



# **Penn Chapter House**

## ***Moving Out* Guide**

**December 2019**

This Guide is for:

Residents **MOVING OUT**

in December 2019 and not living in the house  
in Spring 2020.



OFFICE *of* FRATERNITY  
& SORORITY LIFE  
UNIVERSITY *of* PENNSYLVANIA

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# FALL 2019 MOVE-OUT OVERVIEW

## DEADLINE FOR MOVE-OUT

Since you do not have a bedroom assignment for Spring 2019, your deadline to move-out of the chapter house is 12:00 pm on Friday, December 20, 2020.

## ADDRESSES & CONTACT INFO

OFSL (Office of Fraternity & Sorority Life)

3933 Walnut Street

Philadelphia, PA 19104

215-898-5264 (calls for facilities should be directed to Campus Apartments)

[vpul-ofsl@pobox.upenn.edu](mailto:vpul-ofsl@pobox.upenn.edu)

Main Office Hours: 9:00 am – 5:00 pm (Monday – Friday) | Closed Saturdays and Sundays

University City Associates (UCA)

4104 Walnut Street (key pick-up/return location)

Philadelphia, PA 19104

Office Hours: 9:00 am – 6:00 pm (Monday – Friday), 11:00 am – 4:00 pm (Saturday), closed (Sunday)

Campus Apartments, LLC

4043 Walnut Street

Philadelphia, PA 19104

215-349-7133 – for Emergency Facility Issues

Office Hours: 9:00 am – 5:00 pm (Monday – Friday), 11:00 am – 4:00 pm (Saturday), closed (Sunday)

## QUESTIONS & IMPORTANT DOCUMENTS

Residents should direct questions to their House Manager, 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.

## MAINTENANCE REQUESTS | WORK ORDER

Link to submit maintenance requests: [ofslportal.residentportal.com](https://ofslportal.residentportal.com). Only residents can submit a work order.

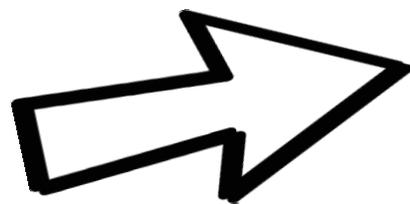
Emergency Facilities Hotline (for emergency facilities issues only): (215) 349-7133. (Always submit an online work order after calling the Emergency Facilities Hotline, also).

- Residents not living in the chapter house in Spring 2020 must move-out all belongings, return the bedroom key, & complete all items by the move-out deadline: 12:00 pm on Friday, Dec. 20, 2019.

### Step-by-Step Instructions:<sup>1</sup>

- 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 view the room together before moving out.
- Step 3: Plan ahead for parking arrangements. Temporary permits are not available in Dec/January.
- Step 4: *Before* the House Manager checks the bedroom, you must have completed the following:
  - Accounted for and removed all personal items and furniture.
  - 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).
  - Removed all trash, including unwanted personal furniture, to an outside dumpster.<sup>2</sup>
  - Cleaned-out & defrosted mini-fridge (note: fridges cannot be larger than 4.6 cubic ft.).
  - Turned off and unplugged AC unit.
  - Cleaned/swept the room.
  - Refer to the August 19 Move-In & Living Guide for picture examples.
- Step 5: Submit electronic work orders ([ofslportal.residentportal.com](https://ofslportal.residentportal.com)) to address facility needs in the bedroom; this includes SUBMITTING a work order if you cannot locate your bedroom key.<sup>3</sup>
- 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)<sup>4</sup> by the move-out deadline w/ an envelope.<sup>5</sup>
- Step 10: Avoid any improper move-out fees by following all steps and move-out guidelines.
- 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.

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



<sup>1</sup> Refer to the Occupancy Agreement, specifically: Section VI (Move-In/Move-Out/Keys).

<sup>2</sup> Refer to the section on Trash in this guide, & the Occupancy Agreement, specifically: sections VI, XIV (Storage), & XVI (Cleaning).

<sup>3</sup> Refer to section on Keys and Fees in this guide for a complete outline of procedures.

<sup>4</sup> 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).

