

Ivy Hall
UTILITY CONNECTIONS

Listed below are your responsibilities. (Some things will not apply to our “Shared” units.)
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

Electric is provided by the "City of Newark". Please go to the Municipal Building, 1st Floor on Elkton-Newark Rd. A deposit is required for electric turn-on. Same Day service may be possible. You can ask them. For information or questions call 302-366-7085. We need an *account number* or a *receipt*. Once your electric is set up, you can call us with the account number and we can mail you a key if you wish, upon request. Ivy Office is not open on weekends to hand out keys. Our hours over the summer may vary. Call us to confirm.

- **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. A Deposit is required. Please call 1-302-454-0317 for questions, more information or service. Not all credit cards are accepted. For gas EMERGENCIES call 1-800-898-8042

CABLE TV / Outside INTERNET Ivy Hall provides Internet service. However, Cable and private 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. 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

For Ivy’s Internet service: An Ethernet outlet is provided free of charge in the living room of your apartment. You do not pay for this service. You will need an Ethernet cord or you can purchase a wireless router and connect through WIFI.

MAIL Change of address forms should be filled out at the Post Office or online in order to receive mail at your apartment. When you move out, you should do the same so your mail is not lost or thrown away by others.

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 or to our package bin. Do not have them delivered to our office. However, we will accept them if you are not home and you arrange that with us in advance. Keep in mind that we are not open evenings or weekends to get them.

VEHICLE Anyone having a vehicle at Ivy Hall will 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.