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Policies – Safety and Security

Access to Residences

The security of our communities is central to the comfort and academic success of our residents. Security, however, is a shared responsibility. Residents must play their part by observing security procedures and practices, in consideration of their neighbors and classmates and in order to minimize personal harm or loss. Abuse of security staff, vandalism of security equipment, and misuse of exterior building doors and locks will not be tolerated and will result in disciplinary action.

Endangering Behavior

Any action of a Penn student, resident or guest that may lead to physical harm to oneself or others is considered endangering behavior and will typically result in removal from housing, disciplinary action (including cost of repair and/or cleaning) and/or criminal charges. Such acts include but are not limited to:

- Fire Safety: arson, tampering with or damaging fire safety equipment (including covering smoke detectors), blocking egress or failing to evacuate.
- Building Safety: tampering with safety signs or equipment, tampering with wiring or Internet hard wired or wireless devices, installation of partitions or lofts.
- Careless use of appliances or materials that may endanger oneself or others.
- Thrown objects: Throwing any object from windows, roofs, ledges, etc. is dangerous and prohibited.
- Unauthorized entry into any student room or other locations where students are not provided access.
- Using or possessing firearms, explosives, and other highly flammable materials or other lethal weapons as prohibited in University residential facilities.

In situations when an individual or group poses an immediate threat to the health, safety or property of others or of oneself the individual or group may be relocated or removed from housing prior to a hearing to address the specific behaviors. The decision to remove or relocate rests with the Executive Director of College Houses & Academic Services, Director of Residential Services (for Sansom Place) or designee.

Fire and Emergency Safety

Residents are expected to comply and familiarize themselves with the Fire and Emergency Safety procedures of the University. Compliance includes properly evacuating, following the instructions of emergency personnel, and not damaging, tampering with, or blocking fire safety equipment. Additionally, residents should not place furniture or items in any halls, fire exits, or otherwise block any other means of egress. Residents who fail to comply with any of the above are subject to fines and disciplinary action.

For more information, residents should consult the sign on the back of their room/apartment door or visit http://www.publicsafety.upenn.edu/fire-and-emergency-services/
For Public Safety’s policy on tampering with fire safety systems and equipment, see http://www.publicsafety.upenn.edu/wp-content/uploads/2014/07/Requirement-1-Tampering-With-Life-Safety-Systems.pdf

Guests and Visitors

Guests are defined as individuals who are not currently enrolled University of Pennsylvania students. Visitors are defined as currently enrolled University of Pennsylvania students who are not assigned to the room, suite, or apartment that they are visiting.

- Hosts must check with their roommates, suitemates, or apartment mates for approval before inviting a guest or visitor to the room. If the other occupants of the space do not approve the guest or visitor cannot stay in the room.
- Hosts are responsible for the actions of their guests or visitors and will face disciplinary action if their guest or visitor violates College House, Residential Services, or University policies. Hosts should familiarize their guests or visitors with community expectations, Visitors are also responsible for their actions and are subject to disciplinary action.
- Guests and visitors are allowed to visit in a student room, suite, or apartment for a period not to exceed three days and two nights during a two-week period.
- Visitors are unable to sign into residential buildings between the hours of 2:00 a.m. and 8 a.m. Hosts will need to sign in all visitors during this time period.
- A guest or visitor may not occupy a student’s room when the student is not present and a resident may not supply a room key to gain access to the room or their PennCard to gain access to the building.
- Guests must sign-in with a photo ID and must be accompanied by a host at all times. This host must carry a valid PennCard and guests must keep their ID with them at all times.
- Each visitor must present his or her own valid PennCard. Visitors may not sign in other visitors or guests at any time.
- At no time may guest or visitors sleep in a common area within a College House.

Hall Sports

Sports or recreational activities that may cause damage to property as well as disruption or injury to others are not permitted.

PennCard

Residents are required to carry their University of Pennsylvania ID Cards (PennCard) at all times per University policy. A PennCard used by anyone other than the owner will be confiscated. Confiscated PennCards may be picked up at the PennCard Center, located in the University of Pennsylvania Bookstore, during business hours of 8:30am to 5:00pm, Monday through Friday. Lost Penn Cards must be promptly reported to the PennCard Center as well. For more information and policies on PennCards, please visit http://www.upenn.edu/penncard.

Prohibited Items – Firearms, Weapons, and Volatile Substances

Possession, storage, and/or use of the items below are prohibited in all rooms/apartments:
• Firearms (including but not limited to: air rifles, air soft guns, paint ball guns, pellet guns, pistols, ammunition, gunpowder)
• Dangerous Weapons (including but limited to: clubs, knives not intended for kitchen use, swords, martial arts weapons, etc.)
• Explosives of any kind.
• Hazardous or volatile substances (including but not limited to: solvents, accelerants, degreasers, certain lab chemicals, etc.)

Prohibited Items – Appliances and Equipment

Possession, storage, and/or use of the items below are prohibited in all rooms/apartments:

• Extension Cords. Note that surge protectors are allowed and encouraged.
• Unprotected or unshielded Halogen Bulbs and Blacklights
• Air Conditioners except where provided by Residential Services
• All large appliances (including but not limited to: non-university stoves, washer and dryers, dishwashers, refrigerators over 4.1 cubic feet, etc.)
• Space Heaters except in situations where they’ve been installed by Facilities

These items are prohibited in all non-kitchen units:

• Toasters
• Toaster Ovens
• Crock Pots
• Panini Makers/George Foreman Grills
• Electric Skillets
• Hot Plates
• Waffle Irons
• Popcorn Poppers

All appliances must have a manufacturer’s label that shows the electrical ratings and listing by a nationally recognized testing laboratory (e.g., ETL, UL, etc.). The use of surge protectors is strongly recommended to prevent circuit overload.

