

Medical View Properties, LLC
P.O. Box 481
London, KY 40743-0481

859-252-5858
www.ukmvp.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)

KY Amer. Water: 800-678-6301 (****ONLY APPLICABLE** to residents of 135 Transcript, 145 Transcript, 127 Gazette, and 171 Gazette).

Residents of 140 Gazette, 159 Gazette, 160 Gazette, & 178 Leader → do not...repeat....do NOT call KY Amer. Water because MVP pays water at these buildings!!!

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 MVP are numbered. Residents with proof vehicle ownership/registration/etc...per the lease agreement are allotted parking spaces up to a number equivalent to the number of bedrooms in their apartment. 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 FACILITIES

Laundry is coin-operated and on-site in two locations: **135 Transcript Avenue & 178 Leader Avenue**. 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 via check or money order, made payable to “MVP” and sent via U.S. mail 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 building & apartment # on the check! If more than one resident occupies an apartment, a single check for the entire rent is preferred. Separate rent checks from each resident, however, are acceptable BUT in such cases ALL individual checks MUST be sent in the SAME envelope.....no exceptions!!!

Alternatively, you may rent at the website www.ukmvp.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

Pest control technicians treat the buildings on a monthly basis—typically every 2nd Thursday of each month. MVP strives to send out e-mail reminders to all residents regarding these sprayings 2 days beforehand. If you experience any insect issues, please contact management right away

HVAC filters

MVP strives to inspect / replace filters every 90 days. If you need a filter, please contact management.

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 MVP. Cats are permitted contingent upon payment of a non-refundable pet deposit.

FURNISHINGS – Never ever ever bring into your apartment furniture or a mattress found off the side of a street or adjacent to a dumpster. Such furnishings likely have rodents, bed bugs or other pests that lead to very serious problems. So, don’t be cheap.....don’t be foolish!