<sup>5</sup> 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:<sup>6</sup>

- 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.
- 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](https://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.
- 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.
- 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.
- 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.
- 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.
- 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.
- What if someone is moving into my room for Spring? Can I just give them the bedroom key?
  - Answer: No, you need to return the key to 4104 Walnut St., and the resident living in the room the next semester must sign it out there.

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<sup>6</sup> All exceptions to Key Return procedures must be submitted in writing and confirmed by OFSL/Campus Apts. in writing via email.

## Key Return Envelopes:

- Residents returning a key should utilize a Key Return Envelope.
- Residents should plan to return their bedroom key to UCA (4104 Walnut) during business hours.
  - On the envelope, include: Name, Chapter House & Address, Room #, Date, & Contact Info.
- After business hours, place the key envelop in the overnight drop-off bin at UCA (4104 Walnut).
- Envelopes can be picked-up at UCA, and your House Manager or OFSL may have them available.



## Key Return Envelopes

- Place key in envelope
- Clearly write your name and information
- Return to 4104 Walnut St, UCA.
- You may ask to initial the Penn Key to ensure the key was received.

## FAQ:

- Q: How much could I be charged if I stay in the house after the deadline?
  - Answer: The move-out deadline is 12:00 pm, Friday, December 20, 2019. Let's say you decided to stay in the house until 12:00 pm on Sunday, December 22, 2019. You can be assessed a total of \$800.00 (\$500 for being in the home past the move-out deadline without 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, at least 48 hours in advance. OFSL is happy to assist you find a solution to the situation, but we are not able to guarantee anything.

## MOVE-OUT EXTENSIONS

### Overview:

- All residents must be out of the chapter house by 12:00 pm on Friday, December 20, 2019.
- Move-out extensions do not exist during Winter Break.
- Staff and Allied Security may check homes to ensure doors/windows are secure & people have left.
- OFSL is closed from December 24, 2019 – January 1, 2020. OFSL will re-open on January 2, 2020.

### Violating Procedures:

- Any student who enters the home or any resident who continues to reside in the chapter house without authorization after the move-out deadline is subject to the following:
  - 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 Winter Break Check-Out/Return 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:

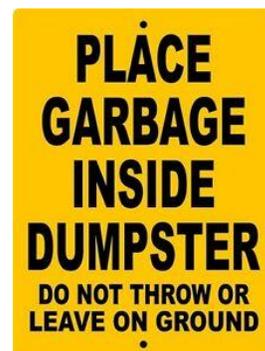
- Residents are responsible for removing trash, unwanted furniture, and moving supplies from the house to an outside dumpster.<sup>8</sup>
  - Hallways, stairs, & egress paths must remain clear of all items to reduce safety hazards & pests.
  - Hallway and common area trash bins are not intended to be used for unwanted furniture, appliances, moving boxes, etc. These items must be taken to an outside dumpster.
  - Discard/clean-up items such as solo cups, spilled liquids, food, etc., into trash bins.
  - If a trash bin begins to overflow, the chapter/residents must take items to an outside dumpster. Do not pile trash around a trash bin when it is already full.
  - Unwanted furniture, including mattresses, must be taken to an outside dumpster. These items cannot be left anywhere inside the home, on outside porches/patios, etc.
  - Securely tie your trash bags before disposing them into dumpsters/trash bins.
- The chapter/residents will be responsible for all charges (labor, clean-up, moving fees, dumpster fees, service charges, etc.) if trash/furniture/safety guidelines/fire codes are not followed.
  - Bedrooms/common areas: each bag (trash, clothes, etc.) Campus Apts. needs to remove is estimated at \$25.00. Large items such as furniture can cost more due to labor and trash fees.
- If there are large furniture or quantities of items the chapter/residents need assistance discarding (couch, mattresses, dressers, fridges, tables, etc.), you may request assistance by submitting a work order to Campus Apartments via this link: [ofslportal.residentportal.com](https://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 pickups and/or assistance with moving/discarding furniture.

### Fire Code Compliance:

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

### Occupancy Agreement, Related Sections:<sup>9</sup>

- 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



<sup>7</sup> Exceptions to trash guidelines must be confirmed in writing. Chapter/resident can request an *estimate* of related trash charges from Campus Apts.

