Penn Chapter House

*Move-Out & Closing Guide*

May 2019

*Office of Fraternity & Sorority Life*
*University of Pennsylvania*
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# MOVE-OUT OVERVIEW

## DATES

Chapter House Standard Move-Out Deadline: May 15, 2019 – 12:00 pm

Graduating seniors & Approved Extensions Move-Out Deadline: May 21, 2019 – 12:00 pm

## ADDRESSES & CONTACT INFO

**OFSL (Office of Fraternity & Sorority Life)**
3933 Walnut Street
Philadelphia, PA 19104
215-898-5264
vpul-ofsl@pobox.upenn.edu
Main Office Hours: 9:00 am – 5:00 pm (Monday – Friday)

**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**
4101 Walnut Street
Philadelphia, PA 19104
215-382-2969
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 documents such as Occupancy Agreement, Living Guide, Move-in/Out Guide, memo(s), email(s), 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. A 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.

## MAINTENANCE REQUESTS

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

Emergency Facilities Hotline (for emergency facility issues only): (215) 349-7133. (Submit an electronic work order at ofslportal.residentportal.com after calling the Emergency Facilities Hotline to timestamp the request).
INSTRUCTIONS FOR MOVING OUT

- The standard move-out deadline is 12:00 pm on Wednesday, May 15, 2019.
  - Residents must move-out by this deadline unless their move-out extension request was approved and verified via email.
- The extended move-out deadline is 12:00 pm on Tuesday, May 21, 2019.
  - All residents approved via email for a move-out extension must move-out by this deadline.

**Step-by-Step Instructions for a Resident Moving Out of a Bedroom:**

- **Step 1:** Read this guide and communicate with your House Manager/OFSL if you have questions.
- **Step 2:** Sign-up for a time with your House Manager to check the room together before moving out.
- **Step 3:** Plan ahead for parking arrangements. Limited street parking permits are available at OFSL.
- **Step 4:** Before the House Manager checks the room, you must have completed 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 using 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 5:** 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 6:** Shut/lock all bedroom windows and turn off all lights.
- **Step 7:** Lock the bedroom door after you are finished moving out and after the House Manager completes the bedroom check with you.
- **Step 8:** Check the house for mail and update your forward address.
- **Step 9:** Return your bedroom key to UCA (4104 Walnut St.)⁴ by the move-out deadline w/ an envelope.⁵
- **Step 10:** Avoid any improper move-out fees by following all steps above.
- **Step 11:** 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.

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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 Update: The Occupancy Agreement, Section VI, says to return key to the House Manager or President. This guide reflects an update that the *resident* is responsible for returning their key to UCA (4104 Walnut).
5 Return the key during business hours (pg. 1). For after-hours key returns (in rare situations), utilize an envelope with your chapter house, room #, name, and date clearly labeled. Utilize the envelop drop-off slot at UCA (4104 Walnut St.).
Q&A about Key Returns:

1. **Can I leave my key in the bedroom when I move out?**
   - Answer: No. Residents are prohibited from leaving the key in the bedroom; thus, residents must return it to UCA by the move-out deadline.

2. **What do I do if I cannot locate my key, but I’m moving out?**
   - Answer: If you have lost or misplaced your key, you are responsible for submitting a work order ([ofslportal.residentportal.com](http://ofslportal.residentportal.com)) by the move-out deadline. 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.

3. **What if I cannot locate my key before moving out, and I don’t submit a work order?**
   - 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.

4. **Why would I be charged a $100.00 improper move-out fee for not submitting a lost key work order?**
   - 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.

5. **What if I have my key, but don’t return it by the move-out deadline?**
   - Answer: A $100.00 improper move-out fee can be assessed to you if you do not return your key to UCA (4104 Walnut) by the move-out deadline.

6. **What if I find my key after the move-out deadline?**
   - 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 UCA (4104 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.
   - You may return the key in person or via mail.
     - If you mail the key to UCA (4104 Walnut Street), 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.

7. **What if the work order portal is not working properly when I attempt to submit one for the lost key?**
   - 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](mailto: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.

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6 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:
- Residents should plan to return their bedroom key to UCA (4104 Walnut) during business hours. Residents can ask for a key-return envelope if you do not have one.
- Residents who cannot return the key during UCA’s business hours (explained on pg. 1) must utilize a key-return envelope if returning the key when UCA is closed.
  - The resident must write, “Key Return for CHAPTER HOUSE, ROOM #, NAME, and DATE.”
  - Place the key envelop in the overnight drop-off bin at the UCA front door (4104 Walnut St.).
  - Your House Manager may have an envelope; they are also at OFSL (3933 Walnut) & UCA.

