This Guide is for:

Residents approved to MOVE-IN to the chapter house and live in it for the Spring 2021 semester. Information is also relevant for all chapter members and leaders.
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Move-In & Semester LivingGuide, January 2021 | 1
JANUARY 2021 MOVE-IN OVERVIEW

DATES

For Spring 2021, Chapter Homes open: 9:00 am on Sunday, January 17, 2021. May Move-Out dates on pg 27.

Residents must follow their move-in time and will sign for a key to their assigned bedroom only at the chapter house via the chapter House Manager, President, or chapter officer handling keys.

ADDRESSES & CONTACT INFO

OFSL (Office of Fraternity & Sorority Life)
3933 Walnut Street (staff may be remote due to campus COVID procedures)
Philadelphia, PA 19104
215-898-5264 (calls for facilities should be directed to Campus Apartments)
vpul-ofsl@pobox.upenn.edu (email is preferred over phone at this time during remote work)
Main Office Hours: 9:00 am – 5:00 pm (Monday – Friday) | Closed Saturdays and Sundays

University City Associates (UCA)
4104 Walnut Street (key pick-up/return location)
Philadelphia, PA 19104
Office Hours: 9:00 am – 6:00 pm (Monday – Friday), 11:00 am – 4:00 pm (Saturday), closed (Sunday)

Campus Apartments, LLC
4043 Walnut Street
Philadelphia, PA 19104
215-349-7133 – for Emergency Facility Issues
Office Hours: 9:00 am – 5:00 pm (Monday – Friday), 11:00 am – 4:00 pm (Saturday), closed (Sunday)

QUESTIONS & IMPORTANT DOCUMENTS

Residents should direct questions to their House Manager first, and the House Manager will contact an OFSL staff member as needed. Please contact us if you are not able to receive an answer.

Each resident signs an Occupancy Agreement which outlines the terms and conditions residents are expected to review and follow. Additional information relevant to occupancy can be provided via the OFSL website and supplemental guides such as the Occupancy Agreement, Living Guide, Move-in/Out Guide, etc. OFSL reserves the right to supplement, amend, elaborate, or clarify housing terms and conditions through the issuance of memoranda, email, rules, regulations, addenda or directives. The Chapter/resident requesting an exception to a guideline must receive confirmation in writing.

Check the OFSL Chapter Housing website to see if there are any updates to the information in this guide.

MAINTENANCE REQUESTS | WORK ORDER

Link to submit maintenance requests: ofslportal.residentportal.com. Only residents can submit a work order.

Emergency Facilities Hotline (for emergency facilities issues only): (215) 349-7133. (Always submit an online work order after calling the Emergency Facilities Hotline, also). Work orders managed by Campus Apartments.
STEP-BY-STEP INSTRUCTIONS FOR JANUARY 2021 MOVE-IN

- New residents living in the house Spring 2021 can begin moving in on Sunday, January 17, 2021.
  - Residents have an assigned move-in time in 2-hour increments. Please stick with this time. Any move-in time change should be made via the MyHomeAtPenn link provided. Chapters can work out on their own any changes as long as a move-in time is available.
  - Stay in contact with your House Manager regarding your arrival.

Step-by-Step Instructions:
- **Step 1:** Read the move-in/living guides and Occupancy Agreement. Review the Campus Compact and Penn COVID-19 Response. Download the Penn Open Pass and Schedule a Gateway (arrival) test.
- **Step 2:** Communicate with your House Manager and President regarding your move-in.²
- **Step 3:** Review the guide for a list of items permitted and not permitted in the chapter house. Leave prohibited items behind. Section: Safety and Prohibited Items.
- **Step 4:** Plan for your furniture needs depending on your chapter’s procedures & items your chapter provides or does not provide in bedrooms. Talk to chapter leadership. Review section on Furniture. The University is not responsible for the furnishing of Chapter House bedrooms.² Campus Apartments might need to charge if furniture items need to be moved.
- **Step 5:** Arrive to Chapter House and follow parking guidelines (city or Penn signs). Section: Parking.
- **Step 6:** At the chapter house, wear a face covering and sign-out your assigned bedroom key from the House Manager, President, or designated officer. Only the assigned resident can sign-out their key. You are permitted 1 guest to assist with move-in, and they must leave the house after finished.
- **Step 7:** Ensure the bedroom key works properly. If the key malfunctions, call the Campus Apartments emergency facilities hotline at 215-349-7133. Submit an electronic work order via the online portal.
- **Step 8:** Move your belongings into the room. Do not remove chapter-owned furniture.
- **Step 9:** Inspect the condition of the room & enter work orders for all maintenance needs/damages (FYI: work orders are addressed based on priority). Rooms are inspected & locked before move-in dates.
- **Step 10:** Discard all trash and unwanted items in outside trash bins. Do not leave items (especially furniture) in hallways, stairs, patios, or near exit doors. Communicate questions to your House Manager or President. Review sections on Trash and Furniture.

Items to Note:
- It’s possible a resident lived in your bedroom during the Spring 2021 semester.
  - If that resident is not living in the house at all in Spring 2021, they should have removed all their belongings and returned their key.
  - FRES and Campus Apartments worked on securing personal storage boxes from Spring 2021 residents if they could not retrieve them. They may have also left furniture due to the situation. If needed, we recommend touch base with this resident to ensure as little confusion as possible. Unwanted furniture/items cannot be moved into a hallway, basement, or common area. Unwanted furniture should be donated, utilized by a different resident, kept in the bedroom, or discarded in an outdoor dumpster.

Review key pick-up Q&A on the next pages!

