Penn Chapter House

Room Change Guide

Fall 2018 – Spring 2019

This Guide is for:

Residents approved to CHANGE ROOMS for the Fall 2018 and Spring 2019 semesters.
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WINTER BREAK OVERVIEW

DATES

Chapter Homes close for Winter Break: 12:00 pm on Friday, December 21, 2018
Chapter Homes re-open: 9:00 am on Saturday, January 12, 2019

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 guides such as the Occupancy Agreement, Living Guide, Move-in/Out Guide, etc. OFSL reserves the right to supplement, amend, elaborate, or clarify housing terms and conditions through the issuance of memoranda, email, rules, regulations, addenda or directives. The Chapter/resident requesting an exception to a guideline must receive confirmation in writing.

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

FACILITY REQUESTS

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

Emergency Facilities Hotline (for emergency facilities issues only): (215) 349-7133. (Submit an online work order after calling the Emergency Facilities Hotline, also).
PREPARING FOR WINTER BREAK: ROOM-CHANGE RESIDENTS

Overview:
- Even though you are changing rooms, you must prepare for Winter Break like all returning residents.
- Your items should be in one bedroom, not spread-out between two rooms.
- Sign-up for a time with your House Manager to view your bedroom before leaving for Winter Break to ensure guidelines are followed and your questions can be answered.
- Take belongings you need during break with you, shut windows, keep your key, & lock your door.

Before Leaving for Break:
- Follow the instructions below:
  - In your assigned Bedroom:
    - Unplug all electrical items & turn lights off
    - Clean out mini-fridges (use a towel if you defrost the ice)
    - Empty all trash following trash procedures¹
    - Remove/take down holiday decorations
    - Clear debris off floor
    - Submit work orders for maintenance issues via the Campus Apts. online request form²
    - Place valuables in safe location & out of sight
    - Close windows and drapes
    - Lock the bedroom door³
    - Do not turn off the heat. Set thermostat to “low” or 60 degrees F (if applicable)
  - In Common Areas:
    - Remove all personal food items from kitchen fridges/pantries
    - Remove all personal items from common areas
  - Your House Manager may seek your assistance with the following:
    - In the Kitchen:
      - Emptying the refrigerator of all perishable goods
      - Empting all trash into designated areas
      - Unplugging all small appliances & turning lights off
      - Wiping all surfaces clear of debris and crumbs
      - Removing items from the dishwasher
      - Putting dishes away, clearing the sink, & removing items from the dishwasher
    - In Common Areas:
      - Emptying all trash in designated areas
      - Ensuring the floor is clear of food or residue
      - Shutting and securing all windows and doors
      - Re-setting furniture to appropriate configuration

¹ Follow the trash procedures outlined in this guide and reference the Occupancy Agreement as needed.
² ofslportal.residentportal.com
³ Unlocked bedroom doors might be locked for the resident during the Winter Break by a facilities staff member.
ROOM-CHANGE INSTRUCTIONS

- Depending on the Fall 2018 status of the room you are approved to move into, your room-change might occur before December 21, 2018 or after January 12, 2019 when you return from Winter Break. Confirm with OFSL if you have questions.

**Step-by-Step Instructions:**

- **Step 1:** Work with OFSL to verify your room-change date (before Winter Break begins on Dec 21, or when you return in January 2019). Room change schedules will be verified from OFSL via email and communicated to UCA/Campus Apartments. Verify with OFSL any changes to billing.
- **Step 2:** Read this guide and communicate with your House Manager/OFSL if you have questions.
- **Step 3:** Sign-out a key from UCA (4104 Walnut St.) based on your approved schedule to change rooms. You will have two keys during this step (1 for your current room, and 1 for your new room).
- **Step 4:** Inspect your new room and log any damages/maintenance issues by submitting work orders.
- **Step 5:** Move all belongings to your new room.
- **Step 6:** Sign-up for a time with your House Manager to view your old room together.
- **Step 7:** Before the House Manager checks your old 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.
  - d. Cleaned-out & defrosted mini-fridge (note: fridges cannot be larger than 4.6 cubic ft.).
  - e. Turned off and unplugged AC unit (if the old room will be vacant).
  - f. Cleaned/swept the room.
- **Step 8:** Enter work orders (ofslportal.residentportal.com) to address facility needs in the old bedroom; this includes entering a work order if you cannot locate your bedroom key.
- **Step 9:** Shut/lock all bedroom windows and turn off all lights (if the old room will be vacant).
- **Step 10:** Lock the bedroom door after you are finished moving out and after the House Manager completes the bedroom check with you.
- **Step 11:** Return your old bedroom key to UCA (4104 Walnut St.) by your room-change deadline.
- **Step 12:** Avoid any improper check-out fees by following all steps above.
- **Step 13:** 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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**Refer to the Occupancy Agreement, specifically: Section VI (Move-In/Move-Out/Keys).**

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

**Refer to section on Keys and Fees in this guide for a complete outline of procedures.**

**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).

**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:

- Can I leave my key in the old bedroom when I change rooms?
  - Answer: No. Residents are prohibited from leaving the key in the bedroom; thus, residents must return to UCA by the room-change deadline.

