

IMPORTANT NOTICES



**PLEASE
READ**

ATTENTION: IMPORTANT NOTICES

COOKING:



Please be considerate and use common sense while cooking. DO NOT cook oils or any other foods on high temperatures on the stove or microwave oven, as this creates a smoke condition that will set off the fire alarm and immediately alert the Albany Fire Department. When this continuously happens for non-emergency conditions it may eventually create a “Cry Wolf” scenario that could be detrimental to the safety of UH College Suites residents.

PLEASE NOTE: VIOLATORS WILL BE FINED

WAYS TO PREVENT SETTING OFF THE FIRE ALARM:

- Make sure the cooking area is clear and clean.
- Clean out toasters/toaster ovens regularly to prevent excess crumbs from burning.
- Always watch what you are cooking.
- Turn on the vent fan on the microwave before you start cooking.
- Make sure what goes in the microwave is microwave safe.
- Let your Pots/Pans/Skillets cool before running water on them to clean, this creates steam & can set off the alarm.

IF THE FIRE ALARM IN YOUR APARTMENT GOES OFF:

- **LEAVE IF IT IS AN EMERGENCY!**
- If it is not an emergency, shut all room doors with in the apartment including the bedrooms and bathrooms.
 - **DO NOT OPEN THE MAIN DOOR TO THE HALLWAY!**
 - A Full Building Alarm is more likely to occur.
- Open the windows in the common area and let the smoke dissipate on its own.
- Leave the vent fan on with window(s) open until smoke clears.
- Wait for Public Safety.

TRASH REMOVAL:

As a reminder, all residents are responsible for removing all trash and recycling from the apartment. Trash and recycling should be placed in the **GREEN** dumpsters located on both sides of UH College Suites. There are designated dumpsters for trash and for recycling. We use single sort recycling.

******* DO NOT THROW NORMAL TRASH
INTO THE RECYCLING BINS *******



Go Green! Helpful tips:

- Take the stairs instead of the elevator (great for the environment and your health)
- Plug small appliances into power strip that can be turned off
- Unplug unused chargers and appliances
- Replace your personal lamps light bulbs with CLF bulbs
- Shut down your computer completely at night
- Turn off the lights when leave a room.
- Turn off the water while brushing your teeth
- Take shorter showers to reduce water use
- Wash laundry in cold water instead of hot
- Use a drying rack or clothesline to save the energy otherwise used during machine drying
- Use cloth napkins daily instead of paper



- Repurpose glass jars as leftover containers and bulk storage, especially in the kitchen
- Wear an extra sweater or use a blanket before you resort to turning on (or up) the heat
- Buy a reusable water bottle and/or insulated mug
- Use reusable shopping bags
- Get e-tickets for the movies through apps like Fandango or get e-tickets and boarding passes when traveling
- Opt out of junk mail
- Share your text books or opt for an online version instead

LAUNDRY ROOMS:

UH College Suites offers coinless laundry equipment. To utilize the new laundry equipment, you will need to use a laundry card provided by UH College Suites.

How to get started to add value to the UH College Suites Laundry Card:

1. Log on to: www.codedvalueadder.com/uhcsrevalue
 - a. The UH College Suites Logo should be at the top of the website.
2. Click on New Customer and fill in the registration information.
 - a. If you enter a mobile number during registration, your codes can be sent directly to your phone in a text message.
3. After submitting your information, you will receive an activation email.
 - a. Open and click on “Activate Account”. You will then be redirected to the sign in page.
4. Sign in with your newly created log in and password
5. Click on Cards.
 - a. Card Alias – Name your card
 - b. Money Card Serial #- Enter the serial number located on the back of your card.
 - i. It is a 10-digit number following ESD on the back of the card.
 1. If the serial number on the card is only 8 digits, add 2 zeros at the beginning.
 - ii. Codes that you purchase will only work on this card.
 - c. Confirm Serial #
 - d. Click ADD
6. Click on Revalue.
 - a. Choose a Code Value Adder (CVA)
 - i. The CVA for Building A is #1.
 - ii. The CVA for Building B is #2.
 - b. Click “Assign”.
7. At the bottom of the page, click on “Buy Code”.
8. Choose an amount from the drop-down menu to add to your card.
9. Complete your payment information. Click “continue.”
10. You will receive a code that can be printed or if you have listed a mobile device, it will arrive via text.
11. Bring the code to the Coded Value Adder (CVA) you have selected.
 - a. Your code will only work on that CVA.
 - b. The CVA for Building A is #1 is located in the Lobby of the A-Building.
 - c. The CVA for Building B is #2 is located in the 1st Floor Laundry Room of the B-Building.
12. Insert your laundry card to the CVA.
 - a. Follow the instructions to enter your code.
 - b. The value you have purchased will be added to your card.
 - c. Proceed to wash and dry your clothes.

