Penn Chapter House

Move-out & Closing Guide

May 2021
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MOVE-OUT OVERVIEW

DATES

Chapter House Standard Move-Out Deadline: Wednesday, May 12, 2021 – 12:00 pm EST

Graduating Seniors & Approved Extension Move-Out Deadline: Tuesday, May 18, 2021 – 12:00 pm EST

COVID-19 SAFETY

- Only one guest per resident is permitted to assist with move-out inside the chapter home.
- Face masks/covering must be worn at all times, and 6-feet physical distancing when possible.
- Utilize the Penn Open Pass and symptom tracker
- Follow the Chapter Housing COVID-Living Guidelines and Penn’s hub for COVID-19 Updates

ADDRESSES & CONTACT INFO

OFSL (Office of Fraternity & Sorority Life) | Staff are working remotely, not in-person
3933 Walnut Street
Philadelphia, PA 19104
215-898-5264 (calls for facilities/maintenance should be directed to Campus Apartments)
vpul-ofsl@pobox.upenn.edu (preferred while staff work remote due to COVID-19)
Main Office Hours: 9:00 am – 5:00 pm (Monday – Friday) | Closed Saturdays and Sundays

Campus Apartments, LLC
4043 Walnut Street (Key Return Location) | 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, and the House Manager will contact an OFSL staff member as needed.

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 website (https://www.vpul.upenn.edu/ofsl/chapterhousing.php) to see if there are any updates to the information in this guide.

FACILITY REQUESTS | MAINTENANCE WORK ORDERS

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).
INSTRUCTIONS FOR MOVING OUT

- The standard move-out deadline is 12:00 pm on Wednesday, May 12, 2021
  - Residents must move-out by this deadline unless approved and verified from OFSL via email
- Graduating Seniors & Approved Extended move-out deadline is 12:00 pm on Tuesday, May 18, 2021
  - House closes fully, and all residents must be moved-out by this deadline

**Step-by-Step Instructions:**

- **Step 1:** Read this guide and communicate with your House Manager/OFSL if you have questions.
- **Step 2:** Use [https://myhomeatpenn.upenn.edu/](https://myhomeatpenn.upenn.edu/) to sign-up for a move-out time. Confirmation is sent.
- **Step 3:** Sign-up for a time with your House Manager to view the room together before moving out.
- **Step 4:** Plan ahead for parking arrangements. Follow all parking regulations and signs.
- **Step 5:** Before the House Manager checks your room, complete the following:
  a. Accounted for and removed all personal items and furniture.
  b. Accounted for all furniture originally provided to you by the chapter (if applicable), and ensured it is kept inside/returned to the room. Furniture should be labeled with masking tape & sharpie with the following: “ABC Chapter, KEEP, NAME, Room XX, Date.” (You must follow the furniture section in this guide regarding permitted items and quantity).
  c. Removed all trash, including unwanted personal furniture, to an outside dumpster.²
  d. Cleaned-out & defrosted mini-fridge (note: fridges cannot be larger than 4.6 cubic ft.).
  e. Turned off and unplugged AC unit.
  f. Cleaned/swept the room.
- **Step 6:** Submit electronic work orders (ofslportal.residentportal.com) to address facility needs in the bedroom; this includes SUBMITTING a work order if you cannot locate your bedroom key.³
- **Step 7:** Shut/lock all bedroom windows and turn off all lights.
- **Step 8:** Lock the bedroom door after you are finished moving out and after the House Manager completes the bedroom check with you.
- **Step 9:** Check the house for mail and update your forwarding address.
- **Step 10:** Residents return bedroom key to the House Manager by the move-out deadline in an envelope. On envelope, clearly write Name, Chapter House & Address, Room #, Date, & Contact Info.
  a. House Manager (or designated last resident) returns set of keys to 4043 Walnut.⁴
- **Step 11:** Avoid any improper move-out fees by following all steps above. Your student account is charged for chapter housing until you complete the move-out process.
- **Step 12:** After you complete the move-out process, you are not permitted to re-enter the bedroom unless you gain approval from an OFSL staff member.