Prohibited Items – Candles and Open Flames

Possession, storage, and/or use of Candles, incendiary devices, and fire producing items (including but not limited to: fuel burning stoves, fuel burning lamps, heaters, and grills) are prohibited. Residents are allowed, however, to possess matches and small cigarette lighters.

Policies - Substances

Alcohol and Other Drugs

All residents are expected to show support for community members by addressing concerns that may arise from substance use/abuse. College Houses and Residential Services supports and expects
adherence to established University policies, as well as state and federal laws regarding use of alcohol and other drugs.

The consumption of alcohol in common areas is strictly prohibited without prior approval from the House Dean or Sansom Manager.

Smoking

Smoking is not permitted in any University-owned residential facility or within 20 ft. of any University building. Students found smoking will face disciplinary action, which may include removal from on-campus residences.

Policies - Conduct

Compliance with University Staff

All Penn students and their guests are expected to adhere to requests made by any University staff member performing his/her duties (including House Deans and Faculty, RA, GA, Desk staff, custodial or Facilities staff or Residential Services staff).

Residents are expected to provide honest and accurate information in their interactions with University staff members.

Disruptive Behavior

No resident should engage in behavior that interferes with or compromises the personal safety or well-being of another. Behavior unsuitable for residential living, including, but not limited to, any practice that limits residents’ rights of equal use and access to room/suite/hall facilities, is not permitted. Residents should also not engage in conduct that is disorderly.

Email Communication to Residents

Email is one of the main methods used by College Houses and Residential Services to communicate with residents. Residents are expected to check their Penn email of record on a regular basis and, when prompted, respond to University officials by email in a timely manner.

Noise

All on-campus residences adhere to 24 Hour Courtesy hours.

Courtesy Hours serve as a reminder to all residents of the primary rights to sleep and study within residential communities. Residents are expected to exercise courtesy when playing music or participating in other activity that may disrupt other residents and/or interfere with the attempts of others to study.
Quiet hours are in effect at the following times: 11:00 p.m until 9:00a.m. on weekdays (Sundays through Thursday) and 1:00 a.m. until 9:00 a.m. on weekends (Friday and Saturday). Quiet hours are in effect at all times during reading days and finals.

Pets

Pets are not permitted in residences, except for fish of a size that can be appropriately kept in an aquarium not larger than 20 gallons. All roommates must agree upon the presence of an aquarium. Other pets are not permitted for several reasons: they pose potential health problems; they can cause destruction of University property; and they can be disruptive to other residents. “Visiting” pets are not permitted. Violations of the policy will carry the following potential sanctions:

- Residents will have 48 hours from first being contacted by a University official to permanently relocate the animal to an off campus location.
- Residents will incur a $50 per day fine each day beyond the first 48 hours.
- Repeat offenses will result in the immediate and permanent loss of housing privileges and the forfeiture of any potential rent refund due under the normal rent refund policy.

For information on Service and Assistance animals, please see “Medical Accommodations” in the procedures section.

Privacy

All residents are encouraged to communicate clearly their needs regarding privacy matters with roommates and floor mates. All residents should respect personal privacy within their student rooms and bathroom facilities. Students who violate an individual’s privacy by entering their room without permission or invade their privacy within bathroom facilities will face disciplinary action that may result in their removal from their residence.

Soliciting and Use of Space for Business

Residents, Visitors, and Guests may not conduct or solicit commercial business in the residential buildings. This includes leafleting under room doors and unapproved marketing efforts.

Vandalism

Residents, Visitors, and Guests are responsible for all costs related to intentional or negligent damage of University property within residential buildings.

Policies – Facility Related

Common Areas and Usage
The use of residential common areas is restricted to the residential community occupants, their guests/visitors, and University affiliated groups and organizations that have reserved the space through the College House or Sansom Place office.

- Students, Guests, and Visitors may not sleep overnight in common areas.
- Common area furniture and equipment must remain in in the common room.
- All individuals who use common areas are expected to keep these spaces reasonably clean and orderly for community use.

Out of consideration for all residents, residents or guests using common areas such as kitchens, lounges or recreational space are expected to return the space to the condition in which it was found. This includes cleaning up after preparing and serving food, putting away food items by storing them securely in pest-proof containers, returning furniture to its proper location and set up, and properly disposing of trash. Residents should not leave unattended items in public spaces. Unattended items left in these spaces are subject to disposal by the University.

Although they are University buildings, the College Houses and Sansom Place residences and their common spaces, amenities, etc. are first and foremost intended for the use by on-campus residents. This includes on-campus residential laundry facilities, which are to be used solely by on-campus residents.

**Circuit Overload**

Residents found to be consistently overloading circuitry (aka, tripping breakers) through use of appliances or other electrical equipment will be required to reduce their electrical usage. Residents are also encouraged to use surge protectors as a means to further protect electrical equipment.

**Fixtures and Locks**

Residents are encouraged to keep their exterior room or apartment doors locked at all times.

