

# RESIDENT HANDBOOK



**THE VARSITY**



*live within.®*

# WELCOME!

Welcome to Varsity Townhomes a 72-unit facility managed by College Town Communities and located just minutes from the campus of the University of Delaware in Newark, Delaware. Here you will find a cozy community of one- and two-bedroom townhouses with your choice of individual or shared bedrooms, password protected Wi-Fi in every unit, full-time staff members, and a dependable Maintenance Team ready to assist you. The goal of the Varsity Townhomes staff is to provide an off-campus student housing 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.

This Resident Handbook includes a wealth of information that should help you answer 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!

## CONTACT INFORMATION

### OUR OFFICE

#### Varsity Townhomes

321 Hillside Road  
Newark, DE 19711

Call or Text: (302) 729-6888

Email: [Varsity@CollegeTownCommunities.com](mailto:Varsity@CollegeTownCommunities.com)

Leasing Office Hours: Mon-Fri 8am-4pm

### IMPORTANT PHONE NUMBERS

#### **In the event of a life-threatening emergency, 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

## TABLE OF CONTENTS

<b>CONTACT INFORMATION.....</b>	<b>1</b>
OUR OFFICE.....	1
IMPORTANT PHONE NUMBERS .....	1
<b>GENERAL .....</b>	<b>4</b>
HOLIDAY / BREAK CHECKLIST .....	4
MAIL AND PACKAGE DELIVERY .....	4
PARKING / PARKING DECALS / GUEST PARKING .....	4
SOCIAL MEDIA.....	5
TRASH REMOVAL.....	6
<b>YOUR APARTMENT .....</b>	<b>6</b>
APPLIANCES.....	6
INTERNET .....	6
DECORATING / WALL HANGINGS.....	7
FORBIDDEN ITEMS.....	7
FURNITURE / FURNISHINGS.....	8
HEAT / AIR CONDITIONING / THERMOSTATS.....	8
HOT WATER.....	8
HOUSEKEEPING .....	8
KEYPADS / TOWNHOME ACCESS .....	9
LAUNDRY FACILITIES .....	9
MAINTENANCE REQUESTS.....	10
PEST CONTROL .....	10
POWER OUTAGES .....	10
SMOKE DETECTORS .....	11
TELEVISIONS AND ELECTRONIC EQUIPMENT .....	11
TOILETS .....	11
TROUBLESHOOTING .....	12
WINDOWS / WINDOW TREATMENTS .....	13
<b>YOUR SAFETY .....</b>	<b>14</b>
AFTER-HOURS CALL SERVICE .....	14
BICYCLE SAFETY AND SECURITY .....	14
EMERGENCY RESPONSE PROCEDURES.....	14
FIRE SAFETY/PREVENTION .....	14

HEALTH AND SAFETY INSPECTIONS.....	15
IMPORTANT PHONE NUMBERS .....	15
LOCKOUTS .....	15
SAFETY .....	16
SECURITY (OVERALL SITE) .....	16
WEATHER EMERGENCIES .....	16
ADMINISTRATIVE / FACILITIES FEE .....	17
GUESTS .....	17
MOVE-IN.....	18
MOVE-OUT .....	18
NOISE .....	19
PET/ANIMAL POLICY .....	19
RENEWALS .....	20
RENT AND OTHER PAYMENTS .....	20
RENTER’S INSURANCE AND WAIVER FEE .....	22
RESIDENT PORTAL.....	22
ROOMMATE REMEDIATION / ROOMMATE PROBLEMS.....	22
SMOKING POLICY .....	23
UTILITIES .....	23
<b>YOUR COMMUNITY .....</b>	<b>23</b>
COMMON AREAS AND GROUNDS .....	23
DOWNTOWN LOUNGE .....	24

# GENERAL

## HOLIDAY / 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 degrees or higher) if using heat or to a higher temperature if using the air conditioning (74 degrees or lower);
- Dispose of perishable food on the kitchen counter and in the refrigerator;
- Ensure all windows are closed and locked;
- Turn off all lights, TVs, computers, etc.;
- Take out all garbage.

## MAIL AND PACKAGE DELIVERY

**Mail:** The mailboxes for each townhouse are located in a single cluster near the entrance of the property. There is one mailbox designed to be shared by all residents in a unit. You will be given a mailbox key at move-in to be shared by all residents in your townhouse. 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 fee to replace a lost mailbox key.