**Review key return Q&A on the next page!**

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1 Refer to the Occupancy Agreement, specifically: Section VI (Move-In/Move-Out/Keys).
2 Refer to the section on Trash in this guide, & the Occupancy Agreement, specifically: sections VI, XIV (Storage), & XVI (Cleaning).
3 Refer to section on Keys and Fees in this guide for a complete outline of procedures.
4 Return during business hours (pg. 2). For after-hours key returns (in rare situations), utilize the overnight drop-off slot at Campus Apartments, 4043 Walnut St.
Q&A about Key Returns:

- **Can I leave my key in the bedroom when I move out?**
  
  A. Answer: No. Residents are prohibited from leaving the key in the bedroom; thus, residents must return it to their House Manager using a key envelope by the move-out deadline.

- **What do I do if I cannot locate my key, but I’m moving out?**
  
  o Answer: If you have lost or misplaced your key, you are responsible for submitting a work order (ofslportal.residentportal.com) by the move-out deadline. In the work order, write you are moving out buy have misplaced they key. The work order signifies you are moving out and that Campus Apts. will need to make a new key for a future resident.
    
    ▪ A $100.00 fee will be assessed to you for replacing the key.

- **What if I cannot locate my key before moving out, and I don’t submit a work order?**
  
  A. Answer: You can be assessed a $100.00 improper move-out fee if you do not submit a work order by your move-out deadline. You will not be charged a $100.00 improper move-out fee if you submit a work order requesting a replacement key by the move-out deadline, although you will still be responsible for the $100.00 key replacement fee.

- **Why would I be charged a $100.00 improper move-out fee for not submitting a lost key work order?**
  
  A. We need you to communicate to UCA/Campus Apts. that you cannot locate your key, and submitting a work order reduces any confusion if your move-out deadline passes yet UCA/Campus Apts. was not notified your key is missing. Keys need to be accounted for and prepared for any future resident; therefore, residents need to either return the key or communicate the key is missing. This fee also deters residents from intentionally planning to return the key days or even weeks after the move-out deadline.

- **What if I have my key, but don’t return it by the move-out deadline?**
  
  o Answer: A $100.00 improper move-out fee can be assessed to you if you do not return your key to the House Manager/Campus Apartments (4043 Walnut St.) by the move-out deadline.

- **What if I find my key after the move-out deadline?**
  
  o If your key was missing and you later find it, you have exactly 3 calendar weeks from your move-out deadline to return the key to Campus Apartments (4043 Walnut Street). If the key is returned within this timeframe, you will not be assessed the $100.00 key replacement fee. However, the improper move-out fee will remain if you did not submit the work order at the time of move out.
    
    o You may return the key in person or via mail.
      
      ▪ If you mail the key to UCA (4043 Walnut St.), follow these instructions: Inside the envelope, include a piece of paper stating, 'Key Return for CHAPTER HOUSE, ROOM NUMBER, NAME, DATE."
      
      ▪ If the key is lost or damaged in the mail, you are responsible for the key replacement fee of $100.00.

- **What if the work order portal is not working properly when I attempt to submit one for the lost key?**
  
  o Answer: If the work order link is not working, the resident should ask the House Manager to assist. If the House Manager is unavailable, the resident must notify OFSL (vpul-ofsl@pobox.upenn.edu) by the move-out deadline that they have misplaced the bedroom key and a replacement is needed for the next resident. OFSL will notify Campus Apts.

- **What if I know the person moving into my room after I move-out? Can I give them the bedroom key?**
  
  o Answer: No, you need to return the key to your House Manager/Campus Apartments (4043 Walnut St.), and the resident living in the room the next semester must sign it at Move-In.

