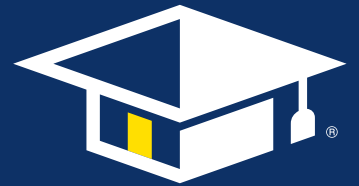


# RESIDENT HANDBOOK



THE  
RAIL YARD

*live within.®*

# THE RAIL YARD RESIDENT HANDBOOK

Welcome to **The Rail Yard**, a state-of-the-art, 91-unit student housing community located adjacent to the University of Delaware campus in Newark, Delaware. Managed by a best-in-class team of industry professionals from College Town Communities, the Rail Yard boasts an even split of unit types ranging from spacious 3-story townhouses to single-story apartment flats. All units are designed for single occupancy bedrooms, each with their own full bathroom. Every unit is fully furnished, with their own password protected Wi-Fi included, and access to an onsite clubhouse equipped with private gym, business center, and café.

Location. Location. Location. **The Rail Yard** was built on the site of a former University of Delaware dormitory, so you can't get any closer to campus than this. Campus is literally a minute's drive away, or you can walk, skate, or bike there on the adjacent walking path that runs directly to Campus. This housing community was designed to create an environment that supports your academic, social, cultural, and personal growth. Living on your own is a big responsibility, and here you get the chance to be in charge of your own environment, while having the structure of a well-managed and well-maintained student housing facility.

If that's not enough, exclusively available to College Town Communities' residents is The Rail Yard Downtown Lounge, part of what makes our UD rentals truly special. This off-campus lounge is located on the second floor in the Main Street Galleria in downtown Newark - right next to The Green on campus! The TRY Lounge is the perfect place to hang out between classes, book a private study room, grab a coffee, use our business center to print a last-minute assignment, or chill on the huge second-story deck!

This Resident Handbook includes a wealth of information that should help you solve questions you may encounter while you live with us. The handy Table of Contents will help you find what you are looking for quickly. Please familiarize yourself with this document. We consider this to be a guidebook, rulebook, and all-around information source and will refer you to it often. If you cannot find what you need to know here, please contact the Leasing Office.

We are pleased that you have chosen to live in our community during your college career, and we hope you enjoy your time here. We know we will enjoy having you!

## **The Rail Yard**

**321 Hillside Road • Newark, Delaware 19711**

**Call or Text: (302) 562-6882**

**Email: [TheRailYard@CollegeTownCommunities.com](mailto:TheRailYard@CollegeTownCommunities.com)**

### **LEASING OFFICE HOURS:**

**Monday - Friday 8am - 4pm**

### **CLUBHOUSE & DOWNTOWN LOUNGE HOURS:**

**Daily 8am - 7pm**

**(hours subject to change)**

# IMPORTANT PHONE NUMBERS

**In the event of a life-threatening emergency, please call 911.**

City of Newark Police Department .....(302) 366-7111

Newark Fire Department .....911

Crisis Text Line ([www.crisistextline.org](http://www.crisistextline.org)).....text to 741-741

UD Center for Counseling and Student Development .....(302) 831-2141

Verizon/FIOS (troubleshooting for Internet and cable).....(888) 554-1555

# CONTENTS

ADMINISTRATIVE/FACILITIES FEE .....	1
APPLIANCES .....	1
BICYCLES .....	1
BUSINESS/PRIVATE ENTERPRISE.....	2
BUS/TRAIN SERVICE/PUBLIC TRANSPORTATION.....	2
CLUBHOUSE AND DOWNTOWN LOUNGE.....	2
COMMON AREAS/PATIOS/DECKS/PORCHES.....	3
DECORATING/WALL HANGINGS.....	4
EMERGENCY RESPONSE PROCEDURES .....	5
FITNESS CENTER.....	5
FIRE SAFETY/PREVENTION .....	6
FORBIDDEN ITEMS .....	6
FURNITURE/FURNISHINGS.....	7
GUESTS .....	7
HEALTH AND SAFETY INSPECTIONS.....	8
HEAT/AIR CONDITIONING/THERMOSTATS .....	8
HOLIDAY/BREAK CHECKLIST .....	8
HOT WATER.....	9
INTERNET/WIFI.....	9
KEYS/LOCKOUTS.....	9
LAUNDRY FACILITIES.....	10
LEASING OFFICE LOCATION AND HOURS.....	10
MAIL AND PACKAGE DELIVERY.....	10
MAINTENANCE/WORK ORDERS.....	11
MOVE-IN.....	11
MOVE-OUT .....	12
NOISE.....	13
PARKING/PARKING PASSES/VISITOR PARKING .....	13

PEST CONTROL .....	15
PET/EMOTIONAL SUPPORT ANIMAL POLICY .....	15
POWER OUTAGES .....	16
RENEWALS .....	16
RENT AND OTHER PAYMENTS .....	16
RENT PAYMENT CONVENIENCE FEES.....	18
RENTER’S INSURANCE.....	19
RESIDENT PORTAL.....	19
ROOM CHANGES/TRANSFERS .....	20
ROOMMATE REMEDIATION/ROOMMATE PROBLEMS .....	20
SAFETY .....	20
SECURITY (OVERALL SITE).....	21
SMOKE DETECTORS .....	21
SMOKING POLICY .....	22
SNOW REMOVAL .....	22
SOCIAL MEDIA.....	22
TELEVISIONS AND ELECTRONIC EQUIPMENT .....	22
TOILETS .....	23
TRASH/RECYCLING AREAS.....	23
TROUBLESHOOTING.....	24
UNIVERSITY CODE OF CONDUCT .....	25
UTILITIES/UTILITY OVERAGES .....	25
VACANT BEDROOMS.....	25
WEATHER EMERGENCIES.....	25
WINDOWS/WINDOW TREATMENTS.....	26

## **I ADMINISTRATIVE/FACILITIES FEE**

The Administrative/Facilities Fee is a nonrefundable annual fee due at lease signing for all applicants and renewals. The fee covers the online application process, renewal lease generation, resident and guarantor screening, on-site security, annual lock programming, 24-7 access to the online Resident Portal, security camera monitoring and maintenance, after-hour call center services, and maintenance of all amenity spaces.

Both new and renewing residents are required to pay the Administrative/Facilities Fee within 5 days of signing the Residential Lease.

## **I APPLIANCES**

All kitchen appliances provided at The Rail Yard are stainless steel and include a full-sized electric stove/range, microwave oven, dishwasher, and refrigerator. Every unit is equipped with its own FREE washer and dryer. Your unit also has central air conditioning and heat.

The following appliances are allowed but may **ONLY** be used in the kitchen area: coffee pots/ makers, rice cookers or slow cookers with auto shutoff, toasters, and toaster ovens.

The following appliances are **NOT** allowed at The Rail Yard: BBQ's or outside grills, space heaters, water coolers, camping stoves, woks, griddles, convection ovens, Kegerators, hot oil popcorn poppers, hot plates, oven broilers, and any appliance with open coils other than the oven/stove provided. Should they be discovered upon routine inspection, our staff will confiscate prohibited appliances.

## **I BICYCLES**

We have provided several bicycle racks for your convenience. Our bicycle racks are secure. However, this is not a 100% failsafe way to protect against theft or damage. Always use a quality lock and properly secure it to the bike rack. College Town Communities is not responsible for theft or damage to your bicycle. Bicycles may not be secured to any tree, shrub, stairway, handrail, light, sign post, etc. Bicycles may not be stored on front porches, patios, or decks. If bicycles are found anywhere except where permitted, Management reserves the right to cut the chain or lock so the bicycle can be removed. If that happens, you will not be reimbursed for the cost of the cut chain/lock. Bicycles may be stored in each townhouse, but any damage caused by the movement of a bicycle inside the townhouse will be the responsibility of the bicycle owner. You must ride safely and responsibly through the community, obey all posted signs, and not impede pedestrian or vehicular traffic. Your bicycle must be taken with you on your move-out day. Failure to remove your bicycle at move-out will result in additional storage/disposal fees.