LAUNDRY ROOMS:



DO NOT overload the machines
Use the correct amount of detergent
Report any problems to the Management Office
Remove belongings in a timely manner
Any items left in a machine for 48-72 hours may get discarded

Laundry Room Hours

Closed: Monday – Friday: Midnight – 5:00 a.m.
Closed: Saturday and Sunday: From Midnight – 7:00 a.m.

Laundry Rooms are located on the 2nd & 3rd Floor in the A-Building – Main Building
and on the 1st Floor in the B-Building – New Addition

ANNUAL NOTIFICATION OF RIGHTS Home Energy Fair Practices Act (HEFPA)

The electricity at University Heights College Suites (100 Union Drive) is sub-metered. As a residential customer of electricity, you have certain rights under the Home Energy Fair Practices Act (HEFPA). Attached are sample forms you may use when contacting University Heights College Suites (100 Union Drive, Albany, NY 12208) regarding any of the topics discussed below. A full copy of HEFPA rules is available at http://www.dps.ny.gov/HEFPA_Brochure_12-08.pdf

Complaint process

If you have questions about your electric bill or believe your bill is inaccurate, you should contact University Heights College Suites at 100 Union Drive, Attn: Management Office; Albany, NY 12208 or via phone (518) 514-0222.

Tenant should contact the management company of the building. Tenant should submit the complaint to the property manager of the building in writing, via telephone, e-mail or in person, including the action of relief requested and the reason for the complaint about the sub-metering charge. The property manager shall investigate and respond to the complaint in writing within fifteen (15) days of the receipt of the complaint. If the tenant is dissatisfied with the property manager's response, he or she may request a review of the outcome by filing a verbal protest or protest in writing, via telephone, e-mail, or in person within 15 days from the date of the response from the property manager. If the tenant and property owner cannot reach an equitable agreement within fifteen (15) days of the tenant's filing of a protest, tenants may contact the Department of Public Service, www.dps.ny.gov, or if they are dissatisfied regarding a management's response to their complaint. Alternatively, Tenant may contact the Department of Public Service at any time concerning their sub-metered service in writing at New York State Department of Public Service, 3 Empire State Plaza, Albany, New York 12223, by telephone at 1-800-342-3377 or (212) 417-2223, or visiting one of its Consumer Services Offices located at:

90 Church Street
New York, NY 10007

3 Empire State Plaza
Albany, New York 12223

Ellicott Square Building 295 Main Street
Buffalo, New York 14203

Or via the Internet at www.dps.ny.gov. Owner shall afford you all notices and protections available to you pursuant to the Home Energy Fair Practices Act (HEFPA) before any action(s) based on such nonpayment, including termination of service is commenced. As a residential customer for electricity, tenants have consumer rights and protections available under the Home Energy Fair Practices Act ("HEFPA") and tenants may wish to refer to this act for further information about their rights via the department's website.

You may contact the Department of Public Service at any time if you are dissatisfied regarding management's response to your complaint:

PSC Helpline – toll free number: 1-800-342-3377 Online: www.dps.ny.gov

Mailing address:

NYS Public Service Commission – Office of Consumer Services Empire State Plaza
Agency Building 3 Albany, New York 12223-1350

Termination or Disconnection of Service:

A Sub-meterer may disconnect service under the following conditions if the customer:

- fails to pay charges for services rendered; or
- fails to pay amounts due under a deferred payment agreement;
- fails to pay a lawfully required deposit; and
- is sent a final disconnection notice no less than 15 days before the disconnection date shown on the notice.

