RETURN TO CAMPUS Option

What if I can’t come to campus to get my items during this timeframe?
- These timelines are necessary in order to help us practice social distancing and provide appropriate move-out assistance. Those who are not able to come to campus during the established time period are strongly encouraged to choose from the other options available to them.
- 6/3/20: at this time, timeslots are finalized, but please contact us if you plan to cancel your return to campus. During move-out days, we will have limited ability to respond to email/calls.

Is it safe to travel to Philadelphia?
- We recognize there are many factors to consider when deciding if the Return to Campus option is right for you. We recommend looking at the Philadelphia Department of Health’s [website](https://phila.gov/) to get the most up-to-date information. If you do not want to travel to campus, we will store your belongings at no cost to you. If you are a graduate of the Class of 2020, we will ship your belongings to you at no cost based on the information in the letter and in this FAQ.
- 6/3/20: please refer to the information sent separately regarding the city of Philadelphia curfews.

Will I need to Check-In with a staff member when I arrive to campus?
- Yes, you will be required to check-in to keep active records of you and your guest at the chapter house for health and safety. More details will be shared with you before you arrive.
- 6/3/20: check-in times and locations were shared with those approved to return to campus.

I’m considering the Return to Campus option, but I’m concerned about packing and moving in 3 hours. What should I do?
- We encourage residents to come prepared to pack as efficiently as possible. If you need assistance with packing supplies, up to 5 boxes available for you.
- Students will not need to move bulk items out of their rooms that they are intending to leave behind – but they will need to be clearly labeled. You will need to discard personal and bagged trash items on your own using an outside dumpster; however, we understand some large items may be difficult to discard in the 3-hour timeframe. To assist with that this year, we will have “TRASH” “DONATE” labels available for bulk or heavy items you do not want but are unable to remove from the house in the time frame. For these items, you may place the label on them and our team will assist.
- With minimal folks allowed in the chapter house at a one time, we anticipate easier flow in and out of the home.
- There will be staff available to assist you for questions, but not available to assist with carrying items.

Will there be an opportunity to donate items that I don’t want or can’t ship or store?
- Yes, and this is encouraged. There will be limited PennMOVES drop-off locations available near Hill, the Quad, and Hamilton Village. Items will be donated to Goodwill of Greater Philadelphia.
- 6/3/20: Residential Services has updated the following locations for donation items: serving Hill, Lauder, Sansom, and KCECH), the Quad, and Hamilton Village.

Do I need my PennCard?
- Yes. We plan to activate your PennCard to the chapter house based on your approved time block. If you cannot locate your PennCard, you should make an appointment with the PennCard Center at the Penn Bookstore, details: [https://penncard.business-services.upenn.edu/](https://penncard.business-services.upenn.edu/)
- 6/3/20: if you arrive without your PennCard, please notify us at the check-in table.
Do I need my bedroom key?
- Yes. All bedrooms have been kept locked. If you cannot locate your key, we will need to verify your bedroom assignment and assist you with a lockout upon your arrival.
- **6/3/20**: we are unable to open a bedroom door if you are not assigned to that room. If you plan to live in a different room next year, we are unable to open the door for you – you need to keep items in your 2019-2020 assigned bedroom. Moving items to different rooms confuses the process for staff coordinating pack-and-store and pack-and-ship options.

Where will I return my bedroom key after I complete the move-out process?
- This detail will be shared with you when you arrive and check-in. Failure to return your key will result in the $100.00 replacement fee.
- **6/3/20**: you will return your key when you check-out after finishing your move-out (the same location as the check-in table).

What are my options if I have furniture in the bedroom?
- If you graduated or are not living in the chapter house next year, you should remove all personal possessions, including furniture. However, we understand that may not be possible with the short timeframe. As is the same during a regular school year, furniture items that are permitted to stay inside a Greek chapter house bedroom include: bed (including frame, 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).
  - Approved quantity of each item 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.
  - Furniture items sold/passed-down for the next resident should stay inside the room and be labeled accordingly with masking tape: “Chapter, KEEP, Name, Room #, Date”
  - Mattresses are only allowed inside a bedroom. Mattresses left outside a bedroom will be discarded. Mattresses will not be shipped or eligible for pack and store outside the chapter home.
  - **6/3/20**: out of an abundance of caution, furniture is not being removed from bedrooms unless specifically designated as “trash,” if there is a safety concern, dame due to facility situation, instruction/arrangement from the resident, etc. Personal furniture is left at own risk. Furniture is not being removed and store off-site.

