



University Haven Management Company, Inc.

Baltimore, Maryland

WELCOME! Thank you for choosing to rent with UHMC and welcome to your new home. It is our hope that your experience with us exceeded your expectations, and we look forward to being your landlord. This letter should serve as a guide to our most asked questions, but feel free to reach out if we can better serve you.

STEP #1 Please start by downloading the app **Buildium Resident Center** or follow the instructions on our website to access your **Buildium Tenant Portal**

Maintenance: NON-URGENT maintenance can be reported through the **Buildium**
URGENT maintenance (**Lockout, Gas, Fire, Water, or Electric**) **MUST CALL 410-593-9655**
In need of **Police, Fire, Ambulance - CALL 911**

Payments: Include address & unit number to receive proper credit. *At this time, we cannot accept Venmo*

Electronic Payments: (**PREFERRED**) Access **Buildium** to make single or recurring payments.
ACH (**free**) • Credit/Debit Card (**2.95% + \$5 processing fee**)

Mail: Mail payments to UHMC, Inc. • 9 Marmaduke Court • Baldwin, MD 21013

Drop Box: Office at 2919 St Paul Street Basement (red brick walkway with green door)
Do NOT drop cash - if paying by cash request an appointment and get a receipt for payment

Gas and Electric: You must make arrangements to place gas/electric service into your name. At your convenience, this may be done prior to move-in. However, it **MUST** happen within the first 5 days of move-in.
[Baltimore Gas and Electric Company](#) BGE 1-800-685-0123

Telephone/Cable/Internet Services: [Comcast](#) 1-800-COMCAST (1-800-266-2278) [Verizon](#) 1-800-VERIZON (1-800-837-4966) We cannot meet the technician on your behalf, but if you feel a member of our staff may be needed, please make the appointment between 8 AM - 3 PM Monday - Friday.

Insurance: Your contents are **NOT** covered by our property insurance. We highly recommend Renter's Insurance. Renters insurance can be purchased and logged through **Buildium**.

Trash & Recycling Info: <http://publicworks.baltimorecity.gov>

City Services: Dial 311 <http://www.baltimorecity.gov/311-services>

Post Office / Packages: www.USPS.com Put your name on your mailbox to ensure receipt of your mail. We highly recommend using Amazon Locker to receive packages.

Parking: Parking permits are required in certain areas - available through the [Baltimore City Parking Authority](#)
UHMC also has a limited number of private parking spaces and garages available starting at \$50 per month.

Transportation: [JHU Shuttle](#): 410-516-7275 • [MTA](#): 410-539-5000