Key Return Envelopes
- Available if you need to return your key when UCA (4104 Walnut) has already closed.
MOVE-OUT EXTENSION REQUESTS

Overview:
- Residents not graduating or not approved for an extended stay must move-out of the house and return their key to UCA (4104 Walnut) by 12:00 pm on Wednesday, May 15.
- Residents who need to live in the chapter house past the 12:00 pm May 15 move-out deadline for an extenuating circumstance can request a move-out extension. Request are reviewed case-by-case.
  - Link to submit request: https://upenn.co1.qualtrics.com/jfe/form/SV_2c0BSjTsd7GNx7n
  - Requests via email or phone call will not be processed.
  - If the request is approved, the rate is $50.00/day (same as early move-in) and the resident notified via email.
  - If the request is denied, the resident will be notified via email.
  - Extension requests must be submitted via the link by 11:59 pm on Sunday, April 28.
  - Extension requests submitted after the deadline can be processed for a one-time late fee of $100.00.
  - No request submitted after Thursday, May 2, 2019 will be considered.
- Residents approved to live in the house from May 15 – May 21 are not authorized to have friends, guests, chapter members, etc. stay overnight. Only approved residents may stay overnight.
- Social gatherings, parties (including Senior Week parties), etc. are prohibited. Violating this could impact the chapter’s accreditation 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 costs related to damages/additional clean-up.

Violating Procedures:
- If the resident moving out continues to reside in the chapter house after the move-out deadline without authorization in writing from OFSL, the following is applicable:
  - Considered trespassing
  - Escort 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
  - One-time Unauthorized Entry fine off $500.00 for entering the house after the move-out deadline without authorization in writing from OFSL
  - No Extension-Approval fee of $100.00 per day

FAQ:
- Q: How much could I be charged if I stay in the house after my move-out deadline has passed?
  - Answer: Let’s say your move-out deadline is 12:00 pm on Wednesday, May 15, and you were not approved for a move-out extension. But, you weren’t able to finalize move-out plans so you decide to stay in the house until 12:00 pm on Friday, May 17. You can be assessed a total of $800.00 ($500 for being in the home past the move-out deadline with authorization, $100 for an improper move-out fee, and $200 for living in the home two additional nights).
- Q: What if there is an emergency situation, and I need an extra night at the chapter house?
  - Answer: contact OFSL immediately when our office is open. OFSL is happy to assist you find a solution to the situation.
TRASH AND FURNITURE DISPOSAL?

Overview:
- Residents are responsible for removing trash, unwanted furniture, and moving supplies from the house to an outside dumpster.  
  - Hallways 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 be unobstructed at all times, and items will be moved/discarded.

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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7 Exceptions to trash guidelines must be confirmed in writing. Chapter/resident can request an estimate of related trash charges from Campus Apts.
8 Contact OFSL/Campus Apts. via email if the chapter cannot locate the outside dumpster/if dumpster is not present.
9 This guideline serves as notification as referenced in the Occupancy Agreement.
This trash was left on a patio, but it should be taken to an outside dumpster. Campus Apts. hired staff to remove the items, and the chapter was responsible for the costs.

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 be clear for safety purposes. The chapter moved the items to an outside dumpster and avoided labor/trash costs.
This picture shows a mattress, bookcase, and moving cart left in a hallway, creating a safety hazard. Items will be removed/discarded if left in the hallway.

Items cannot be in hallways. Chapters/residents must keep hallways clear and will be held responsible if staff need to be hired to remove the items.
Common areas should be free of trash, food, drinks, and personal items. Floors should be clear of debris and holiday/celebration 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.
This hallway is obstructed. Hallways must be clear of personal items and trash.

If a trash bin is overflowing, do not pile trash around it. Empty the trash and furniture items into an outside dumpster.
Overview:

- **Penn MOVES** collects items Penn students want to donate or cannot take with them when leaving campus. Items accepted include: gently used clothes, furniture, appliances, books, housewares, toys, sporting goods, office supplies electronics, storage containers, and nonperishable food.