## **IBUSINESS/PRIVATE ENTERPRISE**

The authorized occupants and their guests may only use the Leased Premises for residential purposes and may not use the premises for commercial or business purposes. Conducting ANY kind of business in your townhouse or on the premises of The Rail Yard is strictly prohibited.

## **IBUS/TRAIN SERVICE/PUBLIC TRANSPORTATION**

Find valuable information about transportation services including UD Shuttle Bus schedules and local and regional transit options at <https://sites.udel.edu/transportation/>.

**Amtrak**, a nationwide medium- and long-distance rail passenger service, is just five minutes by car from The Rail Yard. Its Newark station is located at 10 Mopar Drive, Newark, DE. To book your trip, visit <https://www.amtrak.com/stations/nrk>.

**DART** (Delaware Area Regional Transportation) provides transportation services statewide with over 500 buses and 70 bus routes including its 8 Resort Transit seasonal routes. Download DART's convenient DART Transit Mobile App for route schedules and updates. For more information, visit <https://dartfirststate.com/>.

**Philadelphia International Airport** (PHL) is a large hub airport serving 31.7 million passengers annually. Twenty-five airlines, including all major domestic carriers, offer nearly 500 daily departures to more than 130 destinations worldwide. Located 7 miles from downtown Philadelphia, the Airport is easily accessible and convenient to University of Delaware students who need to book domestic and international flights. More information can be found at <https://www.phl.org/>.

**SEPTA** (Southeastern Pennsylvania Transit Authority) operates a Wilmington/Newark Line in Delaware. SEPTA trains operate weekdays from approximately 6:03 a.m. to 10:48 p.m. between Wilmington and Philadelphia, and until 9:15 p.m. to Newark during the week. Limited Saturday service from Wilmington is also provided. For current SEPTA2 schedule information, please visit <http://septa.org/>.

**Unicity Bus** is a service of the City of Newark and UD Transit of the University of Delaware. On East Main Street, the bus goes into Main Towers and the Newark Shopping Center. The bus will pick up and discharge passengers at any location between route stops except on Main Street and on Delaware Avenue, where passengers will be picked up and discharged only at UNICITY signs. To view and print Unicity Bus routes and maps, visit <https://newarkde.gov/78/Unicity-Bus>.

## **ICLUBHOUSE AND DOWNTOWN LOUNGE**

### Downtown Lounge:

Exclusively available to College Town Communities' residents is The Rail Yard Downtown Lounge, one of the many amenities that makes The Rail Yard truly special. This off-



campus lounge is located on the second floor in the Main Street Galleria in downtown Newark - right next to The Green on Campus! The Downtown Lounge is the perfect place to hang out in between classes, book a private study room, grab a free coffee, tea, or hot chocolate, eat lunch, use our free Business Center to print a last-minute assignment or chill on the huge deck! Paid parking is available behind the Galleria, which is located at 45 E. Main Street, Newark, DE 19711.

Residents using the Downtown Lounge must show our staff a photo ID and sign in at the kiosk located right inside the Lounge, which is open 7 days a week from 8am-7pm. (Hours are subject to change.)

### On-Site Clubhouse:

The Rail Yard's on-site Clubhouse is located on the first floor of the 5000 building at The Rail Yard and is available 7 days a week from 8am – 7pm for you to pick up your mail and packages, grab a coffee in the Café, print something in the business center, speak with the property manager directly, or to grab a work out in our state-of-the art fitness center.

The following rules apply to both the Clubhouse and the Downtown Lounge:

- The Clubhouse and Lounge are for use by current Rail Yard residents only;
- No smoking;
- No drugs or alcohol;
- Do not move furniture or take any furniture outside;
- Clean up after yourself;
- Do not touch TVs;
- No pets or animals allowed;
- No bicycles allowed;
- No loud music that will affect others around you;
- Lost items may be recovered at our Leasing Office;
- Shirts and shoes required at all times.

## **COMMON AREAS/PATIOS/DECKS/PORCHES**

Please care for your personal unit and all common areas at The Rail Yard. If you see a piece of trash or garbage on the ground outside, in grassy areas, or in parking lots, please pick it up and dispose of it properly. Help us make The Rail Yard an enjoyable and clean place to live. Our Management Team regularly inspects all porches, patios, decks, and lawn areas to ensure a clean and safe environment. To ensure that the exterior grounds of The Rail Yard remain in a pristine condition for all to enjoy, you are required to follow these guidelines:

- Decks, porches, patios, and lawns may NOT be used for storage. The only items permitted on these areas are clean, intact lawn furnishings designed for exterior use only;



- Any furniture must remain on the porch/patio and not in the mulch or grass, so that it does not interfere with lawn maintenance;
- Interior furniture may NOT be used outside, including on decks, porches, patios, and grassy areas;
- No alcoholic beverages may be consumed on the grounds (i.e., outside of your unit) within which the Leased Premises are located. This includes decks, patios, front porches, and grassy areas;
- Residents are not allowed on the roof of any buildings within The Rail Yard;
- Residents may not hang laundry outside to dry. This includes but is not limited to the use of portable drying racks, wash lines, etc.;
- Residents may not install/plant gardens of any type;
- Items that collect water are not permitted; this includes, but is not limited to, bird baths, decorative fountains, etc.;
- Personal portable, gas, or charcoal grills, camp stoves, propane tanks, or any other such portable fuel-burning equipment are prohibited on the grounds at The Rail Yard. These devices and their fuels constitute a fire hazard when not used properly;
- No signs, window guards, awnings, advertisements, posters, including but not limited to political posters or lawn signs shall be placed upon the exterior of the premises, including decks, porches, patios, and grassy areas;
- No towels, flags, posters, liquor bottles, fraternity, or sorority letters shall be seen in the windows of the townhouse from outside. Management will request the removal of said item immediately or remove the item itself if prompt enough removal does not happen by resident;
- No radio or television reception devices such as antennas and satellite dishes shall be installed upon the Leased Premises or in the common area around the Leased Premises. No wires or cables of any kind are permitted to be run along the outside of any building;
- The washing of vehicles on the premises or the use of water from the premises for the purpose of washing vehicles is prohibited;
- No mechanical work on motor vehicles of any type is permitted on the premises;
- No large parties, meetings, or gatherings may be held in any common area, including decks, porches, patios, grassy areas and parking lots. A "large party, meeting, or gathering" is defined as six or more guests;
- No hot tubs or swimming pools are permitted anywhere on the Leased Premises;
- No tires or vehicle parts of any kind may be stored outside of the Leased Premises.

## **DECORATING/WALL HANGINGS**

We encourage all residents to personalize their living space by hanging pictures, posters, and other items as long as they do not create a health or fire hazard or damage to the dwelling unit in any way. All common area decorations in the kitchen, living room, bathroom, and hallways must meet the approval of all roommates. Decorations should not be visible through the window particularly if they are of a questionable nature. Holiday lights may be used on a limited and seasonal basis only and must be UL approved, i.e., there is a label on the lights with the UL Seal of Approval.

- Use only thumb tacks or push pins to hang posters, tapestries or other wall decorations, but do NOT use them excessively;

- Use only picture frame hangers to hang pictures;
- **DO NOT USE ANY LARGE OR LONG NAILS OR SCREWS EXCEPT FOR THOSE INCLUDED IN THE PICTURE FRAME HANGING KITS.** There are many mechanical utilities in the walls that if damaged could cause injury;
- Do NOT use sticky adhesives including adhesive hooks to hang anything on walls or doors;
- Wall decals of any kind and adhesive light strips are prohibited. When removed, they will damage the drywall finish and result in charges to your account;
- Any hooks, shelf brackets, etc. must be removed at move-out to avoid additional charges at move out.

## **EMERGENCY RESPONSE PROCEDURES**

**Residents should call 911 without hesitation if they perceive that they or others are in danger.** Non-life-threatening emergencies during business hours can be directed to the Leasing Office at (302) 562-6882. After business hours, non-life-threatening emergencies should be directed to (302) 562-6882.