- What do I do if I cannot locate my key, but I’m switching rooms?
  - Answer: If you have lost or misplaced your key, you are responsible for submitting a work order (ofslportal.residentportal.com) by the room-change deadline. The work order signifies you are to Campus Apts. that 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 changing rooms, 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 room-change 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 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 want you to communicate to UCA/Campus Apts. that you cannot locate your key, and submitting a work order reduces any confusion if your room-change 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 their room-change deadline.

- What if I have my key, but don’t return it by the room-change 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 room-change deadline.

- What if I find my key after the room-change deadline?
  - If your key was missing and you later find it, you have exactly 3 calendar weeks from the room-change 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 by the room-change deadline.
  - Return the key in person. Contact your House Manager &/or OFSL if you need accommodations.

- 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 the move-out deadline (vpul-ofsl@pobox.upenn.edu) that the key is misplaced and a replacement is needed for the next resident. OFSL will then notify Campus Apts.

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9 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 who cannot return their bedroom key during UCA’s business hours (pg. 1) must utilize a key-return envelope.
  - The resident must write, “Key Return for CHAPTER HOUSE, ROOM #, NAME, and DATE.”
- Place the key envelop in the overnight drop-off bin located at UCA (4104 Walnut St.).

**Key Return Envelopes**
- Available if you need to return your key when UCA (4104 Walnut) has already closed.
- Envelopes are available at OFSL (3933 Walnut) and UCA.

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**MOVE-OUT EXTENSIONS**

**Overview:**
- All residents must be out of the chapter house by 12:00 pm on Friday, December 21, 2018.
  - Any exception must be submitted in writing via email to OFSL. OFSL will review and confirm/deny in writing. Any request must be submitted 48 hours in advance.
- OFSL is closed from December 22, 2018 through January 1, 2019, and will re-open on January 2, 2019.

**Violating Procedures:**
- Any student who enters or 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 Move-Out fee of $100.00
  - No Extension-Approval fee of $100.00 per day
  - One-time Unauthorized Entry fee off $500.00 for entering the house, 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.
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

10 Exceptions to trash guidelines must be confirmed in writing. Chapter/resident can request an estimate of related trash charges from Campus Apts.
11 Contact OFSL/Campus Apts. via email if the chapter cannot locate the outside dumpster/if dumpster is not present.
12 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 dumpsters. 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. Campus Apts. hired staff to remove the items, and the chapter was responsible for the costs.
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.

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.
Common areas should be free of trash, food, drinks, and personal items. Floors should be clear of debris and holiday decorations removed. All furniture should be organized neatly.

This basement is organized neatly & items are labeled. Items are placed in storage bins or placed onto storage racks. The floor and walkway area are clear.
This hallways 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.
FURNITURE, STORAGE, AND TAGGING PROCESS

- **Storage Policy During the Winter Break:**
  - Residents returning may keep their belongings in their assigned bedrooms during Winter Break.
  - The chapter house may not be utilized by non-resident chapter members, friends, guests, or family members to store belongings in the home. New residents moving into the home for Spring 2019 cannot move their belongings in before the move-in date.

- **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:**

- When changing rooms, the resident must label any approved-furniture items that will be staying in the old bedroom for the next resident. Guidelines on approved-furniture are outlined below.
  - Approved-furniture staying for the next resident must be labeled using tape & sharpie with the following: “ABC Chapter, KEEP, NAME, Room XX, Date.”
  - Items not labeled are considered abandoned and Campus Apts. may remove and discard them.
- 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 Bedroom Furniture is Provided to the resident:**
    - Residents who were provided furniture by the chapter must follow chapter rules that also align with the Occupancy Agreement and Penn safety guidelines. Furniture provided to the resident should remain inside the bedroom & be labeled by the chapter. If a resident removed provided furniture from the room, the resident is responsible for returning the furniture and/or for the cost to repair/replace it if it is damaged and/or not returned.
    - The chapter/residents can be assessed fees related to moving furniture if Campus Apts. needs to arrange it based on safety guidelines and/or chapter’s/residents’ requests.
    - The chapter and/or House Corporation is responsible for conducting an inventory in each bedroom/common area to determine if furniture is still present and/or if residents need to be charged for removing/damaging items that need to be replaced.
  - **If Bedroom Furniture is Not Provided to the resident:**
    - Residents must follow the furniture guidelines outlined in this guide and any supporting documentation, including emails from OFSL, Occupancy Agreement, Living/Move-in/Out Guides, OFSL website, DPS guidelines, etc. Residents are responsible for removing their personal furniture and/or discarding it properly.
  - **Furniture Approved for 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*), and AC unit.
    - Approved quantity of items is based on the occupancy type of the bedroom:³³
      - 1-person (single) bedrooms: 1 of each furniture item (listed above) is permitted inside the room.

