RESIDENTIAL POLICIES AND PROCEDURES
HANDBOOK

The Department of Residential Services and the Office of College Houses and Academic Services collaborate to produce this handbook.

The Handbook is a reference for living on campus in Penn's residences. It is not all-inclusive and incorporates all rules of the University and Department, including those published in all University, College House and Residential Services communications and websites.

The Residential Handbook provides the policies, rules and regulations required for living safely and productively in a Penn residential community. Upon signing your housing application/agreement, you agree to follow the residential policies stated in this handbook and in other published materials produced by our departments. These policies are designed to ensure a pleasant, safe, and equitable residential living experience.

Communication to Residents from Residential Services and College Houses
Residential Services and College Houses and Academic Services (CHAS) will communicate official business and important information primarily via email, using the email address provided by you in Penn-In-Touch. Please check your email account frequently for announcements and up-to-date information from Residential Services, CHAS, and your College House. Make sure that messages are not being filtered as spam or junk mail and that your email quota is not blocking incoming mail. Supplemental information is often posted on Residential Services, CHAS and College House websites and announced through a variety of ways including social media, through House staff and through advertising, postings, and so on.
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1. Access to Residences

For academic year occupancy periods, residential access is restricted to residents of College Houses and Sansom Place, and appropriate university staff and faculty. All others must be signed in by a resident or other authorized Penn Card holder. Access is controlled by card swipe and entry of a unique resident PAC code at electronic portals. Residents can view and change their PAC by visiting www.upenn.edu/PAC. Guests must show a photo ID and accompany their host at all times.

Access during Winter Break between Spring and Fall semesters is restricted in accordance with the open/closed status of the building. Access is restricted according to the population in residence in buildings remaining open for Winter Break or for Summer use.

Special arrangements are made for guest access during special events such as Move In, Move Out, and Family Weekend. Special restrictions may also be put in place during events such as Spring Fling or Penn Previews. Residents are informed of and are expected to follow all processes during these times.

See also Safety, Security, and Security Systems

2. Alcohol

The University’s Alcohol Policy conforms to all local, state and federal laws. It is illegal for a person under twenty-one years of age to purchase, consume, possess, or transport any alcohol, liquor, or malt or brewed beverages containing alcohol. Distribution of alcohol by sale or gift to persons under the age of 21 is forbidden.

The University does not prohibit the lawful keeping and consuming of alcoholic beverages by its adult students who are twenty-one years of age or older when done in moderation. In no way should this be interpreted to mean that the University encourages the use of alcoholic beverages. Excessive alcohol consumption can result in serious health behavior that is that will subject a student to University disciplinary action and is linked with many serious campus safety and health incidents.

Students 21 years of age who chose to drink should be aware of the following regulations:

- The consumption of alcohol is forbidden by the University in lounges, lobbies and other common areas, unless the event is registered and conducted in accordance with the University Alcohol Policy.
- A resident is accountable for what occurs in their room and in their residence and is therefore expected to comply with state laws and University policies.
- Kegs, beer balls, and other bulk containers, regardless of contents or amount, are prohibited in all residences.
- Anyone observed entering a residence with alcohol may be required to register at the Information Center and provide proof of age.
**ALCOHOL AMNESTY POLICY**

In cases of intoxication and/or alcohol poisoning, the primary concern is the health and safety of the individual(s) involved. Individuals are strongly encouraged to call for medical assistance for themselves or for a friend or acquaintance who is dangerously intoxicated. No student seeking medical treatment for an alcohol or other drug-related overdose will be subject to University discipline for the sole violation of using or possessing alcohol or drugs.

This policy shall extend to another student seeking help for the intoxicated student. Read and know this policy, which is available on-line in its entirety, at http://www.upenn.edu/alcohol/policy.html.

3. **Appliances, Refrigerators, Lamps, Electronics**

Appliance policies are geared to insure fire safety and prevent electrical overload and related hazards. Please refer to the table below in equipping your room or apartment.

<table>
<thead>
<tr>
<th>Item</th>
<th>Apartment With Kitchen</th>
<th>Room With No Kitchen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refrigerator</td>
<td>Permitted, no more than 1 apt if equipped with a fridge. Capacity 4.5 cubic feet or smaller.</td>
<td>Permitted, no more than 1 per apt/room. Capacity of 4.1 cubic feet or smaller.</td>
</tr>
<tr>
<td>Microwave</td>
<td>Permitted, one per room/apt</td>
<td>Permitted, one per room/apt</td>
</tr>
<tr>
<td>Toasters</td>
<td>Permitted</td>
<td>Not Permitted</td>
</tr>
<tr>
<td>Toaster Ovens</td>
<td>Permitted</td>
<td>Not Permitted</td>
</tr>
<tr>
<td>Coffee Makers</td>
<td>Permitted</td>
<td>Permitted</td>
</tr>
<tr>
<td>Crock Pots</td>
<td>Permitted</td>
<td>Not Permitted</td>
</tr>
<tr>
<td>Rice Cookers</td>
<td>Permitted</td>
<td>Permitted</td>
</tr>
<tr>
<td>Water Warmers/Tea Pot</td>
<td>Permitted</td>
<td>Permitted</td>
</tr>
<tr>
<td>George Forman Grill</td>
<td>Permitted</td>
<td>Not Permitted</td>
</tr>
<tr>
<td>Electric Skillets</td>
<td>Permitted</td>
<td>Not Permitted</td>
</tr>
<tr>
<td>Hot Plate</td>
<td>Permitted</td>
<td>Not Permitted</td>
</tr>
<tr>
<td>Waffle Irons</td>
<td>Permitted</td>
<td>Not Permitted</td>
</tr>
</tbody>
</table>

**Prohibited:** hot plates, any open-coil appliance, halogen lamps, air conditioners, freezers, dishwashers, washing machines, space heaters.

*Space heaters may only be used when installed by Facilities Services.*

**Permitted:** Televisions, game systems, media players, radios, irons, non-commercial hair dryers, flattening or curling irons, electric fans and similar appliances are permitted, unless specifically prohibited by residential staff.

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 against circuit overload.
Refrigerator Rentals:
Refrigerators and microfridges may be rented from Campus Specialties Incorporated, www.mymicrofridge.com. No more than one refrigerator may be installed in any room or apartment, excluding those provided by the University in kitchened apartments. Any refrigerator brought to campus by an individual must follow capacity guidelines stated above. Full sized refrigerators are prohibited other than those provided by the University.

See also "Utilities"

4. Assignments – Policies and Information
All students living on-campus in a University residence must sign an Application/Occupancy Agreement. With this Agreement, a student is assigned a space in the residences. This Agreement constitutes a contract between residents and the University. It remains in effect in the event of an official room change. Assignments may not be transferred to another student. The agreement period begins on the Move-In date designated for the resident and ends at noon on the Move-Out date in effect for the resident. Those dates are set forth in Housing and College House communications, publications, and websites as well as this residential handbook.

All rules of the University and the Department, including those published in the PennBook, University Policies and Procedures, Residential Handbook, University websites, letters, bulletins etc., are incorporated in the Occupancy Agreement. Residents are expected to conduct themselves in a manner that demonstrates respect for other residents and guests.

The Department of Residential Services seeks maximum occupancy throughout the year. In the event that a vacancy arises in your room, you should expect a new roommate at any time. You will not be notified in advance. If you discourage or fail to accept an assigned roommate, you will be subject to disciplinary action that may include fines, being charged for lost rent, and/or termination of your Occupancy Agreement. Examples of discouragement include obvious or subtle verbal statements or communications through social media or vehicles, taking over more than your assigned space and failing to clear space for a new occupant.

The beginning of the spring semester is a time when a large number of new assignments are made. If you have a vacancy in your room, be sure the space is clean and available before you leave for winter break. If the space is not ready for another occupant, staff will arrange to move your belongings, at your expense, to make space for the new resident. You will also be subject to disciplinary action including fines.

No change in room(s) occupancy shall be made without the prior consent of the Director of Housing Services. The University reserves the right to change the capacity of the room(s) permanently or temporarily. Reassignment to another room is subject to availability, schedule, and authorization by the Director of Residential Services or their designee. Residents of multiple-occupancy units where bedroom size and single bedroom spaces are
unequal are required to switch rooms mid-year. House Deans and Directors may establish other House-specific policies as well. Changes must be made by the end of the first week of classes second semester.

5. **Bicycles, Motorcycles, Scooters and Other Vehicles**

Bicycles are a popular mode of transportation at Penn. College House and Sansom Place residents should store their bikes only in their rooms, in bike rooms or indoor racks where provided (Hill College House and King’s Court/English College House), or on bike racks located in and around campus.

Bikes should NOT be kept in interior hallways or stairwells, or on or near on or near indoors or outdoors entranceways, access ramps or railings. They should never block resident access or egress. Bicycles discovered in these locations may be removed and disposed of by university personnel.

The Division of Public Safety conducts an annual bike cleanup program. Bikes are tagged to be removed by the date of the clean up, with warning that any abandoned bike or parts thereof will be removed in order to free up space.

**Bicycle theft is one of the most frequent crimes reported at Penn. The Division of Public Safety** recommends that you use only U-locks (not cable locks), and that you lock your bike securely onto bike racks and corrals near the residences. Most campus bike storage areas are monitored by closed circuit cameras, are well lit, and located in high traffic areas close to campus buildings.

You are strongly urged to register your bicycle with the Department of Public Safety. More information is available at Campus Express [http://campusexpress.upenn.edu](http://campusexpress.upenn.edu).

**Motorcycles, motor scooter, and motorized bicycles** may not be parked or stored within the residences, on the walkways, landscaped areas or or within 30 feet of any entrance or exit to a University building. They will be ticketed and/or removed at owner’s expense. Exceptions are made for motorized scooters approved as part of a disability accommodation, and with specific conditions and location provided for leaving and recharging such scooters or similar vehicles.

Residential Services will work with persons using an authorized vehicle or motorized device as part of an ADA accommodation, to identify and authorize appropriate use and storage.

6. **Campus Express™ at Penn**

Campus Express, [http://campusexpress.upenn.edu](http://campusexpress.upenn.edu), is a web portal to services including on- and off-campus housing, dining, transportation, parking, telephone services, computers, campus mail, Penn Bookstore, property registration, and more. Residents may manage their accounts by logging in with their PennKey and password. Some room assignment and meal plan transactions can be conducted online, and residents may create access passes and
vehicle passes for campus event weekends and for Move-In and Move-Out.

7. Cancellation/Termination of Agreement

After a resident has assumed occupancy by picking up keys, or activating door access, the resident cannot cancel his/her Occupancy Agreement. A resident may request and be granted an Early Termination of the Occupancy Agreement, but only for the following reasons below and under the circumstances stated. Those who move out, check out or otherwise leave without following proper procedures or for unauthorized reasons, or will continue to be held responsible for rent for the full term of the Occupancy Agreement. The resident’s room space may be reassigned at the discretion of the Housing Assignments Office.

