

Welcome to University Station!

DESCRIPTION OF KEYS

Each resident will receive 1 black electronic key that grants access to the common door and unit door. To unlock the unit door, insert the black electronic key and turn it to the left, similar to a traditional lock and key system. Bedroom keys are given to residents moving into apartments with two or more bedrooms. Each unit receives 1 mailbox key to be shared.

PARKING INFO

There are multiple parking lots located throughout the community. All parking is assigned for a specific space in a specific lot. A parking pass is required to park in these lots. Limited street parking is available.

MOVE IN DAY PARKING

Call our office for details about parking for move-in day.

LAUNDRY

Each apartment features in-unit laundry.

DISHWASHER

If the dishwasher does not turn on, first try flipping the switch next to the garbage disposal. This switch must be on in order for the dishwasher to operate.

CABLE/INTERNET

Alta Fiber (previously Cincinnati Bell) internet access information is located on the smart panel in one of the bedroom closets. This includes your account number and Wi-Fi information.

UTILITY INFO

Residents are responsible for set up and payment of all electric service. There is no gas service at the property. Utilities are provided through Duke Energy.

Duke Energy: 513-421-9500 or online at Duke-energy.com

CIRCUIT BREAKER

If a section of your apartment loses power (such as several outlets in your living room stop working, or your bathroom lights and fan will not turn on), you may have tripped a breaker. This can be easily reset by following these instructions: Your circuit breaker panel is located inside the HVAC closet near the kitchen. Once located, open the panel/door, and look for any switch that is in the middle position or the opposite position as all of the other switches. Flip that switch fully to the OFF position and then all the way back to the ON position. If this does not resolve the problem, please submit a service issue through your [Tenant Web Access](#) online account.

TRASH

Trash rooms are located on the north and south side of each floor.

AMENITY SPACES

University Station features a fitness center, clubroom, theater room, and swimming pool in Building 1. There are study rooms located throughout the property in all buildings. Residents will use their black electronic key to access all amenity spaces.

MAIL/PACKAGES

Mailboxes and an Amazon hub are located on the first floor, right next to the elevator on the west end of the building. Any USPS packages unable to fit in your mailbox will be left at the office for you to pickup.

You are also welcome to have packages delivered to the office using the following address:

Your Name
1725 Cleneay Ave
Norwood, OH 45212

PAYING RENT

Your August **rent** installment is due before picking up keys on your move-in day. After that, rent is always due on the 1st of every month. Late fees will be assessed for remaining balances on the 5th of each month. We accept the following payment methods: checking account (free), savings account (free), debit card (\$4.95 convenience fee), or Visa/Mastercard/American Express/Discover (+ 3% convenience fee). All payments should be made through your [Tenant Web Access](#) account. Cash, money orders, and paper checks are not accepted.

RENTERS INSURANCE

All residents are required to carry renters insurance throughout the term of the lease. The policy must include a minimum of \$100,000 in liability coverage. If you already have a policy in place, you can upload your declarations page [here](#). The insurance declaration page should contain the policy effective date and expiration, coverage amounts, policy number, and address with your apartment number. Or to sign up for ePremium, visit <https://www.epremiuminsurance.com/>.

MAINTENANCE

You can submit a **service request** (maintenance) online by logging into your [TWA](#) account and selecting "Service Issues" from the menu at the top of the page. Click "Add Service Issue" and fill out the form to submit your request. You can also call our office and have a member of our team submit a service request for you.

Emergency maintenance issues are those that require immediate attention to ensure the safety of residents and/ or the property. Unexpected events can sometimes occur. When they do, it is important to understand the difference between an emergency and a non-emergency. Please visit <https://uptownrents.com/maintenance-emergency-information/> to see our guidelines to help distinguish what constitutes an emergency and let you know what to expect from our maintenance team. In the event of a maintenance emergency, call our office at (513) 898-1408. If an emergency occurs while we're closed, call our office and follow the prompts to leave a voicemail for the after-hours maintenance technician. Do not submit emergency requests online or by email as these may not be seen until the next business day.

For life threatening emergencies, always CALL 9-1-1 *first!*

MOVE IN REPORT

The **move-in report** will be posted to your [TWA](#) account. We'll email you when it's time to fill it out. Please try to complete within two weeks of receipt (it will expire after 3 weeks). If you see any scrapes, scuffs, or cosmetic issues, please note them on this report. These reports are intended to document the current conditions of your apartment so that we are aware when we evaluate the apartment conditions for your deposit refund upon move out. This report is not intended for service requests, and items listed on this form may not be addressed. Send us a service issue for anything that needs repair!

MOVE IN SURVEY

We will send you a move in survey within a week of move-in so you can tell us how we did.

TWA (Tenant Web Access): <https://uptownrp.twa.rentmanager.com/>

Email your property manager, Kristin Atwood, through TWA

Text us at 513-547-3682

Call us at: (513) 898-1408

Website: www.liveatustation.com

Duke Energy (Gas/ electric): 513-421-9500

AltaFiber (formerly Cincinnati Bell) (Internet) 513-565-2210

OKI Towing: 513-615-2698

- ▲ RESIDENTIAL DUMPSTER
- PET STATION
- COMMERCIAL DUMPSTER
For retail use only