³³ Exceptions for mattresses: Refer to the section on Mattresses in this guide for further details.
Fal 18 – Spring 19, Approved Resident Room Change

- **2-person (double) bedrooms**: 2 of each furniture item (listed above) is permitted inside the room.\(^{14}\)
- **3-person (triple) bedrooms**: 3 of each furniture item (listed above) is permitted inside the room.\(^{15}\)

- **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.\(^{16}\)
  - 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.”
    - 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 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 a post-it note).
  - House Managers: take pictures of closets to show approved items being stored in them.

- **Common Areas**:
  - The chapter can keep 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, tables, bookshelves, entertainment centers, tables, chairs, trophies, lamps, chapter TV (recommended to secure with a chain lock), filing cabinets, books, & memorabilia.\(^{17}\)
  - Commons areas in the house cannot be used to store personal belongings. Individual personal belongings will be discarded.
  - 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.

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\(^{14}\) 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.

\(^{15}\) 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.

\(^{16}\) 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.

\(^{17}\) Exceptions must be requested in writing/email and approved in writing/email.
● **Outdoor Areas:**
  - Furniture meant to be used inside cannot be stored/left outside.\(^\text{18}\)
  - 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.

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\(^{18}\) 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 changing rooms, clean the old bedroom and remove personal items/trash. Label furniture and follow guidelines on which items are approved to stay in the room and how many of each item.

These rooms look great & ready for a new resident!
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.

- **No Extension Approval Fee**: $100.00 per day
  - If a resident is discovered staying in the chapter house past 12:00 pm on December 21, 2018 and before 9:00 am on January 12, 2019 without authorization from OFSL, the resident can be assessed a $100.00 per day fee that they stayed in the house.
  - If a chapter member (non-resident) and/or guest is discovered staying in the chapter house overnight, the charge would go to the chapter.
  - Residents/chapter members in the house w/o authorization could be considered trespassing.

- **Improper Move-Out Fee**: $100.00
  - When a resident is moving out of the house completely (and not returning during the academic year) or approved to change rooms, the improper move-out fee can be assessed when a resident fails to follow move-out procedures. This fee is processed on a case-by-case basis for reasons...
including but not limited to: deliberately not following the move-out process, 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 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.

- **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):\(^{19}\)
  - 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)\(^{20}\)
  - 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.\(^{21}\)

- **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.\(^{22}\)

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\(^{19}\) Refer to the section on Trash for more details.

\(^{20}\) Refer to the sections on Trash and Furniture for more details.

\(^{21}\) Refer to the section on Keys for more details.

\(^{22}\) Refer to the Occupancy Agreement, specifically: Section IX.
PENNCARD ACCESS

Overview:
- PennCard access ends at 12:00 pm on Friday, December 21, 2018 for all residents and non-resident chapter members.
- PennCard access will be restored at 9:00 am on Saturday, January 12 for all residents and non-resident chapter members (according to the most recent chapter roster updates on record).

OCCUPANCY CHANGES & ROOM SWITCHES

Overview:
- Residents cannot switch keys or bedrooms without authorization from OFSL and the Chapter; all room-switch authorizations will be sent via email with instructions.
- Do not transfer or trade keys with anyone, even if someone is moving into your new room or you are moving into a room that is already occupied. All keys must be returned/picked-up and signed for at UCA (4101 Walnut St.).

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

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.\(^{23}\)
- If a resident discovers a damage/maintenance issue in the bedroom when they move-in, they should 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).
- After damages, repairs, and fees are removed from the housing security deposit, the remaining amount is returned to the resident.