- **Donation Locations:**
  - **Hamilton Village** – Trailer located adjacent to Locust Walk, just south of Harnwell, staffed by student volunteers and monitored by professional staff. The trailer will be removed on May 20 before 5 am and returned at noon after Commencement activities have ended. It will be removed for the end of the drive on May 21.
    - May 2 - noon - 8pm
    - May 3 through May 19 - 10am - 8pm
    - May 20 - noon - 8pm
    - May 21 - 10am - 2pm
    - May 22 - Location closed and removed
  - **New College House** – There will be a donation location inside the NCH courtyard.
    - May 2: noon – 8:00 pm
    - May 3 – 14: 10:00 am – 8:00 pm
    - May 15: 10:00 am – 6:00 pm
    - May 16: location closed and removed
  - **Sansom Place** – Goodwill-provided donation bins located in the lobby of the East tower.
    - May 2 – May 21
  - **The Quadrangle** – There will be donation locations inside the Quad near both the upper and lower Quad gates.
    - May 2: noon – 8:00 pm
    - May 3 – 14: 10:00 am – 8:00 pm
    - May 15: 10:00 am – 6:00 pm
    - May 16: location closed and removed
  - **Kings Court/English House** – A rolling bin collection site will be managed at this location in Class of 38 Lounge.
    - May 2 – May 21
  - **Gregory, Du Bois, Hill** – (gently used clothing and shoes only at these locations) – Goodwill-provided donation bins located outside of both Du Bois and Gregory. A Goodwill bin will be located at Hill under the bridge entrance.
    - May 2 – May 21
Overview:
- OFSL and the University DO NOT provide storage for resident/chapter belongings.
- Chapter Houses cannot function as storage space for a resident’s personal belongings.

Portable Storage Pods:
- Flex Box, Door to Door, and PODS are some vendors that advertise weatherproof, lockable storage pods.
- OFSL has no 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.

Moving and Storage Companies:
- Residents are encouraged to utilize https://Schoolstorage.com for moving assistance and storage needs, whether you are going home for the summer or studying abroad.
- Schoolstorage.com is the ONLY moving and storage company that Penn partners with during move-out.
- When using a storage or moving company, consider the following:
  - Make sure you 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 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, or Campus Apartments will not be responsible for belongings left or picked up by storage personnel, left unattended, or left behind in rooms houses by students.

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.
FURNITURE, STORAGE, AND TAGGING PROCESS

- **No Storage Policy:**
  - Residents moving out cannot keep personal belongings (examples: clothes, posters, books, bedding, etc.) in the home, even if they will be returning to the house in the 19-20 school year.
  - Personal electronics such as TVs, keyboards, gaming systems, stereo equipment, etc. cannot be left in bedrooms during the summer. Penn is not responsible for any of these items if left.
  - The chapter house may not be utilized by non-resident chapter members, friends, guests, or family members to store belongings in the home.
  - 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 summer or beginning of the fall/spring semester 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 responsible for 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 that is approved to stay in the bedroom for the next resident over summer 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 are 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 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 at move-out and/or for the cost to repair/replace it if it is damaged/not returned.
    - Before the house closes for summer, the chapter/residents are responsible for moving furniture into bedrooms to prepare for the 19-20 resident as best as possible. For example: if two residents are assigned to live in a bedroom for fall 19, the chapter/residents should have the chapter-owned furniture inside that room before the house closes.
    - The chapter/residents can be assessed fees related to moving furniture if Campus Apts. needs to move items into bedrooms to prepare for move-in, arrange items based on safety guidelines, move items at the chapter's/residents' requests.

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10 Refer to section XIV “Storage” in the Occupancy Agreement.
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 Standard Bedroom Furniture is Not Provided to the resident by the chapter:
  - 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 before the house closes for the summer.

- **Furniture Approved for Bedrooms:**
  - The following furniture items are permitted in bedrooms: bedframe (including headboard and footboard), box spring & mattress set, desk, desk chair, bookcase, lamp, dresser/wardrobe, futon/couch/sofa, standing fan, nightstand/bedside table, room-size refrigerator *(no larger than 4.6 cubic feet)*, area rug, and AC unit *(if house does not have central air)*. Only these items can stay in the room over summer if they are 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.

- **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 for 18-19. 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 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 with masking tape and the following: “KEEP, BASEMENT/STORAGE CLOSET.”