How do I discard my personally-owned mattress if I need to?
- An unwanted mattresses must go inside the large outside dumpster. If you are unable to remove it due to time constraints, you can place a “TRASH” label on it. If it is staying for the next resident, you must place the “Chapter, KEEP, Name, Room #, Date” label on it.
- Standard-mattresses provided by the chapter must remain in the bedroom.
- Mattresses outside of a bedroom will be discarded due to health and safety.

I can’t come to campus. Can I have a family member or friend come to campus to pack and move my belongings?
- Only the resident of the assigned room and one guest can come to campus, enter your room, and pack and move. If your items are packed and stored, you can coordinate with the moving company to provide access to family and friends to pick up your belongings once they are at the storage facility.
If I missed the May 27 survey deadline. Can I change the default of pack and store?

- Please email vpul-ofs@pobox.upenn.edu so we can discuss the different options with you. Please put in the subject line: Missed Move Out Deadline – Name – Chapter – Room #.

**6/3/20:** Will moving, packing, or storage companies be available at the house during Return to Campus Days?

- No. Moving crews are not available to assist chapter houses during Return to Campus days. Packing, storing, shipping contracted companies will conduct their process after the Return to Campus days have concluded.
- If you need moving assistance during a Return to Campus day, you are responsible for organizing that.

**6/3/20:** Labels. Are there labels available for check-in?

- Yes. We will have labels available such as “Keep” (for furniture), “Trash” (for large items you are unable to discard in the timeframe), “Donate” (for items you are unable to donate in the timeframe), and “Other.” You must read the note on the label and follow the directions.

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**STORING AND SHIPPING ITEMS OPTION**

I really want my items shipped to me rather than stored. Why can’t Penn use the money they are paying for storing my items to simply ship them to me?

- We understand that many of our residents would like to have their items shipped to their summer location. Unfortunately, given the significant cost of the process, the University has decided that shipping items to our residents who will return to campus is not an option. Instead, we have directed resources to storing items to make it easier for students to return to campus.

Can I have some items stored and some items shipped?

- The University will not pay for both shipping and storage. You will be able to work with the University-approved moving companies if you have specific requests, but you will be responsible for the costs for any arrangements beyond what the University has stipulated.

I cannot return to campus. But I may need some item shipped to me and cannot afford the shipping costs. Is there assistance available to me?

- Students who cannot afford to have their belongings shipped to them should take advantage of the free option to have their belongings packed and stored by the University until they can retrieve them when they return to campus. Penn is not offering funding to cover shipping costs unless you are a graduating senior.

Can I choose what needs to be packed and what can be left behind?

- Yes, students will be able to work with the University-approved moving company if they have specific requests around the packing, storing, and shipping of their items. Items left behind can be donated to Goodwill of Greater Philadelphia as part of PennMOVES. Be aware that you will be responsible for the costs for any arrangements beyond what the University has stipulated.

Are there any limitations on what can be shipped or stored?

- Because of safety concerns and pest control issues, the items listed below can’t be stored or shipped. You have the option of donating these items (as well as other items that you no longer need or want). The University will collect these items and donate them to Goodwill of Greater Philadelphia. Any items that are prohibited by the University’s Code of Conduct or the Fraternity/Sorority Living Guides will be discarded and not be returned.
Items that will not be shipped or stored include: Furniture (beds, mattress, dresser, rugs, etc.); large Appliances (refrigerators, microwaves); Aerosol Cans; Cleaning Products (liquid bleach, ammonia, and detergent); Fireworks; Fire Extinguishers; Alcohol; Flammable items (charcoal, lighter fluid, oils, fuels, matches); Food without Adequate Preservation or Open Food; Beverages/Liquids; Batteries; Smoke/Fog Machines; Nail Polish and Remover; Paints/Varnishes; Personal Care Products (Shampoos and Hairspray), and Plants. This list might not be inclusive of all situations and is subject to change.