<sup>8</sup> Contact OFSL/Campus Apts. via email if the chapter cannot locate the outside dumpster/if dumpster is not present.

<sup>9</sup> This guideline serves as notification as referenced in the Occupancy Agreement.

- **No Storage Policy:**<sup>10</sup>
  - The chapter house may not be utilized as a storage facility. Non-resident chapter members, friends, guests, or family members may not store belongings in the home. New residents moving into the home cannot move their belongings in before the move-in date.
  - When moving out:
    - Residents must remove all personal items from the house by their move-out deadline (clothes, posters, books, bedding, etc.). Items left behind will be considered abandoned and discarded or donated to a local charity.
    - Personal electronics such as TVs, keyboards, gaming systems, stereo equipment, etc. cannot be left in the bedrooms after moving out. Penn is not responsible for any of these items if left.
    - Chapter-provided bedroom furniture must remain in the bedroom.
    - Follow any supplemental guides, the Occupancy Agreement, emails, etc.
  - 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 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 approved to stay in the bedroom over Winter Break 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 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 and/or for the cost to repair/replace it if it is damaged/not returned by the move-out deadline.

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<sup>10</sup> Refer to section XIV "Storage" in the Occupancy Agreement.

- The chapter/residents can be assessed fees related to moving furniture if Campus Apts. needs to arrange it based on safety guidelines and/or chapter's/residents' requests.
  - The chapter and/or House Corporation is responsible for conducting an inventory in each bedroom/common area to determine if furniture is still present and/or if residents need to be charged for removing/damaging items that need to be replaced.
- **If Bedroom Furniture is Not Provided to the resident:**
  - Residents must follow the furniture guidelines outlined in this guide and any supporting documentation, including emails from OFSL, Occupancy Agreement, Living/Move-in/Out Guides, OFSL website, DPS guidelines, etc. Residents are responsible for removing their personal furniture and/or discarding it properly.
- **Furniture Approved for 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:<sup>11</sup>
    - 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.<sup>12</sup>
    - 3-person (triple) bedrooms: 3 of each furniture item (listed above) is permitted inside the room.<sup>13</sup>
- **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.<sup>14</sup>
  - 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.

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<sup>11</sup> Exceptions for mattresses: Refer to the section on Mattresses in this guide for further details.

<sup>12</sup> 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.

<sup>13</sup> 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.

<sup>14</sup> 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.

- **Composites & Storage Closets in Basement/Hallways:**
  - Chapter property left in a storage closet in the basement/hallway needs to be labeled. Personal property cannot be left.
    - Mechanical & sprinkler-valve rooms cannot be used to store any items.
    - Items labeled with tape indicate to Campus Apartments and to Penn the item is chapter property.
    - Items that are not labeled can be assumed to be unwanted, and they could be considered abandoned items that need to be discarded.
  - Composites: these need to be hung on walls or kept in a safe storage area. They cannot be kept on a hallway/basement floor. Enter a work order for Campus Apts. to hang them (provide a 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.<sup>15</sup>
  - 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.<sup>16</sup>
  - It is recommended that chapters secure outdoor furniture, sports equipment, BBQ grills, etc. in a safe location and/or use a chain lock.
  - House Managers: take pictures of outdoor areas to show approved, outdoor furniture staying outside.
- **Fire Code Compliance:**
  - According to the Philadelphia Fire Code, all fire towers, hallways, stairs, sprinkler valve rooms, and other means of egress must remain free of furniture, chapter property, trash, and debris. Each of these areas must always be unobstructed, and items will be moved/discarded.
  - Charges related to items needing to be moved or discarded will be charged back to the chapter/resident(s). This guide serves as notice as outlined in the Occupancy Agreement.

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<sup>15</sup> Exceptions must be requested in writing/email and approved in writing/email.

<sup>16</sup> 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.

