

# UNIVERSITY HILL REALTY, LLC.

April 1, 2024

Welcome New Tenant(s):

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

Please call **National Grid @ 1-800-642-4272** or visit **<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 must be contacted 5-7 days prior to your move-in date and activated as of the move-in date. The utilities must stay on for the entire term of your lease, regardless of whether you are there or not.

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

- 1) For **ANYONE** to pay - Pay online with a credit or debit card by simply accessing our website: [www.universityhill.com](http://www.universityhill.com) and clicking on "PORTAL-LESS PAY" at the top, or "PAY WITHOUT PORTAL" in the Orange box (credit card icon), then click on "Pay Now". **To ensure proper crediting to your account, always include property address and unit number (if any) and your initials in the Invoice field.**
- 2) Mail the payment to 500 Westcott Street, Syracuse, NY 13210.
- 3) Bring the payment into our office during office hours.

All requests for non-emergency repairs to your apartment or common areas of the building should be submitted through the website by clicking on MAINTENANCE REQUEST in the Orange box (tool icon). If there is a MAINTENANCE EMERGENCY, you should also follow up with a call to our office @ 315-422-0709. Press the option for "Tenant" followed by the option for "Emergency".

The keys to your apartment or house are enclosed in the Move-In packet. The "0" key opens the common outside door for multi-family homes only. An Apartment Condition Checklist is also enclosed. Please fill this out at the beginning of your lease and return it to our office within ten (10) days.

Please comply with all City trash and recycling regulations as referenced in Section 1.12 of your Lease Agreement. City of Syracuse and OCRRA information is enclosed.

**Please label your mailbox with your name so the mailman can identify you as new occupants.**

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

Sincerely,

University Hill Realty  
Ph: (315) 422-0709  
[www.universityhill.com](http://www.universityhill.com)