

UNIVERSITY TOWNHOMES

Next to Kent State

Website and Resident Portal
www.university-townhomes.com/residents

COMMUNITY MANAGEMENT & MAINTENANCE SUPERVISOR

Regular Business – leasing question, payment setup, login issues, observation, parking follow up, etc.

→ **Call 330-578-1200** during regular business hours Monday through Friday from 9:00 am – 5:00 pm
or
→ **Email the property manager** Tara Craven: tara@tpmmanage.com

Mailing Address

University Townhomes
P.O. Box 18
Kent, OH 44240

MAINTENANCE EMERGENCIES – for maintenance emergency outside of regular business hours → **call 330-329-4491** – where **you must leave a message and cell number** for a callback and action.

- **EMERGENCIES are defined as:** examples- water pipes leaking, hot water tank leaking, window broken (both panes), heat not working, etc. Anything which is causing property damage or exposes a serious safety issue.
- **NOT EMERGENCY:** examples - light not working, toilet stopped up, appliance not functioning, insects, etc. *Log your concern into the tenant portal to obtain the fastest service.* Leaving phone message or email will cause delay because info has to be logged into the portal manually.

OTHER SERVICES

City Service Towing (to retrieve a towed vehicle) → **(330) 678-8700**

Spectrum (Cable TV/Internet) - only to add special services → **833-697-7328**

Kent Post Office – 626 Franklin Ave, Kent, OH 44240-9998 → **800-275-8777**

City of Kent Police – 301 S. Depeyster, Kent, OH 44240 Non-Emergency Number → **330-673-7732**

City of Kent Fire Dept – 320 S. Depeyster, Kent, OH 44240 Non-Emergency Number → **330-673-7393**

Campus Walk/Ride Services → **330-672-7004**

Campus Counseling Services, free 24/7 → **330-672-2487**