Residents are not allowed to damage, hinder the proper use of, or make changes to any locks or fixtures associated with their rooms or apartment. Residents cannot add fixtures or locks to any doors, walls, or other surfaces within their apartment.

**Key Responsibility**

Residents are responsible for their own keys and PennCards. They should not share keys or PennCards with another individual or duplicate their keys. Residents should be aware of the whereabouts of their keys and PennCards at all times.

In addition to any posted fines, residents found abusing this policy are subject to additional disciplinary action commensurate with the nature of that abuse. For more information, see “Keys and Locks” in the Procedures section of this document.

**Personal Property**
The University does not accept responsibility for and will not repair or replace residents’ personal property that is lost, stolen, or damaged while residing on-campus. As a result, it is recommended that residents provide insurance coverage for their items either through family homeowners insurance or though renters insurance. See “Renters Insurance” in the Services section for more detail on that option.

Posting Policy

All notices and signs posted in College Houses and Sansom Place must clearly state the name of the responsible organization and be posted only on designated bulletin boards. No such notices should be placed on interior or exterior doors, windows, or elevators. Flyers may not be placed under student room doors. Any student or organization found in violation of these policies may face fines and disciplinary action. Please note additional bulletin board policies and information are posted on each College House web site and the Sansom Place web site.

Room Cleanliness and Upkeep

As responsible members of a larger community, residents are expected to maintain reasonable standards of cleanliness and order within their rooms as a means to discourage pests. Residents are also expected to return their rooms to a reasonably clean condition when they move out, including disposing of all trash and non-university furniture from their spaces.

Residents who fail to properly maintain, clean, or clear their apartments or rooms will be subject to disciplinary action, including fines and cleaning costs.

Residents will be assessed fines for any damage that occurs in their rooms during the school year, including any damage done to walls in the hanging of decorations within their spaces.

All roommates are held responsible for the condition of all of the space within their rooms or apartments.

Unauthorized Access to Spaces

Any resident, visitor or guest found within unauthorized areas (student rooms in which they are not either a resident or an accompanied and welcomed guest, mechanical rooms, housekeeping closets, steam tunnels, etc.), found using emergency exits for any reason other than an emergency, or found on any roof, portico or any other architectural feature not designed for recreational or functional use will be subject to fines, assessment for any damaged caused and disciplinary action. Residents, visitors, and guests are not permitted to place any items in any unauthorized area. The University assumes no financial or legal responsibility for any student, guest, visitor, or property as a result of such actions.

Unauthorized Movement of Furniture

Residents are required to keep all assigned room furniture within their rooms for their period of occupancy. Missing furniture or furniture found in the hallway, a lounge, a common space, or any other space other than its original room or apartment will result in fines and potential disciplinary proceedings. Furniture removed from halls, even by the University, will be treated as “missing” for the purposes of post-move-out charges. Student room furniture cannot be “stored” or otherwise placed
into lounges. Furniture placed in lounges is subject to being removed by the University and will be treated as “missing” for the purpose of post-move-out charges.

Window Stops

Residents may not tamper with window stops where they exist.

Procedures

Access to Student Residences

Each building has a card-reader-controlled access system in place that validates the PennCard holder before permitting entrance through a turnstile/portal. The card swipe must be accompanied by entering a PAC, a random 4-digit number. Residents are required to learn and use their PAC codes. This procedure must be followed every time the resident enters the building.

Should a resident lose or forget their PennCard, the security guard, Residential Services Manager, or Student Information Center Specialist will use an alternate method of verifying identity and granting access. This is a short-term solution. Residents who sign in through this method are subject to a $35 fine for each instance beyond their 10th sign-in each semester.

Special procedures are in place for those students who observe the Sabbath. Please see your Information Center for details.

Appeals for Fees, Fines, and Billing Charges from Residential Services

Residents have a reasonable right to appeal all fees, fines, and charges associated with their residence on campus. These appeals, though, must be completed in a timely fashion and within three months of the charges being posted.

Residents who wish to appeal a charge or request an exception to a policy should begin by writing to living@exchange.upenn.edu. Residents who wish to appeal the initial appeal decision made by a Residential Services staff member (i.e., the response to the email sent to living@exchange.upenn.edu), should write to the Appeals Committee.

The Appeals Committee shall serve the purpose of overseeing cases where a resident is requesting an exception to a policy, procedure, or dining/residential charge. The Committee, or an appointee, will review each case and make a decision based on the information provided. A decision by the committee is final. However, a decision by an appointee may be appealed to the Committee and will be stated in the decision letter from the appointee.

The Appeals Committee is comprised of a representative from Housing Assignments, a representative from Penn Dining, a representative from Building Administration, and three University of Pennsylvania students. In the event that a member of this group has a personal connection to the appeal that person would be removed from the case.
To appeal a policy, procedure or charge, the affected student must submit an Appeals Form and any additional supportive documentation. Appeals can be submitted via e-mail at appeals@exchange.upenn.edu or delivered to Residential Services at Stouffer Commons, or mailed to Residential Services, Stouffer Commons, 3702 Spruce Street, Philadelphia, PA 19104, or faxed to 215-573-2061. Appeals of charges must be submitted within 90 days of being billed.

As a general rule, appeal reviews by the Appeals Committee will involve a review of the documentation and not involve attendance of the appealing student. In most cases, if a meeting is needed, it will occur with a representative from the Housing Assignments Office or Building Administration group. However, it is at the discretion of the Appeals Committee if they choose to invite the student to present the case in person and answer questions.