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5 All exceptions to Key Return procedures must be submitted in writing and confirmed by OFSL/Campus Apts. in writing via email.
After Hours Key Return:
- After business hours: House Manager or designated resident should place key envelopes in the overnight drop-off bin at Campus Apartments (4103 Walnut). It is best to submit keys together.
  - On the envelope, include: Name, Chapter House & Address, Room #, Date, & Contact Info.

FAQ:
- Q: How much could I be charged if I stay in the house after my move-out deadline?
  - Answer: Let’s say you stay in the house 1 day after your deadline. You can be assessed a total of $700.00 ($500 for being in the home past the move-out deadline without authorization, $100 for an improper move-out fee, and $100 for living in the home an additional night).
- Q: What if there is an emergency situation, and I need an extra night at the chapter house?
  - Answer: contact OFSL immediately, preferably when our office is open & at least 48 hours in advance. OFSL is happy to assist you find a solution to the situation.

MOVE-OUT EXTENSIONS

Overview:
- Move-out extensions are not able to be permitted this year after a review with campus partners.
- Residents approved to live in the house (graduating seniors) from May 12 – May 18 are not authorized to have guests, friends, chapter members, etc. at the house, except 1 guest assisting with move-out. Only approved residents may stay overnight. All residents moved-out by 12:00 pm, May 18.
- Social gatherings, parties (including Senior Week parties), etc. are prohibited. Violating this could impact the chapter's accreditation, good standing, and future move-outs for returning/future members. Even though some residents are graduating, the chapter can still be referred to their council and also to the Office of Student Conduct. Chapter/residents are responsible for damages/cleaning.

Violating Procedures:
- If a resident moving out continues to reside in the chapter house without authorization after the move-out deadline, 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-Out fee of $100.00
  - $100.00 per day stay fee
  - One-time Unauthorized Entry fee of $500.00 for entering the house during the break period, staying overnight in the house, or moving belongings into the house early without authorization. The fee for violations by non-resident chapter members or guests will be sent to the chapter.
Overview:
- Residents are responsible for removing trash, unwanted furniture, and moving supplies from the house to an outside dumpster.
  - 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/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 quantity of items the chapter/residents need assistance discarding (couch, mattresses, dressers, fridges, tables, etc.) or a dumpster cannot be located, request assistance by submitting a work order to Campus Apartments: ofslportal.residentportal.com; include information about the items, a picture, 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, & some items (tires, mattress) cannot be discarded into a regular dumpster. Submit a work order 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 items, 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:
- 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

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6 Exceptions to trash guidelines must be confirmed in writing. You can request an estimate of related trash charges from Campus Apts.
7 Contact OFSL/Campus Apts. via email if the chapter cannot locate the outside dumpster/if dumpster is not present.
8 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.

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.
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.

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.
Common areas should be free of trash, food, drinks, and personal items.

Floors should be clear of debris and holiday decorations removed.

All furniture should be organized neatly.

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.
FURNITURE, STORAGE, AND TAGGING PROCESS

No Storage Policy:
- The chapter house may not be utilized as a storage facility. Non-resident chapter members, friends, guests, or family members cannot store belongings in the home. New residents moving into the home cannot move their belongings in before the move-in date.
  - 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 items if left.
  - Chapter-provided bedroom furniture must remain in the bedroom.
  - Follow any supplemental guides, the Occupancy Agreement, emails, etc.
  - Anyone who is found to have stored items in the chapter house (basement, bedrooms, common rooms, etc.) with the intention of retrieving them during the break or beginning of the next term will be responsible for fees including but not limited to: improper move-out/in fee, unauthorized storage fee, etc. If a person cannot be found responsible, the chapter can be held to the fee(s).