1. Graduation from this University: A resident who requests Early Termination for this reason:
   - must provide the Housing Assignments Office with official School notice of graduation. Course work completion is not necessarily grounds for Early Termination.
   - must vacate the room, turn in keys by noon on the last day of the semester (December 31 and May 31 for graduate residents of Sansom Place East and West), and follow official check-out procedures. August graduates must apply for Early Termination by their official graduation date and vacate the room within 48 hours of that date.
   - is responsible for rent until the end of the semester (December 31 and May 31 for Sansom Place East and West). If official notification of graduation is received after the end of the semester, termination is effective as of the date on which the Housing Assignments Office receives such notice and keys have been received at the Information Center, and the resident has officially checked-out.

2. Leave of absence/withdrawal: A resident who leaves the University must terminate the Occupancy Agreement by providing the Housing Assignments Office with official notification from the School. The resident must vacate the room, leaving it in good order, return all keys, and officially check out at the Information Center within 48 hours after the effective day of the leave/withdrawal or by the end of the semester, whichever is sooner. Termination is not effective and rent will not be prorated until all steps have been completed. No refunds will be made after the tenth week of classes of each semester. Residents will be charged $100 for termination. For information on withdrawal from summer session housing, please refer to the Hospitality Services Occupancy Agreement.

Each of the undergraduate schools has a Leave of Absence Policy. Links to undergraduate policies are listed below:

College of Arts and Sciences:
Wharton:  
https://spike.wharton.upenn.edu/ugrprogram/policies_forms/acad/leave.cfm

Nursing:  
http://www.nursing.upenn.edu/students/resources/HandbooksFormsPolicies/Leave_of_Absence_Policy.pdf

SEAS:  

Be sure to check with your academic advisor regarding specifics for your school.

3. **Loss of Eligibility for Campus Housing.** The University reserves the right to terminate this agreement and repossess rooms for failure to pay University fees or for violation of University, College House, or Housing policies, or when a resident is no longer a full-time registered student enrolled at the University.

Students deemed ineligible for University housing or denied housing privileges for violations of the Occupancy Agreement remain financially liable for the entire term of their agreement.

8. **Charges**

All residence charges are billed to the student account through Student Financial Services. Payment must be paid to that office, as per the instructions on the billing statement. For undergraduates, rent is payable by the semester and due approximately August 1 and January 1. For residents of Sansom Place, rent is established as a flat rate for the occupancy period and is payable in monthly amounts. Anyone arriving prior to the beginning or departing later than the end of the official occupancy period will be charged additional rent on a pro-rated basis.

The College House fee associated with residency in a College House is not refundable once a student moves in. Charges and fines for damages, information center services, replacement keys, and other fees and charges which can be attributed to students during their occupancy are billed to the student. See the chart below for specific fees and fines.

<table>
<thead>
<tr>
<th>SERVICE CHARGES</th>
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<tbody>
<tr>
<td>Core change</td>
<td>$200</td>
</tr>
<tr>
<td>Key replacement</td>
<td>$30</td>
</tr>
<tr>
<td>Late return of cart</td>
<td>$25</td>
</tr>
<tr>
<td>Non-returned cart</td>
<td>$100</td>
</tr>
<tr>
<td>Late return of lock out key</td>
<td>$25</td>
</tr>
<tr>
<td>Non-approved late move-out</td>
<td>$150 + prorated daily rent</td>
</tr>
<tr>
<td>IC equipment damage or loss</td>
<td>Replacement cost</td>
</tr>
<tr>
<td>College House fine</td>
<td>Determined by House Dean</td>
</tr>
<tr>
<td>Exceeding 10 lockouts per semester</td>
<td>$35 per lockout after student has</td>
</tr>
<tr>
<td></td>
<td>exhausted semester allowance (5)</td>
</tr>
<tr>
<td>Exceeding 10 “forgot ID swipes” through portal</td>
<td>$35 per access authorization after</td>
</tr>
<tr>
<td></td>
<td>student has exhausted semester allowance (5)</td>
</tr>
<tr>
<td>DAMAGE AND HOUSEKEEPING CHARGES</td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Clean kitchen</td>
<td>$50</td>
</tr>
<tr>
<td>Clean floors</td>
<td>$30/room</td>
</tr>
<tr>
<td>Remove trash bag</td>
<td>$10</td>
</tr>
<tr>
<td>Remove small item</td>
<td>$25</td>
</tr>
<tr>
<td>Remove large item</td>
<td>$50</td>
</tr>
<tr>
<td>Relocate common area furniture – large</td>
<td>$100</td>
</tr>
<tr>
<td>Relocate common area furniture – small</td>
<td>$50</td>
</tr>
<tr>
<td>Wall damage</td>
<td>$50 per instance</td>
</tr>
</tbody>
</table>

Students are expected to pay all residential fees by the due date. Failure to do so may result in termination of the Occupancy Agreement and/or denial of room selection privileges. Inquiries about housing charges must be made to the specific unit applying the charge, contact emails are posted on www.upenn.edu/housing "About Us".

Wired telephone service to student rooms may be requested from Student Telephone Services at [www.upenn.edu/sts](http://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.

**Appeals of Charges**

Residents who have questions about residential charges on their student account should contact Residential Services to discuss their concerns. Any request to modify the charges will be routed to the administrative unit that posted it. In most cases, this will be either Housing Assignments or Building Administration, and staff from that unit will make initial decisions about the substance of the item.

Residents wishing to further appeal a fee, fine or charge, or to appeal a contractual decision may put their case forward to the Residential Services Appeals Committee. The Appeals Committee provides residents with this second review of questioned charges or policy rulings. Appeals heard by the committee will be only of those cases that have had a first review.

The Appeals Committee also directly handles all requests for rent rebates and requests to be let out of housing contracts.

The Appeals Committee is made up of 2 staff representatives, one from Housing Assignments and one from Building Administration, three university students. A committee
member having a conflict of interest with any aspect of an appeal may recuse themselves or may be recused from hearing the appeal.

The Appeals Committee will review each case submitted through the Appeals Process, and make a decision based on the information provided by the appellant. A decision by the committee will be final with no option for additional appeal. The Committee reserves the right, as needed, to have an appointee determine a case on an ad hoc basis, in lieu of a committee review.

The appeal process is initiated when a resident or former resident submits their appeal. Their appeal will be accepted only after a first level review of their request for review has been made and an initial decision by the Residential Services unit upheld the original fine or fee.

Residents wishing to request a rent rebate or to be let out of a housing contract will be referred directly to the Appeals Committee process.

Appeals should be submitted using the Appeal Form found at www.upenn.edu/housing. It should be filled out completely and sent to appeals@exchange.upenn.edu. Residents can alternatively send a letter of appeal to the email address if they wish. Additional supporting documentation (medical forms, doctor's notes, etc.) can be e-mailed, faxed to 215-573-2061, or dropped off at Stouffer Commons.

All appeals should be submitted within two weeks (14 days) of the initial referral to the Appeals Committee. A recommendation by the Appeals Committee to change an earlier decision may be based on conditions such as:

- The resident displays evidence that the original appeal omitted information or provided false information, either of which would change the nature of the case.
- There is a new question as to whether the evidence proves the responsibility of the resident being held accountable.
- Information that was not known to the resident was used in the decision and the student has a response that may change the outcome.
- There is new evidence which did not exist at the time of the initial review which might have led to a different outcome if known at the time of the decision.
- The resident presents mitigating circumstances that they feel would alter the previous decision.

In all cases, residents will be notified in writing of the decision on their appeal. The Appeals Committee reserves the right to ask the appealing resident for additional information. The specific timeframe for a final decision may vary from case to case.
The Committee may request additional information or a panel meeting with the resident after their initial review of the appeal document. The resident is expected to respond to the request for either within 5 business days. If the resident fails to respond within this timeframe, the Appeals Committee will make a decision based on the information they have at hand, including to reject the appeal.

The Appeals Committee process will most often result from a review of the appeal documentation and not require attendance by the appealing resident. The committee, however, reserves the right to invite the appellant to meet with either the committee or a representative of the committee in order to obtain additional information necessary for a decision.

All Appeals Committee decisions are final.

3/2014

9. Cleanliness, Housekeeping and Pest Management

Cleanliness:
Residents are expected to maintain a reasonable level of cleanliness in their room(s). 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 eviction.

University housekeeping service is provided Monday–Friday, except on University holidays. Trash removal is provided on the weekend in common areas, e.g., corridors, lounges, lobby areas, laundry rooms, and shared bathrooms in traditional residences.

Room condition when residents move out, especially in multiple occupancy rooms can be a particular concern. All roommates are held responsible for the move-out condition of the space. 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, an apartment/room 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.

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 and not leaving personal items in the space.

Pest Management
Good habits in food storage, cleanup and trash removal can contribute to an environment that discourages the presence of pests, including roaches, mice, ants, silverfish, etc. This can be especially true in a community living environment.

Residents can be proactive and minimize problems:

- Take out trash and dispose of in proper containers or areas of your residence
- Keep kitchen areas clean, wash dirty dishes and wipe counters, put away food.
- Vacuum or sweep often.
- Use sealed containers to store food items, condiments, etc.
- Never leave food in open containers; use glass, metal, heavy plastic or other sturdy, tightly-sealed containers.
- Do not store paper bags or cardboard boxes which offer harborage for roaches and mice.
- Use plastic trash bags for storage and for taking out trash.

Residents with pest control issues should submit a service request for pest management services via AiM at the Penn Portal. In multiple occupancy rooms, only one resident should submit a request and no more than one per day in order to avoid having duplicate requests in the system.

Penn’s Pest Control contractor uses an integrated pest management (IPM) strategy to address pest issues. IPM includes identification of the pest, prevention and exclusion of conditions that pests need including food, water and shelter. The IPM manager monitors conditions, looks for new infestations and uses multiple tactics. Pesticides are often a method of last resort.

Residents should NOT treat pest issues in their rooms on their own. Over-the-counter chemicals, sprays and so on may work against the strategy and effectiveness of the broader IPM program. Residents experiencing persistent problems with pests should contact their Information Center for follow up and additional service.

Updated 11/2013

**Room and Apartment Inspections:**
Residential Services conducts room and apartment inspections on a regular basis and as needed to maintain safety and sanitation conditions. Generally the inspections occur in late December or January. Residents are notified of this process. All inspectors are University staff who carry a valid PennCard. Residents will be notified if conditions in their room are found to be in violation of policies.

*See “Room Entry” for more information.*

**Public Areas, Trash and Personal Belongings:**
Each residence is equipped with trash rooms and recycling areas. Trash and recycling receptacles are provided in most common areas. Residents should remove unwanted items,
trash, and recyclables to the appropriate areas.

Unwanted items, including furniture, should not be left in hallways, lounges, elevator corridors or any other public space as this may obstruct exit routes in an emergency and present safety and fire hazards. Items left in hallways will be considered trash and discarded. Residents will be charged for removal.

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.