Appeal decisions will be communicated by e-mail within 14 business days of being submitted, unless additional information is required.

**Bed Bugs and Pests**

Residents who suspect they have bed bugs or any other pest should immediately report the issue to Facilities by creating an AiM ticket. After creating this ticket, residents should notify their Residential Services Manager for additional support. The RSM and Exterminator will notify the resident of the next steps in treatment if a bed bug is found in the resident’s room or if the room needs to be further treated for a pest.

Residents are expected to comply with the instructions of the exterminator and University personnel when it comes to the room inspection and any possible treatment that results from that inspection.

**Check-In**

*Buildings with traditional brass keys:*

Room and mailbox keys will be issued to you when you move in at the beginning of occupancy. The acceptance of keys or a key card for room access constitutes a "move in" and should always accompany an official check-in to the residential occupancy system at either an Information Center or other check-in location. The acceptance of keys constitutes taking of occupancy, even if the resident does not stay in the room or place belongings there. Residents who place belongings and/or stay in a room without picking up keys are also considered to have taken occupancy of that room.

*Buildings with electronic locks:*

Either a card key will be issued to you or access to your room will be placed on your PennCard when you move in at the beginning of occupancy. The acceptance of key cards or the granting of electronic room access constitutes a "move in" and should always accompany an official check-in to the residential occupancy system at either an Information Center or other check-in location. The acceptance of a key card or room access constitutes taking of occupancy, even if the resident does not stay in the room or place belongings there. Residents who place belongings and/or stay in a room without checking in are also considered to have taken occupancy of that room.
Check-Out

Buildings with traditional brass keys:

When moving out, residents must return all residential keys and check out at the Information Center. The Move Out is not complete if keys are not returned. Residents who do not turn in their keys or who do not move out of their space by their deadline will be charged a late move-out fee plus room rent charges, until their move-out can be verified by a Residential Services employee. Please see the Residential Services webpage for the late move-out fee cost.

Residents who do not return their keys at move out are also subject to being charged for the changing of their locks. Fees for this lock change can be found on the Residential Services webpage

Buildings with electronic locks:

When moving out, residents must check out at the Information Center. If the resident has a key card that isn’t their PennCard, this key card must be turned in at check-out. Residents who do not check out or who do not move out of their space by their deadline will be charged a late move-out fee plus room rent charges, until their move-out can be verified by a Residential Services employee. Please see the Residential Services webpage for the late move-out fee cost.

Conduct Process

The Office of College Houses & Academic Services and Residential Services supports and expects adherence to the University of Pennsylvania Code of Student Conduct and to all local, state and federal law, as well as, regulations related to residential living. Behavior that violates these standards, laws and regulations may be grounds for disciplinary action by the College House Office or Residential Services. A House Dean or Sansom Place Manager will most likely address possible residential policy violations. Addressing these possible violations may include an informal conversation, a more formal administrative hearing, or referral to a House Discipline Committee. Any of these means of addressing a violation may result in sanctions being issued to residents.

The Executive Director, Directors of College Houses, or Director of Residential Services may hear cases that are more serious or are specific to their areas of responsibility. Electronic mail should be used only for logistical purposes and should not be used as a substitute for meeting and discussing an alleged violation with a staff member.

Students can expect fairness and due process from staff in addressing alleged violations. Failure to comply with a sanction will be considered as a further violation of standards and may result in additional, extended or more severe sanctions.

Violations of standards or other misconduct should be reported to the College House or Sansom Place staff for investigation and follow-up. The authority to investigate and to respond to violations is delegated to House staff (House Deans, Sansom Place Manager, Residential Advisors, and Graduate Associates) at the direction of the Executive Director, Directors of College Houses, and the Director of Residential Services. In all cases an attempt will be made to resolve a dispute or alleged violation by reaching voluntary agreement. Repeated misconduct, serious offenses and offenses by non-residents may be referred to the Executive Director and Directors of College Houses, Director of Residential
Services, or to the Office of Student Conduct. In addition, criminal activity in the College Houses and Sansom Place is subject to criminal prosecution.

**Conduct Process Outline**

- Staff person becomes aware of a possible violation of standards.
- Student is notified in writing that they are potentially in violation of a standard and a meeting is requested.
- Meeting is held to hear the student’s perspective and to ascertain responsibility.
- Student is notified in writing of determination of responsibility and sanction, if appropriate.

**Rights and Obligations**

A student against whom an allegation of violation is made has the following rights and obligations:

- The right to be notified within a reasonable time of the complaints against them.
- The obligation to cooperate with any investigation of complaint, including the obligation to appear to be interviewed by the Office of College Houses staff, Residential Services staff or other University officials or boards.
- The right to know the nature of any pertinent information against them.
- The right to confidentiality of information.