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² Your occupancy period is based on the Occupancy Agreement you signed and the semester(s) you are assigned to live in the chapter house. The Occupancy Period for Spring 2021 begins Jan 17, 2021; thus, you cannot move-in before the date w/o approval.
² Section 1.8 of the Occupancy Agreement.
KEYS

Key Pick-Up:
- Residents sign-out their bedroom key on a form at the chapter house.
  - Parents, friends, family members, or chapter members cannot pick-up a key for a resident.
  - Residents can only pick-up a key according to their official room assignment.
  - Residents are forbidden from switching keys or bedrooms without email verification and authorization from OFSL (review the associated fees for unauthorized room changes).
  - Have your PennID and a government issued ID with you.
- Contact OFSL if an accommodation is needed due to a disability.
- Bedroom doors will be locked before the resident arrives.
- On the sign-out sheet, ensure the information is correct.
- The House Manager must submit a copy of the key sign-out sheet after move-in, and they can email OFSL who will share it with Campus Apartments.

Key Not Working:
All locks are checked before move-in; however, do the following if your bedroom key is not working properly:

1. Submit an online maintenance request; call the Campus Apartments Facilities Hotline at 215-349-7133.
2. Keep your House Manager in the loop.
3. You might need to be issued a new key, and we apologize for any inconvenience.
4. Present a government-issued photo ID or your PennCard to the facilities staff member assisting you.

Missing/Lost Key:
If you cannot locate your bedroom key and need a replacement, follow these steps:

1. The resident submits an online maintenance request to Campus Apartments with their chapter house and room number clearly noted. The work order should state the resident cannot locate the key (whether lost, suspected stolen, etc.) and that the resident needs a new key.
   a. Fee for a new key (physical or electronic key fob) is $100.00.
   b. Resident should also notify their House Manager.
   c. If resident cannot submit a work order, the House Manager should submit one on their behalf.
2. Campus Apartments will receive the work order and have new key(s) available for the resident(s) of that room. Only the resident who cannot locate their key will be charged the fee.
3. Theft: if the resident believes the key was stolen, contact PennPolice (215-573-3333) to submit a report.
4. Safety Concern: if the resident believes they are in danger or the room is unsecure and at risk to theft because of a possible stolen key situation, they should contact Campus Apartments Facilities hotline (215-349-7133) to have the room secured. Contact the Division of Public Safety as needed (215-573-3333) to report a threat to safety.
5. Campus Apartments will notify resident(s) that locks have been changed and new key(s) are available for them to pick-up.
6. House Manager should follow up with the resident(s).
7. Resident(s) will receive instructions on retrieving the new key and signing for it.
Lock-Outs:

If you have accidentally locked yourself out of your assigned bedroom, do the following:

1. Submit an online maintenance request; call the Campus Apartments Facilities Hotline at 215-349-7133.
   a. A resident can only request their assigned bedroom to be unlocked. Assignments are verified.
   b. After-hours: a $75.00 charge applies
   c. During Campus Apartments business hours: lock-out is free of charge*
      • *Do not misuse this service during the business day. If a resident needs a lock-out several times during the semester, there could be a fee associated with future lock-outs and the resident will be notified.
2. Meet the maintenance staff member at your assigned bedroom.
3. Present a government-issued photo ID or your PennCard before the door is unlocked.
   a. If your ID is inside the bedroom, you must present it to the staff when the door is opened.
4. When the door is unlocked, locate your key and show it to the maintenance staff for verification.

Emergencies:

- If there is an emergency situation and someone’s health or life safety (whether someone is locked behind a closed door or not) could be impacted, contact PennPolice immediately at 215-573-3333. Meet the officer at the bedroom.

Vacant Rooms:

- If there is a request regarding a vacant room needed to be unlocked, contact OFSL during business hours to review arrangements with Campus Apartments.
- Vacant rooms are to remain locked while no one is assigned to reside in them. Campus Apartments is not authorized to fulfill a lock-out request to a bedroom labeled as “vacant.”

Q&A about Key Pick-Up:

- Am I required to sign-out a key?
  o Answer: Yes. All residents are required to sign-out a key to their assigned bedroom.

- Is there a deadline for me to sign-out a key from UCA?
  o Answer: Yes. For January move-in, you must sign-out your key at the moment you receive it.

- Can someone pick-up and sign-out the key for me?
  o Answer: No. Only the assigned resident is authorized to pick-up and sign-out the bedroom key.

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3 All exceptions to Key procedures must be submitted in writing and confirmed by OFSL/Campus Apts./UCA in writing via email.
MAINTENANCE REQUESTS – ADDITIONAL INFO

Overview:
- Link to submit a maintenance request: ofslportal.residentportal.com.
- Campus Apartments will follow COVID-protocols when responding.
- Only residents can submit maintenance requests.
- Submit an online maintenance request to address maintenance needs in bedrooms & common areas.
- Move-in: inspect the room and submit maintenance requests to note the condition of the room & to have items addressed.
- Routine, non-emergency maintenance requests:
  - Submit an electronic work order. Items are addressed based on priority.
  - Examples include: laundry/dryer not working, tear in window screen, restroom dispenser broken, paint repair, trash removal, clogged sink/shower, light-bulb flickering, electrical outlet not working, mouse sighting, light cover needs adjusted, etc.
- Emergency maintenance request (for emergencies only):
  1. Call the emergency facilities hotline (24/7) at 215-349-7133. It is possible your request will be re-directed to a non-emergency status.
  2. Enter an electronic work order to ensure the request is logged.
  4. Some examples include: burning smell, water flowing, outlet sparks, broken glass, roof/steady leak, slipping hazards, no water pressure, falling objects, broken pipe, snow/ice slippery, non-functioning toilet, water back-up, door will not securely shut/lock, no electricity/heat.