A final disconnection notice shall clearly state or include:

- the earliest date on which disconnection may occur;
- the reasons for disconnection, including the total amount required to be paid, and the manner in which disconnection may be avoided;
- the address and phone number of the office of the sub-meterer that the customer may contact in reference to his/her account;
- the availability of procedures available under HEFPA; and
- in a size type-capable of attracting immediate attention a statement that reads, “THIS IS A FINAL DISCONNECTION NOTICE. PLEASE REFER TO THIS NOTICE WHEN PAYING THIS BILL.”

Reconnection service

If your service has been shut off for non-payment, the sub-meterer must turn service back on within 24 hours, where possible, in the following situations:

- you have paid the amount due or signed a payment agreement and made the down payment, if required,
- the local Department of Social Services agrees to make a direct payment on your behalf or provides a written guarantee of payment,
- the service provider is notified that serious harm to health or safety is likely to result if service is not reconnected, or
- the PSC directs the service provider to restore service.

Special Procedures:

Notify University Heights College Suites at 100 Union Drive, Attn: Management Office; Albany, NY 12208 or via phone at (518) 514-0222 if any of these conditions exist:

Medical Emergencies

No sub-meterer shall disconnect or refuse to restore service when a medical emergency exists. You must provide a medical certificate from a doctor or local board of health.

Life Support Systems

If a customer or a resident of the customer’s premises suffers from a medical condition requiring utility service to operate a life-sustaining device, certification by a medical doctor or a qualified official of a local board of health shall remain effective until terminated by the commission or its designee, provided the residential customer demonstrates an inability to pay charges for service. You must have life support equipment and provide a medical certificate from a doctor or a local board of health.

Customers Who Are Elderly, Blind or Disabled

No sub-meterer shall disconnect or refuse to restore service where a residential customer is known to or identified to the sub-meterer to be elderly, blind, disabled or 62 years of age or older, and all remaining residents of the household are 62 years of age or older, 18 years of age or under, or blind or disabled, without complying with the procedures specified in HEFPA.

Cold Weather Periods

Every sub-meterer shall develop and maintain methods to identify all residential households in its buildings whose utility service is heat related. During the period beginning November 1st of each year and ending April 15th of the following year, every sub-meter shall observe, at a minimum, the procedures in HEFPA Section 11.5 (c) (2).

Special Notification of Social Services

After the sub-meterer has sent a final notice of termination to a residential customer who it knows is receiving public assistance, supplemental security income benefits or additional State payments pursuant to the Social Services Law, and for whom the sub-meterer has not received a guarantee of future payment from the local social services commissioner, it shall, no more than five days nor less than three days before the intended termination or disconnection, notify an appropriate official of the local social services district that payment for sub-meterer services has not been made.

Voluntary Third-Party Notice: Every sub-meterer shall permit a residential customer to designate a third party to receive all notifications relating to disconnection of service or other credit actions sent to such residential customer, provided that the designated third party agrees in writing to receive such notices. The sub-meterer shall inform the third party that the authorization to receive such notices does not constitute acceptance of any liability on the third party for service provided to the customer. The sub-meterer shall promptly notify the residential customer of the refusal or cancellation of such authorization by the third party.

If you are interested in Voluntary Third-Party Notice notify **University Heights College Suites at 100 Union Drive, Attn: Management Office; Albany, NY 12208** or via phone at **(518) 514-0222** with the party's contact information and written agreement of the third party to receive copies of all notifications relating to the disconnection of service or other credit actions sent to you.

Deferred Payment Agreements: A deferred payment agreement is a written agreement for the payment of outstanding charges over a specific period-of-time, signed by both the sub-meterer and customer. A sub-meterer must make reasonable efforts to contact eligible customers or applicants by phone, mail or in person for the purpose of offering a deferred payment agreement and negotiating terms tailored to the customer's financial circumstances when payment of a bill or arrears is owed on an account. You may contact **University Heights College Suites at 100 Union Drive, Attn: Management Office; Albany, NY 12208** or via phone at **(518) 514-0222** to discuss details if interested.

Budget of Levelized Payment Plans: A sub-meterer shall offer residential customers a voluntary budget billing or levelized payment plan for the payment of charges. The plan shall be designed to reduce fluctuations in customers' bills due to seasonal patterns of consumption. The plan shall be based on a customer's recent 12-month billing data and if not available then 12 months of billing data for the premises shall be used. If 12 months of billing data are not available for the premises then the utility shall estimate consumption over the next 12-month period. Bills should clearly identify consumption and state the amounts that would be due without levelized or budget billing. In addition, each plan shall provide that bills will be subject to regular review for conformity with actual billings.