**Sanctions**

The following sanctions are normally issued separately or in combination for violations:

- Residential Warning: This sanction is typically imposed for minor violations.
- Residential Probation: This sanction is typically imposed for more serious violations of standards, as well as for repeated minor violations.
- Required Move: Some situations may warrant moving a resident to a new location, either for their own benefit or for the benefit of their residential community.
- Removal from Housing: Removal from housing is a sanction that typically is used for serious violations of standards including endangering behavior, theft, and significant damage to property and for students who repeatedly violate policies and show no signs of changing behavior.
- Restitution: Residents who cause damage or vandalize University property will typically be expected to pay restitution.
- Fines: Fines will be imposed for some violations as deemed appropriate based upon circumstance.
- Educational Sanctions: Educational sanctions are used for students in situations where they would benefit from further learning about their behavior, or from completing a project that allows them to contribute positively to their community. Examples of such sanctions include: community service, organizing a program, doing a survey, attending a presentation or similar projects.
- Restriction of Privileges: Some situations may warrant a restriction of privileges, such as guest privileges or restriction from entering a specific residence hall.
• Referral to a University Resource Office: Students who need additional professional assistance may be referred to any number of University offices or resources.
• Parental Notification: Some situations warrant a call to a parent or guardian to discuss a student’s behavior and the impact of that behavior upon other residents.
• Referral to the Office of Student Conduct.

NOTE: In situations when an individual or group poses an immediate threat to the health, safety or property of others or oneself the individual or group may be relocated or removed from University housing prior to a hearing to address the specific behaviors. The decision to remove or relocate rests with the Executive Director of College Houses or in his/her absence one of the Directors of College Houses or, for Sansom Place, the Director of Residential Services.

**Damage Charges**

The most common time for residents to be assessed fines for damages is after their move-out, but fines for damages, cleaning, or vandalism can be assessed at any time.

Here are the most common (but not exclusive) reasons for damage fines:

• **Wall Damage** - Room or apartment walls will not hold heavy objects and residents will be charged for damage to their walls beyond normal wear and tear. See “Room Decoration” for more details on other situations that could result in damage fines.
• **Wall Painting** - Residents may not paint walls or any part of their living area or furnishings. All painting must be done by Facilities Services. Failure to comply will result in financial penalties, including union grievances.
• **Cleanliness** - Residents are expected to maintain a reasonable level of cleanliness in their room(s) throughout their occupancy. In the event that health and safety standards are not maintained, the University will intervene. Residential Services will conduct periodic inspections for health and safety conditions. Possible actions can include apartment/room cleaning at the resident’s expense, disciplinary warning, reassignment, and/or eviction.
• **Post-Move-out Cleaning** - When one roommate moves out, those remaining are each equally responsible for cleaning the apartment/room before they move out. In the event of a room change, if an apartment/room is found to not be in acceptable condition for a new resident, cleaning service will be provided and each resident charged. Residents will be billed for trash that is excessive or disposed of improperly. Residents will also be charged for excessively dirty floors, furniture, and surfaces, and any cleaning expenses that result.

Below is a list of many of the common charges for damages post-move-out:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean Kitchen</td>
<td>$50.00</td>
</tr>
<tr>
<td>Clean Floors</td>
<td>$30/per space</td>
</tr>
<tr>
<td>Clean Refrigerator</td>
<td>$50.00</td>
</tr>
<tr>
<td>Clean Bathroom</td>
<td>$50.00</td>
</tr>
<tr>
<td>Replace Exterior Door</td>
<td>$350.00</td>
</tr>
<tr>
<td>Repair Interior Door</td>
<td>$150.00</td>
</tr>
<tr>
<td>Service</td>
<td>Cost</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Install New Interior Lockset</td>
<td>$90.00</td>
</tr>
<tr>
<td>Remove Trash (judged by how many kitchen-sized bags will be needed to remove the trash from the room)</td>
<td>$10/per estimated bag</td>
</tr>
<tr>
<td>Remove Small Item</td>
<td>$25.00</td>
</tr>
<tr>
<td>Remove Large Item</td>
<td>$50.00</td>
</tr>
<tr>
<td>Relocate Common Area Furniture - large</td>
<td>$100.00</td>
</tr>
<tr>
<td>Relocate Common Area Furniture - small</td>
<td>$50.00</td>
</tr>
<tr>
<td>Wall Damage</td>
<td>Increments of $50, depending on the severity of the damage</td>
</tr>
<tr>
<td>Missing Window coverings</td>
<td>$125.00</td>
</tr>
<tr>
<td>Missing Furniture: smoke detector</td>
<td>$125.00</td>
</tr>
<tr>
<td>Replace Carpet</td>
<td>$560.00</td>
</tr>
<tr>
<td>Missing Furniture: per piece</td>
<td>up to $1500</td>
</tr>
</tbody>
</table>

**Early Move-in and End of the Year Extensions**

Residential Services reserves the right to accommodate or deny requests to move in early or to remain in residence beyond the end of the occupancy periods. Off-term utilization of the facilities, including construction, University events, and conferences or other building use are all considerations in planning for arrivals and departures. No early arrivals are permitted for the spring semester; no extensions are available at the end of fall semester as most residences close between semesters. Accommodations may involve the movement of the resident to a temporary location. Information regarding the early arrival and extension processes will be provided through email and the Residential Services website before the Move-In and Move-Out period.

**Emergency Procedures**

Residents should make themselves aware of the Emergency Procedures for their building and follow them. The basic fire evacuation procedures can be found on the back of the doors in all apartments and rooms. For additional emergency information, seek out the emergency bulletins located in elevators and common areas throughout the buildings or go to [http://www.publicsafety.upenn.edu/pennready/procedures/](http://www.publicsafety.upenn.edu/pennready/procedures/).