EARLY MOVE-IN REQUEST & PROCEDURES

Overview:
- There is not an early move-in period for new residents arriving in January 2021.

Social Events:
- Social events, parties, and/or gatherings of any kind are prohibited at this time and all students/chapters must follow the Student Campus Compact. Chapters and students must follow all outlined policies, processes and any supplemental information from memos, emails, etc.

Violating Early Move-In Procedures:
- If someone without authorization enters the chapter house before January 17 (as communicated and confirmed in writing via email), the following is applicable:
  - Considered trespassing
  - Escorted off the property by Penn Police, Penn staff member, or Campus Apartments
  - Referral to the Office of Student Conduct
  - One-time Improper Move-In fee of $100.00
  - One-time Unauthorized Entry fine of $500.00 for entering the house without authorization in writing from OFSL.
  - $100.00 per day stay fee (double the approved rate of $50.00/day)
Overview:

- Residents are responsible for removing trash, unwanted furniture, and moving supplies from the house to an outside dumpster.\(^5\)
  - Hallways, stairs, & egress paths must remain clear of all items to reduce safety hazards & pests.
  - Hallway and common area trash bins are not intended to be used for unwanted furniture, appliances, moving boxes, etc. These items must be taken to an outside dumpster.
  - Discard/clean-up items such as solo cups, spilled liquids, food, etc., into trash bins.
  - If a trash bin begins to overflow, the chapter/residents must take items to an outside dumpster. Do not pile trash around a trash bin when it is already full.
  - Unwanted furniture, including mattresses, must be taken to an outside dumpster. These items cannot be left anywhere inside the home, on outside porches/patios, etc.
  - Securely tie your trash bags before disposing them into dumpsters/trash bins.

- The chapter/residents will be responsible for all charges (labor, clean-up, moving fees, dumpster fees, service charges, etc.) if trash/furniture/safety guidelines/fire codes are not followed.
  - Bedrooms/common areas: each bag (trash, clothes, etc.) Campus Apts. needs to remove is estimated at $25.00. Large items such as furniture can cost more due to labor and trash fees.
  - If there are large furniture or quantities of items the chapter/residents need assistance discarding (couch, mattresses, dressers, fridges, tables, etc.), you may request assistance by submitting a work order to Campus Apartments via this link: ofslportal.residentportal.com. The work order must include information about the items and their location so Campus Apts. can arrange them to be removed.
    - Items intended to be discarded should be labeled as “TRASH” using masking tape.
    - Bio-medical waste, hazardous waste, and some items (tires) cannot be discarded into a dumpster. Submit a work order for Campus Apts. to review trash needs for the object(s).
    - Chapter/residents are responsible for related charges if requesting additional trash pick-ups and/or assistance with moving/discarding furniture.

Fire Code Compliance:

- According to the Philadelphia Fire Code, all fire towers, hallways, stairs, sprinkler valve rooms, and other means of egress must remain free of furniture, chapter property, trash, and debris. Each of these areas must always be unobstructed. Items will be moved/discarded at the chapter/resident(s) expense.

Occupancy Agreement, Related Sections:\(^6\)

- VI. Move-In/Move-Out/Keys.
  - Read and review #4 – #5.
- IX. Loss/Theft/Damage.
  - Read and review #1 – #3.
- XIV. Storage.
  - Read and review #1.
- XVI. Cleaning.
  - Read and review #1 – #3.
- XVII. Dangerous Articles/Substances/Activity/Tampering with Life Safety Systems.
  - Read and review letter g.
  - Read and review #2, #3

\(^4\) Exceptions to trash guidelines must be confirmed in writing. Chapter/resident can request an estimate of related trash charges from Campus Apts.

\(^5\) Contact OFSL/Campus Apts. via email if the chapter cannot locate the outside dumpster/if dumpster is not present.

\(^6\) This guideline serves as notification as referenced in the Occupancy Agreement.
This trash was left on a patio, but it should’ve been taken to an outside dumpster. Campus Apts. hired staff to remove the items, and the chapter was responsible for the costs.

The chapter moved unwanted and broken furniture items to an outside dumpster. Great job!
Hallways must remain clear. Chapter/resident(s) will be responsible for charges if staff need to remove items.

DO NOT LEAVE TRASH IN HALLWAYS

If a trash bin is overflowing, do not pile trash around it. Empty a full trash bin into an outside dumpster. The chapter was charged for extra clean-up & labor.
These trash items were left inside and near an exit door. Trash must be taken to an outside dumpster, and hallways and exit doors must remain clear for safety purposes.

Mattresses can only be inside a bedroom. Unwanted mattresses must be taken to an outside dumpster. Campus Apts. removed these mattresses and charged the chapter/residents.
FURNITURE & STORAGE

- **Storage Policy:**
  - New Spring 2021 Residents may begin moving in on January 17, 2021.
  - The chapter house may not be utilized as a storage facility. Non-resident chapter members, friends, guests, or family members may not store belongings in the home. New residents moving into the home cannot move their belongings in before the move-in date.
  - When moving out:
    - Residents must remove all personal items from the house by their move-out deadline (clothes, posters, books, bedding, etc.). Items left behind will be considered abandoned and discarded or donated to a local charity.
    - Personal electronics such as TVs, keyboards, gaming systems, stereo equipment, etc. cannot be left in the bedrooms after moving out. Penn is not responsible for any of these items if left.
    - Chapter-provided bedroom furniture must remain in the bedroom.
    - Follow any supplemental guides, the Occupancy Agreement, emails, etc.

