

# +Residential Handbook 2010-2011

## Welcome to the College Houses and Sansom Place Residences!

The Department of Housing Services produces this Residential Handbook in partnership with the Office of College Houses and Academic Services.

It is designed to offer a comprehensive reference for living on campus in Penn's residences. The Residential Handbook provides you with the policies, rules and regulations required for living safely and productively in a residential community. Upon signing your housing application/agreement, you agreed 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 standard-of-living in your residential community for everyone.

Have a happy and productive year, and do not hesitate to let us know how our programs, services, and facilities can best serve you.

- |   |   |
|---|---|
| <ol style="list-style-type: none"><li>1. Access to Residences</li><li>2. Alcohol</li><li>3. Appliances</li><li>4. Assignments - Policies and Information</li><li>5. Bicycles and Vehicles</li><li>6. Campus Express™ at Penn</li><li>7. Cancellation/Termination of Agreement</li><li>8. Charges</li><li>9. Cleaning, Housekeeping, and Pest Management</li><li>10. College House Staff and General College House Information</li><li>11. Communication from Housing Services</li><li>12. Conduct in Residence</li><li>13. Conflicts</li><li>14. Construction and Renovation:</li><li>15. Dates: University Dates 2005-2006</li><li>16. Directory of Phone Numbers</li><li>17. Decorations</li><li>18. Early Move In and End of Year Extensions to Move Out</li></ol> | <ol style="list-style-type: none"><li>33. Move-Out and Move-In</li><li>34. Noise</li><li>35. Network Services: Video, Telephone, Data</li><li>36. Non-Discrimination Policy Statement</li><li>37. Occupancy</li><li>38. Parking</li><li>39. Pets</li><li>40. Posters</li><li>41. Privacy—Student Accounts and Records</li><li>42. Public Space</li><li>43. Quiet Hours</li><li>44. Recycling and Trash</li><li>45. Residential Advisory Board (RAB)</li><li>46. Roofs and Windows</li><li>47. Room Changes</li><li>48. Room Entry and Inspection</li><li>49. Room Furnishings</li><li>50. Room Inventory and Condition Form</li><li>51. Safety, Security, and Security Systems</li><li>52. Sansom Place/Sansom Community Services</li></ol> |
|---|---|

19. Eligibility/Registered for Housing  
20. Emergencies, Fire, Fire and Evacuation Drills, and Fire/Smoke-Producing Articles  
21. Energy Conservation  
22. Firearms, Dangerous Articles and Substances  
23. Gender Neutral Housing  
24. Guests  
25. Harassment  
26. Housing Services  
27. Information Centers  
28. Insurance  
29. Keys  
30. Leave of Absence  
31. Mail  
32. Maintenance and Repairs

53. Smoking  
54. Solicitation and Business Activity  
55. Sports Activities  
56. Storage  
57. Student Health Concerns in Residence  
58. Student Telephone Services  
59. Substance/Drug Abuse  
60. Thrown Objects  
61. University Referrals  
62. Utilities  
63. Vacation, Holiday, and Break Periods  
64. Vandalism  
65. Walls

---

### **1. Access to Residences**

Residential access is restricted to residents of College Houses and Sansom Place, and certain university staff and faculty. All others must be signed in by a resident or other authorized PennCard holder, and guests must show a photo ID and accompany their host at all time. Entry is controlled by card swipe through electronic portals. 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 twenty-one is forbidden.

The University does not prohibit the lawful keeping and consuming of alcoholic beverages by its adult students (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. The University deplores alcohol abuse. Excessive alcohol consumption can cause behavior 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 all common rooms and areas of student residences, unless the event is registered and conducted in accordance with the University Alcohol Policy.

- A resident is accountable for what occurs in the room(s) and is therefore expected to comply with state laws and University policies.
- Kegs, 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**

Hot plates, halogen lamps, immersion coils, air conditioners, freezers, dishwashers, washing machines, and open-coil appliances are prohibited in University residences as they pose a threat of electrical overload and/or fire.

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

Microwaves, computers, stereos, televisions, radios, irons, non-commercial hairdryers, and other similar appliances are permitted, unless specifically prohibited by the residence 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.). We strongly recommend the use of a surge protector(s).

Microfridges may be rented from Campus Specialties Incorporated, [www.mymicrofridge.com](http://www.mymicrofridge.com). For more information, see the Housing Services website, [www.upenn.edu/housing](http://www.upenn.edu/housing). No more than one refrigerator may be installed per room or apartment, not including those provided by the University.

Avoid overloading circuits by using too many appliances or electronics at once. Avoid fire hazards created by overloading outlets or by using multiple power strips or extension cords to power electric items.

### **Lamps: A Special Safety Advisory**

The use of halogen lamps is prohibited.

