

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)

HALLWAY / FOYER DOORS

The foyer doors have locks and require a separate key—that is, the key to your apartment will NOT unlock the foyer door. If you get locked out of the building, there is a “community” key in a lockbox

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

You must display a parking permit from your rearview mirror or it will be subject to towing. Metro Towing is pretty aggressive about monitoring the lots; so don't take a chance and park in the lot without your permit. Please warn your guests of this policy and advise them to park on the street in front of the building. You may only park in the spaces directly behind your building. If you failed to get a permit, please call 859-252-5858.

LAUNDRY FACILITIES

There is no onsite laundry facility. Royalty Court residents are welcome to use coin-operated machines at Medical View Properties at **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.

RENT PAYMENTS

Payment is to be made via check or money order, made payable to “Bluegrass Rental Homes, LLC” 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.wallerapts.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.

MAIL

Mailboxes are located at the curb in front of building 1348. We have absolutely nothing to do with the mail—that is an issue between you and the United States Postal Service. To obtain a key to your mailbox, you will need to make a trip down to the branch of the Post Office on Alexandria Drive and inform them that you are a new resident of Apartment #___ and that you need a key. You will need to present proof of your tenancy, so take along your lease agreement to prove that you are the rightful occupant of Apartment # ___

PEST SPRAYING

We have periodic pest sprays on the interior of the units. All buildings are sprayed on a Quarterly basis and you should receive a notice either at your door or at the main foyer doors from the pest-control company. If you experience any insect issues, please contact management right away

Furnace filters

Filters are washable. Please remove them every 1-2 months and wash them so that your furnace runs efficiently and costs you less money to heat your apartment.

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.

***1356 RC tenants: please do NOT use the dumpster at the right rear corner of the building—that dumpster does not belong to us. You must use the dumpster between buildings 1348 & 1352.