- **Unwanted Items/Furniture and Trash:**
  - Review section on *Trash* in this guide and refer to the Occupancy Agreement as needed.

**Bedroom Furniture:**

- The University is not responsible for providing bedroom furniture.\(^7\)
- Each chapter has made its own policy regarding providing furniture in bedrooms. Some chapters provide furniture, and some do not. Check with your house manager, chapter president, or alumni advisor/house Corporation if you have questions.
- Bedroom furniture cannot be set-up outside bedrooms in common areas, hallways, lounges, etc.
  - **If Bedroom Furniture is Provided to the resident:**
    - Residents who were provided furniture by the chapter must follow chapter rules that also align with the Occupancy Agreement and Penn safety guidelines. Furniture provided to the resident must remain inside the bedroom & be labeled by the chapter. If a resident removed provided furniture from the room, the resident is responsible for returning the furniture and/or for the cost to repair/replace it if it is damaged and/or not returned.
    - The chapter/residents can be assessed fees related to moving furniture if Campus Apts. needs to arrange it based on safety guidelines and/or chapter’s/residents’ requests.
    - The chapter and/or House Corporation is responsible for conducting an inventory in each bedroom/common area to determine if furniture is still present and/or if residents need to be charged for removing/damaging items that need to be replaced.
  - **If Bedroom Furniture is Not Provided to the resident:**
    - Residents must follow the furniture guidelines outlined in this guide and any supporting documentation, including emails from OFSL, Occupancy Agreement, Living/Move-in/Out Guides, OFSL website, DPS guidelines, etc. Residents are responsible for removing their personal furniture and/or discarding it properly.
  - **Furniture Approved for All Bedrooms:**
    - Residents can have the following furniture items in bedrooms: bedframe (including headboard and footboard), box spring & mattress set, desk, desk chair, bookcase, lamp,

\(^{7}\) Section 1.8 of the Occupancy Agreement.
dresser/wardrobe, futon/couch/sofa, standing fan, room-size refrigerator (no larger than 4.6 cubic feet), rug, and AC unit (if house does not have central air).

- When moving out, only these items listed can stay in the room and labeled.

  ■ Approved quantity of items is based on the occupancy type of the bedroom:

  - 1-person (single) bedrooms: 1 of each furniture item (listed above) is permitted inside the room.
  - 2-person (double) bedrooms: 2 of each furniture item (listed above) is permitted inside the room.
  - 3-person (triple) bedrooms: 3 of each furniture item (listed above) is permitted inside the room.

  ○ Fridges:

    - A fridge inside a bedroom cannot be larger than 4.6 cubic feet. Full-size fridges cannot be utilized/stored in bedrooms; they will be removed at the chapter's/resident’s expense.
    - Bedroom-size fridges must be kept in a bedroom.
    - Full-size fridges can only be kept in a designated kitchen area.

  ○ Mattresses:

    - Mattresses are only allowed to be stored in a bedroom, and the number of mattresses allowed in a bedroom is determined by the occupancy type of that bedroom. A bedroom designated as a 1-person room is allowed to have up to 1 mattress in it, a 2-person bedroom can have up to 2 mattresses in it, etc.
    - Mattresses are prohibited from being left anywhere outside a bedroom, including in a storage closet, basement area, hallway closet, or common area. Mattresses left in these areas are more susceptible to mold and bugs, and they can be a safety hazard. They will be discarded if discovered, even if labeled “Keep.” The chapter/residents will be responsible for charges related to removing and discarding mattresses as needed.

  - Composites & Storage Closets in Basement/Hallways:

    - Chapter property left in a storage closest in the basement/hallway needs to be labeled. Personal property cannot be left.
      - Mechanical & sprinkler-valve rooms cannot be used to store any items.
      - Items labeled with tape indicate to Campus Apartments and to Penn the item is chapter property.
      - Items that are not labeled can be assumed to be unwanted, and they could be considered abandoned items that need to be discarded.
    - Composites: these need to be hung on walls or kept in a safe storage area. They cannot be kept on a hallway/basement floor. Enter a work order for Campus Apts. to hang them (provide a

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8 Exceptions for mattresses: Refer to the section on Mattresses in this guide for further details.
9 If 1 person is scheduled to live in a room that is labeled as a 2-person room in the fall, up to two of each item can be in the bedroom.
10 If 1 or 2 people are scheduled to live in a room that is labeled as a 3-person room in the fall, up to three of each item can be in the bedroom.
11 Exception: if the chapter provides a mattress & a student brings a personal mattress, the chapter-provided mattress needs to stay in the bedroom. Mattresses cannot be left in common areas.
detailed, desired location on the work order, & label the composite with the location using masking tape).

○ House Managers: take pictures of closets to show approved items being stored appropriately.

- **Common Areas**:
  ○ The chapter can keep common area furniture in areas such as living rooms, kitchen dining areas, libraries, study rooms, TV rooms, etc. Chapter property eligible to be left in these areas include: couches, tables, bookshelves, entertainment centers, tables, chairs, trophies, lamps, chapter TV/projects (electronics are always recommended to be secured with a chain lock), filing cabinets, books, & memorabilia.\(^\text{12}\)
  ○ Traffic cones/signs can be turned over to Penn Division of Public Safety and/or discarded.
  ○ Commons areas in the house cannot be used to store personal belongings. Individual personal belongings will be discarded, even if labeled.
  ○ House Managers: take pictures of common areas to show approved items stored properly.
  ○ The use of chapter house common area property in bedrooms is strictly prohibited (chapter dining chairs, couches, etc.).
  ○ Due to COVID-19, space out furniture to help residents maintain physical distance.