**Packages:** Packages from FedEx, UPS, and most other carriers will be delivered directly to your front door. You will have to make your own arrangements in order to mail packages.

### Sample Mailing Address

First and Last Name  
120 Wilbur Street  
Townhome # \_\_\_\_\_  
Newark, DE 19711

## PARKING / PARKING DECALS / GUEST PARKING

If you plan to park your vehicle at Varsity Townhomes, you must first register your vehicle to obtain a Parking Decal and designated parking spot number from the Leasing Office. **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 to "Documents" under "My Apartment." Once both steps have been completed, contact the Property Manager to receive your Parking Decal and designated parking

spot number. **Place this sticker on the inside of the rear windshield. Make sure the decal is facing OUT and clearly visible. Be sure the Parking Decal is not placed in the tinted area of the window.**

Only ONE Parking Decal may be registered to each resident at any given time. There is fee for all replacement Parking Decals. Please contact the Leasing Office should you require a new permit.

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 Varsity Townhomes.

Parking permits expire at the end of each lease. It is the renewing resident's responsibility to procure a new Parking Decal. Your old permit 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, trucks, 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**

Limited on-site guest parking is available for free at Varsity Townhomes, but ONLY if residents obtain a Guest Pass in advance at the Leasing Office. Guest Passes must be placed on the rear-view mirror with the expiration date facing out so that staff members can easily read them. If you need a weekend pass, you must obtain one prior to the weekend; this applies not only to guest passes but to temporary passes in the event you need a loaner vehicle. If you are unable to get a pass during office hours, find an alternative parking option until our staff can provide you with a temporary pass. Otherwise, you may be towed, even if you are parked in your assigned spot! Guest parking privileges can be revoked at any time at Management's discretion.

## **SOCIAL MEDIA**

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

**Facebook – Varsity Townhomes**  
**Instagram – @the\_varsiy\_townhomes**

## TRASH REMOVAL

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 townhouse and begin to smell. Ideally, you should remove all garbage from your townhouse AT LEAST once a week and follow these guidelines:

- Place all recyclables in the GREEN single-stream recycling dumpster located between Buildings D and E at the end of the parking lot;
- Place all non-recyclables in the BLUE trash compacter located to the left of the recycling dumpster; **the code for the compacter is 4206**;
- Do NOT leave bags of trash on the ground next to the dumpsters. A per-bag fine will be issued for any bag left outside of a dumpster or your apartment;
- 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.

## YOUR APARTMENT

### APPLIANCES

All kitchen appliances provided at Varsity Townhomes are stainless steel and include a full-sized stove/range, microwave oven, refrigerator, dishwasher, washer, and dryer. Your unit also has 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 automatic shutoff, toasters, and toaster ovens. The ONLY appliance allowed to be used outside of the kitchen area is a mini refrigerator, and that must be new and energy efficient. (Note that having multiple mini fridges will increase your energy usage. Plan wisely!)

The following appliances are NOT allowed in ANY College Town Communities apartment: air conditioning units or 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 remove prohibited appliances.

### INTERNET

Your townhome is 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 Maintenance Request through your Resident Portal to report the problem.

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

## 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.

## FORBIDDEN ITEMS

Under NO circumstances may the following items be used, found, or stored in your College Town Communities apartment or common areas:

- Aquariums;
- BBQ's or any open flame cookers;
- 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;
- Portable dishwashers;
- Potpourri pots or plug-ins;



- Space heaters;
- Waterbeds;
- Window or portable AC units.

## FURNITURE / FURNISHINGS

If you opted to have your townhome fully furnished, you are allowed to rearrange the furniture to your liking, but please be careful not to damage floors and walls when doing so. Any piece of furniture you may want to bring in MUST be inspected and then approved by Management in writing via email. Any damage to the furniture during your stay will be evaluated and charged to your account at move-out.

You will need to bring items such as a coffee maker, dishes, eating and cooking utensils, pots and pans, bed linens, and towels. Also, consult with your roommates before moving in to avoid bringing duplicate items.

## HEAT / AIR CONDITIONING / THERMOSTATS

Contact the Leasing Office at (302) 729-6888 for any questions about setting your thermostat.

- All thermostats should be set between 70 and 80 degrees.
- The fan setting should always remain set to "Auto," not "On."
- Never set your thermostat above 76 degrees when using heat nor below 70 degrees when using the air conditioning ;
- If you are using the heat and the air coming out of the vents is not warm, or if you have set the system to cool and the air coming out of the vents is not cool, file a Maintenance Request for maintenance immediately. Using a system that is malfunctioning will result in an apartment that is too hot or too cold and will increase your electric consumption;
- 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.