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11 Exceptions for mattresses: Refer to the section on Mattresses in this guide for further details.
12 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.
13 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.
14 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 labeled with tape indicate to Campus Apartments and to Penn the item is chapter property and should remain in the closet and be present when the house reopens.
- Items that are not labeled with tape are 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 w/o, & label the composite w/ the location using masking tape).
  - House Managers: take pictures of closets to show approved items being stored in them.

- **Common Areas:**
  - The chapter can keep chapter-owned common area furniture in areas such as living rooms, kitchen dining areas, libraries, study rooms, TV rooms, etc. Items eligible to be left in these areas include: couches, end tables, bookshelves, entertainment centers, dining tables, chairs, trophies, lamps, chapter TV/projector (electronics recommended to secure with a chain lock or even stored outside of the chapter home), filing cabinets, books, & memorabilia.\(^{15}\)
  - Traffic cones/signs can be turned over to Penn Division of Public Safety.
  - Commons areas in the house cannot be used to store personal belongings. Individual personal belongings will be discarded, even if labeled.
  - Residents/members/chapter can be responsible for fees related to unauthorized storage.
  - 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.

- **Outdoor Areas:**
  - Furniture meant to be used inside cannot be stored/left outside.\(^{16}\)
  - 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 be unobstructed at all times, and items will be moved/discarded.
  - Charges related to furniture needing to be moved or discarded will be charged back to the chapter/residents. This guide serves as notice as outlined in the Occupancy Agreement.

### KITCHENS & CHEFS

**Overview:**
- Residents need to remove personal appliances and food. Consider donating non-perishable food.
- All food and beverages need to be removed from the house (kitchen, cabinets, and storage areas).
- Refrigerators should be empty and clean.
- Chapter leadership should work with the chef (if applicable to decide the last day of meals and to decide first day of meals for Fall 19 semester).
- Chef/chapter is responsible for cleaning the commercial appliances and kitchen.

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\(^{15}\) Exceptions must be requested in writing/email and approved in writing/email.

\(^{16}\) 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.
Bikes must be neatly organized and stored in an appropriate location.

Items cannot be stored under stairs.
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.

These rooms look great & ready for summer and a new resident in Aug.
FEES

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.

- **Occupancy Without Move-Out Extension Approved**: $100.00 per day
  - If a resident is discovered staying in the chapter house past their move-out deadline without authorization in writing 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.
  - 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**: $100.00
  - When a resident is moving out of the house completely (and not returning during the academic year), 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, leaving bedroom key inside the house instead of returning it to UCA (4104...
Walnut), intentionally leaving behind personal belongings and/or trash in the house, not moving out before the standard move-out date, not tagging furniture, etc.

- **Unauthorized Entry**: $500.00 one-time fee
  - $500.00 fee per person for entering the house after the move-out deadline and before move-in without authorization in writing from OFSL. Fees for non-resident chapter members or guests will be sent to the chapter. Student/Chapter will also be referred to Student Conduct.

- **Unauthorized Room Change/Switch**: $100.00
  - Residents cannot change/switch rooms or keys without authorization from OFSL via email. There is a $100.00 fee for unauthorized room changes to each resident involved. 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):$\textsuperscript{17}
  - Chapters/Residents are responsible for removing trash from common areas and bedrooms. If Campus Apartments needs to remove trash, a charge of $25/bag will be assessed.

- **Furniture Moving** ranges in amount(s):$\textsuperscript{18}
  - 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**: $100.00 per key
  - Residents are responsible for this fee if they cannot locate the key they signed out.$\textsuperscript{19}

- **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.$\textsuperscript{20}

- **Improper/Unauthorized Storage**: $500.00 fee
  - This fee can be assessed to a resident and/or the chapter for personal items found being stored/left in bedrooms, common areas, basements, closets, etc.

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$\textsuperscript{17}$ Refer to the section on Trash for more details.

$\textsuperscript{18}$ Refer to the sections on Trash and Furniture for more details.

$\textsuperscript{19}$ Refer to the section on Keys for more details.

$\textsuperscript{20}$ Refer to the Occupancy Agreement, specifically: Section IX.
**PENNCARD ACCESS**

**Overview:**
- PennCard access for all chapter members will end at 12:00 pm on May 15, 2019.
- 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 21, 2019.
- Due to safety & security, chapter members who are graduating but who do not live in the house will not have PennCard access after May 15, 2019; exceptions are rare and handled on a case-by-case basis. These members should remove any belongings they have in the house by 12:00 pm, May 15.
- Chapter Advisors and House Corporation members will have PennCard access turned off at 12:00 pm on May 21, 2019. Talk with the OFSL chapter advisor if there is a special request for access.