- 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 is recommended by the manufacturer's instructions.

- Never remove or discard a bulb that is hot to the touch; don't try to operate a lamp that has damaged or missing parts.
- Do not place lamps near clothing, draperies or bedding, as incidental contact with the lamp bulb could ignite the material. Keep lamps away from windows, bunk beds, and closets.
- NEVER place materials such as towels or clothing on top of lamps.
- Avoid placing lamps in locations where they may be knocked over.
- Always remember to turn off or unplug any lamp when changing bulbs or when leaving your room/apartment.
- Taking proper precautions and guarding against potential hazards posed by lamps will help ensure community safety.

Also see "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 and provided with common telephone service. 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 student resident and ends at noon on the Move-Out date designated for the student resident. These 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, Student Telephone User's Guide, University websites, letters, bulletins, etc., are incorporated in the Occupancy Agreement. Residents are expected to conduct themselves in a manner that demonstrates respect for fellow residents and guests.

The Department of Housing 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, charges for lost rent, and/or termination of your Occupancy Agreement. Examples of discouragement include obvious/subtle verbal statements or occupying a greater area than your assigned space.

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 Housing Services.

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 and other Vehicles**

Bicycles may be stored in your room or on bike racks located inside or outside the buildings. They may not be stored or parked in hallways, staircases, or other interior public areas of residences. No bicycle should be placed on or near outside entranceways, access ramps or railings, or in any manner that blocks access or egress for students with disabilities. Bicycles discovered in these locations may be removed and disposed of by University personnel.

Bicycles are the number one target for theft at Penn. Public Safety recommends that bicyclists use U-locks for securing bikes. There are numerous bike racks near the residences, most are monitored by CC cameras and are close to campus buildings. Indoor bike racks are available in Hill College House and King's Court/English College Houses.

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>. Public Safety also loans engravers for marking bikes and other belongings for identification.

Motorcycles, motorized bicycles, and/or motorized scooters may not be parked or stored within the residences, on the walkways or landscaped areas of the campus, or in the entrances to any University building. They will be ticketed and/or towed away at owner's expense.

### **6. Campus Express™ at Penn**

Campus Express, <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. Residents may create Move In and Move Out loading passes and access passes, as well as Family Weekend access passes on Campus Express during these particular times of year.

The **Campus Express Center** is a walk- in hub held during New Student Orientation at Houston Hall. Residents can pick up premade PennCards, verify Campus Dining Service meal plans, pick up PennPasses and learn more about Penn Transit, SEPTA, Parking, the Penn Bookstore, Computer Connection, University Square, the 1923 Ice Rink, and other departments and services.

## **7. Cancellation/Termination of Agreement**

After a resident has either assumed occupancy, picked up keys, or activated 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 check out and leave for unauthorized reasons, or without following proper procedures, will continue to remain responsible for rent for the full term of the Occupancy Agreement. The residents room space may be reassigned at the discretion of the Assignments Office.

### ***1. Graduation from this University: A resident who requests Early Termination for this reason:***

- must provide the 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 12 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 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 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. However, no refunds will be made after the tenth week of classes of each semester. Residents will be charged \$100 for termination. For summer session housing, please refer to the Conference Services Occupancy Agreement.

Each school has a Leave of Absence Policy, similar to this policy from the College of Arts and Sciences. <http://www.college.upenn.edu/policies/leaves/index.php> Be sure to check with your advisor for your school's policy.

***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 undergraduate residents, 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, services, keys, and so on, which can be attributed to students during their residency are billed to the student. 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](http://www.upenn.edu/housing) "About Us".

Telephone service 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 Housing Services.

### **The following are examples of housing charges applied to student accounts:**

#### Failure to Clean:

General cleaning service, entire apartment: \$160 max plus trash removal

Trash left behind: \$18/bag

#### Walls:

Painting a wall: \$100 per wall

Repairing holes/tape scars: \$40-160 per hole/scar

#### Furniture and Rugs:

In the case of damaged and/or missing room furniture resulting in repair or replacement, the cost of the repair or replacement item will be billed to the resident(s). Common-area furniture found in a room(s) will result in a fine of \$50/day plus cost and labor to replace to original location. Residents will be charged for any damaged or missing furnishings or furniture. Costs are on file in the Housing Services Office.

Failure or late return a moving cart: minimum \$100.00, up to \$300 for loss of plastic carts.

Room key not returned: core change: \$155

### **9. Cleaning, Housekeeping, and Pest Management**

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. Possible actions can include apartment/room cleaning at the resident's expense, disciplinary warning, reassignment and eviction.

Residents will be billed for excessive trash or trash that is improperly disposed of. When one roommate moves out, those remaining are each equally responsible for cleaning the apartment/room before they move out. If the apartment/room is not found to be in acceptable condition for a new resident, cleaning service will be provided and each resident charged. University housekeeping service is provided seven days per week (except holidays) for common areas in the residences, e.g., corridors, lounges, lobby areas, laundry rooms, and shared bathrooms in the traditional residences.

