

# TABLE OF CONTENTS

1. [Introduction](#)
2. [Eligibility](#)
  - a.) Full-time faculty/staff
  - b.) Short-term visiting faculty and staff
- 3.) [Rental Agreement](#)
  - a.) Security Deposit
4. [Moving In](#)
  - a.) [Air Conditioners, Washers/Dryers, Freezers, Microwaves/Stoves, Computers or Other Major Electrical Equipment](#)
  - b.) [Charges](#)
  - c.) [House Inspection](#)
  - d.) [Housekeeping and Landscaping](#)
  - e.) [Maintenance](#)
  - f.) [Occupancy](#)
  - g.) [Operating a Business](#)
  - h.) [Parking](#)
  - i.) [Pest Control](#)
  - j.) [Pets](#)
  - k.) [Refrigerators](#)
  - l.) [Stove and Oven](#)
  - m.) [Subletting](#)
  - n.) [Vacating and Final Inspection](#)
  - o.) [Waterbeds](#)
5. [Special or Unusual Circumstances](#)
6. [Misrepresentation or Not Reporting Status Change](#)
7. [Disputes Over Policy or Procedure](#)
8. [Electric and/or Gas](#)
9. [Important Contacts List School, Emergency, Government, Newspapers, Telephone, TV Cable](#)
10. [Important Things You Should Know](#)
11. [Doctors and Dentists](#)
12. [Driver's License and Delaware Motor Vehicle \(DMV\) Registration](#)
13. [School Registration](#)
14. [Voting](#)
15. [Refuse Pick-Up](#)



## 1. INTRODUCTION

The University of Delaware owns a variety of houses available for faculty and staff to rent. These facilities are managed by the Office of Real Estate.

## 2. ELIGIBILITY

Residential properties are rented to University faculty and staff based on availability, with priority given to new incoming employees.

- Full-time faculty and staff may live in University housing for a period of one to two years (depending on availability) or up to 30 days after the termination of employment with the University. Should the employee wish to stay the 30 days, the rent will have to be paid on the first day of the extension. Leases are written according to the University's fiscal year (July 1- June 30). Accordingly all leases will end June 30th.

## 3. RENTAL AGREEMENT

The Rental Agreement is designed to protect both the individual and the University. The University will provide the tenant with a copy of the signed Rental Agreement, [Rental Handbook](#), the Summary of the Landlord-Tenant Code, and Protecting Your Family from Lead. All documents should be read carefully and kept available for future reference. Explanations should be requested for any unclear portions of the Rental Agreement prior to signing. Examples of some of the important provisions of the Rental Agreement are as follows:

The only acceptable reasons for the tenant to terminate a lease is the purchase of a primary residence or termination of employment with the University of Delaware.

The tenant cannot assign this lease nor sub-let the premises or any part thereof, without the written consent of the University.

- **Security Deposit:** A security deposit equal to one month's rent will be required in advance of occupancy. This deposit is held as protection against losses or damage related to the residence and will not be used as the last month's rent. University inspection of the premises will take place both prior to occupancy and following notice of termination of occupancy. Whenever possible, the inspections will take place with the occupant present. Tenants will be given fifteen (15) days from the time of first occupancy to notify the Office of Real Estate of any defects in the condition of the premises not noticed during the original inspection. Security deposits are not released until after a final inspection. Deposit refunds are released through the Procurement Office.

## 4. MOVING IN

You are responsible for all the fixtures in your house.

**House Inspection:** Inspect the house when you move in and notify the University in writing of any defects in the rental unit. This information will be filed by the Office of Real Estate and will determine loss or extra cleaning charges when you move out.

**Charges:** Items for which charges are usually assessed after vacating include but are not limited to:

- a. Labor cost for excessive cleaning which is beyond the normal wear and tear during the term of the lease;
- b. Broken/damaged appliances and equipment;
- c. Burns of all kinds;

- d. Excessive damage to walls, wood and metal surfaces, sinks, countertops, etc.;
- e. Cost of repairs or replacements resulting from accidental damage or theft;
- f. Additional painting to cover up crayon marks and/or tenant paint jobs; and
- g. Labor to remove tile, mirrors, cork boards or adhesives from walls or ceiling

**Refrigerators:** For all non-defrost refrigerators, it is necessary to defrost the refrigerator regularly. There should be no more than 1/4 inch of frost buildup on the freezer unit. Frost on the unit interferes with the refrigerator's operation. Under no circumstance should a knife, ice pick, screwdriver or other tool be used to defrost. Use a tray of warm water to defrost. If you damage the refrigerator by using a tool listed above, you will be charged for the repair or replacement.