## HOT WATER

Each townhouse at Varsity Townhomes has its own independent hot water heater. If used properly, you should never run out of hot water.

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.

## HOUSEKEEPING

All residents are expected to maintain cleanliness and hygiene in their living units in order to preserve the condition of the units and the peaceful enjoyment of the premises by other residents living in close proximity. Below are housekeeping guidelines every resident agrees to comply with.

### General:

- Regularly sweep and mop the floors.
- Keep areas organized and uncluttered.
- Keep all countertop areas dry.
- Unit should be clean, free of hazards, and monitored for service or pest issues. If service or pest concerns arise, leasing staff must be promptly notified.
- In general, the unit should be free of mildew, mold, and sitting water. Particular areas of note are the A/C unit area, bathroom, and any sink areas.

### Kitchen:

- Do not allow excess oil, grease, open food, or trash to accumulate.
- Remove any spoiled food or beverages.
- Remove trash regularly to prevent odor and pests.
- Freezer door should be able to close. Do not overfill. There should not be more than 1 inch of ice.

### Bathrooms:

- Do not flush feminine hygiene or non-biodegradable items down the toilet, as this causes plumbing issues.
- Exhaust fans and vents shall be unobstructed and run whenever the shower/bath is in use.

## KEYPADS / TOWNHOME ACCESS

Upon move-in, we will provide you with an access code to enter into the keypad on your apartment door.

If you are locked out, you can do one of three things: (1) Call your roommate to let you in; (2) Contact the Varsity Townhomes Leasing Office at (302) 729-6888 during regular business hours; or, (3) contact Emergency Maintenance at (302) 729-6888. You will be required to show College Town Communities service personnel photo ID in order to enter.

**A lock-out charge will be charged per event. Remember your access code at all times!**

## LAUNDRY FACILITIES

At Varsity Townhomes there is a washer and dryer in every townhouse. All washers and dryers are FREE of charge. Be respectful of others in the home 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 in the dryer after EVERY use. Failure to do so may cause permanent damage to the dryer. Always file a Maintenance Request if the appliances appear to be malfunctioning.

## MAINTENANCE REQUESTS

Maintenance requests to resolve issues in your apartment can be filed electronically through the Resident Portal. To submit a request, log into your Resident Portal account and in the Quick Links section select "Request Maintenance."

**All requests for maintenance must be filed through your Resident Portal, even if you mentioned the issue to Management or sent an email.** This system allows our Operations Team to receive the requests immediately and to track the progress of the Maintenance Request through the system. 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 Maintenance Request regardless of how the issue arose.**

## PEST CONTROL

College Town Communities 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. Routine, regularly-scheduled extermination service within each individual apartment is offered at no cost to residents, who will be notified in advance via email as to when each apartment is scheduled to be treated. Should a resident notice any signs of pest infestation, despite our best preventative efforts, he/she should submit a Maintenance Request through the Resident Portal IMMEDIATELY so prompt action may be taken by our pest control provider. 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 requested by residents regarding a potential infestation, e.g., repeatedly asking for additional services when the presence of that pest is not identified by trained and experienced service professionals.

## 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 that other parts of your apartment have power and whether your neighbors have power;
- Check to see if you have tripped a breaker in your apartment's main electric panel box, typically located on the wall outside of one of the bathrooms or in the common hallway;
- Contact Maintenance at (302) 729-6888 if you need assistance;
- 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;
- Check the City of Newark website at <https://newarkde.gov/637/What-To-Do-If-The-Power-Goes-Out>;
- Do not panic. The power will return as soon as possible.

## SMOKE DETECTORS

All townhomes are equipped with smoke detectors. If a smoke detector goes off because of cooking smoke AND there is no fire threat, turn off the stove or oven, open all windows and exterior doors in the townhouse 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 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 Police Department and Fire Marshal will be contacted immediately. Multiple false alarms from cooking or other lifestyle related issues from the same apartment will result in a fine.

## TELEVISIONS AND ELECTRONIC EQUIPMENT

If you have a furnished unit, your living room 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.

All TV types at Varsity Townhomes are SMART TVs so you can 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 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 Maintenance Request 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;
- 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. 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 Maintenance Request immediately.

