

**Student,  
Parents, and/or Co-Signers  
Guidebook**

**STUDENT HOUSING  
INFORMATION**



**Ivy Hall Apartments**

**400 Wollaston Ave**

**Bldg E - Office**

**Newark, DE 19711**

302-366-1841 Phone

302-366-1062 Fax

[ivyhallud@aol.com](mailto:ivyhallud@aol.com) [ivyhalloffice@aol.com](mailto:ivyhalloffice@aol.com) E-Mail

**Website - [www.ivyhallapartments.com](http://www.ivyhallapartments.com)**

**Office Hours**

**8:30 am - 4:00 pm**

**Monday - Friday**

**Closed Weekends / Holidays**

# Welcome

Thank you for considering Ivy Hall Apartments as your next home. We want your experience with us to be as exciting and memorable as the warm friendships you will encounter and treasure now and in the future.

This booklet is designed to answer most of your questions and furnish you with valuable information. We have tried to cover important aspects of renting an apartment with us. Please read this booklet thoroughly, as the answers to your questions are likely to appear here. If you have further questions please feel free to contact us.

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## **1. Safe Community Efforts**

We are committed to doing all that we can to provide a safe environment for all. Our drug-free policy is to terminate the lease of any tenant caught with or arrested for illegal drug activity on our property. Please report to us or to the police any suspicious activity. All building doors are secured by locks and are accessed by keys. Although we do not prohibit the gathering of friends in small groups, large crowds are prohibited and can promote unwanted activity. The City of Newark Police, as part of the effort to ensure safety, randomly patrols the lighted parking lots. Much of our complex is monitored and recorded on video 24 hours a day, however this is not a guarantee for safety nor are our cameras guaranteed for continuous operation.

## **2. Tenant Insurance**

The tenant shall be solely responsible for insuring any personal property located in or stored upon the premise. The landlord is not responsible or liable for any damages, loss, or destruction of any of the tenant's personal property at any time. Therefore, we strongly urge you to check with an insurance agent concerning "Renter's Insurance". Your personal property needs coverage against the risk of loss.

## **3. Pet Policy**

Our lease agreement states that no pets of any kind are allowed unless a Pet Agreement has been completed by the applicant and turned into and approved by our office. A pet deposit is required and is refundable as long as there is no damage to the apartment. Please see our form "Pet Agreement" on our website.

## **4. Application Procedure**

Each person living in our units must complete an application. A non-refundable fee of \$30.00 must accompany the application. This fee may be paid by cash, check, or money order made payable to "Ivy Hall". This fee shall be returned only if we do not have an apartment to assign. Application fees are non-refundable if the applicant is denied or rejected for any reason or if applicant decides not to accept an apartment.

We will make several inquiries based on the information we receive. We will try to discern any disciplinary problems on or off campus. We will also contact the current landlord, if the student has lived off-campus, to determine a good payment history and inquire about the care of the property. The student may be rejected if there are reports of illegal drug use, destruction of property, or any non-payment issues. After application approval, the applicant(s) will be placed on an "assignment" waiting list. After determining the intents of our current tenants to renew their lease or not, we will then assign apartments, notifying each applicant as soon as possible, but normally in February of each year. At that time important, pertinent information will be sent to the co-signer.

## **5. Co-Signer Notarization Form**

Each applicant who is not employed full-time for approximately one year must have a co-signer unless they are funded by the University of Delaware. The co-signer notarization form must be completed by the co-signer and notarized. We cannot process the application any further without this document. Forms must be stamped or sealed. Signatures alone are not acceptable.