- **Outdoor Areas**:
  ○ Furniture meant to be used inside cannot be stored/left outside.\(^\text{13}\)
  ○ It is recommended that chapters secure outdoor furniture, sports equipment, BBQ grills, etc. in a safe location and/or use a chain lock.
  ○ House Managers: take pictures of outdoor areas to show approved, outdoor furniture staying outside.

- **Fire Code Compliance**:
  ○ According to the Philadelphia Fire Code, all fire towers, hallways, stairs, sprinkler valve rooms, and other means of egress must remain free of furniture, chapter property, trash, and debris. Each of these areas must always be unobstructed, and items will be moved/discarded.
  ○ Charges related to items needing to be moved or discarded will be charged back to the chapter/resident(s). This guide serves as notice as outlined in the Occupancy Agreement.

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\(^\text{12}\) Exceptions must be requested in writing/email and approved in writing/email.

\(^\text{13}\) Indoor furniture used outside are more susceptible to theft, bugs, and damage from weather than outside-style furniture. They can also be a fire/safety hazard. Exceptions must be requested in writing/email and approved in writing/email. Penn is not responsible for these items being stolen or damaged.
When moving in, furniture provided by the chapter must remain inside the room. If the resident does not want to use the furniture, it cannot be moved into hallways or common areas.

These pictures show how a room should look at move-in and move-out. No personal items or trash are present. The rooms are ready for a new resident!
Chapter-provided furniture, such as bed frames and posts must remain inside the bedroom. There is no storage space in the home, and items cannot be left in a hallway.

All hallways and stairs are kept clear to abide by safety fire codes!

Chapter House Manager, President, and House Corporation won't need to worry about fines or egress blocked.
Furniture cannot be in hallways or obstruct stairwells.

Interior-style furniture cannot be used outside.

Items cannot be stored under stairs.

These bikes are neatly organized and stored in an appropriate location. Good job!
This basement is organized neatly & items are labeled. Items are placed in storage bins or placed onto storage racks. The floor and walkway area are clear.

This common area is free of trash, food, drinks, and personal items. The floors are clear of debris. All furniture is organized neatly. Great job!
Full-size fridges are not permitted in bedrooms. Fridges cannot be larger than 4.6 cubic feet. Full-size fridges will be removed at the chapter/resident’s expense.

This outdoor area looks wonderful. Tables and flower pots are arranged neatly. No trash, debris, or personal items are left. Great job!
FEES & DAMAGE COSTS

Below is an outline of fees associated with occupancy, breaks, and move-in/out periods. This may not be an all-inclusive list of fees, and the information is subject to change.

- **Unauthorized Entry**: $500.00 one-time fee
  - $500.00 fee for entering the house or moving belongings into the house before the approved move-in day without authorization from OFSL in writing. Fees for non-resident chapter members or guests will be sent to the chapter.

- **Unauthorized Early Move-In Fee**: $100.00 per day
  - If a new resident is discovered residing in the chapter house before the January 17 opening date without authorization from OFSL, the resident can be assessed a $100.00 per day fee that they were in the house.
  - If a chapter member (non-resident) and/or guest is discovered staying in the chapter house overnight, the charge would go to the chapter.
  - Residents/ chapter members in the house w/o authorization could be considered trespassing.

- **Improper Move-Out Fee**: $100.00
  - When a resident is moving out of the house completely (and not returning during the academic year) or approved to change rooms, the improper move-out fee can be assessed when a resident fails to follow move-out procedures. This fee is processed on a case-by-case basis for reasons including but not limited to: deliberately not following the move-out process, key-return process, intentionally leaving behind personal belongings and/or trash, not moving out before the standard move-out date, not tagging furniture, etc.

- **Unauthorized Room Switch**: $100.00
  - Residents cannot switch rooms or keys without authorization from OFSL via email. There is a $100.00 fee for unauthorized room switches to each resident who switches. Residents are also subject to an improper move-out fee of $100.00 and any associated damage or key fees.

- **Trash Removal**: ranges in amount(s)\(^{14}\)
  - Chapters/Residents are responsible for removing trash from common areas and bedrooms. If Campus Apartments needs to remove trash, a charge of $25.00/bag will be assessed. A truckload of trash can cost $400.00.

- **Furniture Moving**: ranges in amount(s)\(^{15}\)
  - Chapter/Resident(s) could be charged fees if Campus Apartments needs to arrange furniture moving if requested by a chapter/resident and/or if furniture/trash guidelines are not followed. Residents who were provided furniture by the chapter must ensure original furniture is inside the bedroom before they move-out. If a resident removed furniture from the room, the resident assigned to the bedroom is responsible for returning the furniture. Refer to section on Trash for further details.

\(^{14}\) Refer to the section on Trash for more details.

\(^{15}\) Refer to the sections on Trash and Furniture for more details.
• **Key replacement**: $100.00 per key
  ○ Residents are responsible for this charge if they cannot locate the key they signed out.\textsuperscript{16}

• **Lock-Out**: $75.00 per incident (after hours)
  ○ After business hours, residents are charged $75.00 if they lock themselves out of their bedroom and request Campus Apts. open the door for them back in.