## TROUBLESHOOTING

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.	<b>Do not turn the fan function on the thermostat to ON.</b> File a Maintenance Request. The filter could be clogged or more complicated repairs may be necessary. BE ADVISED THAT RAPIDLY TURNING THE SYSTEM FROM HEAT TO COOL AND BACK AGAIN CAN FREEZE THE UNIT AND PREVENT IT FROM WORKING. Pick a comfortable temperature for everyone in the unit and leave it there.
My kitchen sink will not drain.	File a Maintenance Request.
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 Maintenance Request.
A light bulb is out.	All light fixtures provided in your apartment have working bulbs in them when you move in. It is your responsibility to replace burned out light bulbs in any personal lamps or fixtures that you have brought into the apartment. For any burned-out bulbs in walkways, halls, or common areas, please file a Maintenance Request.
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 the condition persists, file a Maintenance Request.
My toilet flushes very slowly or not completely.	Do not use the toilet and file a Maintenance Request 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 Maintenance Request 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 Maintenance Request immediately. If after hours, contact our office at (302) 729-6888. 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 Maintenance Request.
The strength of the Internet signal through the Wi-Fi has changed.	<p>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.</p> <p>If the issue goes beyond the usual problem, the Internet provider, Verizon/FIOS, will need to be contacted. Please submit a Maintenance Request through your Resident Portal to report the problem.</p>

## WINDOWS / WINDOW TREATMENTS

All windows are single sliders windows and include window screens. 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.

# YOUR SAFETY

## AFTER-HOURS CALL SERVICE

Even after office hours, College Town Communities assists our residents. Simply call the main office number, (302) 729-6888, and your call will be directed to an operator who will respond accordingly. Non-emergency issues will be handled by a College Town Communities staff member during normal business hours.

## BICYCLE SAFETY AND SECURITY

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.

## EMERGENCY RESPONSE PROCEDURES

**Residents should call 911 without hesitation if they perceive that they or others are in danger.** Non-life-threatening situations should be directed to the Leasing Office at (302) 729-6888 or local police departments using the non-emergency numbers listed on the Welcome Page of this handbook.

## FIRE SAFETY/PREVENTION

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

- Non-life-threatening situations can be directed to the Leasing Office at (302) 729-6888, 24 hours a day;
- 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;
- If a smoke detector goes off because of cooking smoke AND there is no fire threat, open all windows and exterior doors in the apartment 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. Multiple false alarms from the same apartment that set off the building alarms from cooking or other lifestyle related issues will result in a fine;
- Fire extinguishers are provided beneath the kitchen sink or are hanging on the wall adjacent to the kitchen (depending on style of apartment);
- The following fire hazards are forbidden in all apartments: candles and/or incense; overloaded electrical outlets; stacks of newspapers and/or magazines; built-up grease in ovens and on

stove tops; 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 at Varsity Townhomes, do not rush out of your apartment and into the hallway. First, feel the door. If it is hot, use another way out. If the door is cool, leave by the nearest exit. If your planned escape route becomes smoky, crawl toward the exit;
- If you cannot escape your apartment, 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;
- To prevent fires in clothes driers, always clean the filter after each use;
- **Never cover or attempt to obstruct a smoke detector device. Doing so will result in a fine and jeopardizes the safety of you and other residents.**

## HEALTH AND SAFETY INSPECTIONS

Our Operations Team will perform periodic apartment 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. All College Town Communities properties abide by all local, state, and federal licensing laws pertaining to these safety systems.

## 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 ( <a href="http://www.crisistextline.org">www.crisistextline.org</a> )	text to 741-741
UD Center for Counseling and Student Development	(302) 831-2141

## LOCKOUTS

If you are locked out, you can do one of three things: (1) Call your roommate to let you in; (2) contact the Leasing Office during regular business hours; or, (3) contact the After-Hours team at (302) 729-6888. You will be required to show College Town Communities service personnel photo ID in order to enter. A lockout fee will be charged per event.

Do NOT give out your key code. There is replacement fee which covers reprogramming the lock. If you do need a replacement key code, stop by the Leasing Office during office hours (Monday through Friday



8am – 4pm). You will be required to pay the fee prior to obtaining the new key code.