## **FITNESS CENTER**

Fitness center hours of operation will be the same as the open hours for the Clubhouse, which is typically open 7 days a week from 8am to 7pm.

- Management will not be responsible for loss or damage to personal property of any kind;
- Management will not be responsible for any personal injury that may occur while using the fitness center;
- The cost to repair or replace any property damage in the fitness center will be charged to the responsible resident(s);
- Residents must observe the 30-minute time limit on all cardio equipment if every machine of that type is in use;
- Residents should not move any exercise apparatus and should return weights/dumbbells to their proper place;
- Dropping of weights and other misuse of equipment is prohibited;
- Residents must clean the exercise apparatus with the cleaning products supplied by Management;
- Use of clean (indoor), non-marking sport shoes is mandatory on exercise apparatus;
- Horseplay, wrestling or causing an undue audible or physical disturbance in the fitness center will not be tolerated;
- Music must be played through headphones ONLY; no speakers are permitted.

## **I FIRE SAFETY/PREVENTION**

Follow these important guidelines to keep you and your fellow residents safe in the event of a fire:

- Call 911 immediately in the event of fire or excessive smoke or a serious fire. Do NOT hesitate. It is better to be safe than sorry;
- Non-life-threatening emergencies during business hours can be directed to the Leasing Office at (302) 562-6882.
- The Rail Yard After-Hours Maintenance is available at (302) 562-6882 to assist with any non-life-threatening emergencies;
- If a smoke detector goes off because of cooking smoke AND there is no fire threat, open all windows and exterior doors and fan the smoke detector with a book or towel. Do NOT attempt to remove or dismantle the device to prevent it from going off. If any interior building doors get opened during cooking smoke and a common area smoke alarm goes off the Fire Department will be called and arrive on scene. Multiple false alarms from the same townhouse from cooking or other lifestyle related issues could result in a fine;
- A fire extinguisher is located in the kitchen area of each apartment; specific locations vary based on the unit's floor plan; it is the resident's responsibility to locate the fire extinguisher upon move-in;
- The following fire hazards are forbidden in all dwelling units: candles and/or incense; overloaded electrical outlets; stacks of newspapers and/or magazines; built-up grease in ovens and on stovetops; storage of flammable materials; space heaters, potpourri pots, halogen lamps or any cooking device used outside of a designated cooking area;
- Let cooking grease cool and pour it into a metal can. Never pour hot grease into a plastic container or down the kitchen sink;
- NEVER put water on a grease fire. Turn off the stove or oven and cover the flame, if possible. **Call 911 immediately if the flames spread;**
- Cooking fires are the #1 cause of home fires and home fire injuries. Unattended cooking represents 90% of home fires. Do NOT leave your stove or oven unattended during cooking, especially when cooking with grease or oil;
- If there is an actual large-scale fire, exit your unit immediately.
- If you cannot escape your unit, stuff wet towels, sheets and clothes around the door and vents to keep smoke out. Call 911 and give them your exact location. If no smoke is coming into the room, slightly open a window. Stay low and wave a bright cloth, towel, or sheet out a window to signal your exact location;
- **Never cover or attempt to obstruct a smoke detector device. Doing so will result in a fine, per your Residential Lease, and puts you and other residents in jeopardy.**

## **I FORBIDDEN ITEMS**

Under NO circumstances may the following items be used, found or stored in your dwelling unit at The Rail Yard:

- Aquariums;
- BBQ's or any open flame cookers;

- Flammable items like propane tanks, lighter fluid, and other oil-based products;
- Candles and incense sticks (for safety during power outages, please have a flashlight with fresh batteries stored in a convenient location);
- Excessively large or loud stereo speakers, surround sound or sound bars;
- Firearms, even if you are licensed to carry one;
- Fog and/or smoke machines;
- Halogen lamps;
- Kegerators;
- Pets (unless a Pet Addendum has been signed and approved by Management. Consult your property manager regarding required documents.);
- Portable dishwashers;
- Potpourri pots or plug-ins;
- Space heaters;
- Waterbeds.

## **FURNITURE/FURNISHINGS**

Your apartment or townhouse is fully furnished with a leather sectional sofa, coffee table, entertainment stand, 55" SMART TV in every living room, dining table with chairs, bar stools, full-sized bed, hypoallergenic mattress, dresser, desk and desk chair. Premium units in the Norfolk and Grand Central floorplans also include additional furniture in the bedrooms, including a loveseat, entertainment stand, and 42" SMART TV.

You are allowed to rearrange the furniture to your liking, but please be careful not to damage floors and walls. You may NOT move the television and entertainment stand. You are NOT allowed to bring in your own mattresses or any upholstered couches, arm chairs, etc. Any other piece of furniture you may want to bring in MUST be inspected and approved by Management in writing via email. Any damage to the furniture during your stay will be evaluated and charged to you at move-out.

## **GUESTS**

Per your lease, a guest may not stay in your dwelling unit for more than three (3) days at a time. Guests must abide by all policies listed in the lease and this handbook. You are responsible for the actions of your guests and informing them of the rules of The Rail Yard community. **Guests must be accompanied by the Resident at all times while inside any unit.** If complaints arise for any reason about an unaccompanied guest or a guest visiting too often, Management will notify the resident to cease the behavior and/or may move toward placing a legal Order of No Trespassing against said guest. NO parents, older family members or children can stay overnight in the facility at any time. Just as in an on-campus dormitory setting, this is a specifically designed living environment for college-aged students. It is not fair to compromise the living experience for other roommates or residents by allowing other-aged individuals to stay overnight at The Rail Yard.

## **IHEALTH AND SAFETY INSPECTIONS**

Our Operations Team will perform periodic unit inspections to ensure that all health and safety standards are being met and to identify potential hazards. Unless there is an imminent threat, you will receive advance notification of the following inspections: air filters, smoke detectors, sprinkler heads, electronic lock systems, fire hazards, and health hazards, such as mold, mildew, improperly disposed of food or garbage and unsanitary conditions. The Rail Yard abides by all local, state, and federal licensing laws pertaining to these safety systems.

## **IHEAT/AIR CONDITIONING/THERMOSTATS**

Contact the Leasing Office at (302) 562-6882 for any questions about setting your thermostat.

- Never set your thermostat above 76 degrees when using heat nor below 68 degrees when using the air conditioning;
- When you leave for Winter Break, please set the temperature to 65 degrees;
- If you are using the heat and the air coming out of your vents is not warm, or if you have set the system to cool and the air coming out of your vents is not cool, file a Work Order for maintenance immediately;
- On autumn or spring days when the outside temperature fluctuates dramatically, do not switch the system from heat to AC or vice versa in a single day. Systems can freeze up if they are not allowed to cycle through properly. This does not mean the system is broken, but rather that usage of the thermostat is in error;
- There is a single programmable digital thermostat attached to your heating/cooling unit. It will be set to 72 degrees upon your move-in. If you do nothing to it, it will stay set at 72 indefinitely. If you wish to change the temperature, simply reset the thermostat, and that temperature will be permanently held. We do NOT recommend programming your thermostat. You must select heat or cool depending on which system you need. Always keep the fan function set to AUTO only, NEVER set to "ON."

## **IHOLIDAY/BREAK CHECKLIST**

You are NOT required to move out during school holidays or breaks, but if you do, you and your roommates should:

- Adjust your thermostat to a lower temperature (65 is recommended) if using heat or to a higher temperature (74 is recommended) if using the air conditioning;
- Dispose of perishable food on the kitchen countertops and in the refrigerator;
- Run and empty your dishwasher and clean all dirty dishes in the sink and on the stove;
- Ensure all windows are closed and locked;
- Turn off all lights, TVs, computers, etc.;
- Take out the garbage.

## **IHOT WATER**

Each townhouse at The Rail Yard has its own independent hot water heater. If used properly, you should never run out of hot water. The Rail Yard apartment units use a sophisticated and energy efficient tank-less domestic hot water system. If used properly, you should never run out of hot water. Turn the hot water on until it gets hot, then increase the cold water to your desired temperature. Once you've achieved your desired water temperature, leave the water on until you're done. If you constantly turn the water on and off during shaving or washing dishes, for example, the hot water heating system won't operate to its full potential.