• **Damage/Repair Charge**: ranges in amount(s)
  ○ Campus Apartments inspects common areas regularly, including: before move-in, during the academic year, during breaks, and after move-out. Campus Apts. inspects and prepares bedrooms before a resident moves in and after a resident moves-out. During the inspections, Campus Apts. documents facility/maintenance and cleaning needs, and then facilitates the repair work required. The chapter/resident will be responsible for damages, misuse of spaces and/or property, and alterations/tampering. Damage Security Deposits can be utilized to fulfill damage/repair costs and unpaid fees.\textsuperscript{17}

**Common Damage Charges**:

• Below is a list of common damages and examples of charge amounts Campus Apartments assesses to them (amounts are from the 2018-2019 academic year, and they are subject to change).
  
  o Blinds replacement (bedroom): $57.50
  o Carpet cleaning: $51.75 - $97.75 (can vary by size; bio-hazard clean-ups increase the costs)
  o Ceiling fan replacement: $115.00
  o Clean-up after event (healthy/standard of living conditions): varies by scope of work
  o Door closer repair: $55.70
  o Door jamb repair: $86.25
  o Door replacement: $1500.00
  o Door trim replacement: $86.25
  o Hand dryer replacement and installation: $739.35
  o Fire extinguisher replacement: $172.50 (cleaning costs and life-safety-violation can follow)
  o Furniture moving/removal: $125.00 minimum (but can vary by number of items)
  o Paint touch-up: varies in scope due to size, typically $143.75 - 286.50, but can be higher
  o Removal of unauthorized installed item (lights, shelves, etc.): varies by size, parts, labor
  o Screen replacement (bedroom): $40.25
  o Smoke detector replacement: $97.75 (additional Life-Safety-Violation fines can follow)
  o Tape, Sticker, Adhesive removal: $57.50 (can vary by size)
  o Trash removal: $28.75/bag (items left in bedrooms, trash overflowing from bins, etc.)
  o Wall paper removal: varies to do scope and size, typically $343.25 - $500.00, but can be higher
  o Window repair/replacement: $105.00 (can vary by size)

\textsuperscript{16} Refer to the section on Keys for more details.

\textsuperscript{17} Refer to the Occupancy Agreement, specifically: Section IX.
**OCCUPANCY CHANGES & ROOM SWITCHES**

**Overview:**
- Residents cannot switch keys or bedrooms without authorization from OFSL and the Chapter; all room-switch authorizations will be sent via email with instructions.
- Do not transfer or trade keys with anyone. Follow all key pick-up/return processes.
- Approved room changes are rare, and there are periods of time after move-in and before move-out when requests are not able to be processed.

**Unauthorized Room Switch Violations:**
- Any resident(s) who switches keys/rooms without authorization is subject to the following:
  - Considered in violation of the Occupancy Agreement Terms and Conditions
  - Referral to the Office of Student Conduct
  - Improper Move-Out Fee ($100.00)
  - Unauthorized Move Fee ($100.00) (resident assigned to move in)
  - Adjustment in rent fees according to room type
  - Additional charges/fees related to room damages

**PENNCARD & SWIPE ACCESS**

**Overview:**
- PennCard access begins at 9:00 am on Saturday, January 17, 2021 for all residents.
- Non-resident chapter members (according to the most recent chapter roster updates on record) will not receive PennCard access at this time due to COVID guidelines.

**ACCOMMODATIONS**

**Overview:**
- The University of Pennsylvania and the Office of Fraternity & Sorority Life welcome students with disabilities and we are committed to provide the same exceptional opportunities to all students. If you would like to request housing accommodation due to a disability, please contact the Office of Disabilities Services at 215-573-9235 or their website: [https://www.vpul.upenn.edu/lrc/sds/](https://www.vpul.upenn.edu/lrc/sds/). Please contact the Office of Fraternity & Sorority Life if you would like to request access to an event.

**CHAPTER MEAL PLANS**

**Overview:**
- OFSL does not oversee meal plans organized by chapters. Residents need to review options with their chapter. If your house does not have a meal plan, consider purchasing a Penn Dining meal plan.
- Several companies specialize in fraternity/sorority meal plans and are preferred due to their insurance, training, experience, and specialization working with house corporations, chapters, and universities.
- Food should be prepared with individual packing and not in buffet/group style.
- Non-resident members on the meal plan must pick-up meals outside the chapter home.
- Returning Chefs:
  - Returning chefs with an active PennCard can receive access on the standard move-in date.
When a PennCard is about to expire, the chapter is responsible for reaching out to OFSL for the chef to submit the required paperwork and receive a new PennCard.

- **New Chefs:**
  - Chapters with a new chef are responsible for informing OFSL to ensure the chef fills out the required paperwork to receive a PennCard.
  - The University does not cover fees associated with obtaining a PennCard.
- **Past Chefs:**
  - If a chef no longer works with the chapter, the chapter is responsible for informing OFSL immediately to ensure the PennCard is deactivated. The PennCard will deactivate once expired.

**DELIVERIES & PACKAGES**

**Overview:**
- OFSL does not recommend having items shipped to the chapter house before your move-in date. The University is not able to retrieve or secure items delivered to the chapter house.
- Utilize Amazon@Penn when possible.

**LIFE SAFETY EQUIPMENT & VIOLATIONS**

**Overview:**
- Tampering with life safety equipment (such as smoke detectors, fire panels, propped-door alarms, extinguishers, roof access mechanisms, exit signs, etc.) is prohibited.
- The chapter/resident will be responsible for Life Safety Violation fines, conduct consequences, and educational outcomes for violating life safety procedures.
- If the chapter/resident discovers a maintenance issue with life safety equipment (smoke detector batteries need replaced, exit sign not lighting properly, propped-door malfunctioning, etc.), they must submit a work order via the online portal & – if after business hours – call the 24/7 maintenance line.
- The University Fire and Emergency Services (FES) team, as part of the Division of Public Safety, conducts regular inspections of common areas and bedrooms. Violations are reported to OFSL.
- Headquarters, advisors, and House Corporations may be informed when Life Safety Violations occur.

