

Ivy Hall
UTILITY CONNECTIONS

Listed below are your responsibilities. These steps are very important so please take the time to read them carefully.

The electric must be turned on and a receipt **or** account number must be given to Ivy Hall *BEFORE* you can get a key to your apartment! All other utilities may be turned on after you acquire a key.

ELECTRIC Please read this information!

Electric is provided by the "City of Newark". You can go to the Municipal Building, 1st Floor on Elkton-Newark Rd. A deposit is required for electric turn-on. For same day service you must call or be there before 11:00am that day. For information or questions about over the phone set up call 302-366-7085. We need an *account number* (if setting up electric over the phone) or a *receipt* (if setting up in person.) If you set up over the phone call us with the account number and we can mail you a key upon request. Office is not open on weekends to hand out keys! If you go in person, call Ivy Hall ahead of time to confirm our office hours for that day.

- A receipt or an account number from the "City of Newark" must be given to Ivy Hall in order to get the keys to your apartment. *You cannot get keys to your apartment without an account number or receipt.*

Important: Do not turn on electric until your apartment is ready! Please call Ivy Hall at 302-366-1841 to confirm that your apartment is ready 1st! You must contact us – we do not contact you!

GAS Gas service is provided by "Delmarva Power". This service includes your stove/oven and your heat. Arrangements may be possible over the phone and a deposit is required. 1-800-375-7117 or 302-454-0300 for questions, more information or service. Not all credit cards are accepted.

CABLE TV / Outside INTERNET Ivy Hall does provide Internet service. However, Cable and Cable Modem Internet service is available from Comcast or Verizon. You should contact them at least 2 weeks in advance for service hook-up. Fees vary depending on service requested.

(An Ethernet outlet for Internet is provided free of charge in the living room of your apartment. You will need an Ethernet cord or you can purchase a wireless router and connect through WIFI. Comcast or Verizon Internet service is a service separate from Ivy Hall and payable by you.) Specials may be available. Contact Comcast at 1-800-934-6489 or online at www.comcast.com. Or Verizon at www.verizon.com

MAIL Change of address forms should be filled out at the "Post Office" in order to receive mail.

Your new address is:

YOUR NAME

Ivy Hall Apartments

400 Wollaston Ave Apt. # _____

Newark, DE 19711

(Give this address to your friends, family, and all business affiliates for all correspondence.)

PACKAGES – Please have all packages delivered to your apartment number and not to our office!

VEHICLE Anyone having a vehicle at Ivy Hall may need to register that vehicle. You will receive a sticker to be placed on your rear window. If you do not register and place your sticker on your vehicle in a timely manner - you will be towed at your own expense. This is your responsibility. If you are unsure of the "Rules and Regulations" regarding parking and towing, re-read your lease agreement given to you at lease signing.