**Gender Neutral Housing**

Gender Neutral Housing allows students to be placed in housing without regard to gender. Students who request Gender Neutral Housing must comply with the following eligibility requirements and policies:

- A student must be eligible for University housing.
- A student must be 18 years of age by the official move-in date. Students under 18 must provide written parental consent in order to be considered.
• Assignments will be made without regard to the gender of roommates. If no vacancies exist in Gender Neutral rooms, you will be assigned according to your gender in the Student Registration System.

Students are invited to contact the Housing Assignments Office to discuss options.

If a vacancy exists in a gender neutral room, the following will occur to fill the empty bed:
• Housing Assignments will try to place another student who has requested Gender Neutral Housing in the open bed.
• Housing Assignments may fill the space with a student who’s gender in SRS matches the genders of other residents of the room/apartment.
• If a roommate cannot be identified, Housing Assignments may require remaining residents to relocate to another room; room type match not guaranteed.
• Housing Assignments, at its discretion, will allow the students occupying the room to pay for the additional space if all agree to the additional charge.

For more information on the process for requesting Gender Neutral Housing, click here

**Guest Passes and Guest Access**

All Guests to the residences must be signed-in with a photo ID and be accompanied at all times by a host who carries a valid PennCard (aka, a PennCard that has access to the residence in question). Guests and visitors may not sign in other guests and may not be signed in more than three days in a row unless an exception is granted by the Sansom Place Manager, House Dean or a Director.

During regular occupancy periods, guest passes will be available for residents and guests. Residents can get these passes at the Info Center and may use them for a particular guest for up to three days. Both the guest and the host must have proper ID for the guest to gain access to the building through this pass. Also see “Guest Policy”

**Information Postings**

Residents seeking to display information on any electronic bulletin boards or screens should consult with the House Office of the building where they want to display the message.

Residents posting on traditional bulletin boards are responsible for removing their flyers once the event the flyers promote has past. Please see Posting Policy for additional information.

**Keys and Locks**

*Lost Keys*

Residents MUST report lost keys immediately to their Information Center.

To minimize potential security risks, the lock core on the room door will be changed and new keys will be issued. Residents requiring a core change will be assessed a fee to help cover the cost of this change. A $200 fee will be assessed for the changing of a core.
If a brass mailbox key or Quad exterior and bathroom key is lost, the core will not be changed but residents will be charged for replacement of the lost key. This cost is $30. Lost lounge and other common keys are handled on a case by case basis in consultation with the House Dean or Sansom Manager.

Stolen keys are considered lost keys and are subject to the costs and policy as above.

In buildings with electronic key card access, no additional fee (other than those assessed by the PennCard Center) will be imposed for residents who lose a PennCard. Residents who lose a non-PennCard key card will be assessed a $25 charge for the replacement of that key card.

*Lock Outs*

Lock out keys and loaner cards are available at each Information Center. To obtain a spare key or loaner card, your identity and room assignment will be verified by the Information Center staff.

You’ll be allowed to sign out the key or card for 1 hour. Lock out keys or cards will be provided at no charge for the first ten (10) requests. However, failure to return the lock out key or card within the hour will result in a fine of $25. Residents may be asked to verify that they are in possession of their original room key by presenting it when they return the lock out key.

When a resident exceeds ten (10) requests per semester, each new lock-out request will incur a $35 fee per each subsequent incident.

Failure to return a brass lockout key within 48-hours will result in an automatic core change. Any key card is deemed lost when not returned within 48 hours and will result in a lost card fee.

All aforementioned fees can be found on the Residential Services website.

*Mailbox Assignment*

Mailboxes are assigned to residents with their room assignment. Mailboxes are linked to the room and not the person, and a room change will necessitate a mailbox change. Residential Services reserves the right to change mailbox numbers in the event of a distinct operational need.

*Maintenance Requests*

All non-emergency maintenance requests should be made via Facilities AiM website. AiM can be accessed through [http://www.collegehouses.upenn.edu/request](http://www.collegehouses.upenn.edu/request). Residents should seek out their Residential Services Manager for assistance in following up on any work orders.

Emergency maintenance requests (issues that could lead to damage to property or injury to people, or issues that make a living space uninhabitable) should be made by calling Facilities directly. Residents can call 215-898-7208 to reach an operator in Facilities’ Work Control or Operations Control Center. Residents should seek assistance from the Info Center (front desk) after calling Facilities.

*Medical Accommodations*
Student Disabilities Services, Student Health Services, and Residential Services work closely together to review requests and identify appropriate and available housing. For information on applying for a medical accommodation please click here. Students with service and assistance animals should follow this same process.

Please note that residents who receive an accommodation for an assistance or service animal will be presented with additional policies and procedures regarding the care and behavior of their animal.

**Public Safety**

In the event of a medical or safety emergency, Penn Police should be contacted at 215-573-3333.

For more information regarding Public Safety and for tips on safety and security, please visit [www.publicsafety.upenn.edu](http://www.publicsafety.upenn.edu)

**Room Changes**

Residential Services coordinates three room change processes, typically in October, November and January. Click here for application information and dates. Residents experiencing roommate problems may contact their GA, RA, House Dean, or Manager for Sansom Place for assistance with problem resolution at any time. All room changes must be authorized by the Housing Assignments Office. Residents making unauthorized changes will be subject to disciplinary action. Be aware that if a room change is made, rent will be adjusted to reflect the new room rate. Residents should pick up new keys and return old keys at the Information Center on the specified room change date. Picking up your keys early or returning keys late will result in additional rent charges. Note that partially occupied rooms are not cleaned prior to a student moving in.