**Safety Guidelines & Requirements:**
- FES provides a resource library of Safety Guidelines & Requirements, many of which are pertinent to fraternity and sorority housing, such as: Tampering with Life Safety Systems, Prohibition of Open Flames in Student Residences, OFSL Life Safety and Standards, Tents, Holiday Decorations, Outdoor Portable Fireplaces, Grilling, and more.
- Visit the DPS Safety Guidelines and Requirements Library.

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18 Refer to the Occupancy Agreement, specifically: Section XVII.
ROOM ALTERATIONS & DAMAGES

Overview:

- Residents are responsible for damages and/or for making non-approved alterations in the room (painting the walls, installing wall paper, removing/installing carpet, installing shelving, holes in the wall, etc.). The resident can be charged for any costs related to the damage or alteration.\(^{19}\)
- If a resident discovers a damage/maintenance issue in the bedroom when they move-in, they must document it immediately by submitting an electronic work order via the online portal.
- If a resident moves rooms without authorization from OFSL, they are responsible for costs related to damages/alterations in their assigned bedroom.
- Common areas: the chapter is not authorized to make alterations in the house without prior approval in writing. The chapter should submit a Project Request Form if they would like a project to be considered. (Some examples include drilling holes, installing lights, painting walls/murals, etc.).

\(^{19}\) Refer to the Occupancy Agreement and to the Fees section in this guide.
SECURITY DEPOSITS

Overview:
● Security Deposits are posted to all student accounts similarly to housing rent costs. Returns are typically posted at the end of the summer after the resident has moved-out.

FAQ:
Q1: What is a chapter housing security deposit?
A: A security deposit is an amount of money held for the duration of a resident’s length of occupancy & can be used to reconcile bedroom damages, unpaid key charges, community area damages split among residents, and fees associated with the resident's housing (such as unpaid move-out extension fees).

Q2: What is the benefit of having a security deposit?
A: A security deposit ensures the correct person is held accountable. If a security deposit does not exist, damage amounts are sent to the chapter. In some cases, the chapter could face difficulty recouping the finances from the former resident, especially if the resident graduated or terminated their membership with the chapter.

Q3: What is the process to determine how much of the security deposit will be returned to the resident?
A: Bedrooms are inspected before a resident moves-in and after a resident moves-out. Common areas are inspected before the chapter house opens in August, during regular inspections throughout the academic year, and when all residents have moved-out in May.

Q4: When I move-in, how can I note a damage that is observed in my bedroom?
A: If a resident observes a damage condition to their assigned bedroom when they move-in, they must report the damage condition via the online work order system immediately upon move-in so the condition is time-stamped, and Campus Apartments can inspect and repair as needed.

GUEST AND SOCIAL EVENTS

• Parties Gatherings, parties, etc. inside and outside the home are strictly forbidden. Students around campus might ask to be at your house. All chapter residents and members must do their part to hold each other accountable for the health and safety of the Penn and Philadelphia community. Alumni/Senior Week events are not planned for in-person.

• No guests will be permitted inside the chapter including partners, family, friends, recruits/prospective members, non-resident members of the chapter, alumni, etc. Permitted entrants are residents, staff, maintenance, cleaning services, emergency response personal, and chef (if applicable). A House Corporation/Advisor’s request for entrance will be evaluated case-by-case. Non-resident members on the meal plan must pick-up meals outside the chapter home.

• Composite Picture companies cannot enter homes and services should be organized virtually.

• Chapters/residents must follow the university policies, guidelines, and Campus Compact.

• Event registration is postponed; guidelines outlined by the Office of Alcohol and Other Drugs can be found here: https://www.vpul.upenn.edu/alcohol/hostanevent.php.

• Chapters must also follow the policies of their inter/national organization and governing council.

20 Refer to the Occupancy Agreement, section XVIII, Campus Compact, and Penn Coronavirus website
INTERNET & DEVICES

Overview:
- Chapter houses have access to PennNet, referred to as GreekNet for chapter houses.
- Each bedroom is equipped with an Ethernet port providing a wired connection to high-speed internet, and an Ethernet cord is needed to utilize the data communication network.
- The common spaces are equipped with wireless. Residents may be able to use wireless in other spaces throughout the house; however, the current network configuration is designed for full wireless in common areas; thus, wireless may be less reliable in other areas of the house.
- Personal routers are not permitted.
- Chapter houses are connected to Penn Video Network and have access to cable channels similarly to the College Houses.

Recommendations for Devices:
- Printers:
  o connect with USB cable; as wireless devices are not reachable via GreekNet and/or AirPennNet
- Desktop Computers:
  o connect to physical Ethernet port on the wall via an Ethernet cable
- Laptops:
  o connect to physical Ethernet port on the wall via an Ethernet cable and/or an adaptor that connects to the Ethernet cable that will then plug-into the laptop
- Xbox/Play Station/SmartTV/AppleTv and similar items:
  o connect to physical Ethernet port in common spaces and/or in individual resident rooms

Notes on Devices:
- USB, Ethernet, Ethernet dongle’s, and similar equipment can be purchased on-campus at the Computer Connection and Penn Bookstore, and offsite at stores such as Amazon, Walmart, Staples, Target
- For more information on which devices can connect to Wi-Fi and devices that require a wired connection, please visit Penn Information Systems and Computing (ISC).
SAFETY TIPS & PROHIBITED ITEMS