**ROOM ALTERATIONS AND 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.\(^{21}\)
- If a resident discovers a damage/maintenance issue in the bedroom, they must document it by submitting a 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.

**SECURITY DEPOSITS**

**Overview:**
- Security Deposits are posted to student accounts similarly to housing rent costs.
- The security deposits are used to reconcile damages, repairs, unpaid key charges, or fees associated with the resident’s housing stay (including community area damages split among the residents).
- Once damages and costs are finalized and deducted from the housing security deposit, the student’s university account will be credited the remaining amount. Checks are not issued. This process takes time and is anticipated to be complete by July 31, but no earlier than June 18 (subject to change).

**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.

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\(^{21}\) Refer to the Occupancy Agreement and also to the Fees section in this guide.
EFFECTIVE MAY 6, 2019 – MAY 21, 2019 (TBD):

Overview:

The Office of Fraternity & Sorority Life offers special parking privileges to chapter house residents during the move-out period. Follow these established procedures to avoid any problems or possible towing of your vehicle.

- One-hour parking permit
- It will be available according to the specific dates, time, and location-based information provided in this guide. Details are subject to change.
- Residents are able to request and pick-up a one-hour parking permit at OFSL (3933 Walnut Street) between 9:00 am – 5:00 pm on Monday – Friday. One-hour permits can be utilized for a time outside of business hours if the resident is moving during the evening and/or on the weekend.
- OFSL may have one-day passes available to utilize Penn parking garages. The pass must be picked up before driving into the parking garage.
- Permits will not be available for pickup at OFSL outside of 9:00 am – 5:00 pm, Monday – Friday.
- Permits are not available online; they must be picked up in person. Please contact OFSL if accessibility accommodations are needed.
- If you receive a ticket while parked in an area officially posted by the Division of Public Safety (DPS) while the proper OFSL permit is visible on your dashboard, take a picture and submit the ticket to DPS immediately at 4040 Chestnut Street to resolve the issue. There is only a short window of time DPS can have a ticket reversed by the City of Philadelphia/Philadelphia Parking Authority.
- Residents should have all belongings packed and ready to load before utilizing a parking permit to reduce time and congestion in the area.
- Report suspicious activity and/or emergencies to the Division of Public Safety (DPS) at 215-573-3333.
- Moving companies are prohibited from parking near residence hall entrances during peak time.
- To maintain loading areas and traffic movement, vehicles larger than a typical passenger van will be directed to park in an area specifically identified for large vehicles.

Parking Instructions for Walnut, Spruce, and 39th Streets:
Permits are valid for use in specifically posted areas around the 3800 block of Walnut from May 11 – 16. Look for posted signs and follow them accordingly.

Spruce Street will be closed from 34th – 40th on May 14 and May 15 from 6:30 am – 8:00 pm. Residents who need to access this area must do so from either 40th St. or 38th St. Residents need to be prepared to share where they are going when they reach the road closure points.
- Residents using Taxi or Ride-share service (Lyft & UBER) should schedule their pick-up at 39th and Spruce or 37th and Spruce; be advised that 38th and Spruce can be a busy intersection. There will be a 5-minute loading zone at these locations when Spruce Street is closed. Residents should be outside and ready to go before scheduling a pick-up.

Some meters adjacent to the College Housing residences will be labeled for Move-Out; loading and unloading will be permitted at these meters. Meters will be posted from 8:00 am – 8:00 pm with May dates noted on the sign. Residents moving outside of the posted time periods should follow the regular PPA street parking rules.
**Alpha Chi Rho (219 S. 36th Street)**
Access the house from 36th and Walnut. Parking is available on the south side of Walnut Street.

**Alpha Tau Omega (225 S. 39th Street)**
Residents will be permitted to pull vehicles (ONLY ONE AT A TIME) onto the sidewalk that leads to the front door. This would mean bringing vehicles from Walnut Street onto 39th and then onto the front sidewalk while keeping vehicles OFF 39th Street AT ALL TIMES. Vehicles may not park on 39th Street at any time—it is a fire lane, and there is not enough room for other vehicles to pass. You will need to call DPS at 215-573-3333 to put down the bollard on 39th Street between the Fels Center and Hillel. Inform the dispatcher you live in ATO and are moving out.

