

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)
MetroNet: <https://signup.metronetinc.com/r/bluegrassrentalhomes>
Spectrum: 866-874-2389 (closest 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 or 859-252-5858. ***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

You must display a parking permit from your rearview mirror or it will be subject to towing. Bluegrass Towing Towing is pretty aggressive about monitoring the lots; so do not 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 a card reader laundry facility at 1348 Royalty Court #1, Please email for laundry code. There are additional facilities at our Medical View Properties at **135 Transcript Avenue & 178 Leader Avenue**. If a machine is not functioning properly, please put in a maintenance request. Do not put plastic or rubber items in the dryers.

RENT PAYMENTS

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

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.