**Stove and Oven:** Never wash the stove while it is hot. Wiping hot porcelain enamel with a damp cloth may cause cracking of the enamel. Spattered fat or spilled acidic food, such as sour milk, vinegar, lemon juice, etc. should be wiped off immediately with a dry cloth as such acids can remove the finish. For spills in the oven, wait until the oven cools down and clean immediately with soap and water to prevent burning spilled food. Commercial oven cleaners are recommended for extensive oven cleaning (except for self or continuous cleaning ovens).

**Housekeeping and Landscaping:** It is important that tenants remember their responsibilities for housekeeping and landscaping. Your responsibilities include: a. Keeping the house clean and free of garbage and trash; b. Keeping outside walks and patios clean and clear of clutter, snow and debris; c. Remove bikes and toys from the lawn area. Remember, landscaping employees will not remove personal belongings when cutting the grass.

**Maintenance:** DURING NORMAL BUSINESS HOURS, ALL REPAIR REQUESTS MUST BE CALLED INTO THE OFFICE OF REAL ESTATE. The problem will be discussed and a path forward suggested. If the issue is not covered by a warranty, the tenant is responsible for contracting a certified professional and bearing the cost of all interior repairs. AT NIGHT OR ON WEEKENDS, TENANTS MAY CALL THE MAINTENANCE CENTER AT 831-1141 FOR THE FOLLOWING EMERGENCY PROBLEMS: refrigerator/freezer, loss of power, loss of heat or flooding. Evening and weekend maintenance services are expensive because overtime payments to personnel are required. Therefore, emergency staff can only handle those items which cannot wait until the following work day. Staff from the Office of Real Estate will assist in determining responsibility of any charges which may be willfully or negligently caused.

**Pest Control:** Any problems with pest control should be reported promptly by calling **The Office of Real Estate**. Extermination services will usually be provided within 48 hours after the problem has been reported. These services are available between the hours of 8:00 a.m. and 4:30 p.m., Monday through Friday.

**Air Conditioners, Washers, Dryers, Freezers, Microwave Ovens/Stoves, Home Computers or Other Major Electrical Equipment:** Tenants must request permission to install any of the above appliances or equipment. In some areas such installations are possible; in some cases a utility surcharge may be required. In no case may the electrical, heating, plumbing or structural system be altered.

**Pets:** Permission must be granted for all pets, except for seeing-eye dogs and fish in aquariums. Violations of this provision may result in cancellation of the Rental Agreement.

**Waterbeds:** Waterbeds may not be installed in any University facility.

**Parking:** Parking is provided for at least one vehicle. Boats, trailers, commercial vehicles, and unregistered autos may not be parked on the premises. No vehicle of any type is allowed to park or cross over any area other than those specifically provided for that purpose. **DRIVING ON THE LAWNS IS PROHIBITED.**

**Operating a Business:** Business activities may not be conducted from University residential rentals.

**Subletting:** Subletting is prohibited without the written consent of the University. If permission is granted to sublet the premises, all rules and regulations of the University must be followed by the individual subletting. Any and all disputes between the tenant and the individual(s) subletting the residence are to be resolved between the individuals directly involved. The University does not arbitrate disputes.

**Occupancy:** All units are to be occupied as a strictly private dwelling. The numbers of individuals living in the residence must not exceed the number written in the lease. Any and all disputes between individuals living in the residence are to be resolved between the individuals directly involved. The University does not arbitrate disputes.

**Vacating and Final Inspection:** At least sixty (60) days advance written notice of intent to end occupancy must be given to the Office of Real Estate. Termination of tenancy and billing will be calculated as of the last day in the residence, provided required notice has been given.

Tenants are responsible for the cleanliness of the residence upon departure. Floors, walls, windows, appliances, bathroom fixtures, and storage areas which have been used by the tenants must be left clean. Tenants will be charged for any damage beyond normal wear and tear and/or for any cleaning which must be performed if the residence is not left in proper condition. A final inspection will be performed when the tenant is ready to leave. The security deposit will be returned within six to eight weeks after the tenant has vacated the residence, returned the keys and paid any outstanding charges related to tenancy. Failure to give proper notice may result in additional charges to the tenant.

## **5. SPECIAL OR UNUSUAL CIRCUMSTANCES**

Any special or unusual circumstances regarding tenancy not addressed by the Rental Agreement or the Rental Handbook

shall be considered on an individual basis and is subject to approval by the Director of Real Estate.

