



Please contact **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 may be contacted 5-7 days prior to your move-in date and 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](mailto:bookkeeper@universityhill.com) if you are asked to provide the meter number.

**AppFolio charges convenience fees if you make payments with a debit/credit card in the Tenant Portal.**

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

- 1) In the portal, the convenience fee for paying by ACH or e-check is waived.
- 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 were enclosed in the Move-In Packet. The “0” key opens the common outside door for multi-family homes only. An Apartment Condition Checklist was 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 was enclosed in the Move-In Packet.

**Please label your mailbox with your name(s) so the mail carrier can identify you as the new occupant(s).**

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

University Hill Realty, LLC Team