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## 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, 171 Gazette, & 330 Rose). Residents of 140 Gazette, 159 Gazette, 160 Gazette, 178 Leader, and 805 Press→do not...repeat....do NOT call KY Amer. Water because MVP pays water at these buildings!!!

Spectrum: 866-874-2389 (closet location to UK Campus is at 2450 Nicholasville Road)

### 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 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.

### LAUNDRY FACILITIES

Laundry is coin-operated and on-site in three locations: **135 Transcript Avenue, 178 Leader Avenue, and 330 Rose Street**. If a machine is not functioning properly, please send an e-mail. 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

Pest control technicians treat the buildings on an ever-other-month basis. MVP strives to send out text or 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.

### PARCEL CAGE LOCKER

Parcel cage lockers for UPS / Fed Ex deliveries are located at 135 Transcript, 178 Leader, 805 Press, and 330 Rose. The lockers are 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.

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!