent upon payment of a non-refundable animal fee.

### MAIL

Mailboxes are located in the front breezeway between apartments 106 & 107. To obtain your mailbox key, call 859-252-5858 or 859-494-8075