**Sabbath Observers**

Special procedures are in place for those students who observe the Sabbath, please see your Residential Services Manager for details on these procedures.

**Trash and Recycling**

Each residence is equipped with trash rooms and recycling areas. Residents are responsible for learning the designated locations to dispose of trash and recycling and for properly using these locations.

Most buildings have trash chutes for trash disposal. Large or bulky items should NOT be disposed of in trash chutes as they are likely to clog the chute. Trash should be bagged, and any item placed in the trash chute should be small enough to pass through the chute to the building compactor below.

Medical supplies such as lancets, needles and so on should be placed in well-sealed rigid containers. Contaminated waste, such as insulin pump tubing, should be double-bagged and sealed. Both of the above can go in regular trash if properly contained.

Residents should refrain from leaving bagged trash or recycling outside of their rooms/apartments.
Residents who fail to properly dispose of trash and recycling will be subject to fines and other University sanctions.

**Wall Hangings, Wall Care, and Decorations**

Wall hangings, posters, etc. must not cause damage to University Furniture or walls. Sticky tack or similar putty type adhesives are the only recommended product for hanging decorations in student rooms. Scotch, masking, duct, adhesive, and electrical tapes, hooks, nails, map tacks, push pins, brads, nails, glue or other similar items are not to be used for hanging room decorations. Similarly, the hanging of mirrors and hooks, whether adhesive or hung with screws, nails, etc., can be considered as an act of wall damage. Any wall damage will be charged to the residents of the room/apartment. Also see “Damage Charges.”

Decorations or other student items should not cause any interference with the fire alarm or suppression systems within student rooms, apartments, or common areas. This includes hanging items from sprinklers or sprinkler pipes, covering smoke detectors with decorations or any other materials, and other forms of decoration that would make egress difficult in the case of an emergency evacuation.

**Winter Break**

During the special winter break, all residences close except Harnwell, Harrison and Rodin College House, and Sansom Place. Residents may not remain in closed buildings during this vacation period. Residents of closed buildings who wish to remain in the area during Winter Break must make alternative housing plans.

There are no move-out extensions at Winter Break, and there is no Early Move In at the start of the Spring Semester in January.

Open buildings will operate under low occupancy status during most breaks. Residents may be asked to physically present their photo ID to the security staff. Guests will need to be signed in individually, as no guest passes will be issued.

Residents of Harnwell, Harrison, and Rodin who wish to stay in their College House over Winter Break are required to register with Residential Services. Information on how to register will be sent out in early December.

**Services**

**Bike Racks**

All College Houses and both Sansom buildings are equipped with bike racks near building entrances. For more information on Bike Rack locations, please visit [http://www.facilities.upenn.edu/maps/bike-racks](http://www.facilities.upenn.edu/maps/bike-racks).

**Cable Television**
All residential facilities are provided with Penn Video cable network and with both wired and wireless Internet capabilities. Please refer to Penn Video and College House Computing (www.upenn.edu/pennvideo) for more information on these two services.

**Custodial Services**

Full Housekeeping is provided Monday through Friday (except holidays) for all common areas in the residences, such as corridors, lounges, lobby areas, laundry rooms, and shared bathrooms in the traditional residences. Housekeeping is also provided on weekends, but is limited to the policing of common area bathrooms, trash removal, and emergency clean-up. Residents who notice a situation that requires emergency housekeeping should report it to Facilities at 215-898-7208 and then follow up with their Info Center.

**Furnishings**

For a full list of furniture provided in rooms and apartments, please visit http://cms.business-services.upenn.edu/residential-services/services-a-support/room-furnishings.html.

**Information Center**

The Information Center in your College House or Sansom Place is operated by the Residential Services Manager and offers daily, front line, 24-hour assistance to residents.

Your Information Center is the first point of contact for most residential concerns and provides services and support in many areas, including:

- Assist and follow up with maintenance and housekeeping issues
- Monitor and maintain systems and controls for safety, security, key control and resident privacy
- Loan of lock out and special use keys
- Facilitate guest access, guest passes and resident sign-in
- Loan of moving carts
- Loan of vacuums
- Access to house staff and program info
- Issue house-specific items such as game equipment
- Accept delivery of flowers and perishables. These are the only items signed for and kept at an Info Center. The student must pick them up within 3 days. Perishables such as flowers will be disposed of if not claimed.

The Residential Services Manager (RSM) is a full-time University employee who hires, trains and manages student staff, oversees the delivery of daily services to the residents and the House staff, and keeps abreast of issues and concerns affecting the condition, appearance and operations of the building. With nearly 100 combined years of service across the team, the RSMs take a great deal of ownership and pride in serving their house residents and in making sure that things are addressed and run smoothly. The RSM and other Info Center staff can assist with resident questions or problems if your RA/GA/SA is not available.
The RSM is particularly equipped to monitor and assist with resolution of resident maintenance or houskeeping issues and works closely with Residential Services administration to set priorities, follow up on open work orders, and call for emergency issues. The RSM is responsible for the building key inventory, including security, recordkeeping and control of all student room keys, as well as keys to service areas and common rooms.

The Information Center is staffed on weekdays from 8 am - 12 pm by the full-time RSM, and by student and Allied Barton guard staff on afternoons, evenings, and weekends. The Information Center program is managed by the Building Administration team in Residential Services.

The Information Center is not a lost and found and staff may not accept lost articles. Lost items should be referred to Penn Police. Personal deliveries to students may not be left at the Information Center.