## **6. Leasing Requirements**

After the application has been approved and an apartment has been assigned, arrangements will be made with the applicants for a date and time to sign the lease agreement. All applicants should be present together. At lease appointment one month's rent will be due, as well as the security deposit (equal to 1 month's rent). All lease agreements usually begin on the 1<sup>st</sup> of June, July, or August depending upon availability and are for the duration of 1 year. If an apartment is not ready by the begin lease date due to repair delays, or the removal of a current tenant, Ivy Hall reserves the right to re-assign any apartment, or pro-rate the following month's rent amount to reflect the days possession was not possible. Storage of personal items may be available if apartment is not ready at the begin lease date. However, storage fees equal to the daily rate of the apartment will be charged to tenant. Tenant can choose to offset the charges for each day of storage with the number of days apartment was not ready. If tenant exercises this option, any additional days of storage beyond the number of days the apartment was not ready, will not be charged to tenant and tenant may retrieve items at a later date (during office hours only).

## **7. Keys / Lock-Outs**

Each tenant will receive 1 apartment key and 1 building key along with a mailbox key and a gym fob. Only 1 mailbox key and 1 gym fob will be issued per apartment. If we are called to unlock a door after hours, the fee is \$25.00 paid to maintenance at the time of unlocking. The tenant may change the locks at their expense but must furnish Ivy Hall with a key. The charge to the tenant for replacement keys are as follows: apartment keys are \$20 (tenant may make copies of their roommate's, at their own expense) building keys are \$50. Copies of building keys are not possible. Our office will supply another building key at the expense of the tenant. Mailbox keys are \$10 to replace. Gym fobs are \$100.

## **8. Rent Payment Policy**

- a. The monthly rent is due on the 1<sup>st</sup> day of each month, but must be received by Ivy Hall no later than the 5<sup>th</sup> or it will be considered late.
- b. Payments received after the 5<sup>th</sup> will be subject to a 5% late fee (5% of the rent amount) per apartment for any amount due. The returned check fee is \$45.00.
- c. All checks or money orders should be made payable to "Ivy Hall Apartments".
- d. Security deposits are not transferable to pay any rent due, nor is it the last month's rent.
- e. One check per apartment is preferable. Separate checks are acceptable but tenant's name and apt # must appear on all checks or money orders for proper credit. This is important because many students have similar or the same last name and proper credit may be difficult.

## **9. Rules of Conduct**

The lease agreement states "not make or permit to be made any disturbing noises in or about the rental unit...or conduct which interferes with the rights, comforts and conveniences of other residents... All residents are responsible for the conduct and actions of themselves, their family, friends, and guests and agree to monetary compensation to the Landlord for any damages to rental unit, hallways or common property inside or outside...due to willful acts or negligence." In accord with the City of Newark noise ordinance, two or more violations of the ordinance within one year are grounds for eviction. The tenants will have up to seven days after the second conviction to move out of the apartment and the lease will be terminated. All tenants are affected in the apt. even if only 1 had the violation.

## 10. Security Deposit

The security deposit is held in an escrow account until the tenancy is terminated. Security deposits **cannot** be used for the last month's rent. The full deposit will be refunded if each of the following has been met:

- a. You have given a written notice of intent to vacate 60 days prior to lease end date.
- b. Your rent and any other charges due have been paid in full before vacating the unit.
- c. All necessary repairs have been made and the apartment is in similar condition as at the beginning of tenancy.
- d. The apartment is left in a clean condition. A cleaning checklist is provided at the office. Carpets must be cleaned. Burns, and or severe stains or damage to the carpet and/or hardwood will result in the loss of the security deposit as well as additional charges assessed.  
Dirty bathtubs, toilets and appliances are the most deducted cleaning items.
- e. All keys must be returned to the office.
- f. A forwarding address must be provided by each tenant on the lease, as well as the meeting of all criteria above, in order to receive **individual** refund checks.

## 11. Utility Connections

Prior to key pick-up all utilities must be placed in the tenant's name. The majority of the apartments are not air-conditioned. Window units are permissible and are supplied by the tenant. **A receipt or an account number from the electric company (City of Newark) will be required in order to pick up apartment key.** The following companies listed below service our area, however you may find service elsewhere. Please call them directly for all questions regarding utilities and arrangements for service.