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\(^{23}\) Refer to the Occupancy Agreement and also to the Fees section in this guide.
**BEDROOM KEY PROBLEMS**

**Bedroom Key Not Working:**

All locks are checked in August; however, do the following if your bedroom key/lock is not working properly:

- **During Campus Apartments business hours (noted on page 1):**
  - Submit a work order: [https://ofslportal.residentportal.com](https://ofslportal.residentportal.com)
  - Call the Campus Apartments facilities number at 215-382-2969.
- **After Campus Apartments business hours:**
  - Submit a work order: [https://ofslportal.residentportal.com](https://ofslportal.residentportal.com)
  - Call the After Hours Facilities Hotline at 215-349-7133
- Keep your House Manager in the loop.
- You might be asked to return to UCA (4104 Walnut) if a new key is needed, and we apologize for the inconveniences in advance.

**Missing/Lost Key:**

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

- The resident should submit a work order with their chapter house and room number clearly noted. The work order should state the resident cannot locate the bedroom key (whether lost, suspected stolen, etc.) and that the resident needs a new key.
  - Fee for a new key (physical or electronic key fob) is $100.00. This fee covers costs for new key(s) to be made, locks to be changed, and administrative processes.
  - Resident should also notify their House Manager.
  - If resident cannot submit a work order, the House Manager should submit one.
- Campus Apartments will receive the work order and have new key(s) available for the resident(s) of that room. Only the resident who cannot locate their key will be charged the fee.
- If the resident believes the key was stolen, they should contact PennPolice in the Division of Public Safety to submit a police/theft/missing property report (215-573-3333).
  - Website: [https://www.publicsafety.upenn.edu/clery/report-a-crime/](https://www.publicsafety.upenn.edu/clery/report-a-crime/)
  - DPS HQ: 4040 Chestnut Street, Philadelphia, PA, 19104
- If the resident believes they are in danger or the room is unsecure and at risk to theft because of a possible stolen key situation, they should contact Campus Apartments during business hours (215-382-2969) or the Emergency Facilities hotline (215-349-7133) after hours to have the room secured.
- Campus Apartments will notify resident(s) that locks have been changed and new key(s) are available for them to pick-up. If a room is a double/triple, all residents of the bedroom should be notified.
- House Manager should follow up with resident(s).
- Residents will receive instructions where to pick-up their key.
  - Present a government-issued ID or your PennCard when picking up the key.
  - Parents, friends, family members, or chapter members cannot pick-up a key for a resident.

**Lock-Outs:**

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

- **During Campus Apartments business hours (noted on page 1 of this guide):**
  - Call the Campus Apartments facilities number at 215-382-2969.
- **After Campus Apartments business hours (a $75.00 charge applies):**
  - Call the After Hours Facilities Hotline at 215-349-7133
• Do not misuse this service during the business day. If a resident needs a lock-out several times during the semester, there could be a fee associated with future lock-outs and the resident will be notified.
• The resident is charged $75.00 for a lock-out after business hours.
• You must locate your key when the door is unlocked for you.
• Residents may only submit a lock-out request to access the bedroom they are assigned to occupy.

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.

PARKING

Overview:
Special parking permits are not offered in December/January.

• Follow all posted signs, regulations, laws, and ordinances regarding parking in December/January.
• Contact the Penn Division of Public Safety (DPS) at 215-573-3333 if you have parking-related concerns.
• If you need to access an area of campus that is blocked by a bollard, call DPS to request the bollard removed. Inform them of the chapter house you reside in and that you are moving in/out.
• Report suspicious activity and/or emergencies to the Division of Public Safety (DPS) at 215-573-3333.
• Residents using moving companies are responsible for organizing all arrangements. Moving company vehicles must follow parking regulations.

DELIVERIES AND PACKAGES

Overview:
• Update your mail-forwarding address when moving out.
• OFSL does not recommend having items shipped to the chapter house 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

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.

SAFETY REMINDERS

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 before, during and after Winter Break.
4. In the case of an emergency, such as theft or injury, contact the Division of Public Safety (DPS) at (215) 573-3333 or 511 from a campus phone. If you are unloading items or walking by campus at night, consider requesting a walking escort by calling 215-898-WALK (9255).
5. Whenever you are moving items out of your bedroom, lock the door when you are not present.

OCCUPANCY DATES REMINDER: 2018-2019 ACADEMIC YEAR

Overview (dates subject to change):

December 21, 2018, 12:00 pm – January 12, 2019: Chapter houses closed for Winter Break
January 12, 9:00 am: Chapter houses reopen for spring semester
March 2 – March 10: Spring Break (houses remain open)
May 2 – May 5: Reading Days
May 6 – May 14: Finals
May 15, 12:00 pm: Standard move-out for all residents not graduating
May 17 – May 19: Alumni Weekend
May 20: Commencement
May 21, 12:00 pm: Graduating residents move-out