

# FREQUENTLY ASKED QUESTIONS

## **What lease term options are available at ANOVA?**

Not looking for your standard 12-month lease? We have flexible lease term options that change monthly. We would love to help you find the best lease term that accommodates your time frame. We currently offer 6-12 Month Lease terms.

## **How can I apply without a U.S. Social Security Number?**

We're here to help with your transition. Speak with one of our friendly leasing professionals today and we'll walk you through the process. It's quick, easy and you can do it all from home!

## **How do Utilities work in the building?**

Electric, Sewer/Water and Gas will be separate charges in addition to the rent. The utilities will be hooked up and ready for use upon move in. All charges are based upon actual usage, and you will be able to view your utility bill and make payment within NEP portal. Your first utility bill will arrive approximately 40 days after move in.

## **How do maintenance requests work?**

ANOVA has on-site maintenance available for resident service requests. We also provide maintenance on-call 24/7 for emergencies that occur outside of normal business hours.

## **Do I need Renter's Insurance?**

Yes, you can sign up with ANOVA's stress free master policy for a low monthly rate, or you can provide your own, adding 3700 Lancaster Project Owner, LLC as an "Additional Insured".

## **Do you allow pets in the building?**

We love our furry residents at ANOVA. For an additional monthly fee, we allow up to 2 pets per apartment. Contact the management office for a full list of breed restrictions and monthly pet fees.

## **How do I pay rent?**

ANOVA offers multiple ways to pay your monthly rent. Pay by check or money order at the management office, or enjoy the convenience of online payments through our resident portal. We accept ACH payments through your bank account (free) as well as credit and debit card payments (convenience charges apply). We do not accept cash.



### **Will my financial aid cover charges at ANOVA?**

Any available financial aid funds - after university charges are satisfied - are released to the student for non-institutional expenses such as off-campus housing. These funds can be used to pay rent at ANOVA (normal payment deadlines apply).

### **What are the policies on pets, smoking and guests?**

ANOVA is a pet friendly community. The community is smoke-free in all indoor and adjacent areas. Guests are welcome in your apartment home at all times, subject to the consent of roommates and security considerations. The number of guests permitted in common areas may be limited to ensure the enjoyment of all residents. Overnight guests are welcome, with limits on the number of days and guests.

### **Can I park my vehicle at ANOVA?**

Parking options are available within ANOVA's parking garage. Please reach out to Management for specifics on pricing.

### **What kind of safety and security are provided?**

ANOVA has a monitored fire sprinkler system, plus secure entry, and an evening lobby attendant. Community courtesy patrols are provided at select times. Penn Police and Public Safety headquarters are nearby.

### **What are the management office hours?**

Our leasing and management office is open seven days a week. Call or email to set up a tour. Walk-in tours are always welcome. Monday - Friday: 10:00am - 6:00pm Saturday: 10:00am - 4:00pm Sunday: 12:00pm - 4:00pm

### **Do you have any furniture rental partnerships?**

Yes, skip the hassle of renting a U-Haul, there are many different rental packages available from basic furniture to electronics and kitchenware. Reach out to Management for specifics on pricing and packages.

### **What are the "Away from Home" services you offer?**

We can water your plants, arrange pet sitting service, and deliver your large packages while you are away from your home. Please contact the Management Office as we will try to accommodate all reasonable requests. We also have Amenity House Cleaning packages to keep your home fresh and tidy.