**What about bikes? Can they be shipped or stored?**
- Bikes can be shipped for graduated seniors. Most chapter homes have a location they store bikes inside them already. For students not graduating, the bike can stay in that location.

**What are the dimensions of the boxes?**
- Movers will be using different size boxes according to what they are packing (books vs. clothes), but the most common size is 3 or 4 cubic feet.

**I have items that are of significant value, how will those be handled?**
- All your belongings will be packed and stored safely and securely. You can work with the vendors to have your valuables shipped rather than stored, but you will be responsible for the costs and arrangements.

**What should I do with the library books and books that I rented from the Bookstore that are in my room?**
- Fraternity/Sorority Chapter House residents should review and follow the protocol outlined on the Penn Library website: [https://faq.library.upenn.edu/faq/293009](https://faq.library.upenn.edu/faq/293009)
- If you have rental books from the Penn Bookstore that need to be returned, you have three options.
  1. If you are moving your items yourself, the Penn Bookstore will be open to accept rental returns during the hours of Move-Out.
  2. If you are storing your items, you can return them to the Bookstore once you return to campus and your late fees will be waived.
  3. You can also ship rental books back to the Bookstore at no cost. Visit the Bookstore website for directions on how to return your books.
- Unwanted books or novels should be donated to your house’s library if that is an option for you.

**STORING ITEMS**

**If I have my belongings stored, when will I be able to retrieve my items?**
- You can access your items when you return to campus. If you live in the Chapter House or College Housing, your items will be placed in your room when you return. Residents moving off campus would receive their belongings in a centralized location on campus, either directly from the trucks of the movers or from a secure indoor space.

**Is there a limit for how long my items will be stored?**
- Your items will be stored until you return to campus.

**Are the storage facilities temperature controlled? How secure are they?**
- Yes, the storage facilities are temperature controlled, and have security measures in place which is the standard for most storage facilities in our region.

**I’m returning to my same room next year. Why can’t I leave my belongings in the room?**
- Every summer, Facilities & Real Estate Services and Campus Apartments perform routine and preventative maintenance and cleaning in all chapter homes. Items must be removed (except the
approved furniture items listed each year) in order to provide sufficient access to the rooms to perform this necessary work.

**6/3/20:** Can the packing/storage company move my furniture to a different room that I plan to live in next year?

- No. This will not be an available option. The furniture needs to stay in the currently assigned room. When the chapter house re-opens, the chapter and residents will work together to move items around when a resident moves into a room.

**OTHER QUESTIONS**

Can I provide my own movers or make arrangements with other companies on my own?

- For the Pack and Store or Shipping option, all residents are required to use University-contracted vendors that are assigned to their building.
  - **6/3/20:** If you are not returning to campus during the approved days, you will not be able to hire an outside mover to pack and store your items
  - **6/3/20:** Clarification: During Return-to-Campus days, movers will not be at houses. You would need to arrange your own moving truck or assistance.

I am submatriculating to a program at Penn, but I received the email for graduating students. What are my options?

- Please email vpul-ofsl@pobox.upenn.edu so we can discuss the different options with you. Please put in the subject line: Submatriculating.

I received the email, but I already moved all of my items from my room and do not need anything else, is there anything I need to do?

- Please indicate that on the survey sent to all chapter housing residents.

**Added 6/3/20:**

**Key Return:**

- If you are not returning to campus & still have your key, avoid the $100 key replacement fee by mailing it by **June 11, 2020**. (International students: please contact us if there are complications with shipping)

Following these instructions:

**Mail the key to UCA (4104 Walnut Street), Philadelphia, PA 1904**

- Attn: Penn Greek Key Return
- Get a tracking number for the mail from the shipping company

**Tape the key to a piece of paper and write the following:**

- DATE
- Key Return for ______ Penn Fraternity/Sorority House: (Alpha Beta Gamma)_____  
- CHAPTER HOUSE ADDRESS
- RESIDENT NAME
- ROOM NUMBER (if you can’t remember, ask your house manager for assistance | if you can’t resolve write, “unsure”)