If there is a need to appeal a decision, contact the Director of Real Estate. The final appeal will be reserved for the Vice President of Facilities, Real Estate and Auxiliary Services..

## **6. MISREPRESENTATION OR NOT REPORTING STATUS CHANGE**

If we have reason to believe that you were not eligible for University rental housing, or you are no longer eligible, you will be contacted to discuss the matter. If we determine you are not eligible or if you do not respond to our inquiry, we will terminate your Rental Agreement.

## **7. DISPUTES OVER POLICY OR PROCEDURE**

In the case of any dispute regarding the management of the rental properties, the Director of Real Estate should be contacted promptly. A sincere effort will be made to communicate effectively with individual tenants or groups of tenants.

The rental system which the University has developed is intended to be responsive to your needs as much as possible while still preserving the rights of your neighbors, and the financial viability of the properties. If at any time you have any questions or concerns, please contact the Office of Real Estate. We will do our best to serve you.

## 8. IMPORTANT CONTACTS

	<b>302 area code</b>
Emergency (Fire, Police, Ambulance)	911 or 0 (Operator)
Emergency Maintenance	831-1141
Government Information - City of Newark	366-7000
Government Information - City of Wilmington	571-4011
Government Information- County of New Castle	571-4011
Government Information - State of Delaware	577-2011
Maintenance/Service Desk	831-1141
Medical Society-dentist referrals	654-4335
Medical Society-Physician referrals	658-3168
Motor Vehicle Registration – New Castle County	326-5000
Newspaper-Daily News Journal	324-2500
Newspaper-Weekly The Newark Post	737-0724
Pest Control	831-1141
Poison Information Service	655-3389
Police - University	831-2222
Police - Newark	366-7111
Police - Wilmington	654-5151
Refuse Pickup- Newark	366-7045
Rental Housing - General Information	831-1223
School - Christina District	552-2600
Telephone Service- Verizon	800-942-5000
Television Cable - Comcast	656-3370
Utilities-Gas - Delmarva Power	454-0300
Utilities-Electric -City of Newark	366-7085
Voting – New Castle County Dept. of Elections	577-3464

## 9. IMPORTANT PLEASE CALL THE FOLLOWING NUMBERS TO HAVE THE GAS AND ELECTRIC UTILITIES PUT IN YOUR NAME.

### UTILITIES

Gas: Delmarva Power 454-0300 or 800-375-7117

Electric Service for City of Newark Residents: 366-7085

Electric Service for Residents outside the City of Newark:

Delmarva Power (302) 454-0300 or 800-375-7117

## 10. THINGS YOU SHOULD KNOW

### 11. DOCTORS AND DENTISTS

For help in finding a physician, contact the New Castle County Medical Society at 658-3168. The Medical Society is located at 1925 Lovering Avenue, Wilmington.

A similar service is provided by the Delaware State Dental Society located at the same address.

The Emergency Call Service provides access to a doctor 24 hours a day.

To locate a dentist or emergency treatment, call 654-4335.

**12. DRIVER'S LICENSE - DMV**

To transfer a license from another state, you must have a valid license or a letter of clearance from your previous state. One must also have two proofs of residency plus a social security card. The individual must appear in person at the Motor Vehicle Division and take an eye test. A person wanting a Delaware driver's license must apply within 60 days of establishing a residence.

To qualify for an original license, one must take an eye test, written examination, as well as a driving test, present two proofs of state residency and a social security card

**13. SCHOOL REGISTRATION**

A child may enter kindergarten if 5 years old by August 31 of the year he/she is to enter school. To enter first grade, a child must have attended kindergarten.

At the time of registration, a doctor's form will be given to the child for the parent to have signed by a physician. Diphtheria, polio, whooping cough and tetanus inoculations are required and sometimes these inoculations are given free through the school. For further information call Christina School District 552-2600.

**14. VOTING**

To be eligible to vote in a local election in Delaware, you must be a citizen of the United States and be at least 18 years of age. If you are mentally incompetent or have been convicted of a felony crime, you may not vote. In Delaware there is no minimum residency requirement for voting.

You must register to vote. To obtain details about registering, call the New Castle County Department of Elections Administrative Director at 577-3464.

**15. REFUSE PICK-UP. . . . . Monday, Thursday**

Ashley Road, South Chapel Street, West Cleveland Avenue,  
North and South College Avenue, Kells Avenue, Lovett Avenue  
Orchard Road, East & West Park Place, Wyoming Road

**REFUSE PICK-UP. . . . . Tuesday, Friday**

Dallam Road, East & West Delaware Avenue, Hillside Road , Main Street