



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

1) Electric and gas service must be turned on in your name effective Tenant Move In Date. You can establish your service as early as 30 days before your lease start. Service requests made in fewer than 7 days before lease start may result in a gap in service and a start date later than move in.

Please have one tenant contact **National Grid @ 1-800-642-4272** or visit their [website](#) to set up your own gas and electric account. 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 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. Have them provide you with your new 10-digit account number as proof that they set up your new account. 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" button, on our company website, takes you to the login page of the Tenant Portal. If you pay by Debit or Credit card in the portal, you will be charged a convenience fee. For ACH/e-check payments made through the Tenant Portal the convenience fee is waived. Payments made in the Portal show up on your ledger right away.

We offer these **NO FEE PAYMENT** options:

- A. Tenants can pay in the Tenant Portal by e-check (one-time payment or set up a recurring ACH payment). It's FREE and you will see the payment reflected on the ledger right away.
- B. Bring the payment into our office during office hours, M-F.
- C. Mail the payment to 500 Westcott Street, Syracuse, NY 13210.

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 **Tenant Lease Start Date**. 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