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.

#### **Pests**

Poor cleaning and trash removal habits can create an environment that fosters the presence of pests, including bugs, roaches, mice, silverfish, etc. This is particularly true in a community living environment.

You can minimize problems by being proactive:

- Take out trash and dispose of in proper containers or areas of your residence
- Keep kitchen areas clean, wash dirty dishes, wipe counters and 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; they can provide harborage for roaches and mice.
- Use plastic trash bags for storage and for taking out trash.
- Should a pest control problem develop, submit a service request for pest management services via Facilities Focus, a Facilities Services website accessible via the PennPortal to submit a service request. If the problem persists, contact your Information Center.

#### **Room and Apartment Inspections:**

Housing Services conducts room and apartment inspections on a regular basis and also as needed to insure that proper levels of cleanliness and safety are maintained. Generally they occur in late December or January. Residents are notified of this process and all inspectors carry a valid PennCard. See "Room Entry" for more information

**Public Areas, Trash and Personal Belongings:**

Residents should not leave personal belongings in the hallways. They may obstruct exit routes in an emergency and provide a tripping hazard. Any belongings left in hallways will be considered trash and discarded. Trash should be disposed of in proper trash disposal areas and not left in hallways, lounges, elevator corridors and so on.

**10. College House Staff and General College House Information**

In support of the University's academic mission, the Department of College Houses and Academic Services (CHAS) coordinates the hiring and training of students, faculty and other staff; creates innovative programs and opportunities for residents; provides academic counseling and crisis intervention; operate and oversees the House computer labs, and networks. For more information, send an e-mail to [collegehouses@pobox.upenn.edu](mailto:collegehouses@pobox.upenn.edu), or view the department's website at <http://www.collegehouses.upenn.edu>.

*Faculty Masters, Faculty and Senior Fellows and Faculty Associates*

Each College House has a Faculty Master and one or more Fellows in residence with their families. The Faculty Masters provide academic leadership, and they and the Fellows offer immediate contact with Penn's renowned teachers and scholars, linking the College Houses with various aspects of the University life and the city of Philadelphia.

*House Deans*

Each House has its own House Dean who lives in residence and is head of its office and staff. He or she supervises the staff that make the College House work, and is responsible for providing personal advising and academic support, and supporting the House's co-curricular and recreational activities. The House Dean provides "first response" advice and academic support to students, working in collaboration with the advising services of the four undergraduate schools. He or she also makes referrals to the specialized counseling, tutoring, and other services that are available elsewhere in the University. Penn is a large university, but it is far more manageable with the help of a House Dean.

*Graduate Associates (GA)*

Living in each College House is a diverse team of Graduate Associates (GAs), who are graduate students selected from the research and professional programs of the University's twelve schools. The GAs bring a mature student viewpoint to the life of the community, as well as special academic or professional expertise in their respective fields of study. They sponsor (or participate in) many of the academic and co-curricular activities of each College House, and, from right next door, they can offer advice about a personal or academic problem. GAs work under the supervision of the House Dean, and they serve as the administrative heads of the Residential Programs located in some College Houses.

*Resident Advisors (RA)*

Many of the Houses also have teams of undergraduate Resident Advisors (RAs) who support the programming initiatives of the community. RAs, like GAs, are selected on the

basis of their interpersonal skills and their ability to contribute to the College Houses. They are specially trained to solve problems, resolve conflicts, and otherwise serve the needs of residents. They also assist in publicizing and implementing House policies, enforcing rules, and planning activities.

#### *House Managers*

Also serving the College Houses are the House Managers. These student managers assist with College House operations in a variety of ways: maintaining websites, publishing newsletters, planning social events, managing house facilities and supervising student staff.

#### *You are an Important Part of a College House*

While the residences are staffed by students, administrators, and faculty who are committed to enhancing the residence experience, the most important participant is you. Your participation, ideas, and presence are essential to the creation of community. The staff is there to help residents meet each other and live together harmoniously, but the residents themselves are the keys to a community's success. Residents are encouraged to join the House Council or represent their House on the Residential Advisory Board. For more information on the Residential Advisory Board visit <http://www.collegehouses.upenn.edu/rab>.

