

Bluegrass Commons, LLC
P.O. Box 481
London, KY 40743-0481

859-252-5858
www.bluegrasscommons.com
bluegrassrentals@gmail.com

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 (must have gas transferred into your name at least one day prior to your move in date –only applicable for residents at 145 Virginia Avenue!!!)

MAINTENANCE REQUESTS

All maintenance matters should be requested through phone (859-252-5858) or e-mail: bluegrassrentals@gmail.com so that management is in the loop and can prioritize maintenance issues. Alternatively, you may call the maintenance staff directly at 859-494-8075 during normal business hours of 9:00 am to 4:30 pm Monday→Friday. Please do NOT call the maintenance line outside of normal business hours 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.

CABLE TV / INTERNET

Your apartment should be cable TV & internet ready upon move in. Time Warner Cable (TWC) equipment is to remain with the apartment. If the previous resident departed with any necessary cable TV / internet gear, then please notify me immediately. If you have any technical difficulties, then please call the TWC 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 TWC 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). If you want to upgrade your services (a DVR for example), then call TWC to have an account opened in your name. You will be responsible for the monthly charge associated with the upgraded products and services and for returning any equipment associated with the upgrade (basic equipment, however, is to stay with the apartment) when the account is closed.

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. To have someone towed from your designated space, you will need to show your hanging tag that corresponds with the number on your space.

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

Payment is to be made to “Bluegrass Commons, LLC” and may be made by mailing check to P.O. Box 481, London, KY 40743-0481. Per your lease agreement, rent must be in hand or postmarked by the 1st of each month or it is considered late. There is no grace period of any kind. Please remember to write your apartment # on the check.

Alternatively, you may rent at the website www.bluegrasscommons.com →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 the web site) has a mobile application that enables payment via your smart phone or you can pay via traditional means (desktop / laptop computer). Many 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.

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 pet deposit.

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