10. Hanging Posters or Posting Flyers or Notices in the College Houses
Posterizing within a College House is permitted only in places designated by that College House, and in many cases requires approval of the House Dean prior to posting. For the detailed poster policy, including instructions, referrals for approval and locations please visit [http://www.collegehouses.upenn.edu/general_info/posterpolicy.html](http://www.collegehouses.upenn.edu/general_info/posterpolicy.html). Unauthorized posters may be removed, and students or organizations may be fined. Any organization found responsible for distributing flyers under resident doors will be referred for administrative follow up with the Office of Student Affairs.
10. University Computing Policies and Guidelines

Computing Support
Students living in the College Houses receive their primary computing support through the Residential Computing program. Student Information Technology Advisors live in the residences and are available to offer computing assistance. Students can seek support by completing an on-line request form at http://www.rescomp.upenn.edu.

Each resident of the College Houses and Sansom Place is expected to comply with policies for appropriate use of networks, programs and other computing resources. By his/her use, they agree to comply with all applicable University, School, College House, and departmental policies and regulations related to computing. For comprehensive information concerning the proper and appropriate use of University computer systems, see Penn’s Policy on Acceptable Use of Information Systems.

Air PennNet
The College Houses and Sansom Place are equipped with Air PennNet, the University’s wireless network. Wireless networks are available in the College Houses and Sansom Place through access points distributed throughout in each building.

Residents may not install their own routers or interfere with wireless access through Penn’s network. Any resident found tampering with University installed wireless access points will face judicial action and bear the cost of damage to equipment installed by Penn as well as costs associated with network vulnerabilities and disruptions.

If you have a question about wireless access, or experience a problem and you live in the College Houses, see www.rescomp.upenn.edu, go to a College House Computing Lab, or contact your ITA. For more information on wireless communications on campus, please see www.upenn.edu/computing/wireless.

If you live in Sansom Place and have questions, contact First Call at 215-573-4778 for computing support.

For more information about computing at Penn visit the website for Information Systems and Computing at http://www.upenn.edu/computing/isc/. Each of the schools also offer resources, applications and support for course related work.

11. Communication from Residential Services
Residential Services and College Houses and Academic Services will communicate important information primarily via email, using the e-mail address provided by you in Penn In Touch. Please check your email frequently for announcements and up-to-date information from Residential Services, College Houses and your own College House.
Make sure that messages are not being filtered as spam or junk mail, and that your email quota does not block incoming mail. Supplemental information is often posted on Residential Services and College House websites and announced through a variety of ways, including email and social media, through Information Center staff, College House
staff and through advertising, postings and so on.

12. Conduct in Residence

Penn’s College Houses and Sansom Place have the following objectives:

- To support academic pursuits in an environment where reading, discussion, writing, computing, thinking, and studying -- ultimately leading to learning -- can take place without interference or disruption.
- To ensure that all residents live in a supportive, nurturing, and stimulating community in which individuality is valued and differences are respected.
- To provide all residents with a community in which their health, safety, and security are ensured by the responsible behavior of those around them.
- To provide all residents with an environment in which other residents show care for the facility and its equipment, and in which access to facilities and services is guaranteed for all residents.

Life on campus at Penn offers a experience with students staff and faculty, academically diverse, varied in age and lifestyle, and multicultural in nature. The following policies cover some of the basic expectations relevant to maintaining appropriate student conduct within a comfortable and productive residential environment.

This section of the Residential Handbook is supported by the Code of Student Conduct and other University policies and procedures as found in the Pennbook: Resources, Policies & Procedures Handbook (http://www.upenn.edu/osl/pennbook.html) published by the Vice Provost for University Life.

Accepting admission to the University of Pennsylvania community as a student carries with it an obligation to promote its welfare by assuming the rights and responsibilities of student citizenship. Each individual member of this community is responsible for his or her own actions and is expected to respect the rights of others. Failure to comply with University, City, State, or Federal laws and regulations can result in disciplinary action within the University. In addition, the Philadelphia District Attorney may prosecute criminal behavior.

The creation and maintenance of safe and supportive residential communities is everyone's responsibility. Following the policies and procedures previously outlined, and encouraging one's peers and guests to do the same, are steps that individual students can take to uphold community standards.

Violations of residential community standards and other misconduct should be reported to residential staff for investigation and follow-up. The authority to investigate and respond to violations of University residence policies and procedures is delegated to House Deans, Directors, Sansom Coordinators (SC), Sansom Assistants (SA), Residential Advisors (RA), and Graduate Associates (GA), at the direction of appropriate supervisors. In all cases, an attempt will be made to resolve a dispute or alleged violation by reaching a voluntary agreement. Repeated misconduct, serious offenses, and offenses by non-residents or in non-residence areas may be referred to the Office of Student Conduct for appropriate action. In
addition, criminal activity in the residences is subject to criminal prosecution.

**Resources for Residents**

Residents who have a concern, dispute or grievance with another resident may informally discuss their concerns with any residential staff member in either a College House or Sansom Place, including an RA, GA, SC, SA, Director, or House Dean. On duty staff is available via the residence Information Center to begin preliminary investigations of complaints when University offices are closed.

**Sanctions**

The Department of Residential Services and the Office of College Houses and Academic Services invoke the following sanctions for misconduct: verbal warning, written warning, residential probation, reassignment, suspension of retention privileges, fines of at least $50, damage and inspection charges, community service, restitution, expulsion from University housing, and referral to a College House student judicial board or the Office of Student Conduct.

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

1. The right to be notified within a reasonably prompt time in writing of the complaints against him/her;
2. The obligation to cooperate with any investigation of complaints against him/her, including the obligation to appear to be interviewed by the Department of Residential Services or the Office of College Houses and Academic Services staff or other University officials or boards;
3. The right to know the nature of any evidence against him/her;
4. The right to confidentiality of information as provided in the University’s Policy on the Confidentiality of Student Records, which can be found at http://www.upenn.edu/privacy/.

The University reserves the right to reassign students in the residence system or to terminate Occupancy Agreements on an emergency or temporary basis if such reassignment or termination is necessary or advisable in the interest of health, safety, consolidation of resources, or the conduct of the residence program. When an allegation of misconduct is made against a resident, such measures may be implemented prior to completion of the procedures outlined above for resolution of such charges.

**Records**

The Office of College Houses and Academic Services, in accordance with University policies and procedures, will maintain confidential records of cases involving student behavior or policy violations. In some cases, records are forwarded to the Office of Student Conduct to become part of the student’s University record.

**13. Room and Hall Relationships**

The College Houses and Sansom Place are home to many students with diverse
Approaches to handling conflicts in the community include:

- Daily schedules: sleeping times, quiet hours, television viewing, mealtimes, study conditions.
- Guests: overnight guests, non-mutual friends, large group social gatherings, privacy, use of belongings, public display, inappropriate behavior.
- Housekeeping: making beds, cleaning kitchen and bathroom, dusting, picking up clothes, interior decoration, cooking, storing food, taking out trash.
- Personal habits hygiene, eating, use of media, care of clothing/bedding, locking doors, privacy etc.
- Use of shared and personal property: getting permission, respect for another’s property.
- Values: prejudices, religion, philosophy, politics.

**Roommate or Community Member Conflicts**

Approaches to handling conflicts in the community include:

- Approaching the individual to discuss the concern. Attempt to problem solve for each parties’ perspective. Stay open and flexible.
- Ask your House Dean/GA/RA/SC/SA for assistance if concerns and issues continue.
- Mediation: The University Mediation Program offers another option for addressing differences impacting students. Generally a meeting would be held with all parties to air concerns and develop strategies for constructive resolution.
- If the mediation effort fails, a resident may request a room change through their House Dean.
- The University reserves the right to reassign students as it deems appropriate.

### 14. Construction and Renovation

The University’s Housing Renewal Program has accomplished much in the way of facilities improvement, from wide-scale renovation of entire houses to upgrades of specific systems and equipment. The results benefit our residents and the residential system as a whole.

Projects are often scheduled for summer months, but in some cases, work may take place while the residences are occupied. Residential Services will make every effort to inform residents of work schedules and potential disruptions, and will advocate on behalf of residents for work to be done as expediently as is feasible.

### 15. Decorations

Sticky tack or similar putty type adhesives are the only recommended product for hanging decorations in student rooms. Scotch tape, masking, duct, adhesive tape, electrical tapes,
hooks, nails, map tacks, push pins, brads, nails, glue or other similar items are not to be used for hanging room decorations. Use of these and similar items severely damage walls, and may necessitate the repainting of an entire room. Any wall damage will be charged to the residents of the room.

**Room or apartment walls will not hold heavy objects.** Residents will be charged for damage to their walls beyond normal wear and tear. 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. Also see "Room Furnishings."

**Holiday decorations:**
Cut trees are not permitted in campus buildings as per University Policy and the Philadelphia Fire Code. Other decorations must be flame retardant; check tags or wrappers prior to purchase. Decorations must not be placed in front of exits. Electric light strings must not directly attach to metallic trees and/or decorations and they may not be strung through doorways. If lights are used, they must be from a remote source. All lights must be tagged as having been approved by Underwriters Laboratories. Discard damaged light sets (frayed wires, loose connections, broken/cracked sockets). All electrical decorations must be unplugged when unattended.

**Religious Observances:**
The use of open flame, such as candles, is strictly prohibited.

A university allowance has been made for religious observances involving candles. Any such use however MUST follow guidelines established by the Division of Fire Safety. Locations in each house have been identified for candle lighting.

Use of candles in any other area is strictly prohibited due to obvious risk of fire and injury.

Seasonal holiday decorations made of food items should be removed and disposed of before break periods.

Updated 11/2013
Also see “Emergencies, Fire Safety, Evacuation and Shelter Drills”, and "Walls."

**16. Early Move-In and End-of-Year Move-Out Extensions**
Residential Services reserves the right to set Move-In and Move Out dates in accordance with the Occupancy Agreement. The department reserves the right to accommodate or deny requests to move in early or to remain in residence beyond the end of the occupancy agreement. 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. Residents who are permitted either early arrival or a move out extension are expected to follow all relevant procedures and recognize that failure to do so can result in additional charges and possible eviction, and denial of such privilege in future.
17. Eligibility for Housing

Only full-time students enrolled at the University and taking classes may occupy a room in a College House or in Sansom Place. Unrelated undergraduates of the opposite sex will not be permitted to occupy the same apartment or room, except under the guidelines of the Gender Neutral Housing Policy (see item 23). Families with children cannot be accommodated. If space is available, part-time students, faculty, and staff may be eligible at the discretion of the Director of Residential Services.

18. Emergencies, Fire Safety, Evacuation and Shelter Drills

In ANY emergency, call University Police by dialing 511 from a campus phone or 215-573-3333 from a cell phone. Your Information Center can reach emergency personnel for you.

FIRE SAFETY:

The threat of fire is not unheard of in the residential system. Fire safety education is an ongoing process, and is enacted through drills, floor and building advisories and other media. Policies related to candles, fire producing articles and fire procedures are there to protect everyone. Residents have an important role in fire prevention and should exercise good judgment and common sense behavior, in use of apartment and common area kitchens and with safe use of electrical appliances and electronics.

Fire Code Violations:

Disciplinary action, fines and possible legal action can be taken against residents or their guests for these fire code violations:

- Ignoring evacuation procedures
- Placing false alarms
- Interfering with fire alarm or other alarm systems,
- Interfering with smoke and heat detection systems
- Interfering with sprinkler system components, including hanging anything on sprinkler system fixtures
- Tampering with, covering or removing fire bells, horns, strobes,
- Tampering with or removing fire hoses, extinguishers, and fire-fighting equipment
- The life safety systems in each residence are critical to protecting human life in case of fire.