- a. Cable - **Comcast Cable** 1-800-Comcast. Fees vary depending on service requested.
- b. Electric - **City of Newark** 302-366-7085 Call or go to the City of Newark Municipal Bldg. on Elkton-Newark Rd. A deposit is required. Same day service may be available.  
Please ask them for the account number if setting up over the phone. Give Ivy Hall the account #.
- c. Gas - **Conectiv Power** 302-454-0300. This is your heat as well as the stove/oven.
- d. Telephone (in apartment if desired) - **Verizon** 1-800-942-5000 or any other company serving this area.
- e. All **mail** sent to the apartment must have the **apartment number** on it, or it may be returned to you.

## 12. Maintenance Procedures

During the tenancy, an occasional problem may arise. We make every effort to respond quickly to all problems and try to make most repairs on the day we are notified. Repairs resulting from deliberate misuse or damage will be charged back to the tenant. Maintenance requests should be called in early in the day. Late afternoon calls may not be addressed until the following day except in an emergency.

The beginning of the school year tends to be our busiest, with many priorities. Your patience is greatly appreciated.

Our office phone number is answered 24 hours a day. One of our maintenance staff is on call for after-hour emergencies. There are fees for lock-outs and toilet plunging after hours. Please try to avoid these by not forgetting your keys and purchasing a plunger.

### **13. Parking Procedures**

Parking is limited. Our policy must be strict in order to provide our tenants with reserved spaces. We have no "visitor spaces" which allow anyone to park without a pass or permit. Tenants with stickers must park in their assigned spaces or risk being towed. Extra parking spaces may be available for \$60 per month. All cars parked at Ivy Hall and on an adjacent lot near Ivy Hall must have a pass or permit issued by Ivy Hall. Visitors must notify the resident prior to the visit, so the resident may attain a pass or permit from the office during office hours only. After office hours, there are no accommodations for unexpected guests. Any vehicle without a pass or permit parked on any property owned by Ivy Hall will be towed by **Ewing Towing 302-366-8806**. Ivy Hall does not own the area under the bridge. Please contact City of Newark for more information.

### **14. Move-Out Procedures**

Some lease-end dates will occur on graduation day or soon after. We understand the importance of this day and realize that moving may not be a top priority during this time. In some instances it may be feasible to extend the lease by a few days and the rent shall be pro-rated for those days. However, it may not always be possible. Some of the incoming students may be taking summer courses or have a job to report to and therefore, need their apartment as soon as possible. In order for consideration of an extension of a lease, we must receive a request in writing and signed by all tenants on the lease at least 60 days in advance. If an extension can be arranged, an extension agreement will need to be signed by all tenants as well as Ivy Hall. Most last minute requests cannot be honored, as the new tenants will have already signed the leases with set begin dates. We must receive the keys to the unit and a forwarding address in writing from each individual. The deposit will be returned in one check, mailed to one individual unless specific requirements are met. Please see #10 "Security Deposit" above. The deposit cannot be used for the last months rent. We appreciate your cooperation during this time as we have several hundred security deposits to process each year.

### **15. Contact Us**

Should you need to contact us, there are several ways listed below.

1. Office 302-366-1841 (24 hour answering service available)
2. Fax 302-366-1062 (available 24 hours a day)
3. Web site has pictures of our complex, applications, leases, and tour a 1 bedroom and a 2 bedroom apt.  
Visit us at: [www.ivyhallapartments.com](http://www.ivyhallapartments.com)
4. E-Mail [ivyhallud@aol.com](mailto:ivyhallud@aol.com) or [ivyhalloffice@aol.com](mailto:ivyhalloffice@aol.com)

Thank you for taking the time to review this brochure. We hope it will continue to be useful to you in the future. Should you require more information, please feel free to contact us by any of the above listed ways. All emails are answered in a timely manner.