You may contact **University Heights College Suites at 100 Union Drive, Attn: Management Office; Albany, NY 12208** or via phone at **(518) 514-0222** to discuss details if interested.

Quarterly Billing Plan: Public Service Law (not HEFPA) also allows a sub-meterer to offer residential customers who are 62 years of age or older, as an alternative to monthly billing, a plan for payment on a quarterly basis of charges for service rendered provided that such customer's average annual billing is not more than \$150. You may contact **University Heights College Suites at 100 Union Drive, Attn: Management Office; Albany, NY 12208** or via phone at **(518) 514-0222** to discuss details if interested.

Deposits: Deposits for sub-metered accounts may be required if:

- Tenant is a seasonal or short-term customer.
- Customer accumulates two consecutive months of arrears without making reasonable payment. A sub-meterer shall provide a customer written notice, at least 20 days before it may assess a deposit.
- Customer had electric service terminated, disconnected or suspended for nonpayment during the preceding six months.
- Sub-meterer permits the customer to pay the deposit installments over a period not to exceed 12 months.

Deposits for sub-metered accounts shall not be required or held if:

- Sub-meterer knows customer to be a recipient of public assistance, supplemental security income, or additional State payments.
- Sub-meterer knows customer is 62 years of age or older unless such customer has had service terminated, disconnected or suspended by the sub-meterer for nonpayment of bills within the preceding six months.

Requirement:

- Deposits should be a reasonable amount not greater than twice the average monthly bill except in cases of electric space heating, where it may not exceed twice the estimated average monthly bill for the heating season.
- Interest must be paid on deposits at a rate prescribed annually by the Commission. Interest will be applied to the bill when the deposit was held for a period of one year. If the customer is not delinquent in payment of bills during the one-year period, the deposit and the interest is refunded promptly.

Late Payment Charges:

(A) A utility may impose a one-time or continuing late payment charge, not in-excess of 1 ½ percent per month on the unpaid balance of any bill for service including any interest thereon, provided the utility:

- (1) Clearly shows on each bill the amount billed, whether any charge will be imposed for late payment, when the late payment charge becomes applicable, and the time-period during which the bill may be paid without imposition of the late payment charge.
- (2) Does not impose a late payment charge for any bill or portion thereof which is paid within 20 days of the date payment was due, according to the standard set forth in paragraph (a)(3) of section 11.4 of this Part. (3) Does not impose such charge on any bill that is the subject of a pending complaint before the utility or the commission; provided, however, that a late payment charge may be imposed on the balance due where the final resolution of the complaint directs payment of the entire disputed amount to the utility; and provided further, that no such charge may be imposed for more than two months of the pendency of the complaint unless authorized by the commission or its designee.

- (B) Every utility shall offer residential customers on fixed incomes the opportunity to pay their bills on a reasonable schedule that is adjusted for such customer's periodic receipt of income without such customers incurring late payment charges; provided, however, that any such offer any prescribe a late payment charge, consistent with the standard set forth in subdivision (a) of this section, where payment is not made within 20 days of the scheduled due date.
- (C) Other charges. Except as provided in subdivision (a) of this section, no utility may charge any residential customer a late payment charge, penalty, fee, interest or other charge of any kind for any late payment, collection effort, service termination, disconnections or suspension or deferred payment agreement occasioned by the customer's failure to make timely payment for services. Nothing in this section shall prohibit a utility from imposing a reasonable charge pursuant to its tariff or, where applicable, its agreement for commodity supply, for other lawful purposes.

Comment: A utility eligible to request suspension pursuant to PSL 32(5) is prohibited from recovering from a residential customer any charge paid by said utility to the distribution utility for any costs associated with suspension of distribution service.

Refunds

Sub-metering refunds will be credited to sub-metered residents affected by the sub-meterer's actions that led to such refunds provided that the University Heights College Suites has such contact information for such resident.

Currently, all your electrical payments are included in your rent as part of your license agreement. Even so, we are required to provide you with this information.