Overview:
- OFSL wants all new and returning residents to feel comfortable, safe, and at home in their new residences. To ensure the health and safety of our community, please review the following guidelines:
  1. Bring items conducive to your comfort & success, but keep in mind the size of your bedroom.
  2. Label boxes/tubs with your name, chapter house, and room number.
  3. Do not bring: pets, space heater, hoverboard, alcoholic beverages (according to PA law, Penn policies, local chapter policies, and (inter)national HQ policies), hookahs, bongs, Bunsen burners, live Christmas trees, smoke/fog machines, CO2 cylinders, personal routers, candles, electronic cooking devices (any appliance with an open coil), toasters, electric skillets, portable stoves, hot plates, popcorn poppers, toaster ovens, fireworks, gasoline, halogen and/or kerosene lamps, black lights, tobacco products (including electronic cigarettes), waterbeds, and weapons or any item that can be construed as a weapon (including firearms, ammunition, knives swords, gun powder, explosives, etc.). Coffee pots are allowed in bedrooms and should have an auto turn off. Some kitchen items can be used in the house kitchen but not bedroom (such as toaster, George Foreman Grill, waffle iron). This list subject to change and might not be all-inclusive.
  4. Alcohol:
      a. Chapters and guests must follow the University Alcohol & Drug Policy.
      b. Chapters must also follow policies of their inter/national organization & council. Some homes are substance-free. All orgs have banned hard alcohol (above 15% ABV) and kegs.
  5. Drugs:
      a. The possession, use, and/or sale of narcotics and/or other dangerous drugs in Fraternity/Sorority Chapter Houses, as elsewhere on campus, is illegal, unless prescribed by an authorized medical physician for the occupant.
      b. Additionally, drug paraphernalia is prohibited on chapter house grounds and inside. Drug paraphernalia refers to any equipment that is used to produce, conceal, and consume illegal drugs. Examples include, but are not limited to: bongs, roach clips, miniature spoons, pipes, rolling paper, scales, needles, etc.
  6. Smoking:
      a. Chapters and guests must follow the University Tobacco-Free Campus Policy.
      b. Smoking and tobacco use of any kind is prohibited at the chapter house (including cigarettes, smokeless tobacco, e-cigs/cigars, JUUL, hookah, etc.).
      c. Violators can be referred to Student Conduct & subject to a $250.00 fine in addition to room restoration costs.
  7. Keep valuables and essentials close at hand (laptops, tablets, phones, passport, etc.).
  8. Never leave an entrance/exit door propped, open, or unattended. This helps prevent theft and unauthorized individuals from entering a chapter house. Propped-door alarms will remain active before, during and after Winter Break.
  9. In the case of an emergency, such as theft or injury, contact the Division of Public Safety (DPS) at (215) 573-3333 or 511 from a campus phone. If you are unloading items or walking by campus at night, consider requesting a walking escort by calling 215-898-WALK (9255).
  10. Once you move belongings into your assigned bedroom, lock your door if you are leaving the bedroom unattended and not present.

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21 Refer to the Occupancy Agreement, specially sections XVII and XVIII.
PARKING GUIDELINES DURING JANUARY MOVE-IN

Overview:
Special parking permits are not available in January 21.

- Follow all posted signs, regulations, laws, and ordinances regarding parking.
- Cars are not permitted on Locust Walk.
- Contact the Penn Division of Public Safety (DPS) at 215-573-3333 if you have parking-related concerns.
- If you need to access an area of campus that is blocked by a bollard, call DPS to request the bollard removed. Inform them of the chapter house you reside in and that you are moving in/out.
- Report suspicious activity and/or emergencies to the Division of Public Safety (DPS) at 215-573-3333.
- Residents using moving companies are responsible for organizing all arraignments. Moving company vehicles must follow parking regulations.
- Penn Police is working to secure parking near chapter homes on Walnut, 39th St, and Spruce. Cars are never permitted on Locust, but entry points will permissible near 36th, 37th, and 39th streets.

WEATHER ADVISORY

Overview:
- Keep tabs on the forecast for your anticipated move-in date. In the case of rain/snow, pack an umbrella, towels, jackets, and covers/moving blankets to place on top of your items (especially electronics, clothes, and furniture). In the case of heat and sunny weather, we recommend using sunscreen and wearing light-weight cotton clothes and close-toed shoes. Stay hydrated by drinking water and wear sunscreen. Do not bring family pets.
- Air Conditioning: please note that neither the University of Pennsylvania nor Campus Apartments is responsible for providing air conditioning inside the University-operated chapter houses. Any facilities with central air conditioning have been provided with that amenity exclusively through the organization’s house corporation. If your chapter house does not have central air, we recommend bringing a window or free-standing fan for your room. The personal installation of a ceiling fan is prohibited. Some rooms may have a window A/C unit already installed in the window, but please note that such occurrences are the result of a previous resident leaving the unit they purchased behind. Penn did not purchase or supply these units. If an existing A/C unit left from a previous resident is not operating properly, maintenance personnel from Campus Apartments can inspect the unit and suggest replacement parts; however, the purchase of those parts or a new unit is the sole responsibility of the resident.

Before operating an A/C unit that has been left in your bedroom, we recommend cleaning the unit thoroughly. For a step-by-step guide to cleaning a window unit, visit this helpful website: https://www.hvac.com/blog/how-to-remove-mold-from-your-window-air-conditioner-safely.

OCCUPANCY DATES: SPRING 2021 SEMESTER

Overview (dates subject to change):
- 9:00 am on Sunday, January 17: Chapter houses reopen for Spring Semester
- March 10 – March 11: Spring Break (houses open) | Engagement Days: Feb 12, March 30, April 12
- May 4 – May 11: Final Exams Period
- May 12, 12:00 pm: Standard move-out (all non-graduating seniors)
- May 17: Commencement
- May 18 12:00 pm: All houses closed, and all residents must move-out