Do NOT tamper or change anything on the hot water heater or in the hot water heater closet. The area around the hot water heater is NOT for storage of any kind. Do NOT place any possessions in front of the hot water heater closet door.

## **IINTERNET/WIFI**

Both townhouse and apartment floorplans are wired to provide individual, password protected, wireless internet service through Verizon/FIOS. Internet services are included in your rental payment and will be working at move-in. Each apartment has a modem and router in the common area; your WIFI information can be found on the back of the modem. (The network name should be listed as "FIOS-##" and the password should be a combination of letters and numbers.

If you have an Internet issue, first unplug the modem plug from the wall, wait 30 seconds, then plug it back in. After about five minutes, the modem will likely start working again. If you continue to have a problem, we can help you troubleshoot the issue.

If the issue goes beyond the usual problem, the Internet provider, Verizon/FIOS, will need to be contacted. Please submit a Work Order through your Resident Portal to report the problem.

You are absolutely prohibited from tampering with any cable box, Internet cords, routers, etc. that are owned by Verizon.

## **IKEYS/LOCKOUTS**

All residents will be given a key fob at move in that will give them access the front entrances of their buildings, the front entrance to their unit or townhouse, as well as access to their individual bedroom doors.

In order to use your key fob, simply touch the metallic circle to the pinpoint on the door, wait for the light to turn green, and turn the dead bolt to unlock it. You have 5 seconds to do that once the light turns green. The same is required to lock your apartment doors. (Bedroom doors and apartment entry doors require you to manually turn the dead bolt dial when the green light is flashing to lock and unlock the door.) The entrances to the buildings, however, require that you simply wave the fob in front of the reader on the door, and you'll hear the



door unlock. Because the main entry doors for all buildings lock automatically every time they close, you can get locked out so remember your fob at all times.

If you are locked out, you can do one of three things: (1) Call your roommate or friend in the building to come let you in; (2) wait for another resident to open the door; or, (3) contact Security at (302) 562-6882. You will be required to show College Town Communities service personnel photo ID in order to enter. **For lockouts that occur during office hours, a \$20 lockout fee will be charged per event; for those that occur after office hours, a \$75 lockout fee will be charged per event. Remember your key at all times!**

Do NOT lose your key. There is a \$100 replacement fee which covers programming a new key, deprogramming the old key and updating all property locks to accept the change. If you do need a replacement, stop by the Leasing Office during office hours (Monday through Friday 8am – 4pm). The main entry doors have an alarm that will sound if the door is propped open for 30 seconds. **DO NOT PROP OPEN ANY MAIN ENTRY DOOR!**

## **LAUNDRY FACILITIES**

At The Rail Yard there is a washer and dryer in every townhouse and apartment unit. All washers and dryers are FREE of charge. Be respectful of others in the townhouse when doing laundry late at night or early in the morning. Also, be sure to promptly remove your clothing when the cycle is complete to make the machine(s) available for your roommates. Do NOT remove your roommates' laundry without permission. Remember to empty the lint trap after EVERY use. Failure to do so may cause permanent damage to the dryer. Always file a Work Order if the appliances appear to be malfunctioning.

## **LEASING OFFICE LOCATION AND HOURS**

The Leasing Office is located on the first floor of Building 5000. Hours of operation are Monday – Sunday from 8am – 7pm. In the event of a staffing emergency, inclement weather, or holiday closing, residents will be notified via email and/or posted notices that the office will be closed. Notices will include information as to when the office will be closed and when it will reopen. For scheduled closings, our staff will provide a minimum of 72 hours' notice prior to closing. Like us on Facebook ([The Rail Yard Delaware](#)) and Instagram ([@therailyarddelaware](#)) for updates on office hours or emergencies.

## **MAIL AND PACKAGE DELIVERY**

The mailboxes for ALL units at The Rail yard are located inside the lobby of the onsite Clubhouse and Leasing Office in Building 5000. There is one mailbox designed to be shared by all of the residents for each unit. There will be a mailbox key hanging on a nail inside the front door of your apartment that has to be shared by all the residents in your apartment. Please do NOT lose this key, as mailbox keys are extremely difficult to replace, and it can take a few weeks to do so. Additionally, per your lease, there is a \$25 fee to replace a key.

All packages will be delivered and safely stored in the Clubhouse for pick-up. You can receive a text or email alert that a package has arrived for you. You can adjust your communication



settings through your Resident Portal at <https://www.studenthousingdelaware.com/resident-portals>. Once logged in, go to COMMUNITY>NOTIFICATION SETTINGS and check all SMS preferences.

All packages from FedEx, UPS, USPS, and Amazon can be picked up at the Leasing Office during office hours. You will have to make your own arrangements in order to mail out your packages.

**Sample Mailing  
Address**  
**First Name Last Name**  
**321 Hillside Road**  
**Apartment XXX Bedroom X**  
**Newark, DE 19711**

Packages are held for 72 hours. If you require an extension, please email the office. If anyone other than yourself is picking up your package, we require written consent to our office to allow a third party to retrieve it. Any packages not addressed correctly may be returned to the original sender. We do not accept packages for guests or anyone not listed as a resident at our property.

**Residents MUST present a valid photo ID in order to pick up any package delivered to the Leasing Office. Friends/roommates may NOT pick up packages on behalf of other residents without written consent from the recipient to our office.**

## **MAINTENANCE/WORK ORDERS**

Work Orders are requests for maintenance that each resident must complete electronically through their Resident Portal. To file a Work Order, log into your Resident Portal account. On the main page below the Balance Due section is a button for "Request Maintenance." **All requests for maintenance must be filed as a Work Order.** This system allows our Operations Team to receive the requests immediately and to track the progress of the Work Order through the system. You can receive follow-ups on each Work Order including parts ordered, services performed and completion dates. Work Orders are addressed as soon as possible, to the best of our ability. If the work requested is a result of negligence by the resident(s), nominal charges may be assessed to the resident(s). It is critical that all maintenance issues be reported through a Work Order regardless of how the issue arose. In order to maintain the quality property that we have, prompt repairs are necessary.

**A Work Order through the Resident Portal is preferred over a text or phone call to ensure efficiency. If you need help understanding how to file a Work Order, please stop in the office. We'll be happy to assist you!**

## **MOVE-IN**

Approximately three weeks prior to the start date of your lease, you will receive via email a complete list of move-in instructions, along with your unit assignment and the names of roommates and their contact information. All requirements as outlined in your Residential

Lease and listed below must be completed PRIOR to the start of your lease. All residents MUST schedule an appointment to pick up their keys during posted office hours. Upon move-in, it is the responsibility of each resident to conduct a thorough inspection of all common areas and their bedroom using the Move-In Review Form provided by Management when you pick up your keys. A completed form must be submitted to the Leasing Office within 48 hours of move-in. More details on how to complete the inspection will be provided when you check in. In order to expedite the move-in process, you should complete the following prior to your arrival at The Rail Yard:

- Ensure that all required payments (Administrative/Facilities Fee and first and last installments of your rent) have been paid in full. This applies to ALL residents, regardless of financial aid status;
- Establish a renter's insurance policy for yourself that names "College Town Communities, 321 Hillside Road, Newark, DE 19711" as additional insureds. Upload the Declaration Page to the Resident Portal and send a copy of the same page to [TheRailYard@CollegeTownCommunities.com](mailto:TheRailYard@CollegeTownCommunities.com);
- Adjust your communication preferences through your Resident Portal to ensure you receive text messages about emergency announcements. Go to COMMUNITY>NOTIFICATION SETTINGS check all SMS notifications;
- Like us on Facebook ([The Rail Yard Delaware](#)) and Instagram ([@therailyarddelaware](#)) to get updates, reminders, special announcements, and postings about on- and off-campus activities;
- Your Resident Portal is the place to go to pay your rent, review your payment records, view documents, update personal information and file maintenance requests, aka "Work Orders." If you need assistance accessing your portal, contact the Leasing Office. While you are in the portal, please complete the following:
  - Register your vehicle (all residents who plan to park a vehicle on any lot at The Rail Yard must register it);
  - Upload your vehicle registration card;
  - Upload a recent head shot of yourself, such as a graduation picture or selfie;
  - Upload a current government-issued photo ID, such as a driver's license, passport, or visa;
  - Update your email and phone information, if necessary;
  - Add/edit any personal information that may have changed since registration.
- For leasing and payment questions, contact the Leasing Office at (302) 562-6882.

