



RESIDENT HANDBOOK

Always find the latest version online at...
www.933TheU.com/handbook

IMPORTANT CONTACT INFORMATION

LEASING OFFICE	p. (585) 402-5411 e. 933theuleasing@morepropertymgmt.com	Located in front lobby Office Hours: Mon, Tues, Thurs & Fri: 9 a.m.-5 p.m. Wed: 9 a.m.-7 p.m. Sat: 10 a.m.-3 p.m.
SERVICE REQUESTS	933theU.com/tenant-services	Service available from: 8 a.m.-4:30 p.m.
AFTER HOURS EMERGENCY MAINTENANCE	p. (585) 258-1943	No heat or A/C No hot water Toilet inoperative Leaks No electricity Lock out Service available from: 4:30 p.m.-8:00 a.m.
RENTERS INSURANCE Effective Coverage	p. (800) 892-4308 e. more@effectivecoverage.com	Renters insurance is mandatory. Please see the last page of the handbook for details on requirements and submitting proof.
RENT PAYMENT	Mail Checks / Money Orders to: 933 the U C/O Leasing Office 933 University Avenue Rochester, NY 14607 Be sure to include name & apartment number on any checks or money orders.	Online Payment: 933theU.com Click on "Residents" page, then click "pay online." OR Drop off check in envelope to leasing office

RESIDENT PARKING

Each resident must park in their assigned parking garage. This is determined by their apartment number and its location in the building. Please be aware that in order to open the gate/garage door, your parking pass must be visible from your front dash/front windshield. Please be patient as it may take a couple seconds for the sensor to read the pass.

*Be sure to remove any RFD chip technology or EZ passes to avoid issues with the sensor.

Please follow yield signage and exercise caution when entering and exiting the garage. Please keep in mind the gate will swing into the garage.

VISITOR PARKING

Visitors are welcome to park on University Avenue. Please instruct visitors to enter the Front/University entrance or the side entrance by the garage ramp. Guests should use the resident directory panel to contact you when they arrive.

PATIO COURTYARD RULES

The entire terrace is open to all residents at all times, unless 933 the U states otherwise (see below).

- Smoking, loud music, or glass containers are not permitted.
- The outdoor patio is under 24-hour surveillance.
- Two (2) guests per resident are allowed without prior permission from management.
- Shirts, shoes & appropriate clothing are always required (bathing suits are okay).
- Please use towels when laying on lounge chairs.
- Dogs need to remain on leash at all times.
- Do not sit on the fire pit.
- Return any used furniture back to original location.
- Dispose of trash/recycling in the receptacle.
- Unsupervised children under age 14 are not permitted.
- Personal property may not be left on the patio when you leave.
- Sunday through Wednesday, the patio closes at 10:00 p.m.
- Thursday through Saturday, the patio closes at 11:00 p.m.

PARTIES & EVENTS

933 the U residents are responsible for the behavior of their non-resident guests. The rules for patio parties & events are:

- Guests may be invited to use the patio as long as the resident who invited them is present
- There may be no parties or events with over six guests per apartment
- Violations of the rules may subject resident to patio fees or other actions, including lease termination.
- Regular patio rules (stated above) must be observed.
- All parties must end by 10:00 p.m.
- Patio noise may not disturb other residents.
- Three-hour limit to parties.
- A member of management will check on the party periodically; damages in excess of the deposit will be billed to the apartment hosting the party. Management will make sure all patio rules are followed and that the person throwing the party removes any trash from the patio.
- Unauthorized parties with more than six guests per apartment are subject to a \$500 fee.

PET POLICY

Below is the pet policy for 933 the U. As you know, 933 the U is a pet friendly community. Our ownership and management team love animals of all kinds and want this building to run in the most harmonious way possible. Our goal is to make 933 the U a place where both pet and non-pet owners are happy, comfortable, and feel safe in their home. 933 the U's pet policy can also be found under Schedule D's Pet Addendum to every lease.

- All pets are subject to management approval.
- A maximum of two pets per home is allowed.
- Breed restrictions include Akitas, Chows, Dobermans, Hybrid wolves, Pit bulls, and Rottweilers.
- Proof of vaccination is required. The leasing office requires documentation of each pet prior to move-in.
- No visiting pets are allowed.
- Pet shall be on a hand-held leash at all times.
- Pet occupancy shall be terminated in 5 days if it constitutes a nuisance. Nuisances include:
 - Unruly behavior that causes personal injury or property damage.
 - Failure to dispose of pet waste.
 - Noise disturbance for half-hour period or more.
 - Pets in common areas that are not under complete physical control on a hand-held leash or pet carrier.
 - Pets who relieve themselves on walls or floors of common areas or inside apartments.
 - Pets who exhibit aggressive behavior or otherwise potentially dangerous behavior.
 - Retractable leashes are not allowed to ensure safety in the elevators.
 - There will be a \$250 fee for failure to pick up dog waste, \$150 cleaning fee for not cleaning up pet hair in the pet washing station, and a \$250 fee for dog urine or pet stain cleanup.
 - All residents are asked to report any dog or owner that is seen not observing the rules above.