Violators will face disciplinary action, including the possibility of eviction and criminal prosecution, and will bear the cost of inspecting, recharging, repairing, and replacing equipment, in addition to punitive fines.

Residents should prepare for emergencies in advance by familiarizing themselves with evacuation and shelter in place procedures, routes and locations. In exceptional situations such as severe weather, residents should follow direction provided by University staff.

Residents are encouraged to register for PennALERT, Penn’s emergency notification
program. For more information about emergency procedures and contingency plans at Penn, go to http://www.publicsafety.upenn.edu.

**Fire Emergency Procedures: Be Prepared:**

1. Know the location of the closest and alternate means of exit.
2. Know the procedures posted on the inside of your room or apartment door and the elevator lobby.
3. Know the location of alarm pull stations. These are usually near an exit.
4. Always keep fire doors closed to prevent infiltration of heat, smoke and toxic fumes. Violators are subject to fines.
5. Maintain visibility through fire door windows: do not hang signs, posters or notices on the windows of fire doors.
6. Report vandalism of all fire equipment to the Information Center and campus police.
7. Make sure that fire safety devices in your room or apartment are in working order. Do not disable smoke detectors or other devices.

**On Discovering a Fire:**

1. Notify persons in the immediate vicinity.
2. Leave immediately.
3. Sound the fire alarm through the closest pull station, then call 511 on a campus phone located in a safe area.
4. Close all doors as you leave.
5. Do not use elevators as they will automatically be recalled in service to fire emergency staff. Take the stairs.
6. Vacate the building. (in Harnwell, Harrison and Rodin College Houses and Sansom Place, evacuate to stairwells and wait for instructions).
7. Do not call the Information Center; the staff will be assisting with the alarm and not handling the phones.
8. All fires, no matter how small, should be reported to Penn Police via 511 or 573-3333.

**When the Alarm Sounds:**

1. Awaken roommates, inform them of the alarm and leave immediately.
2. Be prepared to take directions from building staff, and fire and police personnel.
3. Dress appropriately for the weather. You may need to leave the building and wait in a remote location before being readmitted.
   a. Shoes and a coat are essential
   b. Take your PennCard and keys
   c. Lock your door
4. Evacuate the building if the emergency requires.
5. In low rises and the Quad, proceed to your house's assembly point
6. In Harnwell, Harrison and Rodin College Houses and Sansom Place, evacuate through fire exit stairways and wait for instructions)
7. Do not use elevators.
8. Do not call the Information Center.
9. Do not reenter the building until the building staff gives the “all-clear”.

Evacuation Drills

- Evacuation drills educate and prepare residents in followingsafety procedures. Drills are required by Philadelphiafire code and are scheduled to comply with this code. Drills typically are not scheduled to take place in the middle of the night.
- Fire emergency procedures for each residence are posted on the back of room doors. If you do not find a Fire Evacuation Procedures sticker on the back of your front door, notify your Information Center and submit a request via AIM to request a replacement.
- Participate in drills so you will know what to do in event of a real fire.
- Fire code makes it mandatory for residents to leave their rooms during emergency drills.
- Stairwell exit doors are to be used only in such an emergency. These doors, marked FIRE EXIT ONLY, will activate an alarm when opened.
- Special procedures for fire and other emergencies applicable to your residence will be communicated as appropriate.
- Failure to evacuate when requested, or to follow other instructions by emergency personnel may result in disciplinary action and criminal prosecution.

“Shelter in Place” Drills:

- “Shelter in Place” drills are held to prepare residents for events where staying in place is the safest option for protection. Examples include extreme weather, police activity, widespread release of airborne contaminants or other types of emergencies occurring outside of a residence.
- Notices of shelter drills will be posted at building entrances prior to the drill.
- Alternative communications in the building will alert residents as to the drill’s start. If you live in a building with an intercom, you will hear an announcement through the intercom speakers, in other buildings RAs and GAs, or other University staff will knock on room doors to alert you of the drill.
- Shelter procedures are residence-specific and will be communicated via building staff and Housing services staff. You will be directed to an identified shelter area in their building.
- In a shelter drill, you will remain in the building shelter location. Therefore, you should bring medications, bottled water, food such as protein bars or other nutrient rich snacks, flashlight and batteries, cell phone, blanket. Dress appropriately and always bring your keys and ID.
- In an actual emergency it may not be known how long you will need to remain in the shelter location. You should familiarize themselves with restroom locations outside of your room or floor.
- Prior to leaving your room, close and latch all windows, turn off window or wall AC units, and close the door to your room.
• Remain in the building. The entrance to the building will be closed and no one will be allowed to enter or exit. Air conditioning and heating systems may be shut down to minimize air exchange.
• You will be allowed to return to your room only when an announcement has been made that the emergency or the drill is over.

Fire Safety: Other Policies:

Use or possession of fire or smoke producing items and substances are prohibited in residences. Examples include but are not limited to fuel burning stoves, lamps, heaters and grills, as well as any volatile substance including solvents, accelerants, degreasers, etc.

As smoking is prohibited, hookahs and other smoking paraphernalia are prohibited. The use of these items in public areas and/or adjacent outdoor space without staff approval or supervision is prohibited. Violators are subject to judicial action and criminal prosecution.

Functional fireplaces the lobbies of Harnwell, Harrison or Rodin are activated only by University staff.

*Candles – Policy for use in religious observance
Candles are prohibited in residences, as they present a safety and fire hazard. Violators are subject to judicial action and criminal prosecution.

The ONLY exception to this policy is as described below:
Candles may be used only under the following conditions for celebrating religious or other observances (e.g., Hanukkah, Diwali, etc.):
• Candles are permitted only in the main, public lobbies of the College Houses, where candles are in full view of staff of the University as well as passersby. Please note that in the Quad, residents living in Ware, Fisher Hassenfeld, or Riepe can burn candles only in the Information Center area at 37th Street, in view of Information Center. The Fire Marshal has determined that there is no permissible location in Ware, Fisher Hassenfeld or Riepe as the above conditions cannot be met in either house.
• The candles must sit securely in holders placed on level, sturdy tables with surfaces and frames made of non-combustible material; placing foil or baking sheets under the candles is recommended. Tables used should not be placed on carpeted areas, but on hardwood or tile or hard surfaced flooring. Care should be taken to keep candles away from combustible materials such as curtains, drapes, wall decorations, etc.
• Candles may be lit either by coordinated groups of students or by individual observant students, e.g., during Hanukkah, individual students can light their own menorahs at different times throughout the evening, so long as all of the candle-lighting takes place in the designated "safe" location in the residence.
The lighting of candles should be as brief as the tradition permits; e.g., if observance requires that candles burn at least 30 minutes and remain lit until they expire, the smallest-sized candles that meet that criteria should be used. Tea lights are recommended, whenever they meet the criteria. Please avoid using candles that might tip over or otherwise create a fire hazard.

NEVER, ever leave burning candles unattended!! Students making observance MUST provide a presence to look after the candles while burning and to make sure that they are extinguished properly.

Lamps and Fire Safety
Lamps, light bulbs and light fixtures can all be hazards to fire safety.
In purchasing and using any lamp:

- Carefully read all safety instructions and warnings that accompany any lamp before use.
- Never use bulbs of a higher wattage or of a different style than recommended by the manufacturer’s instructions.
- Never remove or discard a bulb that is hot to the touch. Let it cool off before removing.
- Don’t use a lamp that has damaged or missing parts, e.g. frayed wires or loose plugs.
- Do not place lamps where incidental contact between the bulb and clothing, draperies or bedding could produce a fire.
- Keep lamps away from windows, bunk beds, and closets.
- NEVER place towels, clothing or any material over a lamp, again, to prevent fire.
- Make sure any lamp is placed in a stable location, on a solid and level surface. Don’t put lamps where they may be knocked over.
- Before changing a lightbulb, remember to first turn the lamp off, and unplug it prior to removing the bulb.
- Always remember to turn off or unplug any lamp when leaving your room/apartment. Unplug when leaving for extended periods of time such as University breaks.
- Using precautions against these fire hazards will ensure personal and community safety.

19. Energy Conservation
The University’s commitment to sustainability is articulated through a wide ranges of policies, practices and programs Energy conservation is a big consideration in the operations of the residential system. You can help save energy, reduce operations costs and soften the University’s impact on the environment in these ways:

1. Use your heating and cooling system to conserve energy, e.g. use lower settings when not in the room.
2. Close windows when the heat and air conditioner are in use to conserve energy.
3. Turn off appliances when not in use, including lights, computers, and other electronics.
4. If possible set the computer to an energy saving mode.
5. Unplug whenever possible, particularly when leaving your room or apartment for any length of time.
6. Use energy efficient appliances whenever possible. Use the minimum necessary wattage in light fixtures.
7. Don’t leave water running while brushing teeth, washing up, etc.
8. Limit the amount of time spent in the shower! This can significantly reduce the energy used to heat water.
9. Use cold water and cold water detergent when doing laundry.

20. Firearms, Dangerous Articles and Substances
Possession, storage, and/or use of a firearm(s) of any description (including, but not limited to, air rifles, airsoft guns, paint ball guns, pellet guns, pistols, ammunition, gunpowder, etc.) in University of Pennsylvania residences is prohibited and subject to immediate termination of the Occupancy Agreement and removal from residence, as well as judicial action and criminal prosecution.

Possession, storage or use of a dangerous weapon (including but not limited to clubs, any type of knives that is for other than kitchen use, martial arts weapons), hazardous or volatile chemicals or biological substances, explosive devices of any description (including but not limited to fireworks, regardless of size or type), incendiary devices specifically modified to be used as weapon, hunting equipment, and other dangerous articles, weapons, or substances, is prohibited and subject to immediate termination of the Occupancy Agreement and removal from residences, as well as judicial action and criminal prosecution.

21. Gender Neutral Housing
Gender Neutral Housing allows students who are 18 years of age or older to be placed in housing without regard to gender. Students who request Gender Neutral Housing must comply with the following eligibility requirements and policies:

1. A student must be eligible for University housing.
2. A student must be 18 years of age at the time of the request. Students under 18 must provide written parental consent in order to be considered.
3. 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.
4. If a vacancy exists in a gender neutral room, the following will occur to fill the empty bed:
   i. Housing Assignments will place another student who has requested Gender Neutral Housing in the open bed.
ii. If a roommate cannot be identified, Housing Assignments may require remaining residents to relocate to another room; room type match not guaranteed.

iii. 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.

Returning Penn undergraduate students participating in the Room Selection Process for Residential Programs, In-House and Inter-House:

You may indicate your interest in gender-neutral housing. **This will change your assignment gender to neutral for assignment purposes. It will remain neutral until a change is requested.** This change does not change your gender in the Student Registration System.