**Delta Phi, Delta Psi, and Phi Gamma Delta (3627, 3637, and 3619 Locust Walk)**
Access 37th Street from Walnut Street (you may also utilize 36th Street if accessible from Walnut Street). Unloading must take no longer than one hour. You must pull up to the bollards at 37th and Walnut and then contact DPS at 215-573-3333.

**Kappa Sigma and Phi Delta Theta (3706 and 3700 Locust Walk)**
Access 37th Street from Walnut Street only. Unloading must take no longer than one hour. You must pull up to the bollards at 37th and Walnut and then contact DPS at 215-573-3333. Please also ask for the bollards to be opened at 37th and Locust so that you may access the house.

**Psi Upsilon (250 S. 36th Street)**
Access 36th Street from Spruce and park on the SIDE OF THE HOUSE ONLY for unloading purposes. No vehicles are allowed on 36th Street in front of the Psi Upsilon House at any time.

**Sigma Chi (3809 Locust Walk)**
Residents will have access to the back of the chapter house. Residents will need to call DPS at 215-573-3333 to put down the bollard on 39th Street between the Fels Center and Hillel to drive around the back of Hillel to the Sigma Chi house. Inform the dispatcher you live in Sigma Chi and are moving out. NO MORE THAN TWO CARS CAN BE PRESENT AT A TIME. Members should plan to unload in 30 minutes or less. Large trucks cannot fit behind the Hillel Building; thus, they are not allowed.

**Zeta Beta Tau (235 S. 39th Street)**
Residents are only able to park on Spruce Street using a permit from OFSL. Vehicles may not park on 39th Street at any time—it is a fire lane, and there is not enough room for other vehicles to pass. The area behind Mayer Hall is NOT designated for parking. If spaces are “open” in the small area of parking spaces directly opposite the front of ZBT on 39th Street (next to the dumpsters), residents may park there for no longer than 30 minutes. ALSO NOTE: Unless otherwise posted, parking on Spruce Street will require the use of the parking meters.

**Zeta Psi (3337 Walnut Street)**
Parking will be blocked off for Hill House move-out. Zeta Psi Residents can park in the same areas reserved for Hill House; try to park near the Zeta Psi house as best as possible. You must have an OFSL parking pass. Parking is limited to one hour.
Reminders & Helpful Tips:

- **You must obtain a Parking Permit from OFSL at 3933 Walnut Street during business hours,** (Monday through Friday, 9:00 am – 5:00 pm).
  - Residents should be packed and ready to load their cars, and have their permit to show the officer if they call University Police to come and put down a bollard.
  - Permits must be displayed on the dashboard of the vehicle **at all times** while being used or when on location at the chapter house.
  - Name, cell phone number, and chapter house name must be clearly visible on the permit when being utilized. Vehicles are subject to being towed otherwise.
  - The permits will be valid for one hour during the period May 4 – May 15 and for the duration of the time and date specified on it.
- **Parking areas near chapter houses will be monitored to ensure parking privileges are not abused.**
  - Penn Police will note the time that vehicles are parked and the vehicle could be towed if there longer than 1 hour.
- **Accessing a chapter house beyond locked bollards:**
  - You must pull up to the bollards at 36th and Spruce or, 37th and Walnut and then contact DPS at 215-573-3333.
  - Inform the dispatcher you are requesting access beyond the bollard and that you are in possession of a permit. A security guard will be dispatched to the location if your information is validated.
  - Students MUST be prepared to show the security officer their photo driver’s license or PennCard along with the Permit.
- **No more than 2 or 3 vehicles at a time will be permitted in the area of each chapter house.**
  - Vehicles cannot block pedestrian or vehicular access on walkways to ensure pedestrian and emergency access.
  - Cars should not be double-parked.
- Vehicles are not allowed on Locust Walk at any time.
- Parking is not allowed on any grassy areas in Hamilton Village at any time.
- University Police will be working with R&K Towing during move-out to ensure compliance.
- Never leave possessions unattended, whether in a moving cart or in a car.
- Always lock your car doors and close windows.
- Do not leave people or animals inside a vehicle.
- Do not leave the chapter house or your bedroom door unlocked.
- Do not prop a door and leave it unattended.
**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=clf_ulp_redirect_CAMPUS_PEN&zipcode=19104](https://www.amazon.com/ulp?ref=clf_ulp_redirect_CAMPUS_PEN&zipcode=19104)