## MOVE-OUT

Our staff will distribute detailed instructions about move-out procedures at least two weeks prior to the end of your lease. In general, this means that you return your dwelling unit back to the same condition as when you moved in. If you created damage, identify it and let Management know, in advance, when it happens. Suggestions we provide include cleaning guidelines, how to return your key, reminders to ensure rent, fines, or overages are paid on time, etc. Any questions regarding move-out can be directed to the Leasing Office. If you are a renewing resident and will have new roommates next year, you are expected to cooperate with the Operations Team in ensuring the entire townhouse looks as good for

the new residents when they move in as it did when you moved in.

**Failure to vacate the Leased Premises, return your key, or remove all personal possessions by the lease end date will result in additional charges, per your Residential Lease.**

## **NOISE**

Per your Residential Lease, all residents have the right to “quiet enjoyment” of their apartments. Excessive noise and loud music in townhouses or outdoor areas are not permitted at any time. As a courtesy to all residents, the hours between 11pm and 7am should be observed as “quiet hours,” and no noise of any kind should be heard or felt outside of any dwelling unit. This includes stereos, televisions, musical instruments, slamming doors, running up and down stairs, sounding vehicle horns, phone conversations, and yelling. You are responsible, also, for your guests’ behavior. Additionally, local municipal noise ordinances also apply to The Rail Yard. If you have a noise complaint with a neighbor(s), please first address the issue in a civil manner with that person or persons. You can stop by the Leasing Office and meet with a Property Manager to discuss any ongoing issues you may have. If such actions fail to produce results, contact The Rail Yard After-Hours Maintenance at (302) 562-6882 for assistance. If you ever fear for your safety and/or that of others, call 911 immediately.

## **PARKING/PARKING PASSES/VISITOR PARKING**

Your lease includes free parking! If you plan to park your vehicle at The Rail Yard, you must first register your vehicle to obtain a SmartDecal parking pass. **Failure to properly register your vehicle may result in the vehicle being towed at your expense.**

To register your vehicle, you must first complete the vehicle information section on your Resident Portal at <https://www.studenthousingdelaware.com/resident-portals>. Note, this vehicle must be legally registered either to you or your parent/guarantor. Next, upload a picture or scanned copy of the valid vehicle registration for that same vehicle. Once both steps have been completed, contact the Property Manager to receive your SmartDecal. **Place this sticker on the inside of the windshield, lower driver’s side corner. Make sure the barcode is facing OUT and clearly visible. Be sure the SmartDecal is not placed in the tinted area of the window.**

Only ONE SmartDecal may be registered to each resident at any given time. There is a \$35.00 fee for all replacement parking passes. Please contact the leasing office should you require a new pass.

Please observe parking signs. If an unauthorized vehicle is in the lot, it may be towed. Your vehicle is your responsibility. We are not responsible for theft, damage, vandalism, towing charges, etc., so use discretion at all times when parking and driving at The Rail Yard.

Parking permits expire at the end of each lease. It is the renewing resident’s responsibility to procure a new parking pass. Your old pass will NOT protect you from towing, as the design of each permit changes yearly. Permits are not transferable.

All vehicles must have valid, current inspection stickers. Vehicles with broken windows, flat tires, oil leaks, or other signs of lack of maintenance will not be allowed on the grounds of College Town Communities properties. If Management requests removal of an inoperable vehicle, including but not limited to cars, bicycles, motorcycles, watercraft, etc., said vehicle must be removed within 24 hours at the owner's expense. Failure to comply with the requested removal may result in towing without notice at the owner's expense.

Due to local government regulations and for safety reasons, no motor vehicles may be parked on the grass or sidewalks at any time. No motorbikes or motorcycles may be kept on porches, patios, decks, or inside of any apartment at any time.

Parking lots are not to be used for vehicle maintenance or washing vehicles.

### Guest Parking

Guests are permitted to park anywhere in the lot between the hours of 8am-3pm, Monday thru Friday.

After 3pm, and on the weekends, guests must have a digital permit in order to utilize any of the 15 designated visitor parking spaces located at the far end of the parking lot, closest to the pool. To obtain a digital permit, you can pre-register the spot by scanning the QR code below and using your personal passcode, provided at move-in. Each resident is allotted 24 hours of visitor parking every month. We recommend keeping your personal passcode private, so you can control the use of your allotted visitor parking hours. Unregistered cars may be towed without notice at the owner's expense. Visitor parking privileges can be revoked at any time at Management's discretion. (Additional guest parking is available a short walk away at the University of Delaware's Center for the Arts parking garage. More information on this lot can be found at <https://www.music.udel.edu/events/parking>.)



**Visitor Parking QR Code**

## **PEST CONTROL**

The Rail Yard contracts with a commercial vendor for pest control service. All units will receive extermination services at least twice a year, with additional services scheduled as needed. Extermination service within each unit is offered at no cost to residents, who will be notified in advance via email or text as to when each townhouse is scheduled to be treated. Should a resident notice any signs of pest infestation, despite our best preventative efforts, he/she should submit a Work Order through the resident portal IMMEDIATELY so prompt action may be taken by our pest control servicer. Should the infestation be the result of unsanitary living conditions, the resident(s) will be held liable for the cost of treatment(s).

Residents may be responsible for the costs associated with any special testing that was asked to be completed regarding a potential infestation, e.g., repeatedly asking for additional services when the presence of that pest is not identified by the service professional.

## **PET/EMOTIONAL SUPPORT ANIMAL POLICY**

**PETS:** Pets under 70 pounds are allowed with the following stipulations, per your Residential Lease: both the resident and a representative of College Town Communities have signed the Addendum for Owning a Pet in Leased Premises; all necessary veterinary paperwork has been submitted, including proof of immunizations/shots and local and state registrations; all roommates must agree in writing that a pet is allowed in the Leased Premises; a pet security deposit of \$250 has been paid; and a recurring fee of \$25 has been added to the monthly rent charges.

A maximum of two pets per apartment unit is allowed. Any resident found housing a pet in the Leased Premises without a signed and Landlord-approved “Addendum for Owning a Pet in Leased Premises” will be fined a rate of \$50 per day. This includes animals that are said to be “visiting.” Fines will continue until the pet has been removed from the Premises OR has a signed and Landlord-approved “Addendum for Owning a Pet in Leased Premises.”

**EMOTIONAL SUPPORT ANIMALS:** Following guidelines pursuant to the Federal Fair Housing Act and the Delaware Human Relations Act, College Town Communities is committed to making reasonable accommodations to allow a Service Animal or Emotional Support Animal (ESA) to live with a resident in the Leased Premises. Applicants and current residents requesting such accommodations must contact the Leasing Office **PRIOR** to bringing the Service Animal or ESA on property, complete all necessary paperwork required by the Delaware Human Relations Commission, and be granted written permission by Landlord in order to do so. More information regarding your rights and responsibilities to allow a Service Animal or Emotional Support Animal to live with you in the Leased Premises can be found on our website [here](#) or by calling the toll free DE Division of Human Relations hotline at 877-544-8626.