- Since the priority phases of In-House and Inter-House processes require that students fill all of the beds in the room being requested, students requesting gender neutral housing must identify their own roommates. All roommates must request Gender Neutral Housing in order to be assigned to the same room. The housing system will not allow men and women to be assigned to the same room unless all students' genders are neutral.
- During the general selection phases of the In-House and Inter-House processes, students requesting Gender Neutral Housing may only select rooms where others have requested Gender Neutral Housing.
- A roommate must communicate any plans to room change or cancel his/her agreement to all roommates as soon as that decision is made. If remaining residents have another roommate that can fill the vacancy, they must submit the request in writing for review by the Assignments Office within 24 hours of their roommate's cancellation. Otherwise, the Assignments Office will fill the vacancy as described in #5 above.

22. Guests

The privilege of having guests is accompanied by the responsibility for their safety and behavior. A host is responsible for his/her guests at all times—any violation of Residential Services or University policies is made by a guest is the joint responsibility of the resident host and guest.

The privilege to have guests requires consideration for roommates, floor mates, and other community members. Limitations for guest visitation include:

1. Any violation of the Occupancy Agreement or University policy by a guest of a resident is the responsibility of the resident. Any disciplinary action taken in response to the behavior of a guest will be taken against the resident.
2. A resident may not pressure or force roommates or anyone to tolerate the presence of a guest.
3. The presence of guests must not restrict free access of legitimate occupants to all common spaces and to any private space they may have, or create any situation
that infringes on the right of roommates or floor mates to remain undisturbed in any residence.
   a. Guests may not sleep in public spaces or utilize the public spaces for personal activities during their stay.
4. The presence of a guest in any residence must not be constant or continuous beyond 3 days unless an exception is granted by the House Dean or Director.
5. A guest may not occupy a student’s room when the student is not present; a resident may not give a guest his or her room key or PennCard to enter residences.
6. The resident must accompany the guest inside buildings. The actions of the guest are the resident’s responsibility. The resident host will bear the cost of any fines or charges incurred by their guest.
7. Visitors to the residences must sign-in with a photo ID and be accompanied at all times by a host who carries a valid PennCard.
   a. Guests must have a valid photo ID.
   b. Guests may not sign in other guests.

See also Safety, Security, and Security Systems

23. Harassment
Residents have available numerous resources if they are concerned about or want to report incidence of harassment, including College House or Sansom Place staff members.

Issues of concern include, but are not limited to, sexual, racial, gender, and religious harassment, and harassment based on sexual orientation. Harassment can occur in numerous ways including via email, social media, telephone, mail, or face-to-face. Individual and groups can be targets of harassment.

Such behavior as a violation of Penn’s standards of conduct required of all persons associated with the institution. As noted in the Handbook for Faculty and Academic Administrators, Pennbook: Resources, Policies & Procedures Handbook, the Academic Bulletin, and other University publications, persons engaged in such harassment within the University setting are subject to the full range of internal institutional disciplinary actions, including eviction from residences and/or separation from the institution. Likewise, acts of retaliation will be subject to the same range of disciplinary actions. In addition, some forms of harassment can constitute a criminal act and may lead to arrest and prosecution by the Philadelphia District Attorney.

Victims of any form of harassment may take their concerns or complaints to any number of resources. Offices that specifically respond to harassment complaints include the Office of Student Conduct, the Office of Student Life, and the Office of the Ombudsman. In addition, the Penn Women’s Center, Special Services Department of Public Safety, Greenfield Intercultural Center, Program for the Lesbian Gay Bisexual and Transgender Community, Counseling and Psychological Services, Student Health, African- American Resource Center, Affirmative Action Office, and the campus ministries all can be resources to victims of harassment. Residential staff is available to help victims clarify options and provide referrals to these offices.
AT ANY TIME: Call 511 if you feel threatened or in danger.

24. Information Centers
The Information Center is managed by a Residential Services Manager, who oversees staffing, operations, procedures and policies for the residence to which they are assigned. The RSM or the evening student or Allied Barton staff can also assist with questions or problems if your RA/GA/SA is not available.

The Information Centers offer daily, front line, 24-hour assistance to residents.

Your Information Center handles most residential concerns and provides services including:
- ensure integrity of systems, safety and privacy of residents
- assistance with maintenance and housekeeping issues
- loan of keys
- guest access and passes
- moving cart loans
- game equipment
- accepting delivery of flowers and perishables by delivery services. If not claimed after 3 days, these items will be disposed of.

The Information Center does not:
- Accept lost articles
- Accept deliveries for students other than flowers or perishables.
- Sign in guests for students
- Contact students for visitors
- Provide student information to visitors or callers
- Authorize room changes or cancellation of room assignment

The Information Center works with house staff to manage fire emergency response, building wide facilities issues, and other issues involving all or part of a residence.

Fees and charges: Student account fees related to Info Center services include token sales, equipment, key, and cart billing. Questions should be emailed to damages@exchange.upenn.edu

25. Renters Insurance
It is strongly suggested that residents arrange for coverage of all property brought to campus and into the residence. Coverage may be available through the homeowner’s or renter’s policy for the household which serves as your permanent address. Check with existing policies for more information.

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 doing so:
• Having your own student-plan may fill the gap families may find from the limitations of their homeowners insurance (e.g. high deductibles and the requirements related to full-time student status.
• Many student plans offer affordable coverage with low deductibles.
• 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; and
  • 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 Sallie Mae Insurance ServicesSM, a service of Next Generation Insurance Group LLC (NGI) as an option for our students as the company works directly with Universities to develop insurance policies specifically designed for college students and their families and has plans that meet Penn’s recommended requirements. As an incoming student to Penn, you are already qualified and you are guaranteed acceptance.

*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 Sallie Mae or NGI product.*

To learn more and see a simple application, proceed to the Sallie Mae ServicesSM site below:

26. Keys

**POLICIES FOR USE OF KEYS, KEY CARDS, LOCKS AND RESIDENT SIGN-INS:**

**RESIDENT USE of KEYS:**
Proper controls and documentation of key and key card use, and building and room access are essential to the integrity of the overall safety and security of our residents and our communities.

Residential Services implements specific policies for the inventory, control and use of keys by residents, departmental staff, and other university personnel charged with providing emergency response, general maintenance and repair and the overall well-being of resident and smooth operation of the facility.

**KEYS ISSUED TO RESIDENTS:**
Keys/key cards are documented as issued to the specific resident for the room and bed to which they are assigned. They are issued for the use of the resident only.

It is unlawful for residents to duplicate any residential keys or to hand off keys to unauthorized persons for any purpose. Residents are held responsible for use or misuse of
any keys or key cards issued to them.

It is expected that residents may lock themselves out periodically. Lock out keys are provided as a service but are inventoried and controlled with the same attention as a key issued at check in.

Repeated lock out requests often represent an unreported loss of the originally issued key, a host providing unauthorized access to a room or apartment by a non-resident or long term guest, or other irregularity related to room access that may compromise security. Fees will be assessed to residents who are found to be in violation of these policies. Additionally they may be referred to their House Dean or Director for follow up or additional action.

In the interests of personal and community security, residents should carry their room and card keys with them at all times and to keep doors locked when away from their rooms.

**MOVE IN and MOVE OUT:**

**MOVE IN:**
Room and mailbox keys, and/or in Gregory College House, card 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 Info 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.

**MOVE OUT:**
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 $150/day late move-out fee plus room rent charges, until their move-out can be verified by a Residential Services employee.

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 will be at least $200.

**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. In the areas where locks use a common brass key, fees to replace a lost brass key are $200 to cover the labor and material for cutting the key(s) and changing the core.

In Gregory, the key card will be deactivated and a new card issued to the resident. Fees to replace a lost key card will cost $25 per incident.
If a brass mailbox key is lost, the core will not be changed but $30 will be charged for replacement of the lost key. Lost lounge and other common keys are handled on a case by case basis in consultation with the House Dean or Sansom Manager.

Stolen room keys are considered lost keys and will require the lock be changed, costing $200.

**LOCK OUTS**

Lockout 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 Info Center staff, through presentation of your PennCard or an alternative form of valid identification. If you do not have a PennCard, the Info Center staff will verify residency via other means.

**LIMITS ON USE OF LOCK OUT KEYS**

You’ll be allowed to sign out the key for 1 hour. Lock out key or cards will be provided at no charge for the first ten (10) requests. However, failure to return the lockout key within the hour will result in a $25 fine. 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 resident fee of $35 per 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 $25 lost card fee.

**OTHER:**

University-authorized personnel may be issued resident room keys in order to carry out routine maintenance and to perform other duties. The University reserves the right to enter resident rooms to conduct repairs, to perform inspections, to respond to emergencies or to restore order, as is noted in the Occupancy Agreement.

**ABUSE OF KEY POLICY:**

Residents will be referred to the House Dean or Sansom Director for further action if found responsible for the following:

1. Shows a pattern of repeatedly locking him or herself of his or her room.
2. Has tampered with any lock or door mechanism. This includes jamming or placing glue or other substances in locks or door mechanisms or removing room door hardware such as knobs or door closers.
3. Has installed additional lock(s) to doors, including individual apartment or suite bedroom.
4. Has found to have handed off keys or key cards (and PAC) for use by anyone other than themselves.
26. Leave of Absence
Each school has a policy for Voluntary Leave of Absence, similar to this policy from the College of Arts and Sciences. http://www.college.upenn.edu/policies/leaves/index.php
Please refer to your individual school’s policy for leave of absence procedures, which include procedures for notifying the Department of Residential Services regarding your occupancy status.

27. Mail and Package Delivery
Residence hall mail is delivered in bulk to each residence by Penn Mail, and is and sorted and placed in mailboxes by Datrose, Inc, a contract company working for the Department of Residential Services.

Mail delivery to the College Houses and Sansom Place will occur promptly as long as the proper form of address is used. Please visit www.upenn.edu/housing for the proper mail address for your building. It is essential that the resident’s registered name and box number appear, or mail may be returned to sender.

Mailbox combinations are issued at Move In. They can also be obtained, with resident identification, from the residence mailroom staff. Mailbox assignments are associated with building and room assignment and are the academic year only. If a resident room changes, their mailbox assignment will also change.

Package delivery, including overnight mail by any courier, will be communicated via email using the email address provided in Penn In Touch by the student. The resident will receive an email notification of parcel arrival with instructions for how and where to pick up the parcel.

Residents need to bring the notification email and their PennCard, to the building package room during the designated hours to pick up a package. Residents should pick up their packages promptly. Items not claimed after repeated notice to the resident may be returned to sender.

Parcel deliveries to the College Houses and Sansom Place are inventoried and validated for residents on the same day of arrival. Penn’s responsibility to complete this task is necessary but may create a delay in notification to the resident of the parcel’s arrival.

Staff will not hold packages or money for mail pick-up. Package room hours are posted in your lobby and mailroom. You may retrieve packages during the specified times only.

Valuable or important items should be sent via USPS registered, certified, or express mail, in which some form of signed receipt is necessary. Valuables should be insured. We cannot always guarantee immediate delivery of express mail because once express mail reaches the University; it must then be processed by the University Mail Services, prior to delivering to residences. It is suggested that overnighted mail opackages be shipped via FedEx, DHL, or UPS.
**Missing Mail:** Mail expected but not received within a 2-3 week period should be reported to the residence mail clerk. You will be asked to complete a U. S. Postal #1510 Form. Students desiring private post office boxes may rent them at nearby post offices or other providers.

