

You have rented one of University Hill Realty's finest Energy Star apartments or houses.

1) ONE WEEK BEFORE THE LEASE BEGINS :

Please contact **National Grid @ 1-800-642-4272** or visit their <https://www.nationalgridus.com/upstate-ny-home/check-start-stop-or-transfer-service> to set up your account for gas and electricity. Utilities are the responsibility of the Tenant, and a new account must be set up to avoid any termination of service. They may be contacted 5-7 days prior to your move-in date but activated as of the move-in date. Advise National Grid that you would like to "transfer" the utility account into your name. Please remember your utilities must stay on for the entire term of your lease, regardless of whether you are there or not. You may contact bookkeeper@universityhill.com if you are asked to provide the meter number.

2) YOUR FIRST MONTH'S RENT MUST BE PAID BEFORE THE START OF THE LEASE:

****The Orange "TENANT PORTAL" buttons, on our company website, take you to the login page of the Tenant Portal. For any payments made through the Tenant Portal you will be charged a convenience fee.****

We offer the following **NO FEE PAYMENT** options:

A. **ANYONE** may pay online with a credit or debit card on our website www.universityhill.com:

1. At the top Click "PORTAL-LESS PAY" or Scroll down and Click on "PAY WITHOUT PORTAL" in the Orange box (Credit Card Icon).
2. On the next page, Click the "Pay Now" button.
3. The next page is the "AUTHORIZE.NET SECURE CHECKOUT", in which you will complete secure checkout information.
4. On the next page you will submit the credit card information. **To ensure proper crediting to your account, always include property address and unit number (if any) and your initials in the Invoice Field.**

B. Mail the payment to 500 Westcott Street, Syracuse, NY 13210.

C. Bring the payment into our office during office hours.

3) ALL LEASES BEGIN AT NOON ON THE FIRST DAY OF YOUR LEASE AGREEMENT

The first tenant to arrive may sign out the Move-in packet, including all keys, at our office for the group. If you plan to arrive outside our business hours, you must make arrangements with us, at least a few days in advance, to pick up the keys. The move in packets will be ready at noon on the 1st and our office is located above the RiseNShine Diner.

If you should have any questions regarding these requests, please do not hesitate to contact us.

Sincerely,

University Hill Realty, LLC Team