## 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;
- When answering the door, use the peephole to see who is there. If you do not 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 apartment 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 apartment keys in public or carelessly leave them in the mail or laundry area or other public places where they could be stolen;
- If you leave your apartment for vacation or breaks, do not leave notes on your door or answering machine indicating that you are away;
- 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, electronics, 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)

- Individually programmed door locks are provided to each resident to allow access to their townhome;
- 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 Management;
- Our entire site is covered with ample exterior lighting that automatically turns on every day at dusk.

## WEATHER 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 make sure you have an extra set of fresh batteries for your flashlight;
- Do NOT use candles to light your apartment in the event of 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 your local university;
- Should the Leasing Office and Clubhouse be closed due to severe weather, Management will make every effort to reopen the office and provide necessary services as soon as possible;
- For further information on storm preparedness, log on to FEMA's website at [http://www.ready.gov/make\\_a\\_plan.html](http://www.ready.gov/make_a_plan.html).

## YOUR LEASE

### ADMINISTRATIVE / FACILITIES FEE

The Administrative / Facilities Fee is a nonrefundable annual fee that covers the online application process, renewal lease generation, resident and guarantor screening, resident financial ledger maintenance, programmable keypads, 24-7 access to the online Resident Portal, and maintenance of the Downtown Lounge. (Access to the Downtown Lounge is available upon request.)

Residents wishing to renew their lease for the following year are required to pay a new Administrative / Facilities Fee.

### GUESTS

Per your lease, a guest may not stay in your bedroom or apartment for more than three (3) days at a time. Guests must abide by all policies listed in the Residential Lease and this Handbook. You are responsible for the actions of your guests and informing them of the rules of College Town Communities. **Guests must be accompanied by the Resident at all times inside the apartment.**

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 restraining order 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 residents in the building by allowing other-aged individuals to stay overnight in your apartment.

## 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 the Residential Lease and listed below must be completed PRIOR to the start of your lease. 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** provided by Management when you check in. A completed form, whether electronic or on paper, 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:

- Ensure that all required payments (Administrative / Facilities Fee and first and last installment of your rent) have been paid in full. This applies to ALL residents, regardless of financial aid status;
- Determine whether you wish to purchase Renter's Insurance (recommended but not required);
- Adjust your communication preferences through your Resident Portal to ensure you receive text messages about packages to be picked up or emergency announcements. Go to MENU>EDIT MY PROFILE>CONTACT and check all SMS notifications;
- Like us on Facebook (Varsity Townhomes) and Instagram (@the\_ varsity\_ townhomes) 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 "Maintenance Requests." 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 Varsity Townhomes must properly 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) 729-6888.

## MOVE-OUT

Our staff will distribute detailed instructions about move-out procedures at least two weeks prior to the end of your lease. These instructions will advise you on ways to avoid being charged for cleaning and/or damages when you move out. In general, this means that you return the apartment 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 and 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 apartment looks as good for the new residents as it did when you moved in.

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

## NOISE

Per your Lease, every resident has the right to “quiet enjoyment” of their apartment. Excessive noise and loud music in apartments, hallways, or common areas is not permitted at any time. As a courtesy to all residents, the hours between 11pm and 7am should be observed as “quiet hours” during which time no noise of any kind should be heard or felt outside of any apartment. 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 all College Town Communities properties.

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 Varsity Townhomes After-Hours Maintenance at (302) 729-6888 for assistance. If you ever fear for your safety and/or that of others, call 911 immediately.

## PET/ANIMAL POLICY

Per your lease, pets/animals are permitted, but must be registered with the Leasing Office prior to having the pet move in. Unregistered pets/animals are subject to a daily fine until they are removed from the apartment OR are properly registered. A pet deposit and pet rent apply, per your Lease. All pets must weigh less than 70 pounds when fully grown. (Residents wishing to register an emotional support animal or service animal should contact the Leasing Office for assistance. College Town Communities follows all Fair Housing and ADA guidance regarding emotional support and service animals.)

The following dog breeds are not permitted at Varsity Townhomes:

- Pit Bull
- Staffordshire Terrier
- Doberman Pinscher
- Rottweiler
- Chowchow
- Great Dane
- Perro de Presa Canario
- Akita
- Alaskan Malamute
- German Shepherd
- Siberian Huskie
- Wolf Hybrid

- American Bull Dog
- Any hybrid or mixed breed of any of the above

Additional restrictions:

**POISONOUS AND/OR VICIOUS ANIMALS:** Restricted animals that may not visit or be maintained in the Leased Premises include, but are not limited to, the following: Tarantulas and Piranhas.