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

Tagging Process and Reminders/Updates about Furniture:
- The resident moving out is responsible for labeling approved-furniture/bedroom items (not personal items) that will be staying in the bedroom for the next resident.
  - Furniture approved to stay in the bedroom for the next resident must be labeled using tape & sharpie with the following: “ABC Chapter, KEEP, NAME, Room XX, Date.”
    - Guidelines on what furniture is approved are outlined in the section below.
  - Items not labeled can be considered abandoned and Campus Apts. may remove and discard them. Penn is not responsible for items that are not labeled properly.
  - If non-approved furniture/bedroom items are labeled and kept in the room/chapter house, Penn is not responsible for them being lost/damaged/moved.
- 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, alumni advisor/house Corporation, or OFSL if you have questions.
- Bedroom furniture cannot be set-up outside bedrooms in common areas, hallways, lounges, etc.
  - If Standard Bedroom Furniture is Provided to the resident by the chapter:
    - Residents who were provided furniture by the chapter must follow chapter rules that also align with the Occupancy Agreement & Penn safety guidelines. Furniture provided to the resident must remain in the bedroom & be labeled by the chapter. If a resident removed provided furniture from the room, the resident is responsible for returning it and/or for the cost to repair/replace it if it is damaged/not returned by the move-out deadline.
    - 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.

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9 Refer to section XIV “Storage” in the Occupancy Agreement.
○ **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 Bedrooms:**
  - Residents can have the following furniture items in bedrooms: bedframe (including headboard and footboard), box spring & mattress set, desk, desk chair, bookcase, lamp, 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 & must be labeled.
    - Approved quantity of items is based on the occupancy type of the bedroom:\[10\]
      - **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.\[11\]
      - **3-person (triple) bedrooms:** 3 of each furniture item (listed above) is permitted inside the room.\[12\]

○ **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 (not basements, hallway closets, etc.)
  - 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.\[13\]
  - 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.

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\[10\] Exceptions for mattresses: Refer to the section on Mattresses in this guide for further details.
\[11\] 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.
\[12\] 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.
\[13\] 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.
- 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 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.\(^{14}\)
  ○ 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.).

- **Outdoor Areas:**
  ○ Furniture meant to be used inside cannot be stored/left outside.\(^{15}\)
  ○ 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.

### KITCHENS & CHEFS

- Residents need to remove personal appliances and food. Consider donating non-perishable items.
- Refrigerators should be empty and clean.
- Chapter leadership should work with the chef (if applicable) to decide last day of meals and first day of meals for next semester.
- Chef/chapter is responsible for cleaning the commercial appliances and kitchen.

\(^{14}\) Exceptions must be requested in writing/email and approved in writing/email.

\(^{15}\) 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 out, clean your bedroom & remove personal items/trash.

Label furniture & follow guidelines on which items are approved to stay in the room and how many of each item.

If you removed chapter-provided standard furniture, move it back into the room by the move-out deadline.

These pictures show how a room should look at move-out. No personal items or trash are present.

The rooms are ready for a new resident for the next semester!
Chapter-provided furniture, such as bed frames and posts, must remain inside the bedroom. There is not storage space in the home for these items, and they 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.
Overview:
- Penn does not provide storage for resident/chapter belongings.
- Chapter Houses cannot function as storage space for resident's personal belongings.

Portable Storage Pods:
- Flex Box, Door To Door, and PDS are additional vendors that advertise weatherproof, lockable storage pods.
- OFSL has no formal relationship with these vendors, nor jurisdiction over permits to place a vault near the chapter house or around campus. Residents must work with the specific container company to obtain City of Philadelphia drop permits for any portable storage container. Consult with the Division of Public Safety regarding campus drop zones for these containers. Penn Facilities & Real Estate Services, FRES may also need consultation.