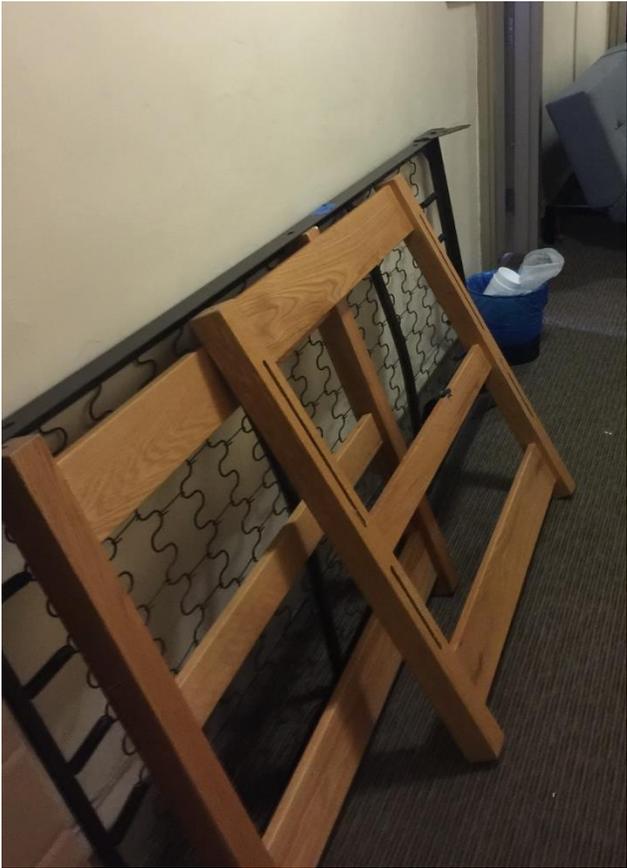
When moving out, clean your bedroom & remove personal items/trash. Label furniture & follow guidelines on which items are approved to stay in the room and how many of each item. If you removed chapter-provided standard furniture, move it back into the room by the move-out deadline.

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!





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.



Chapter-provided furniture, such as bed frames and posts must remain inside the bedroom. There is not storage space in the home, and items cannot be left in a hallway.

*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, leaving bedroom key inside the house instead of returning it to UCA (4104 Walnut), intentionally leaving behind personal belongings and/or trash, not moving out before the standard move-out date, not tagging furniture, etc.
- **Unauthorized Room Switch:** \$100.00
  - Residents cannot switch rooms or keys without authorization from OFSL via email. There is a \$100.00 fee for unauthorized room switches to each resident who switches. Residents are also subject to an improper move-out fee of \$100.00 and any associated damage or key fees.
- **Trash Removal** ranges in amount(s):<sup>17</sup>
  - 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)<sup>18</sup>
  - 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.<sup>19</sup>

<sup>17</sup> Refer to the section on Trash for more details.

<sup>18</sup> Refer to the sections on Trash and Furniture for more details.

<sup>19</sup> 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. 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.<sup>20</sup>

#### 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 - 286.50, 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)

## PENNCARD ACCESS

#### Overview:

- PennCard access ends at 12:00 pm on Friday, December 20, 2019 for all residents, non-resident chapter members, chefs, advisors, etc.
- PennCard access will be restored at 9:00 am on Saturday, January 11 for all residents and non-resident chapter members (according to the most recent chapter roster updates on record).

<sup>20</sup> Refer to the Occupancy Agreement, specifically: Section IX.

## DELIVERIES AND PACKAGES

### Overview:

- OFSL does not recommend having items shipped to the chapter house before during Winter Break. 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](https://www.amazon.com/ulp?ref=clp_ulp_redirect_CAMPUS_PEN&zipcode=19104)

## OCCUPANCY CHANGES & ROOM SWITCHES

### Overview:

- If a new resident will be moving into your bedroom for Spring 2020, do not transfer your key to them. You must still return your key to UCA (4101 Walnut St.), and the new resident will sign-out their key from UCA.

## 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/>. Please contact the Office of Fraternity & Sorority Life if you would like to request access to an event.

## ADDITIONAL SECTIONS, TOPICS, & ITEMS

*Refer to the Move-In & Living Guide sent in August 2019 for the sections on these topics:*

- Fees
- Keys
- Maintenance Requests
- Furniture & Storage
- Fees & Damage Costs
- Chapter Meal Plans
- Life Safety Equipment & Violations
- Room Alterations & Damages
- Security Deposits
- Social Events & Registration
- Internet & Devices
- Safety Tips & Prohibited Items