UH COLLEGE SUITES PARKING:

Fees*

Parking Lot – Helipad Lot

Summer Term	\$ Free
Academic Term	\$300.00

Parking Garage (Limited Availability)

Summer Term	\$165.00
Academic Term	\$495.00



Front of Car

The nonrefundable parking fee indicated above is for the entire term and must be paid in full prior to receiving your Parking Permit.

UH College Suites Parking is available to UH College Suites residents ONLY.

A permit is required for all the aforementioned lots and must be obtained from the Management Office during regular office hours. Parking permits obtained from your college are not permitted in our lot unless you also have a permit from UH College Suites. Visitors may also obtain a temporary (three-day maximum) parking pass from the Management Office or Public Safety. Anyone not abiding by these rules may be subject to fines and/ or being towed at their own expense. Additionally, your parking privileges may be revoked.

- **Parking at the front entrance** is considered a Fifteen (15) minute pick-up/ drop-off zone **ONLY**. Violators will be prosecuted at the owner's expense.
- **UHCS Employee and Vendor** spaces are for Employees and vendors only. Violators will be prosecuted at the owner's expense.

Where do I display my UH College Suites Parking Permit?

The correct location for displaying your UH College Suites Parking Permit on your vehicle is to hang the tag on the **REARVIEW MIRROR FACING OUTWARD**.

Failure to properly display your UH College Suites Parking Permit may result in your vehicle being ticketed and/or towed at your expense.

What if I have obtained a space in the Parking Garage?

If you are assigned a Garage Swipe Card for the Parking Garage during the Summer Term, you are not guaranteed parking for the Academic Term and must surrender your Garage Swipe Card no later than end of the Summer Term unless otherwise notified.

If you are assigned a Garage Swipe Card for the Academic Term, you must surrender the Garage Swipe Card no later than the end of the Academic Term unless otherwise notified.

Under no circumstances should you allow anyone other than yourself into the Parking Garage. Anyone found allowing others to use their pass may automatically have all parking privileges with UH College Suites revoked. Please be advised that the parking garage is equipped with security cameras monitored by UHA Public Safety.

Please Note: Failure to return your Garage Swipe Card at the end of the term which you were assigned (or upon UH College Suites Management request) will result in a fine up to \$200.00 and may result in your automatically revoking all parking privileges with UH College Suites.

What if I move out of UH College Suites?

If you are to leave UH College Suites prior to the end the Summer Term or the end of the Academic Term, you must return your UH College Suites Parking Permit and Garage Swipe Card (if applicable) to the UH College Suites Management Office upon moving out as you will no longer be allowed to utilize UH College Suites Parking Lots. Failure to do so may result in a fine up to \$200.00, as well as, the inability to utilize our parking lot during future stays at UH College Suites.

What if my car received a ticket and/or was towed?

UH College Suites is **NOT** responsible and has no authority over parking tickets or cars being towed. If you have any questions, please contact UHA Public Safety in writing at 130 New Scotland Ave, Albany, NY 12208. Appeals may be made online at www.universityheights.org. Additional instructions may be found on the face of your parking ticket.

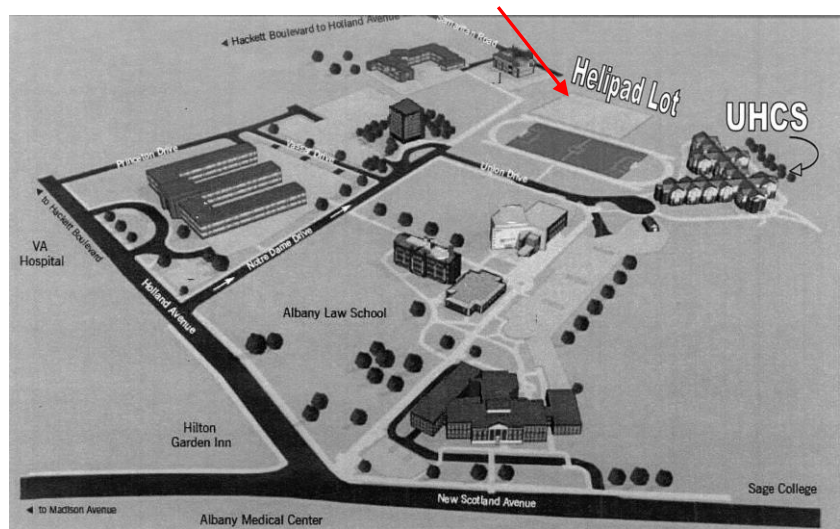
Emergency Snow Removal Policy

Within **24 hours** after a snow storm hits and the snow stops falling, UHCS residents must move their vehicles to the right side of the Helipad Lot. The right side of the lot is the side closest to the track & field. (Rows 1 and 2 – see diagram.)