Moving & Storage Companies:
- Residents are encouraged to review using SchoolStorage.com for moving assistance and storage needs, whether home for the summer or studying abroad.
- When using a storage or moving company, consider the following:
  - Understand their policies and practices.
  - Check references and insurance.
  - Know what services you will receive in return for payment.
  - Ensure your scheduled dates of pick-up and moving are within the official move-out/in dates.
  - Ensure they will provide their own moving supplies including padding, carts, dollies, etc.
- Residents must be available to meet any moving or storage company so that they can oversee the transfer of their belongings.
- Penn, OFSL, FRES, or Campus Apartments will not be responsible for belongings left or picked up by storage personnel, left unattended, or left behind in the house.

Key Request for Moving:
- Bedroom keys will not be issued to a moving company representative, visitor, family member, or friend, and residents are prohibited from providing their bedroom key to them.
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.

- **No Extension Approval Fee**: $100.00 per day
  - If a resident is discovered staying in the chapter house past the move-out deadline without authorization from OFSL, the resident can be assessed a $100.00 per day fee that they stayed in the house, in addition to a one-time $500.00 unauthorized entry fee, and a $100.00 improper move-out fee.
  - 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.

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

- **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, not returning your bedroom key by your move-out deadline, 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 in writing. 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):\(^{16}\)
  - Chapters/Residents are responsible for removing trash from common areas and bedrooms. If Campus Apartments needs to remove trash, a charge of estimated $25/bag will be assessed.

- **Furniture Moving**: ranges in amount(s):\(^{17}\)
  - Chapter/Resident(s) could be charged fees associated 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.

- **Key replacement**: $100.00 per key
  - Residents are responsible for this fee if they cannot locate the key they signed out.\(^{18}\)

\(^{16}\) Refer to the section on Trash for more details.

\(^{17}\) Refer to the sections on Trash and Furniture for more details.

\(^{18}\) Refer to the section on Keys for more details.
- **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. needs to open the door for them.

- **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.  

**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).
  - Blinds replacement (bedroom): $57.50
  - Carpet cleaning: $51.75 - $97.75 (can vary by size; bio-hazard clean-ups increase the costs)
  - Ceiling fan replacement: $115.00
  - Clean-up after event (healthy/standard of living conditions): varies by scope of work
  - Door closer repair: $55.70
  - Door jamb repair: $86.25
  - Door replacement: $1500.00
  - Door trim replacement: $86.25
  - Hand dryer replacement and installation: $739.35
  - Fire extinguisher replacement: $172.50 (cleaning costs and life-safety-violation can follow)
  - Furniture moving/removal: $125.00 minimum (but can vary by number of items)
  - Paint touch-up: varies in scope due to size, typically $143.75 - 206.50, but can be higher
  - Removal of unauthorized installed item (lights, shelves, etc.): varies by size, parts, labor
  - Screen replacement (bedroom): $40.25
  - Smoke detector replacement: $97.75 (additional Life-Safety-Violation fines can follow)
  - Tape, Sticker, Adhesive removal: $57.50 (can vary by size)
  - Trash removal: $28.75/bag (items left in bedrooms, trash overflowing from bins, etc.)
  - Wall paper removal: varies to do scope and size, typically $343.25 - $500.00, but can be higher
  - Window repair/replacement: $105.00 (can vary by size)

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**PENNCARD ACCESS**

**Overview:**
- PennCard access ends: 12:00 pm on May 12, 2021 (non-graduates) and May 18, 2021 (graduates).
- Residents who have received authorization/move-out extension (graduating seniors, House Manager, President, etc.) will have PennCard access until their approved move-out deadline.
- All PennCards will be deactivated by 12:00 pm on May 18, 2021. Do not prop doors.
- Chapter members who need an items from the house facilitate removal before the house closes.
- Chapter Advisors and House Corporation members will have PennCard access turned off at 12:00 pm on May 18, 2021. Talk with the OFSL chapter advisor if there is a special request for access.

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19 Refer to the Occuancy Agreement, specifically: Section IX.
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.
• 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.).

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20 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.