For any Information Center related service, transaction, fee or other concern, please email Residential Services at living@exchange.upenn.edu.

Laundry

Each College House and Sansom Place is equipped with laundry facilities with electric washers and dryers in numbers proportionate to the number of residents in the community.

As an added amenity of living in a College House or Sansom Place, there is no charge to do laundry. Residents are asked to be respectful of each other by attending to their wash and removing it promptly when the load is completed. The laundry rooms are intended for the use of residents of the Houses and Sansom Place only!

An additional feature of the Residential Laundry program is the Laundry Alert system (www.laundryalert.com). This web based program allows you to see what machines are available and in use! Sign in with penn6389 to view available washers and dryers. You can even have an email sent to you when machines become available.

Mail Services

Correctly addressed first class mail is sorted into student mailboxes Monday through Friday by Datrose, Inc, an outside vendor contracted to manage residential mail and parcel delivery.

Packages are delivered Monday - Saturday to residential package rooms. Residents are notified of package deliveries via email or by package slip placed in their mailbox.

Packages and accountable mail (registered, certified, etc) are inventoried and addressees verified to be residents before any notification is sent to the resident to pick up a parcel.

Correct addressing of mail and packages is critical to insure prompt delivery to our residents.

Residents can view their on campus mailing address by logging into Campus Express and choosing the "My Housing" tab.
The correct format for addressing mail for a particular College House or Sansom Place building can be found under the Services and Support tab at [www.upenn.edu/housing](http://www.upenn.edu/housing) (see Mail Services).

**Perishables:**

Flowers, plants, fruit arrangements or baskets, baked goods or similar items should be sent only through local vendors or carriers. Residents having such items sent through the USPS, UPS, FedEx, DHL do so at their own risk. Our Info Centers accept delivery of these items only when delivered by a local vendor. After the items are logged in, the Info Center will contact the resident for pick up. Residents are asked to pick up any perishable delivery as soon as possible.

**High Volume Periods:**

Alternate package notification may be used during high volume periods such as Move In.

Typically the resident may receive a package slip in their mailbox or a delivery list posted at an auxiliary pick-up location.

For questions about regular College House and Sansom Place academic year mail services, email [housingmail@lists.upenn.edu](mailto:housingmail@lists.upenn.edu).

For information about off-campus student package services or summer mail holding ONLY, email [mailpkgservices@datrose.com](mailto:mailpkgservices@datrose.com).

**Microfridges**

Penn has partnered with [https://www.mymicrofridge.com/](https://www.mymicrofridge.com/) to offer our residents easy microfridge rentals. Roommates should collaborate on making a decision whether to rent a microfridge and limit microfridge rentals to one per apartment or room. Please note that Gregory comes already equipped with a microfridge in every unit.

**Moving Carts**

Moving Carts are provided to residents through the Info Center on a “first-come, first-served” basis. Residents must sign-out their cart and sign the cart back in when they are done with it. There is a one-hour time limit for use of the cart during normal times and residents will have the option of renewing the cart if there are no other residents waiting to use the cart. Residents who return carts late or fail to return a cart are subject to fines.

**Renter’s Insurance**

Renter's Insurance helps protect you from the cost of replacing your personal belongings in the event of a covered incident. There are very real advantages to purchasing renter's insurance.

As you consider plans, Penn recommends that you consider options that have the following:

- At least $10,000 of personal property coverage and a low deductible (e.g. $100)
- Replacement cost coverage to protect your personal belongings, such as bicycles and laptops, when they are damaged or lost
- Personal liability of at least $50,000, which protects you financially if you cause damage to another resident’s unit or property

Penn has identified GradGuard Renters Insurance, a service of Next Generation Insurance Group LLC (NGI), as an option for our students. NGI works directly with universities to develop insurance policies specifically designed for college students and has plans that meet Penn’s recommended requirements.

Please be aware that this information is being provided only as a convenience. Penn does not receive compensation, benefits or other consideration as a result of providing this information, nor does this information constitute an endorsement of any particular NGI product.

Click here to proceed to the GradGuard site to find out more information and to review an application.

Storage

The University does not provide storage for resident belongings.

Residential Services partners with SchoolStorage.com to offer moving and storage services for the summer and/or semesters abroad. SchoolStorage.com has provided services at Penn for several years through Penn Student Agencies. SchoolStorage.com is the ONLY company that has an agreement with Penn through PSA and Residential Services.

Telephone Service

A landline within the student room may be requested from Student Telephone Services at www.upenn.edu/sts. Charges for phone service will appear on the student's financial services account. Inquiries about phone charges should be addressed to STS directly. Phone services are not provided by Residential Services.

Wireless Services

AirPennNet is the university’s wireless network that provides secure Internet access in campus buildings and residence halls. AirPennNet uses 802.1X network encryption to secure your wireless communications. You will need to configure your device to use Penn’s wireless network before you connect to AirPennNet. Your PennKey user name and password is needed in order to successfully configure your device to connect to AirPennNet.

There is a configuration wizard available to help you configure your device for AirPennNet. When in a campus wireless zone, connect to the AirPennNet-Help wireless network. Next, launch your web browser and you will be routed to a web page that will step you through the configuration steps needed for AirPennNet.

Wireless resources are available for students living on and off campus at www.upenn.edu/computing/wireless/. Students should check with their schools for specific computing needs related to their academic studies.