Intramural mail is used for official University business only.

**U. S. Postal Service Confirmation Mail:**
The U.S. Postal Service offers delivery services which trace parcels to a final destination. “Confirmation Mail” Delivery is the most popular. Tracking of confirmation mail addressed to a Penn address stops at Philadelphia 30th Street Post Office. Confirmation of final delivery to Penn’s residences is not part of this service.

**Forwarding Mail:** When changing rooms or moving remember to leave a forwarding address on Penn-In- Touch in the “Temporary Address” section if you are moving out either during or at the end of the academic year. To avoid interruption in mail delivery, enter your summer address before the last day of classes. If you need to update your summer forwarding address during the summer, contact the mail supervisor in your College House Please. Be aware that the United States Post Office does not forward mail outside of the US.

For assistance with mail and package delivery in residence, contact housingmail@lists.upenn.edu.

**28. Maintenance and Repairs**
You may report individual room problems or common area problems by visiting the Penn Portal and clicking on AIM Facility Focus. You will get a confirmation email containing a request number after submitting your request. If you are having difficulty using AIM, please visit your Information Center for assistance.

After business hours or in the event of emergency, call Facilities at 215-898-7208 to report your issue. Specify the floor, area, and needed repair if the issue is an emergency. You may be provided with a confirmation number if you request one.

Typical in-room emergency repairs are:
- Plumbing problems that cause flooding
- Non-functioning toilets
- Immediate health and safety hazards such as sparking electrical outlets or fixtures.

Typical building emergency repairs are:
- Broken windows
- no heat, no hot water, no power
- security hazards, fire hazards, or safety hazards
If you have not received adequate service after following these procedures, please contact your Information Center.

All maintenance and repairs are to be done only by Penn’s Division of Facilities Services. Repairs or other work done by unauthorized personnel may result in substantial charges. In addition to not making alterations to their room, or attempting to make repairs to their room, students should not use any chemicals such as drain cleaners (such as Drano), pesticides (such as Raid) or other harsh chemicals or cleaning supplies. Students should ALWAYS contact Facilities Services for repairs to their room.

The University strives to minimize disruption and complete maintenance in a timely manner. Residents should be aware that despite our best efforts, delays may occur due to unanticipated complications, wider system issues and availability of resources.

The Department of Residential Services will do everything in its power to remain in communication with residents regarding repairs and improvements. Residential Services reserves the right to facilitate physical room and building improvements, repairs, and preventative maintenance in the interest of safety and comfort for our residents and campus community. It is not our practice to offer rebates or to guarantee reassignments should such repairs become necessary.

Students may be moved temporarily or permanently if needed. Students permanently reassigned to a new room/apartment are responsible for the rent of the newly assigned space, regardless if it is less or more of the original rental. Every effort will be made to permanently relocate students to comparable space if such space is available.

**Reporting computing, video or networking issues:**

**Network issues:** Problems with wired or wireless network access in the College Houses can be reported through www.rescomp.upenn.edu, by visiting a College House Computing Lab, or by contacting an ITA staff member in the College House. Residents of Sansom Place should contact First Call at 215-573-4778 for computing support.

**Penn Video Network Issues:** Penn Video Network issues can be reported by contacting PVN at 8-WIRE, or through their website, www.upenn.edu/pvn.

**29. Move-Out and Move-In**

The Information Center must be the resident’s initial and final point of contact. Here, your official move-in and move-out time is recorded, keys are issued and returned and all transactions recorded.

An official “check in” takes place when resident picks up keys and signs their data card acknowledging that they have accepted their keys.

An official “check out” occurs when the resident returns keys, signs out on the data card and insure that their belongings are fully removed from their space.
Moving-Out: Checklist and Procedure

When you are moving out, make sure to follow proper move-out procedure so that you do not incur additional rent charges and other unanticipated fines.

- Residents who leave earlier than the official end of the occupancy period must have authorization for Early Termination from the Assignments Office. Without proper authorization, the resident will not be released from their Occupancy Agreement and will continue to be charged rent.
- Residents must turn in their room and other residential keys at their Information Center.
- The absence of returned keys indicates that the resident is retaining occupancy of the room. Termination of occupancy is only completed when keys are returned and checkout takes place at the Information Center.
- Once keys are turned in and you are checked out at the Info Center, your occupancy is completed. Residents are prohibited from remaining in the room after check out, or from storing items in the space. Those found violating this policy will face additional fines and will be restricted from entering the building.
- A late move out will result in fines and additional rent charges. In addition, a minimum of $200 will be charged to cover the cost of changing the room lock and replacing keys.
- Forwarding Mail: Forwarding addresses should be entered in Penn-In-Touch before the last day of classes. Otherwise, mail will be forwarded to the permanent address as listed in Penn-In-touch.
- The resident’s space should be left broom-clean. All belongings and trash should be removed. Storage areas, drawers, closets, shelves etc. should be checked to be sure that they are clear of all belongings and trash.
- Refrigerators must be cleaned and defrosted (turned to low with the door closed), and stoves and ovens must be cleaned.
- Residents should turn off all lights and fan coil units,
- Residents should not leave personal belongings or trash in hallways while they’re packing. Corridors must be kept clear to eliminate tripping hazards and to provide egress in an emergency. Items found in hallways, stairwells or public areas will be regarded as trash and disposed of as such. Residents identified as responsible for leaving trash in hallways will face fines for removal.

Responsibility for Condition of Room at Move Out:

When one roommate moves out while the other(s) remains, each is equally responsible for cleaning the room(s). At Move Out, this ensures that the room furniture is intact, and the space space does not require extra cleaning.

If the result of a room change, the space should be cleaned and furnished so that it is in acceptable condition for new residents.

Under either condition, should residents fail to fulfill this obligation; the room or apartment will be cleaned by the University at the expense of each resident.
Students are jointly and severally liable for all damage that is caused to the room(s) or any furniture/furnishings/fixtures therein. Students are liable for the cost of repairing damage to the room(s) and building in case of fire, smoke, etc., if caused in violation of the Occupancy Agreement.

**Move-Out Inspections:**
- Residents must vacate at the time noted on the last day of their occupancy period. The University is not responsible for belongings left in rooms or storage areas past the move-out date. Items not removed on time will be removed and disposed of at the expense of the resident.
- After move out, Residential Services personnel will inspect each unit to ensure that it is vacant, and to detail needs for repair, damage billing, and replacement of furnishings. In case of damage to a room or its furnishings, or missing inventory, associated charges will be applied to the resident’s student account.
- Failure to move out within the prescribed period will result in a $100 per day fine, plus daily rental fees and possible eviction, in which case the University will not be responsible for resident belongings and reserves the right to confiscate and dispose of such belongings.
- Move-Out times and dates are firm. They are communicated widely throughout the year and are agreed to at the signing of the occupancy agreement, and again at Move In.

Residential staff will follow up on non-departures. Strict enforcement will take place, and will include restriction from residential access, heavy fines, lock changes and campus police support if needed.

Updated details for Move-In, official dates, instructions, and directions are posted in early June and continually updated throughout the summer. They can be found on the Residential Services Website at [http://www.upenn.edu/housing](http://www.upenn.edu/housing).

**30. Network Services: Video, Telephone, Data**

Each room or apartment in the College Houses or Sansom Place has these network services:

**Penn Video Network (PVN):**
PVN consists of approximately 65 channels that carry television programming over an internal network available only in the residence halls. Connections are through coaxial cable. For more information about PVN, go to [http://www.upenn.edu/video/](http://www.upenn.edu/video/).

**Student Telephone Services** –
Students may purchase wired telephone service via Student Telephone Services. For details, visit: hwww.upenn.edu/sts/.
These services are billed separately from rent and are not provided by Residential Services.

**Air PennNet:**
Wireless access points are widely installed throughout the residences.
Residents may not use their own routers or interfere with those installed by the University. Issues with wireless connectivity to the residences may be reported via the Facilities Focus website via AiM. Tampering with University installed wireless connection ports is strictly prohibited, and doing so may result in fines and repair charges.

**Wired Internet:**
Student rooms have at least one live Ethernet port.

More on Residential Computing:
See [www.rescomp.upenn.edu/](http://www.rescomp.upenn.edu/) for information on services and programs.

Acceptable use and ethical behavior with respect to the electronic information environment are detailed in the University’s Pennbook: Resources, Policies & Procedures Handbook, [http://www.upenn.edu/osl/pennbook.html](http://www.upenn.edu/osl/pennbook.html).

**31. Noise**
Rooms/Apartments shall be used for living and study purposes. Excessive noise, loud talking, shouting, the creation of loud disturbances, or the playing of recorded music, musical instruments, radios, televisions, etc., at loud volume is prohibited in the residences and outdoor adjacent areas at all times. Annoyances should be discussed with the person(s) creating the disturbance and/or the house staff. If after reasonable warning a student persists in creating excessive noise, administrative or disciplinary action (e.g., possible confiscation of equipment, fines, or eviction) may be taken.

**32. Non-Discrimination Policy Statement**

The University of Pennsylvania values diversity and seeks talented students, faculty and staff from diverse backgrounds. The University of Pennsylvania does not discriminate on the basis of race, color, sex, sexual orientation, gender identity, religion, creed, national or ethnic origin, citizenship status, age, disability, veteran status, or any other legally protected class status in the administration of its admissions, financial aid, education or athletic programs, other University-administered programs or in its employment practices. Questions or complaints regarding this policy should be directed to: Executive Director of the Office of Affirmative Action and Equal Opportunity Programs, Sansom Place East, 3600 Chestnut Street, Suite 228, Philadelphia, PA 19104-6106 or (215)-898-6993 (voice) or (215)-898-7803 (TDD).

**33. Occupancy**

**1. Occupancy Periods** Once a resident picks up keys or occupies a space, the Housing Occupancy Agreement cannot be cancelled. The Agreement remains in effect for the entire occupancy period, beginning on the resident's official move-in date and ending on the official move-out date provided on the occupancy agreement.
2. Early Termination of Occupancy Agreements

Occupancy Agreements may only be terminated mid-year if there is an official withdrawal, leave of absence, participation in studying abroad or graduation from the University. To terminate your Agreement for these reasons, you must apply for Early Termination in the Residential Services Housing Assignments Office and complete all the necessary steps which include:

- Following Housing Assignments Office procedures, which include completing the early termination application, obtaining the appropriate signature from your school and returning the form to the Housing Assignments Office.
- vacating your room
- returning your keys to your Information Center

Rent will be prorated when all steps of the Early Termination process are completed. No refunds will be given after the tenth week of classes of each semester. In all cases, except official graduation or participation in a Penn-approved program abroad, there is a $100 cancellation charge.

3. Replacement

Between October 1 and February 1, you may be granted Early Termination by arranging for your room to be occupied by another full-time student of the same gender and at a comparable level in the University who is not currently living on-campus. A student who has already begun the housing application process is not considered a replacement. Each replacement must be authorized by the Housing Assignments Office. Rent charges will be prorated, and you will be charged a $100 cancellation fee.