OCCUPANCY CHANGES & ROOM CHANGES/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, even if you are returning to the house next year, if someone is moving into your new room, or you are moving into a room that is already occupied. All keys must be returned/picked-up and signed for with Campus Apartments.
- 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 Change/Switch Violations:
- Any resident(s) who changes/switches keys/rooms without authorization is subject to the following:
  o Considered in violation of the Occupancy Agreement Terms and Conditions
  o Referral to the Office of Student Conduct
  o Improper Move-Out Fee ($100.00)
  o Unauthorized Move Fee ($100.00) (resident assigned to move in)
  o Adjustment in rent fees according to room type
  o Additional charges/fees related to room damages
ACCOMMODATIONS

- The University of Pennsylvania and the Office of Fraternity & Sorority Life welcome students with disabilities and we are committed to providing 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/. Please contact the Office of Fraternity & Sorority Life if you would like to request access to an event.

PARKING GUIDELINES DURING MOVE-OUT

- Follow all posted signs, regulations, laws, and ordinances regarding parking.
- Contact the Penn Division of Public Safety (DPS) at 215-573-3333 if you have parking-related concerns.
- **Bollards**: 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.
- **Locust Walk**: Vehicles are never permitted on Locust Walk. They must stop at the street intersection.
- 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 arrangements. Moving company vehicles must follow parking regulations.

LIFE SAFETY EQUIPMENT

- 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.

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.
- The library can be accessed here: https://www.publicsafety.upenn.edu/pennready/safety-guidelines/

SOCIAL EVENTS, ALUMNI WEEKEND, AND SAFETY REMINDERS

- Social gatherings, parties (including Senior Week parties), etc. are prohibited. Violating this could impact the chapter’s accreditation, good standing, and future move-outs for returning/future members. Even though some residents are graduating, the chapter can still be referred to their council and also to the Office of Student Conduct. Chapter/residents are responsible for damages/cleaning.
- Penn Campus Compact remains in effect.
- House Roof access, Fireplace usage, and Candles are prohibited.
- Links to Penn’s Alcohol & Other Drugs Policy and Smoking/Tobacco-free Campus.
- Outside consumption of alcohol is not permitted without DPS approval.
DELIVERIES AND PACKAGES

Overview:
- Update your mail-forwarding address when moving out.
- OFSL does not recommend having items shipped to the chapter house after you move out. OFSL is not able to retrieve or secure items delivered to the chapter house.
- Utilize Amazon@Penn when possible:
  https://www.amazon.com/ulp?ref=clp_ulp_redirect_CAMPUS_PEN&zipcode=19104

MOVING SAFETY TIPS

Overview:
- Label boxes/tubs with your name, chapter house, and room number.
- Keep valuables and essentials close at hand (laptops, tablets, phones, passport, etc.).
- 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 24/7/365.
- 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).
- Whenever you are moving items out of your bedroom, lock the door when you are not present.

FUTURE OCCUPANCY DATES: 2021-2022 ACADEMIC YEAR

Overview (all dates are subject to change)
- August 27, 9:00 am – August 30: Staggered Move-In (chapter will plan for about up to 1/3 of resident population each day; chapter will be able to organize based on numbers and resident availability)
- August 31: First day of classes
- October 14-17: Fall term break
- November 25-28: Thanksgiving break
- December 15 – 22: Final Examination Period
- 12:00 pm, December 23: Chapter Homes closed for Winter Break
- December 22: Fall term ends
- 9:00 am, January 10: Chapter houses reopen for Spring Semester
- March 5-13: Spring Term Break
- May 2 – May 10: Final Examination Period
- May 11, 12:00 pm: Standard Move-Out (all non-graduating residents)
- May 16: Commencement
- May 17, 12:00 pm: All houses closed, and Graduating residents must move-out

*Please note Move-In is a time for residents to move-in and get settled into the chapter housing space. PennCards for non-resident chapter members are typically not activated until a time period after the first week of move-in. Social Events: Chapter will receive information regarding university parameters regarding social events and guests as COVID-guidelines continue to develop.