**Life Safety Equipment**

**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.

**Social Events, Alumni Weekend, and Safety Reminders**

**Overview:**
- All social events must be approved beforehand, and all Penn policies must be followed at all times.
  - Penn’s policies on alcohol and other drugs: [https://provost.upenn.edu/policies/pennbook/2018/03/19/alcohol-and-other-drug-policy](https://provost.upenn.edu/policies/pennbook/2018/03/19/alcohol-and-other-drug-policy)
  - House roof access is prohibited by all people at all times.
  - Fireplaces & Candles are prohibited to use inside the chapter house and open flames outside the house.
  - Public Safety policies & guidelines: [https://www.publicsafety.upenn.edu/pennready/safety-guidelines/](https://www.publicsafety.upenn.edu/pennready/safety-guidelines/)
  - Smoking and tobacco use is prohibited at chapter houses, and this includes all smoking methods, but not limited to, electronic smoking devices (e-cigarettes, e-cigars, e-pipes), hookahs, cigarettes, cigars.
    - Penn’s policies on a tobacco-free campus: [https://www.hr.upenn.edu/policies-and-procedures/policy-manual/other-policies/tobacco-free-campus](https://www.hr.upenn.edu/policies-and-procedures/policy-manual/other-policies/tobacco-free-campus)
  - Tampering with Life Safety Equipment is prohibited. This includes, but is not limited to, covering/disabling smoke detectors, improperly using a fire extinguisher, tampering with a propped-door alarm, etc.
  - A chapter can still be held accountable for the conduct of graduating members of the organization.
  - Students/chapters can be referred to Student Conduct for violating any of these items.

**Social Events through the AOD Registration Process:**
- Chapters are not able to register social events from Thursday, May 2 (beginning of Reading Days) through May 21 (chapter house closing).
- Residents cannot have unregistered events during Reading Days, Final Examinations, Senior Week, Alumni Weekend, and/or the move-out/closing time period.
- Chapters will be held accountable for having unregistered events, and all damages, repairs, and associated cleaning costs will be charged to the chapter/responsible people.
Alumni event during Alumni Weekend:
- The process for alumni to register an alumni social event at the chapter house during Alumni Weekend will follow a similar process as the process during Homecoming in the fall semester.
- Alumni will submit an Alumni Event Application to the chapter’s OFSL Advisor via email.
- Deadline: the event application form is due at 12:00 pm on Friday, May 3, 2019.
- A clean-up effort must be organized following the event by having the chapter/alumni clean the spaces used in the house. The clean-up effort can be an effort by the alumni and the chapter, or, alumni can schedule a cleaning service via Campus Apartments to clean-up after the event. Email Aneadra Caldwell at acaldwell@campusapts.com by 12:00 pm on Friday, May 10 to schedule a cleaning service.

MOVING SAFETY TIPS

Overview:
- To ensure the health and safety of our community, review the following guidelines:
  1. Label boxes/tubs with your name, chapter house, and room number.
  2. Keep valuables and essentials close at hand (laptops, tablets, phones, passport, etc.).
  3. 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.
  4. In the case of any emergency (such as theft, injury, concern for a person) contact the Division of Public Safety (DPS) at (215) 573-3333 or 511 from a campus phone.
  5. If you are unloading items or walking by campus at night, consider requesting a walking escort by calling 215-898-WALK (9255).
  6. Whenever you are moving items out of your bedroom, lock the door when you are not present.

FUTURE OCCUPANCY DATES: 2019-2020 ACADEMIC YEAR

Overview (all dates are subject to change):
- August 23, 9:00 am: Standard move-in
- August 27: First day of classes
- October 10 – October 13: Fall Break (houses open)
- November 28 – December 1: Thanksgiving Break (houses open)
- December 12 – December 19: Final Exams Period
- 12:00 pm December 20, 2019: Chapter houses closed for Winter Break
- 9:00 am January 11: Chapter houses reopen for Spring Semester
- March 7 – March 15: Spring Break (houses open)
- May 4 – May 12: Finals Exams Period
- May 13, 12:00 pm: Standard move-out
- May 18: Commencement
- May 19 12:00 pm: All houses closed, and Graduating residents must move-out