## POWER OUTAGES

Very rarely, the community may experience a power outage. Please know that Management has no control over the power and cannot expedite its return. In the event of a power outage, do one or more of the following:

- Find a flashlight or use your mobile phone as a light source, if necessary;
- Check to see if other parts of your townhouse have power and whether your neighbors have power;
- Check to see if you have tripped a breaker in your townhouse's main electric panel box;
  - The box is located in the water heater closet;
  - Contact The Rail Yard After-Hours Maintenance at (302) 562-6882 if you need assistance;
- Check the City of Newark website at <https://newarkde.gov/637/What-To-Do-If-The-Power-Goes-Out>;
- Do not open your refrigerator more than is necessary to keep the cold air in the unit and prevent food spoilage;
- Do not light candles;
- Do not panic. The power will return as soon as possible.

## RENEWALS

Your lease does not automatically renew. Only residents in good financial and disciplinary standing are welcome to renew their lease. Interested residents should contact the Leasing Office at (302) 562-6882 for renewal procedures. The entire renewal process can easily be completed via the Resident Portal. Be advised: the **ONLY** way to secure your room for additional terms is to renew with a new lease through the Leasing Office. A verbal statement of your intent to renew is not sufficient! We always prefer to re-rent to residents with whom we have a relationship so we look forward to working with you. Our facility fills early each year so do not delay your decision.

**Be sure when you renew your lease that you are 100% sure that renewing your lease is what you want for another year as a Renewal Lease is a binding contract for a full term and for a full financial commitment.**

## RENT AND OTHER PAYMENTS

Each rent installment is due on the first (1st) day of each month, per your lease. Rent is due on the first (1st) even if that day falls on a weekend or on a day you are away on break or vacation, or if you choose to move out early. You will NOT receive a formal bill; it is your responsibility to know when rent is due, but Management may send routine reminders. As a general rule, upon move-in, you will have made two (2) rent payments: your first (August) and your final rent installments (May or July, depending on your lease term). This means you will be required to make either eight (8) or ten (10) additional payments on or by the first of each month to avoid late fees. **(Note that some leases may reflect different payment schedules; always consult your lease for specific terms.)**



At no time may you skip a payment and credit the final installment payment (May or July) toward your current rent due. Your ledger should carry a zero balance to reflect that you have paid the last installment (May or July) in advance and that all other payments have been received on time.

If you have a credit, meaning you have overpaid or made advanced payments, you will see the words "Credit Balance" above the amount of credit you have. If you see a \$0.00 and the words "No Balance Due," you are completely caught up with your payments. If you see "Next Payment Due" above the amount, it means you have a payment due, in addition to any monthly charges that may post on the first of each month.

To pay your rent, choose one of the following payment options:

1. Submit a check or money order directly at the Leasing Office. Make the check payable "College Town Communities" and **include your full name and unit number CLEARLY written on the check.** We have residents with similar names or "unique" handwriting so it is very important that we know to whom the payment should be credited;
2. Mail a check **including your name and unit number CLEARLY written on the check** made payable to "The Rail Yard" to:

**The Rail Yard Leasing Office  
321 Hillside Road  
Newark, DE 19711**

3. Pay online with a credit card or checking account through our website at [www.studenthousingdelaware.com](http://www.studenthousingdelaware.com) by clicking on "Resident Portal." Use your username and password to enter the portal. We recommend using the e-check option to avoid excessive online convenience fees;
4. Once you've entered your payment information, you can also set up recurring (i.e., automatic, regularly-scheduled) payments to avoid having to worry about monthly payments;
5. Arrange to transfer money from your bank to ours through a wire transfer. This is particularly convenient for international students whose banks are overseas. If you wish to pay by wire transfer, email [TheRailYard@CollegeTownCommunities.com](mailto:TheRailYard@CollegeTownCommunities.com) for instructions. A wire transfer fee of \$20.00 should be added to the amount you are paying.

There is a grace period until the 5<sup>th</sup> day of the month to have your rent payment into our office. If your rent payment is received after the 5<sup>th</sup> (if mailed, the postmark date is NOT considered), a late fee equal to five percent (5%) of the total monthly rental amount will be added to your rent amount.











A \$50 returned check fee plus all applicable late charges will be assessed on all checks returned by the bank for any reason. After two (2) returned checks, we will no longer accept checks for your rent payment or any other charges owed. All subsequent payments must be made with a money order, cashier's check, or credit card.

No cash payments will be accepted for rent, electric overages, fines, etc., no matter how small. Money Orders are only accepted in person at the Leasing Office. Money Orders are not accepted after hours or via mail.



## RENT PAYMENT CONVENIENCE FEES

Use the following “Resident Portal Payment Options” to determine which payment method best suits your needs. **Remember! You can avoid convenience fees completely by paying with a check or money order.**

METHOD	CONVENIENCE FEE		HOW TO PAY												
<div>Electronic check</div> <div></div>	Flat fee of \$1.25, no matter how much you pay		Enter the account holder's name, your checking account number and the bank routing number. This information can be obtained from your bank or from a paper check issued for the account. <b>If you have a debit card, please call your bank for the information you'll need to process the payment.</b> Accept the terms and submit payment.												
<div>Credit Card</div> <div></div>	<table><tr><td>\$100.00</td><td>\$5.00</td></tr><tr><td>\$250.00</td><td>\$7.25</td></tr><tr><td>\$575.00</td><td>\$12.13</td></tr><tr><td>\$675.00</td><td>\$13.63</td></tr><tr><td>\$750.00</td><td>\$14.75</td></tr><tr><td>\$800.00</td><td>\$15.50</td></tr></table>	\$100.00	\$5.00	\$250.00	\$7.25	\$575.00	\$12.13	\$675.00	\$13.63	\$750.00	\$14.75	\$800.00	\$15.50	Enter account info, accept terms, and submit payment.	
\$100.00	\$5.00														
\$250.00	\$7.25														
\$575.00	\$12.13														
\$675.00	\$13.63														
\$750.00	\$14.75														
\$800.00	\$15.50														
<div>Debit Card</div> <div></div>	Flat fee of \$6.95, no matter how much you pay		Enter account info, accept terms, and submit payment.												
<div>MoneyGram</div> <div></div>	Flat fee of \$3.99, no matter how much you pay		Use this method to pay with cash. Follow the instructions listed to get your MoneyGram code and account number. Take this information to your nearest MoneyGram location, such as CVS or Walmart, and make the cash payment. The payment is then <b>automatically</b> transferred directly to your portal account, almost like an electronic Money Order.												

## RENTER'S INSURANCE

**Renter's insurance is mandatory for all residents.** Imagine a mystery leak from the roof or the upstairs bathroom that fries your laptop or ruins all of your clothes in your closet. This unpredictable yet common problem is why renter's insurance is essential. Per your Residential Lease, you are responsible for obtaining renter's insurance for your personal belongings and to protect yourself against liability. This is particularly important because the insurance that College Town Communities has in place for The Rail Yard (like that of any off-campus housing facility) does NOT provide coverage for your personal belongings, property damage or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, that loss will NOT be covered by College Town Communities' insurance.

**Note: You may NOT submit your parents' homeowner's insurance as proof of coverage. This must be a separate renter's insurance policy in your name only.**

Renter's insurance may be purchased directly through the Resident Portal under QUICK LINKS > SET-UP RENTER'S INSURANCE on the left-hand side of your home page. You may also purchase insurance through any major insurance company. Rates and coverage vary but start around \$9-10/month (approximately \$100 per lease term). Per your lease, the minimum coverage required is:

- Personal Property Value - \$20,000
- Personal Liability - \$100,000
- Medical Payments to Others - \$1,000
- Name "College Town Communities" and the property address as an "additional insured" so that we are kept updated should the policy change or lapse. You will need to provide your townhouse number when you apply.

Prices per month can increase if you choose additional coverage. It's a small price to pay for the peace of mind this insurance will provide.

Proof of renter's insurance is tracked through the Resident Portal and will be required BEFORE you can get your key. Renter's insurance must be in effect through the FULL TERM of your lease.

