

## 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: 855-243-8892 or 800-892-4357

### MAINTENANCE REQUESTS

All maintenance matters should be requested through your online Resident Portal UNLESS there is an absolute / true emergency in which case you should call the maintenance line at 859-494-8075. \*\*\*Be sure to have the maintenance lined programmed into your cell phone. There may be an urgent matter at some point during your residency that requires quick maintenance action (just a couple examples—loss of heat in winter, busted/leaking hot water tank), so it's wise to always have the maintenance line (as well as management's line) at your fingertips.

#### 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.

### 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 enter a maintenance request through your Resident Portal. Do not put plastic or rubber items in the dryers. The laundry facility is for your convenience, so please treat it with respect and care.

### RENT PAYMENTS

Per your lease agreement, rent must be paid via the online Resident Portal by the 1<sup>st</sup> of each month or it is considered late. There is no grace period of any kind.

### 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.

### MAIL

Mailboxes are located in the front breezeway between apartments 106 & 107. To obtain your mailbox key, please send request via online Resident Portal.

### PARCEL CAGE LOCKER

Parcel cage locker for UPS / Fed Ex deliveries is located in the breezeway between apartments 106 & 107. The locker is secured by a padlock. The key to the padlock is in a nearby lock box. Please e-mail or text 859-252-5858 for the lock box code.