34. Parking

Residential Services arranges for loading and unloading access near the residences during certain peak dates and times, primarily during Move-In and Move-Out, in consultation with Public Safety.

Outside of those periods, residents and their visitors are advised to follow all posted regulations and the laws of the City of Philadelphia and the State of Pennsylvania. They should especially take care to avoid parking campus in fire lanes, blocking walkways, loading docks, ADA access ramps or doors, and other pedestrian or access areas.

35. Pets

Pets are not permitted in residences, except for fish of a size that can be humanely kept in an aquarium not larger than 20 gallons. The presence of such must be agreed upon by all roommates. 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.

Persons with a disability requiring a dog with them to live independently are the only exception to this policy. In these cases, medical documentation must be provided and approved by the University. If an exception is granted, the dog must be properly cared for
and groomed. The dog must be contained within the resident’s room or apartment and trained so as not to disturb other residents through behaviors such as barking or scratching. Damage to university furnishings or additional cleaning required will be charged to the resident. Failure to comply with these guidelines may result in disciplinary action.

Discovery of an illegal pet will result in a $50/day fine until the pet is removed. The University may remove illegal pets upon discovery. If a permitted pet becomes a disturbance or a health hazard, the House Dean or Sansom Manager of Residential Services at Sansom Place may order its removal within one week’s notice to possessor, with failure to comply resulting in the above penalties.

36. Posters and Advertising in College Houses
Posting instructions and approval, or referral to the correct location can be obtained on-line at http://www.collegehouses.upenn.edu/general_info/posterpolicy.html. Unauthorized posters will be removed, and students or organizations responsible may be fined. Placing materials of any sort under residents’ doors is not permitted.

37. Privacy—Student Accounts and Records
In accordance with state and federal regulations housing staff may not discuss a student’s charges or account information with a parent or guardian unless the student has officially given his/her consent. To do that, students must log into the Penn Portal and list each parent or guardian that has his/her consent and indicate whether financial and/or academic records may be shared. For more information please visit http://www.upenn.edu/privacy/.
If a student has consented to release their financial information, parents and guardians may contact Residential Services directly at 215-898-3547 or living@exchange.upenn.edu. Depending on the nature of the charge, the question will be routed to the appropriate staff member.

38. Public Space
College House indoor and outdoor spaces are administered through reservations in the houses and centrally. Permission must be obtained to utilize these spaces for formal or informal organized activities.

To reserve indoor space in a College House, please contact the College House office.

To reserve outdoor space adjacent to the College Houses, go to http://www.rescomp.upenn.edu/reservations/ and complete the space reservation form. Additional information about reserving outdoor spaces may be obtained by sending an email to gainfo@lists.upenn.edu or during business hours (9am to 5pm weekdays) at 215-898-5551.

To reserve indoor space and outdoor space in Sansom Place, contact the Sansom Place Office at 215-898-6871.
39. Quiet Hours

Individual College Houses and Sansom Place maintain quiet hours in support of study, quiet enjoyment and sleeping.

Residents are expected to respect the needs and rights of neighbors for study and quiet time, particularly in use of student rooms, public areas and hallways. Violations of quiet hours may result in individual or group sanctions.

40. Recycling and Trash

Penn is committed to minimizing its climate footprint, and is required to comply with environmental and recycling regulations set forth by the City of Philadelphia and the state of Pennsylvania.

Residents are asked to observe recycling procedures and use recycling resources and locations in your residence. Most recyclables Philadelphia can be commingled. There Each residence has special receptacles for batteries, CFLs and other unique recyclable items. College House and Sansom Place staff, including your Information Center can provide more information on how to recycle and where.

At Move Out, Penn has worked with Goodwill, Inc to collect and recycle room and apartment goods, clothing, electronics and appliances and so on. You can support the environment, turn over your goods for good and lighten your move out burden by donating your things to PennMOVES. Details are publicized prior to and during Move Out periods.

Student participation is key to recycling success at Penn. Residents can help by making a conscientious effort to recycle properly. Help us demonstrate good environmental stewardship as members of the Philadelphia community, and help keep Penn's operational costs down at the same time.

What to recycle:

*Single Stream: most glass, metal, and plastic, mixed paper: which includes office paper, junk mail, paperboard, cardboard, and magazines. For a more detailed list please log onto www.facilities.upenn.edu/environment.

Where to Recycle:

Residents may recycle in any of the College Houses and Sansom Place, utilizing appropriate marked receptacles. Do NOT place trash in recycling containers to avoid cross contamination. Housekeepers keep materials separate. Please notify Facilities staff regarding inappropriate handling of recyclable materials.

Trash

Non-recycled materials should be disposed of in trash chutes or bins that are located on each floor of all buildings, except in Fisher Hassenfeld, Riepe and Ware College Houses. Be sure to bag your trash and throw your trash into the chute. Do not put oversized items in the chute that may cause the chute to clog. Trash chutes lead to compactors rather than
incinerators; flammable or burning items will start a fire in the chute. Large bags and empty cardboard boxes should not be put into trash chutes but should be placed in yellow recycling containers. In buildings without trash chutes, there are trash bins are located in the hall. Do not dispose of trash in recycling areas.

In Fisher Hassenfeld, Riepe and Ware College Houses, trash should be taken to the appropriate designated trash room.

Disposal of Sharps, syringes, needles, lancets, glass, razor blades:
A sharp object simply dropped in a trash bag can create a hazard for housekeepers and residents. Please dispose of any sharp objects such as broken glass, razor blades, syringes, or needles by placing them in a biohazard bag or a strong, rigid sided protective container and sealing the lid before discarding.

Under no circumstances should trash or personal belongings of any kind be left in hallways. Failure to comply will result in disciplinary action
Unattended personal belongings left in hallways or public areas may be considered to be trash and disposed of as such.

See also "Cleaning, Housekeeping, and Pest Management"

41. Residential Advisory Board (RAB)
The Residential Advisory Board, RAB, is a student-run organization that serves as the official liaison between students and the Department of Residential Services and Office of College Houses and Academic Services. RAB provides a forum for the exchange of ideas or problems, the lobbying of student, College House and Sansom Place interests, and the funding for housing and housing-related groups. Representatives are chosen by their respective house councils, and included are all College Houses on- campus, including off-campus residences. Ad hoc non-voting members are welcomed. If you have any questions about RAB or would just like to learn more, visit http://www.collegehouses.upenn.edu/rab, or e-mail rabexec@lists.upenn.edu.

42. Roofs and Windows
Residents are strictly forbidden to climb through windows or to have any part of their bodies on ledges, parapets, walls, and roofs of buildings. Throwing or hanging any items from or outside of windows, balconies, rooftops and other exterior areas of the residences is also strictly prohibited. Violators will be subject to disciplinary action.

43. Room Changes
Residential Services coordinates three room change processes, typically in October, December and January. Dates will be on the Department of Residential Services website. Students experiencing roommate problems may contact their GA, RA, House Dean, or Manager for Sansom Place for assistance with problem resolution. No room change is valid unless authorized by the Housing Assignments Office. 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.

44. Room Entry and Inspection
While the University recognizes and respects the need and desire for privacy in the context of a group-living environment, it does occasionally need to enter student rooms to insure resident health, safety, and welfare of its residents. The occupancy agreement outlines the conditions under which rooms would be entered.

The following procedures serve to guide University staff and residents in the performance of duties and to respect of privacy:

Rooms shall be entered in your absence by authorized University personnel when there is cause to believe a situation exists that may jeopardize the health, safety, and welfare of your community, cause damage to a room or its furnishings, or in order to perform housekeeping, inspection, or maintenance functions. Written notification regarding purpose of entry will be left in your room. The room shall be entered only after an effort is made to alert residents within by knocking, loudly announcing staff presence, and waiting long enough for a resident to respond. Generally, University personnel will not enter rooms after business hours except in an emergency where inspection of a room or several rooms may be required, or to insure the well being of a resident or the resident’s belongings.

All staff members and contractors working in student rooms are expected to clearly display identification. Residents are entitled to ask to see such identification.

45. Room Furnishings
Each student is supplied with a bed, desk, desk drawers, desk chair, and chest of drawers. Additional furnishings vary depending on the room type. See room inventories at: [http://www.business-services.upenn.edu/housing/maintenance/condition.html](http://www.business-services.upenn.edu/housing/maintenance/condition.html)

All residence rooms have window coverings, either miniblinds, roller shades or drapes.

Desk lamps, dishes, ice cube trays, cooking utensils, linens, etc., are not provided in common rooms or kitchen spaces.

Due to limited storage capability, no room furniture may be removed or stored.

ANY ALTERATIONS to the room including its walls, floor, ceiling, doors, wiring, plumbing or furnishings are prohibited.

Something here about preserving paint, wall surfaces, flooring, carpet.
Residents may not change or alter the existing facilities and must abide by the following policies:

- Putting tape, decals, chalk, or other decorations or items on the exterior of a room or building, including windows, doors, entry ways, or floors is prohibited.
- The resident is responsible for all furnishings provided. Due to space limitations and work constraints, furniture that belongs in the room cannot be stored by the University. Furniture left in public areas will be removed with the costs charged to the resident. In units where room type and capacity can change i.e., one-bedroom apartments rented as either singles or doubles, all furniture needed at maximum capacity will remain in the unit to allow Housing full flexibility in assignment configurations.
  - Residents will be charged for any furniture that is missing at the end of the occupancy period.
- Residents may not remove residence furniture, equipment, or property; they may not alter floors, ceilings, or doors of any apartment or room, including painting or making structural repairs or modifications. The resident of record is liable for any damage or alterations incurred during your occupancy period.
- Partitions, including structural repair, modification, or freestanding structures are strictly prohibited in University residences, in the interests of fire and personal safety, as well as damage prevention.
- Residents may not add locks, alarms, or chains to their bedroom doors. These hinder access by authorized personnel in case of emergency.
  - Waterbeds are not permitted in University residences.
- Altering or tampering with any building systems, including network, electrical, plumbing, HVAC or other systems is strictly prohibited.
- Residents are not permitted to perform maintenance or repairs. University-authorized personnel must do all work to rooms, fittings and furnishings.
- In addition to not making alterations to their room, or attempting to make repairs to their room, students should not use any chemicals such as drain cleaners (like Drano), pesticides (like Raid) or other harsh chemicals or cleaning supplies. Students should ALWAYS contact Facilities Services for repairs to their room.
- For suggestions about room items and supplies, see the Move In website, accessible from [www.upenn.edu/housing](http://www.upenn.edu/housing), “What to bring and what not to bring.”

Common-area and common-use furniture, equipment, or fixtures are intended for use by everyone. A minimum of $50/day fine will be levied against a resident if they remove the above items.

See also "Walls"

### 46. Room Inventory and Condition Reporting:

Room Inventory and Condition reporting allows new residents to report any discrepancy in the furniture provided for their room type as well as any concerns about the condition of their room upon move in. This process provides a method for formally report missing furniture or damage discrepancies that you wish to be documented. This may protect you
from being charged for noted items at move-out. All room condition and furniture inventory issues may be reported to myroom@upenn.edu.