## RESIDENT PORTAL

Upon completion of your application and when all documents have been signed, all residents' accounts transfer from the Applicant Portal to the Resident Portal. A link to the Resident Portal can be found on our website at [www.studenthousingdelaware.com](http://www.studenthousingdelaware.com) by clicking the link on the navigation bar. Your username and password will be the same as those you used for the application, unless you have edited them yourself. The Resident Portal provides you with access to your financial ledger of charges and payments, the ability to make one-time or set up recurring online payments, view and download electronic copies of your lease documents, file a Work Order for maintenance, register your car, update your email or phone numbers, renew your lease, and elect to receive communications from the Leasing Office. Familiarize yourself with these features or contact the Leasing Office at (302) 562-6882 if you need assistance.

## **I ROOM CHANGES/TRANSFERS**

Once you are assigned to a room, we cannot change that assignment. Our staff takes an exceptional amount of time and care placing applicants based on available units, roommate requests, and personal preferences provided during the application process. We will email your room assignment, roommates' names and their contact information, and important move-in information prior to move-in. We do this to give you the opportunity to communicate with your roommates, to get to know them in advance, and to plan for additional items you may need in the townhouse. College is one of those times when you should be open to new people and new ideas. Please go into your room assignment with an open mind and a compassionate heart. You may make friends with people you never imagined you would have the opportunity to meet. We advise all units to meet as a group and establish "house rules" at the beginning of the year to avoid the common arguments that arise among roommates, i.e., cleaning, guests, temperature, quiet hours, etc.

**Unauthorized room changes/switches may incur additional fees as outlined in the Residential Lease.**

## **I ROOMMATE REMEDIATION/ROOMMATE PROBLEMS**

If a conflict arises between you and your roommate, it will not immediately be considered grounds to terminate your lease or anyone else's. We cannot immediately move anyone to a new unit. Additionally, it is not the responsibility of The Rail Yard Management to resolve the conflict. Although we will gladly assist you with mediation and finding possible solutions, it is the responsibility of you and your roommate(s) to find a peaceful resolution. Management works closely with University of Delaware and supports its Student Code of Conduct. Dependent upon the severity of a situation, Management may involve school officials for assistance.

## **I SAFETY**

Although we do our best to provide a safe living environment, no community is immune to crime. The following guidelines provide you with basic, common-sense tips to help protect yourself:

- Dial 911 for emergencies first, then contact the Management office as soon as possible;
- Lock your doors and windows, even when you are inside; do not keep your door propped open;
- Before answering the door, use your side window to see who's there. If you don't know the person, first talk with him/her without opening the door. If you have any doubts whatsoever, do NOT open the door;
- If you return to your unit and think it has been entered illegally, do not enter. Call 911;
- Tell your roommate(s) where you are going and when you will be back;
- Do not walk alone at night;
- Do not carelessly display your keys in public or carelessly leave them away from your person;
- If you leave your dwelling unit for long breaks or vacations, do not leave notes on your door or answering machine indicating that you are away;
- If your key is lost or stolen, contact the Leasing Office at (302) 562-6882 immediately

- to arrange for the purchase of a new key;
- In a student-housing community, screaming may sound like horseplay. In an emergency, be specific by shouting “Help!” or “Police!” or “Fire!”
- Always lock your car and close all windows completely; do not store valuables in your automobile.
- Maintain in a safe place a list of serial and identification numbers of computer equipment, personal TVs, DVD players, stereo and gaming equipment, etc. in the event that these items are stolen;
- Make sure the Leasing Office has updated emergency contact information at all times.

## SECURITY (OVERALL SITE)

- Staffed after-hours security is on-site 7 days a week from 8pm – 4am;
- Individually programmed key fobs are provided to each resident to allow access to their building, their apartment, their bedroom, and the facility common areas;
- On-site security cameras are located throughout the complex. Although video cameras do not stop crimes from happening, they are a useful and preventative tool. Camera footage is regularly reviewed by The Rail Yard security;
- Exterior doors to the apartment buildings lock every time they close and are composed of fully transparent glass for complete visibility, the purpose of which is to ensure that only those with a key fob can access the building. If one of these doors is propped open for longer than 30 seconds, an alarm will sound to alert residents to remove obstructions;
- Our entire site is covered with ample exterior lighting that automatically turns on every day at dusk;
- Interior lighting is always on in buildings with common interior hallways.

## SMOKE DETECTORS

All units are equipped with a hard-wired smoke detection system. If a smoke detector goes off because of cooking smoke AND there is no fire threat, do NOT open your apartment door, which will set off all alarms in the building and dispatch the local fire department. Instead, turn off the stove or oven, open all windows and interior doors in the apartment, and fan the smoke detector with a book or towel until the smoke has cleared and the smoke alarm ceases to sound. Do NOT attempt to remove or dismantle the device to prevent it from going off.

It is illegal to cover, remove, or tamper with any part of the fire protection system at any College Town Communities property. There is a zero-tolerance policy towards any finding of a tampered device. **Per the Residential Lease, you will be fined \$500 per incident for any tampering with a smoke/fire device, e.g., removing batteries, removing the device, covering the device with plastic, etc.** In addition, the Township Police Department and Fire Marshal will be contacted immediately. Multiple false alarms from cooking or other lifestyle related issues from the same apartment could result in a fine.

## ISMOKING POLICY

The Rail Yard has a strict “no smoking inside buildings” policy. Costs for damages to the dwelling unit finishes or furniture from smoke of ANY kind (cigarettes, cigars, cigarillos, incense, hookah, vaporizing cigarettes, etc.) will be charged to each individual resident. Please smoke outside the buildings and properly and safely dispose of your cigarettes. There will be charges for littering, if excessive. Since most smoking violators are residents’ guests, please remember that you are responsible for ALL of your guests’ actions.

**Per your lease, a \$100 fine per resident will be assessed for each smoking offense inside your townhouse.** Should one occur, monthly inspections can continue and additional fines be levied if smoking persists. Your lease also prohibits the burning of candles, incense, or any device that requires a flame to operate, e.g., a hookah pipe.

## ISNOW REMOVAL

Snow removal services are included in your monthly rental payment. We will plow all drive lanes and open parking spots, shovel all sidewalks and stairs, and salt where necessary at our earliest convenience upon completion of the snow storm. Our insurance does not allow us to shovel directly behind vehicles or between vehicles; therefore, we recommend carrying a small shovel in the trunk of your car during the winter months. During snow emergencies, Management will communicate with you via text, email and building postings with specific instructions for moving vehicles on parking lots to facilitate snow removal. Ensure that your communication settings are up-to-date by going to your Resident Portal and clicking on MENU>EDIT MY PROFILE>CONTACT.

## ISOCIAL MEDIA

The Rail Yard is active on Facebook and Instagram. Follow us for updates, announcements, specials, reminders, emergency information, etc. Be sure to like and tag us!

- Facebook – [The Rail Yard Delaware](#)
- Instagram – [@therailyarddelaware](#)

## ITELEVISIONS AND ELECTRONIC EQUIPMENT

Every living room at The Rail Yard is equipped with a 55” flat panel SMART HD TV. The living room television, television stand, and components cannot be moved. Any damage to your television during your stay will be evaluated and charged to your account.

Select bedroom types are also provided with a 43” flat panel SMART HD TV. These TVs also cannot be moved for any reason.

All TV types at The Rail Yard are SMART TVs so upload your favorite streaming service and have access to limitless content.

**YOU CANNOT ORDER ADDITIONAL SERVICES, PAY-PER-VIEW MOVIES, EVENTS, ETC. ON OUR SYSTEM.**

## TOILETS

Misuse of a toilet can create a lot of trouble for a resident and for Management. Proper use outlined below will help you to avoid costly repairs, damage or inconvenience. ANY problem or issue that arises regarding your toilet should be directed to our Operations Team by filing a Work Order through the Resident Portal immediately.