**EXOTIC ANIMALS:** Restricted animals that may not visit or be maintained in the Leased Premises include, but are not limited to, the following: Reptiles (snakes, iguanas), Ferrets, Skunks, Raccoons, Squirrels, Rabbits, and Birds (parrots, cockatiels, macaws).

**ANIMALS TAKEN FROM THE WILD:** Animals taken from the wild that may not visit or be maintained in the Leased Premises include, but are not limited to, the following: Game Birds, Game Animals, and Furbearers. State and municipal laws imposing additional restrictions on what animals can be allowed as a pet must be followed.

**AQUATIC TANKS:** Animals/pets that require aquatic tanks/bowls that hold water are strictly prohibited.

**TRAINING:** Cats must be domesticated (litter box trained) for indoor living; dogs must be housebroken and of a temperament suitable to apartment living.

## RENEWALS

Only residents in good financial and disciplinary standing are welcome to renew their lease any time after the Fall Semester is under way. Interested residents should contact the Leasing Office at (302) 729-6888 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 sign a renewal lease through the Leasing Office. A 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.

## RENT AND OTHER PAYMENTS

Each rent installment is due on the first (1<sup>st</sup>) day of each month, per your Lease, even if that day falls on a weekend, 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 each rent installment is due, but Management may send courtesy reminders. Upon move-in, you will have made at least two (2) rent installments: your first (typically June or August) and your final (typically May or July, depending on your lease term). This means you will be required to make ten (10) additional installment payments on or by the first of each month to avoid late fees. Note that these prepayment requirements may vary based on your guarantor's screening status.

At no time may you skip a monthly payment and credit the final month's installment (May or July) toward your current installment due. Your ledger should carry a zero balance (NO BALANCE DUE) to reflect that you have paid the last month (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, your ledger will have the words CREDIT BALANCE above the amount of your credit. An outstanding balance, meaning you OWE money, will have the words "BALANCE DUE" above the amount. Any additional charges you incur

due to damages, fines, late fees, lost key fees, Parking Decal replacement fees, etc., must be paid with your next rental installment. If not paid, those additional charges could themselves incur late fees.

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

1. Place a check or money order in the rent box located outside the Leasing Office. Make the check payable to "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. Send a check or money order **including your name and unit number CLEARLY written on the check** made payable to "College Town Communities" to:

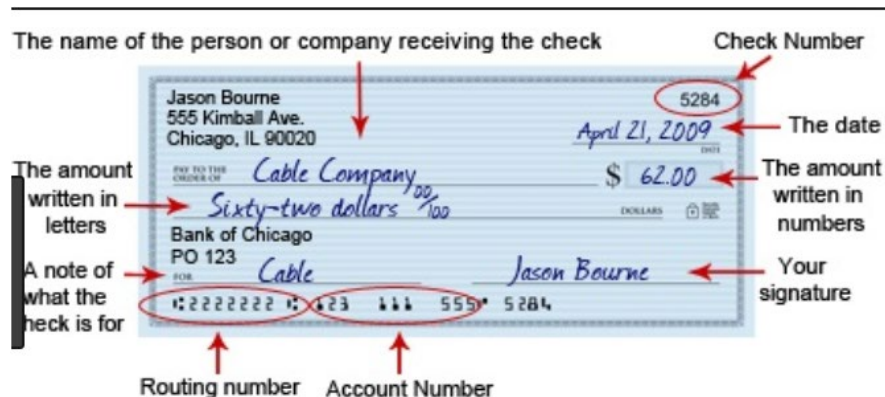
**Varsity Townhomes Leasing Office**  
**321 Hillside Road**  
**Newark, DE 19711**

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 Portals," then selecting "Varsity Townhomes." Use your username and password to enter the Portal. We recommend using the e-Check option to avoid higher online convenience fees charged by credit card companies.
4. Once you have 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 [Varsity@CollegeTownCommunities.com](mailto:Varsity@CollegeTownCommunities.com) for instructions. A wire fee will be charged to your account for each transfer. Please contact the Leasing Office for more details.

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), per the Residential Lease, a penalty of 5% of the total monthly rental amount will be charged to your account.

A 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.

Here is how you should look after you fill it out: (If you are paying using the eCheck option, please note where you can find the routing and account numbers on your check.)



your check after you are the eCheck note find the account your

## RENTER'S INSURANCE AND WAIVER FEE

**Renter's insurance is recommended for all residents.** Imagine a mystery leak 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, we recommend that you purchase renter's insurance for your personal belongings and to protect yourself against liability. 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.