Room furnishing inventories are found on the Residential Services website at: http://www.business-services.upenn.edu/housing/maintenance/condition.html

If you have not reported discrepancies in your room’s condition and furniture placement inventory, and damages are found during the Move-Out inspection, you will be charged for damages and missing furniture.

47. Safety, Security, and Security Systems
The safety and security of our communities is central to the comfort and academic success of our residents. Security, however, is a shared responsibility. The University has numerous systems, resources and personnel dedicated to maintaining a safe campus. 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.

All access, security, and guest procedures in this handbook were developed in partnership with the Division of Public Safety, the security and protection of our residents in mind,

Access to Residences
- Entrances to student residences are monitored 24 hours a day while the buildings are occupied.
- 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 random 4-digit number as their PAC. Residents may change their PAC by following instructions found through following links starting at the home page of Campus Express.
- Residents are asked to cooperate with the security guards and Information Center Specialists, as they are required to verify the ID for each person entering a residence. Guards and Info Center Specialists must screen students with every entry, regardless of how well they know the resident or how often the resident enters the building
- By University policy, each student must possess and carry their PennCard. An individual must display his/her PennCard when requested by a security guard or Information Center Specialist, and the PennCard must be used in order to gain building access. Should a resident lose or forget their PennCard, the security guard or Information Center Specialist will use an alternate method of verifying identity and granting access, to be used only in the short term. Lost Penn Cards must be promptly reported to the PennCard Center, 1st Floor, Franklin Building, 36th and Walnut Streets, 215-417-CARD.
- PennCards are non-transferable. Those found to be fraudulently using a PennCard to gain access will face disciplinary action. 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 Franklin Building at 3451 Walnut Street, during business hours of 9:00am to 5:00pm, Monday through Friday.

- Anyone who fails to produce a PennCard, photo ID or who creates a disturbance about the procedure is subject to disciplinary action and/or fine. Residents who consistently fail to produce a PennCard may face disciplinary action.
- Special procedures are in place for those students who observe the Sabbath, please see your Information Center for details.
- Access/egress is gained through front entrances only. All other doors are locked and alarmed for security purposes. Residents should not exit via the alarmed doors unless instructed to do so during a building emergency/evacuation.
- On the floors, students are advised to keep their doors locked at all times. Theft of unattended items is one of the most frequent forms of theft at Penn.
- Residents are discouraged from propping doors open, for fire safety reasons as well as to maintain the security of their room.
- Residents should not leave unattended items in public spaces such as lounges, lobbies, computer labs, or in an unlocked room, even for a brief period of time.
- The University is not responsible for items removed or stolen from student rooms. In the event that a door was left unlocked.

**Guest Access**

- Visitors to the residences must sign-in with an acceptable photo ID and be accompanied at all times by a host who carries a valid PennCard. A host is responsible for their guests at all times.
- A Penn resident host must be verified and approved by the Information Center Specialist in order to sign in a guest. Acceptable forms of ID for guest verification include government issued cards, student photo ID, etc. Following approval, guests will be registered and permitted to enter.
- To better accommodate residents’ guests who need repeated access to a specific residence for 1-4 days, a special guest pass system exists. Access is renewable, but the resident host must still accompany their long-term guest. Distribution of guest passes is handled at all Information Centers.
- Once a resident has registered a guest and received a pass, the guest will not need to sign-in each time s/he enters the residence, however they must still be accompanied by a PennCard holder. Special access requests can be made at your building’s Information Center.
- Residents who are familiar with and who cooperate with procedures for residential access will be able to instruct guests appropriately and will be assisting in maintenance of security for the wider community.
- Guests may not sign in other guests.

**Residential Security Systems**

The security systems and procedures in the residences are designed for the protection of all residents. Abuse of staff and/or vandalism will not be tolerated. Students identified as vandalizing or damaging portals, exterior building doors or locks, room locks or doors, security alarm systems, turnstiles, emergency telephones, or other portions of security
systems will face disciplinary action and charges for cost of repair.

It is against policy to use a PennCard that has been tampered with or one that does not belong to the bearer. Violations of security policies may be referred for disciplinary action within the University. Sanctions for security violations may include fines, University probation, and residential reassignment or eviction. A systems and activity may be carried out throughout the year.

For additional safety and security information, call or visit the Special Services Department, 4026 Chestnut Street (next to Police/Public Safety Headquarters), or Security Services Department at 4040 Chestnut Street (573-9289), or go to http://www.publicsafety.upenn.edu.

You can help us by reporting suspicious behavior or activity that might endanger or compromise security. Program the University Police emergency number into your cell phone or I-phone, 215-573-3333 and use it when you have safety-related concerns that require immediate help.
Other campus security resources include blue light phones located throughout campus; these connect directly to Penn Police dispatch, Penn Transit which provides ride services, Public Safety which provides walking escorts and wellness checks.

Residential Services and College House staff are available for support and assistance 24 hours a day.

See also "Fire Emergencies, Access Systems, Guest Access"

48. Sansom Place

Sansom Place houses undergraduate, graduate, and post-graduate students and a small number of Conference Services guests in two towers, Sansom Place East and Sansom Place West.

Residential Staff at Sansom Place:
A full-time Manager lives in residence; and provides leadership, direction, and supervision to the Sansom Place staff (Sansom Coordinators and Graduate Associates).

Sansom Coordinators (SC):
A team of Sansom Coordinators, who are part-time staff members, supervise daily operations and assist the Manager in supervising the live-in paraprofessional staff, provide leadership for programmatic activities, and support the residents.

Graduate Associates (GA):
Graduate Associates (GA’s) spend most of their time developing an atmosphere conducive to community, programming, advising individual residents, and mediating conflicts between residents. Because of the range of ages and backgrounds of Sansom Place residents, and the particular pressures of graduate and professional schools, GAs are
selected using such criteria as sensitivity, maturity, and ability to handle conflict.

49. Smoking
Smoking - of any substance - is prohibited in all residential buildings, and outdoors within 20 feet of windows and doors. This policy encompasses the use of hookahs and other smoking paraphernalia. Those who violate this policy may face disciplinary action, fines, and possible termination of their Housing Agreement.

50. Solicitation and Business Activity
According to University policy and city zoning ordinances, residence space must be used only for study and living purposes and not as sales rooms, offices, service areas, or for storage of merchandise. Soliciting and peddling in the residences are prohibited. Penn Police will be contacted to report illegal soliciting.

51. Sports Activities CHAS
Fisher-Hassenfeld, Riepe, and Ware College House: Team sports, or any sport in which a ball is propelled by a stick, are not permitted, as these activities are dangerous to passersby. Catches or tosses among three or less people are permitted, but only with frisbees, footballs, nerf, and whiffle balls, and if played in an unobtrusive manner. No sport activity is permitted on the Junior Balcony.

Kings Court English and Hill Courtyards: No balls, frisbees, or other objects may be thrown, kicked, or otherwise propelled, as the courtyard is a direct access route for pedestrians.

All Buildings: Sports activities are prohibited in hallways, lounges, and other indoor areas, except where designated. Bouncing or throwing balls, rollerblading, skateboarding, and bike riding are prohibited inside residences.

52. Storage
Residential Services does not provide storage for resident belongings during the academic year. The Department of Residential Services will not be liable for loss of, theft of, or damage to articles left in any of the residences. It is wise for you to have any stored belongings covered by insurance. There is no summer storage space available in the residences.

53. Student Health Concerns in Residence
Issues involving residential students with health concerns are reviewed individually, with a support plan developed in partnership with other University offices, with concern for confidentiality and the best interests of all parties involved.

Immuno-compromised students may require and be granted special housing arrangements to protect themselves for medical or emotional reasons. Fear of a resident with a non-contagious medical condition including HIV, AIDS, and hepatitis B is not considered a basis for release from the Occupancy Agreement. In these circumstances, residential officials will
not allow concern or suspicion about the health of residents to result in a demand that suspected residents be tested, relocated, isolated, ostracized, segregated, or excluded from residences against their wishes. Requests for room assignments and changes are considered in accordance with established residence policies, depending on the availability of rooms. Professional staff from the Office of College Houses and Academic Services is available and prepared to respond to or refer inquiries from students, staff, faculty, and others. For more information about health related topics at the University, go to http://www.upenn.edu/shs/.

54. Your Mobile Phone Contact
Residents are asked to update their personal cell phone number in Penn In Touch in order to provide contact information in event of an emergency. Personal cell information may also be provided at check in.

55. Substance/Drug Abuse
The possession, sale, or use of narcotics or other controlled substances in University residences, is illegal, unless possession and use conform to a physician's orders and prescription.

56. Thrown Objects
Throwing any object from windows, roofs, ledges, etc., is dangerous and prohibited. Students responsible are subject to disciplinary action and/or criminal prosecution as well as costs.

57. University Partnerships and Referrals
The Department of Residential Services and the Office of College Houses and Academic Services reserve the right to refer students to other offices within the University, or to include other offices at Penn in responding to individual or community issues. Other offices may work alone or in conjunction with both departments in addressing such situations.

58. Utilities and Energy Conservation
**Electricity:** Due to possibility of overload, use of extension cords is discouraged; surge protectors are preferable. To avoid the likelihood of tripping a circuit breaker, you should avoid plugging an excessive number of appliances into any outlet or on one circuit. Be cautious when plugging in items that draw high amperage, such as hair dryers, refrigerators, microwave ovens, and so one.

Each apartment with a kitchenette has a panel box with circuit breakers that feed all the electrical equipment in the apartment. If you lose electrical power, check the panel box for circuit breakers that are off or have tripped automatically because of short circuit or overload.

If a circuit breaker is off, turn it to the "on" position. If a circuit breaker is tripped, the handle of the circuit breaker will position itself at a midpoint between the on and off position. To reset a tripped circuit breaker, push the handle to the off position and then to
on. If the circuit breaker trips again, call Facilities Services for help.

**Heating-Cooling:** The building HVAC systems are designed to provide either heating or cooling, but cannot provide both at the same time. Consequently, during transitional weeks in the Fall and Spring, when evening temperatures may still call for in-room heat, the buildings may become uncomfortably warm during the day.

**59. Vacation, Holiday, and Break Periods**
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 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. Visitors will need to be signed in individually, as no guest passes will be issued.

**60. Vandalism**
No student shall perform or permit damage, removal, or unauthorized addition to any furnishings, equipment, or property belonging to the University. Defacing interior or exterior room or building walls, floors, ceiling or other structures or surfaces with chalk, marker, paint, pen or other substances may be construed as vandalism and action will be taken accordingly. Charges for missing or damaged items will be assessed at replacement cost, including any necessary labor. Disciplinary action, including fines and/or eviction, is possible. In addition, the individual may be subject to criminal prosecution (i.e., institutional vandalism, criminal mischief) and possible fines.

**61. Walls**
Sticky Tack or similar putty type adhesives are the only recommended product for hanging decorations in student rooms. Scotch tape, masking, duct, adhesive tape, electrical tapes, hooks, nails, map tacks, push pins, nails, glue or other items are not to be used for hanging room decorations. Use of these or similar items severely damage walls, and may necessitate the repainting of an entire room. Any wall damage will be charged to the residents of the room.

*See also “Decorations” and “Room Furnishings.”*