- Common toilet issues include a loose handle, taking a long time to fill, not filling completely, filling continuously, slow flushing, dripping and/or condensation on the tank. All should be reported as soon as they are discovered;
- Clogged toilets can be prevented by ensuring that **ONLY** toilet tissue used in moderation is flushed down the toilet. Baby wipes, facial tissues, paper towels, napkins, feminine hygiene products, cotton balls, prophylactics, etc. **SHOULD NEVER BE** flushed down the toilet. Keeping a plunger on hand will allow you to solve simple clogs quickly. **DO NOT CONTINUE USING THE TOILET SHOULD A SERIOUS CLOG OCCUR.** File a Work Order immediately;
- If the toilet appears to be on the verge of an overflow, **TURN OFF THE WATER** by closing the water supply valve located on the wall under the tank on the left-hand side. Turn this valve off clockwise (to the right) until tight and until you no longer hear the whistling of flowing water in the pipes. File a Work Order immediately.

## TRASH/RECYCLING AREAS

Dumpster areas are conveniently located throughout each College Town Communities complex. It is your responsibility to take all of your trash out to the dumpster as soon as possible. Do NOT let it sit in the building and begin to smell. Ideally, you should remove all garbage from your apartment **AT LEAST** once a week. The recycling dumpster will be in the same location and is “single stream,” which means everything recyclable (glass, plastic, paper, etc.) can go into the same container. We recommend having separate trash and recycling containers in your apartment. Trash and recycling cans will NOT be provided in the apartments; you need to bring your own.

- Do NOT leave bags of trash on the ground next to the dumpsters. A \$25 per bag fine will be issued for any bag left outside of a dumpster or left in a recycling container;
- If the dumpster you go to has a closed lid, open it and deposit your trash inside;
- If the dumpster you go to is full, walk to the next closest dumpster and deposit your trash there;
- Any bulk items like a chair, table, bookshelf, etc. **CANNOT** be left at our dumpster. These items need to return home with you;
- Do NOT put hot ashes, paint, chemicals, motor oil or other hazardous materials of any nature whatsoever in any trash receptacles, dumpsters, or similar containers.



## ITROUBLESHOOTING

The kitchen sink or dishwasher will not drain.	File a Work Order.
The food in my refrigerator is not cold.	Be sure the refrigerator door can close and seal completely. Next, be sure the unit is not overly full which can prevent the circulation of air. Finally, ensure there are several inches of space between the rear of the unit and the wall. If conditions persist, file a Work Order.
A light bulb is out.	All light fixtures provided in your townhouse have working bulbs in them when you move in. It is your responsibility to replace burned out light bulbs in any <b>personal</b> lamps or fixtures. For any burned-out bulbs in walkways, halls, or common areas, please file a Work Order.
The fire alarm goes off every time I cook.	With all heat turned off, check your burners, the drip pans under the burners and the oven for burnt on debris. Clean these areas with an approved oven or stove cleaner and rinse thoroughly. If drip pans cannot be cleaned, replacement liners can be obtained through the Leasing Office for free upon request. If all efforts fail but condition persists, file a Work Order.
My toilet flushes very slowly or not completely.	Do not use the toilet and file a Work Order immediately. See section entitled "Toilets" for more information.
There is a hissing noise coming from my toilet all the time.	The tank may not be filling completely and the water is running constantly. File a Work Order immediately. See section entitled "Toilets" for more information.
Water is backing up in my toilet and looks like it will overflow.	Immediately turn off the water supply valve on the wall under the toilet tank on the left-hand side. Attempt to absorb water from the floor and place wet towels in a garbage bag for cleaning or disposal. File a Work Order immediately. If after hours, contact Varsity Townhomes After-Hours Maintenance (302) 729-6182. See section entitled "Toilets" for more information.
The washers or dryers are not effectively washing or drying my clothes.	Verify that the machines are not overfilled, and make sure that the dryer's lint trap is emptied after EVERY use. If the problem persists, submit a Work Order.
The air coming out of the vents is not warm when I use the heat, OR the air coming out of the vents is not cool when I use the air conditioning.	Do not turn the fan function on the thermostat to ON. File a Work Order to request maintenance. The filter could be clogged or more complicated repairs may be necessary. <b>BE ADVISED THAT RAPIDLY TURNING THE SYSTEM FROM HEAT TO COOL AND BACK AGAIN CAN FREEZE THE UNIT AND PREVENT IT FROM WORKING.</b> Pick a comfortable temperature for everyone in the unit and leave it there.
The Internet signal through the Wi-Fi is slow.	Contact the Verizon Bulk Dept. at 888-554-1555 for connection issues or slow Internet to have the router reset. <b>They will need the same contact information that you used to set up your account.</b>



## **IUNIVERSITY CODE OF CONDUCT**

All residents at The Rail Yard are required to adhere to the University of Delaware Code of Conduct available online at <http://www1.udel.edu/stuguide/18-19/code.html>.

## **IUTILITIES/UTILITY OVERAGES**

The following utilities are included in your lease: water, sewer, refuse, snow removal, lawn care, cable and Internet. You are responsible for setting up your electric account and paying electric, per your move-in instructions.

Activities that will increase a utility bill are as follows: a leaking or running toilet or faucet; changing the thermostat temperature too often; having windows open while the system is running; not reporting a malfunctioning heating and AC system; leaving TVs/computers/lights on while not at home; and excessive use of electric decorations like twinkle lights, illuminated neon signs, black lights, etc.

## **I VACANT BEDROOMS**

Occasionally, a resident will move out prior to the end of the lease, leaving a vacant bedroom. Should this happen, Management will lock the bedroom and keep it locked at all times. If a vacant bedroom is broken into and/or found to be in use, all residents of that apartment will be charged rent from the date of the last inspection by Management to the date of the discovery of the infraction. Additional breaking and entering charges may also be filed by the local police department.

## **IWEATHER EMERGENCIES**

Severe weather can hit at any time. Take the following precautions to stay safe:

- Monitor television, radio, and cell phone alerts. Check the weather forecast daily, and know when severe weather is expected;
- Obey all evacuation orders by local, state, and federal agencies. Do not await instructions from the community;
- Prior to the storm, notify family and friends of your whereabouts and your plans;
- During severe weather such as a hurricane or tornado, go to an inner hallway or small inner room such as a bathroom or closet. Stay away from windows, doors, and outside walls;
- Do not use plug-in electrical equipment like hair dryers or toasters during the storm.
- Make sure your cell phone is fully charged before the storm;
- Stock up on bottled water and extra fresh batteries for your flashlight;
- Do NOT use candles to light your townhouse during a power outage; use a flashlight only;
- In the event of an extended power outage, avoid opening the refrigerator and freezer. Your food can last for several hours if you keep the doors closed;
- In the event of a major storm, the option could exist to move home or off property as

- a specific directive from the University of Delaware;
- For further information on storm preparedness, log on to FEMA's website at <http://www.fema.gov>.

## **I WINDOWS/WINDOW TREATMENTS**

All bedroom and living room windows are single-hung windows, meaning only the bottom sash is operable. For safety purposes, do not obstruct windows and doors. We provide mini-blinds on all windows; they cannot be removed by you. If you wish to install draperies or curtains, use spring mounted tension curtain rods that fit inside your window opening ONLY; do NOT drill into the wall to attach other types of rods. All draperies/curtains must be taken with you upon move-out. Nothing can be thrown out windows or doors. Do NOT remove window screens. Do not leave windows open during inclement weather. Do not enter or exit the apartment through an open window unless there is an emergency. Should you do so and damage is incurred, you will be responsible for that damage, including but not limited to damage to paint, walls, carpets and flooring. For safety purposes, keep your windows locked at all times.

The following may NOT be displayed in the windows of your apartment: towels, flags, posters, liquor bottles, or fraternity or sorority letters. Management will request the removal of said item immediately or remove the item themselves if prompt enough removal does not happen by the resident.



**321 Hillside Road • Newark, Delaware 19711**

**(302) 562-6882**

[TheRailYard@CollegeTownCommunities.com](mailto:TheRailYard@CollegeTownCommunities.com)

**LEASING OFFICE HOURS:**  
Monday – Friday 8am – 4pm

**CLUBHOUSE & DOWNTOWN LOUNGE HOURS:**  
Daily 8am – 7pm  
(hours subject to change)