You will be automatically enrolled in the Waiver Program and, subject to the terms of your Lease, the Waiver Program may provide coverage for your personal possessions and personal liability as well as coverage for damage to the leased premises. **The Waiver Program does not guarantee coverage for every claim.** It is recommended that you consult an insurance professional and obtain renter's insurance, as stated above, which may provide coverage for claims that are not covered by the Waiver Program.

## 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 Maintenance Request 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) 729-6888 if you need assistance.

## ROOMMATE REMEDIATION / ROOMMATE PROBLEMS

If a conflict arises between you and your roommate(s), 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 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.

## SMOKING POLICY

College Town Communities has a strict “no smoking inside buildings” policy. Costs for damages to the apartment finishes and/or furniture from smoke of ANY kind (cigarettes, cigars, cigarillos, incense, hookah, vapes, etc.) will be added to your account. 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 fine per resident will be assessed for each smoking offense. Should one occur, monthly inspections will continue and additional fines will 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.

## UTILITIES

The following utilities are included in your lease: water, sewer, refuse, snow removal, lawn care, 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 or having windows open while the system is running or not reporting a malfunctioning heating and AC system, leaving TVs/computers/lights on while not at home, and excessive electric decorations like twinkle lights, illuminated neon signs, black lights, etc.

# YOUR COMMUNITY

## COMMON AREAS AND GROUNDS

Please care for your building. If you see a piece of trash or garbage in the parking lot, please pick it up and dispose of it properly. Help us make your apartment complex an enjoyable and clean place to live. For the safety of all residents and their guests, please do not store any personal belongings in walkways or entranceways.

To ensure that the exterior grounds of College Town Communities properties remain in pristine condition for all to enjoy, you are required to follow these guidelines:

- Decks, porches, patios, and lawns may NOT be used for storage;
- Interior furniture may NOT be used outside, including on decks, porches, patios, and grassy areas;
- No alcoholic beverages may be consumed on the grounds 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 College Town Communities buildings;
- 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.;
- Except for resident use of the landlord-provided grills, residents may not use the outside areas for cooking. This means portable, gas, or charcoal grills, camp stoves, propane tanks, or any other such portable fuel-burning equipment is prohibited on the grounds of the Leased Premises. These devices and their fuels constitute a fire hazard when not used properly;
- No signs, window guards, awnings, advertisements, posters, including but not limited 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 are allowed that can be seen in the windows of your apartment from outside the building. Management will request the removal of said item(s) immediately or remove the item(s) themselves if prompt removal does not happen by the 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 cars on the premises or the use of water from the premises for the purpose of washing cars is prohibited;
- No mechanical work on motor vehicles of any type is permitted on the premises;
- No parties, meetings, or gatherings may be held in any common area, including decks, porches, patios, grassy areas, and parking lots. A "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 either inside or outside of the Leased Premises.

## DOWNTOWN LOUNGE

Exclusively available to College Town Communities' residents is the Downtown Lounge, an amenity that makes Varsity Townhomes 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 wishing to use the Downtown Lounge must first contact the Leasing Office to obtain a key fob to gain access to the space. Upon arrival, sign in at the kiosk located right inside the Lounge, which is open Monday - Friday from 8am-7pm. (Hours are subject to change.)

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

- All areas of the Clubhouse and Downtown Lounge will be restricted to current residents of The Rail Yard and Varsity Townhomes ONLY;
- Non-residents must complete a guest card and then be accompanied by a staff member who will provide a tour of the facility. At the completion of the tour, they must leave the facilities;
- NO Smoking, vaping, or use of alcoholic beverages is permitted;

- No loud music that will affect others around you;
- All furniture must remain in place. No moving/rearranging furniture;
- Bicycles, skateboards, roller skates, and hover boards are prohibited;
- Food and open container beverages are ONLY allowed in the café area;
- TVs must not be tampered with and are controlled by Management;
- Computer equipment is not to be removed from Business Lounge for any reason. Any issue with equipment must be reported to Management immediately;
- NO Pets are allowed;
- There will be a ZERO TOLERANCE policy for those not following these rules. Any resident who violates any of these rules will lose their privilege to enter or use the Clubhouse and/or Downtown Lounge for a 30-day period.
- Lost items may be recovered at our Leasing Office;
- Shirts and shoes required at all times.