Within **48 hours** after a snow storm hits and the snow stops falling, residents should move their vehicles to the left side of the lot. Please do not move your vehicle until the right side of the lot has been cleared. (Rows 3 & 4 – see diagram).

If at any time, a resident is found to be not following the parking procedures listed above, blocking the entrance to the Helipad or in a prohibited parking space their vehicle may be ticketed and/or towed at their expense.

Thank you for your immediate cooperation. As always, should you have any questions regarding this policy, please do not hesitate to contact the Management Office during regular office hours.



Spectrum Cable at UH College Suites

Spectrum, our cable provider has switched over to a digital television signal. If you bring a television for your bedroom and would like to view channels, you will have to order a set-top box directly from Spectrum. UH College Suites has provided a set-top box in the common area of the apartment and it should remain in the common area.

This set-top box will provide access to the cable channels you are able to view on the common area television. If you are ordering a set-top box, **each student should order it individually.**

Be advised, there is **NO COST** to you when you order a set-top box for your bedroom.

Additional services for your bedroom (ex. DVR, premium channels) will be at your expense.

Below are instructions on how to order your set-top box:

Call: 1-833-MY-SPECTRUM (1-833-697-7328)

Press *99 - for touch tone

Press 1 - for I don't have an account

Press 1 - to set up new service

Enter the 5-digit Zip Code: **12208**

You will reach a customer service agent to set-up your account and should provide them following information:

Your First and Last Name

Your Address at UHCS: 100 Union Drive, Albany, New York 12208

Your Apartment Number

Your Bedroom Number:

Room 1 = A

Room 2 = B

Room 3 = C

Room 4 = D

Be advised it is *your responsibility* to return the set-top box back to Spectrum at the end of your stay.

UH College Suites

"Your home away from home"



Reminders:

Payments are due the first of each month:

Academic Term – August 1st – April 1st

Summer Term – May 1st – July 1st

12-Month Term – May 1st – April 1st

The main entrance is **15-minute** drop off/pick up parking **only** – Violators will be ticketed and towed at their expense.

No Parking in Employee/Vendor Spaces

For your convenience, a **BLACK** drop box is in the Lobby of the A-Building - Main Building of UH College Suites on the wall next to Public Safety/Security for rent payments or any correspondence for the UH College Suites Management Office when our office is closed.

UH College Suites is a **NON-SMOKING PROPERTY**.

Your mailing address is:

Your Name
Apt. #
100 Union Drive
Albany, NY 12208

Office Hours:

Monday – Friday 9:00 am – 12:30pm
& 1:30 pm – 4:30 pm

unless otherwise indicated

email: info@uhcollegesuites.com



WE'RE ON FACEBOOK!

: Uh Collegesuites

Your mailbox is **your apartment number** that is shared with all your roommates. The mailboxes for apartments starting with **100 & 300** are located on the track side of UH College Suites. The mailboxes for apartments starting with **200 & 400** are located at the other entrance of UH College Suites.

The small brown envelope in your move in packet contains the following:

LARGE KEY – Opens your bedroom door **AND** the front door to your apartment

SMALL KEY – Mailbox Key – Your mailbox number is your apartment number

FOB – Opens your hallway glass door, main doors to UHCS, media room and fitness center

LAUNDRY CARD – Instruction as listed in this packet.

WE ARE

UH College Suites

"Your home away from home"

www.uhcollegesuites.com



We are **NOT UHA** - University Heights Association



Incorporated in 1995, the University Heights Association is a nonprofit consortium of colleges, including: Albany Medical Center, Albany Law School, Albany College of Pharmacy and Health Science and The Sage Colleges' Albany campus.

www.universityheights.org