

# UNIVERSITY TOWNHOMES

Next to Kent State

Website and Resident Portal  
[www.university-townhomes.com/residents](http://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** [manager@tpmmanage.com](mailto:manager@tpmmanage.com)

### Mailing Address

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

**MAINTENANCE EMERGENCIES** – for maintenance emergency outside of regular business hours

→ **call 330-931-3888** – 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 must be logged into the portal manually and then gets assigned.

## 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**