The policies above are not flexible. We have zero tolerance when it comes to a dog being aggressive. If a dog were to bite or nip a resident, the dog must vacate the building. If a dog jumps on anyone, growls, or is threatening in any way (puppy or adult dog), the first action will be to restrict use to the freight elevator only. If it happens again, the dog must vacate the building.

LOCKOUTS

933 the U maintenance is on call for anyone who is locked out. Your lock out fee is \$50.

PACKAGES

Packages arriving via Fed Ex, UPS, and DHL will be received in the package room. Please pick up your packages during office hours.

LARGE DELIVERIES

Please notify the leasing staff of large deliveries (furniture etc.). Please submit permission to enter if you wish any large deliveries to be placed in your apartment.

HOUSEKEEPING

Wipe It Down is our preferred vendor for interior apartment cleaning. Pricing is set based on square footage and frequency. Starter packets to initiate this service, can be found at the security desk.

DRY CLEANING PICKUP/DROP OFF

Julien's Cleaners is our preferred vendor for dry cleaning and scheduled pickup/drop off is every Tuesday and Friday. Starter kits to initiate this service, can be found at the leasing office.

PET SERVICES

On the Move Pet Care is our preferred vendor for dog walking, pet sitting, and all your pet care needs. They are fully licensed, bonded, and insured. They can be reached at (585) 698-0310 or by visiting OnTheMovePetCare.com.

ACCESS

To allow any service provider or vendor direct access to your apartment, upon arrival please contact the leasing office at 933theuleasing@morepropertymgmt.com so we can add your apartment to the vendor key fob.

PERSONAL TRAINING

M/Body Fitness is our preferred vendor for personal training services within the building. They can be contacted at (585) 434-2608 or molly@mbodyrochester.com to schedule your initial consultation.

RESIDENT BULLETIN BOARD

We have a private Facebook group for residents to join to provide a means of communication with other residents about ideas, events, pet walks, items for sale, etc.

The link to join is: <https://www.facebook.com/groups/933theUResidentConnectionPage>

TRASH DISPOSAL

There is a trash room on each floor, located at the intersection of hallways across from the south elevator for disposing garbage, recycling, and small amounts of cardboard.

Please use the following steps:

1. Tightly and securely bag your trash and recycling. Recycling can go down the chute in a bag just like your garbage – just press the green button
2. Do not put recycling in the RED container – it is solely for collapsed cardboard. Please collapse your cardboard boxes.
3. Do not throw toxic or combustible materials, batteries, oils, or petroleum down the chute.
4. Do not leave bags of garbage on the floor in the trash room, otherwise it will build up, smell bad, and create a health hazard.

The trash chute can be a bit finicky. At times the door will lock out, which means the items are stuck in the chute on other floors.

INTERNET (GREENLIGHT NETWORKS)

933 the U offers Rochester's fastest residential Internet service! Each apartment comes with 30Mbps/5Mbps fiber optic Internet included in your lease

SETUP

1 Easy Step to Ultra-Fast Internet Service

Your ONT (Optic Network Terminal) and Ethernet Cable:



STEP 1

Connect your router or computer to the ONT. Your Ethernet Cable will be connected to the ONT. Connect the other end of the Ethernet cable to your router/device's Internet or WAN port, and power up your device.

Tip: When it is properly connected, the "Power" light on the top of the ONT will turn green as well as the "PON" light. After a few moments, the network or internet light on your router should also show that it's now properly connected. Your "data" light will flash orange or green.

UPGRADE OPTIONS:

- Amazingly Fast - \$25.00/month to upgrade and offers up to 100Mbps download & 20Mbps upload speed.
- Buckle Up - \$50.00/month to upgrade and offers up to 500Mbps download & up to 50Mbps upload speed.
- The Big Gig - \$75.00/month to upgrade and offers up to 1,000Mbps download & up to 100Mbps upload speed.

SUPPORT

For technical support, please call (585) 351-6600 or email support@greenlightnetworks.com.

To upgrade your service, please contact sales@greenlightnetworks.com.

CABLE (SPECTRUM)

As a resident of 933 the U, your cable services will need to be set up on your own:

- Call 1-888-Get-Spectrum (1-888-438-2427)
- Please be prepared to provide your full address, name, and social security number as you are responsible for the return of this equipment when you move from 933 the U.

Please contact customer service at 1-888-438-2427 or go to www.spectrum.com for package options.

RENTER'S INSURANCE

- General Liability Insurance coverage for the acts and omissions of the tenant and tenant's guests and invitees in the minimum amount of \$100,000.00 (per occurrence).
- List 933 the U, PO BOX 3706, ALBANY, NY 12203 as an "Additional Interest" on the declaration page and that the insurance company will notify the apartment community in the event of a cancellation or change in the policy status.
- All copies of your renters insurance policies can be submitted for proof online at: www.effectivecoverage.com/proof or emailed to more@effectivecoverage.com.

PROVIDERS

Effective Coverage is our preferred provider for renter's insurance and is familiar with our requirements.

Contact:

1-800-892-4308

more@effectivecoverage.com

STORAGE UNIT & BIKE STORAGE

Storage units are located on the first floor off to the side of the corridor heading out to the loading dock. Sizes range from 3'x5' to 6'x5' and can be rented for an additional monthly fee by contacting the leasing office. In addition, we have one bike rack installed on each floor.



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