



July 16, 2021

Dear Patrons of the Rivergate Tower:

It is our great pleasure to inform you that Universal Parking & Transportation has been selected as the new parking operations management company for Rivergate Tower, with this transition occurring on Sunday, August 1, 2020. We look forward to being a part of your community and providing you with excellent service.

Our team defines a successful transition as one in which customers notice positive changes, but without it impacting any existing conveniences. We pride ourselves on providing the highest caliber of service and accommodating the specific needs of our customers. Your convenience is a high priority to us and we will make every effort possible to ensure that each patron is pleased with the experience they have when interacting with the parking operations personnel.

All August invoices will be emailed to you shortly. We are working to make this transition as seamless as possible for you. We have transferred your monthly parking account to our billing system and you will soon receive your first invoice from Universal Parking & Transportation for your August payment. If payment has already been made to the current parking operator, we will be working with them to ensure all payments are properly transferred to Universal Parking & Transportation accordingly. We ask that you maintain detailed records in case there is any confusion during the payment transfer process.

Paying online is fast, easy, and convenient. Our payment portal link is below and the following page contains instructions of how to log into your account.

[Welcome to the Monthly Parking Portal for Universal Parking and Transportation](#)

If you prefer check payments, please remit payment to:

Universal Parking & Transportation
5163 Roswell Road
Sandy Springs, GA 30342

*Payments are still due by the 1st of each month and they become past due after the 5th of each month.

Universal Parking & Transportation will continue to honor all validations, coupons, hang tags, access cards, etc. that are currently in your possession.

You will notice some positive aesthetic improvements being made over the next few months in order to create an improved parking environment in which to park your vehicle each day. You should also notice lots of smiles and new ideas in the coming months! Bart Holland will be joining the Universal team and will continue serving as the Parking Facility Manager for Rivergate Tower and his contact information is listed below. We look forward to introducing you to meeting with each of you to introduce ourselves and provide the opportunity to hear your comments and suggestions. Once again, we look forward to serving you as your new parking provider.

If you have any questions and/or concerns, please feel free to contact us below:

Email: Rivergate@upandt.com
Phone: 1-888-712-2722
Bart Holland, Property Manager: (407) 484-4733

Sincerely,
Neil Anderson
Vice-President
NAnderson@upandt.com

“Driving Value”

www.UPandT.com - 1-888-712-2722 - 5163 Roswell Rd. Sandy Springs, GA 30342