#### *College House Programming*

There are numerous opportunities for residents to become involved in activities and programs at both the undergraduate and graduate levels. Getting involved in these functions is a great way for you to meet people and develop organizational skills. While your GA or RA serves as a catalyst for many floor and building activities, you are encouraged to participate actively in and/or organize programs. Examples of student-initiated activities include:

- Field trips to Philadelphia's cultural establishments/events
- Faculty lectures
- Informal concerts
- Dramatic productions
- Career workshops
- Graduate school forums
- Dinners with faculty and administrators
- Aerobics and dance classes
- Barbecues and brunches
- Late-night get-togethers and other activities

#### *Student Community Involvement*

The University is committed to involving residents in the discussion of issues that affect the quality of their lives. Student advisory and governmental groups, such as the Residential Advisory Board (RAB), act as liaisons to the College Houses on such topics as procedures, policies, and proposals for the residences. Student representatives meet regularly to work on various residence issues, to develop activities, and to assist with

staff assessment. Student judicial boards may maintain and enforce community standards through hearing certain individual cases. The impact a government group may have in determining the atmosphere of its residence can be tremendous, depending on the dedication of the individual members. Also, being a member of a governance group can be a very educational experience.

### *Postering in the College Houses*

Posting materials 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.

### *Computing Support*

Students living in the College Houses will receive their primary computing support from Information Technology Advisors. ITAs are student workers who live in the residences and are available to offer computing assistance, including Ethernet card and connectivity software installations. Students can seek support by completing an on-line request form at <http://www.rescomp.upenn.edu>.

### *Computing Policies and Guidelines*

Each person with access to the University's computing resources is responsible for appropriate usage and, by his/her use, agrees to comply with all applicable University, School, College House, and departmental policies and regulations. For comprehensive information concerning the proper and appropriate use of University computer systems,

### *Air PennNet*

The College Houses and Sansom Place are equipped with Air PennNet, the University's wireless network. In order to use Air PennNet you will need a wireless enabled computer using Windows XP with Service Pack 3, Windows Vista with Service Pack 1, or Mac OS X 10.4.x or higher. Mac OS 10.3.x and Windows 2000 and XP running Service Pack 1 or 2 are no longer supported at Penn. Having wireless access available throughout the College Houses and Sansom Place means that you do not have purchase or bring your own wireless access point to have wireless access. Private owned and operated wireless access points are not permitted by University Policy and are subject to disconnect and removal since they can disrupt Air PennNet service in a particular area of a building. If you have a laptop computer that supports wireless, you do not have to buy anything in addition. If you would like to use wireless on your desktop computer you can purchase a wireless adapter for desktops at the Penn Computer Connection or at any computer store.

Do not tamper with the wireless access points! If you have a question about your wireless, or experience a problem and you live in the College Houses, see [www.rescomp.upenn.edu](http://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](http://www.upenn.edu/computing/wireless).

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

### **11. Communication from Housing Services and College Houses**

Housing Services and College Houses and Academic Services will communicate 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 Housing, College Houses, and your own College House. Make sure that messages are not being filtered as spam or junk mail, and be sure that your email quota is not blocking incoming mail. Supplemental information is often posted on Housing and College House websites and announced using flyers in the residences.

### **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 can be accomplished 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 equal access to facilities and services is guaranteed for all residents.

When you move into any residence at Penn, you are joining a community that is 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 membership into the University of Pennsylvania community as a student entails 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.

#### *Reporting and Responding to Misconduct*

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

#### *Sanctions*

The Department of Housing Services and the Office of College Houses and Academic Services invoke the following sanctions for misconduct: verbal warning, written warning, residence 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 Housing 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; and
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 assign students to different rooms 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 records of cases. In some cases, records are forwarded to the Office of Student Conduct to become part of the student's University record.

### **13. Conflicts between Residents**

The College Houses and Sansom Place are home to many students with diverse backgrounds and lifestyles. They all have a common desire to further their education at the University of Pennsylvania. With this in mind, it is essential that residents contribute to a harmonious living environment through their own responsible and respectful behavior.

Cooperative living should start with roommates, as they have the most immediate impact on your daily life. Below is a list of a few common sources of roommate conflicts. If you and your roommate(s) confront these issues constructively and set ground rules, communication breakdowns and future conflicts may be avoided.

- Daily schedules: sleeping times, quiet hours, television viewing, mealtimes, study conditions.
- Guests: overnight guests, non-mutual friends, parties, privacy
- Housekeeping: making beds, cleaning kitchen and bathroom, dusting, picking up clothes, interior decoration, cooking, storing food, taking out trash.
- Personal habits
- Use of personal property: sharing, getting permission, respect for another's property
- Moods
- Values: prejudices, religion, philosophy, politics
- Shared interests – separate interests

### *Resolving A Conflict*

Should you find yourself in a conflict with a roommate or neighbor, the following steps are suggested:

- Approach the individual to discuss the problem and attempt to reach an amicable compromise, keeping in mind that we all have different lifestyles and values.
- Ask your House Dean/GA/RA/SC/SA for assistance if your attempts to resolve the problem fail.
- Mediation: When a dispute arises within a residence community, the matter may be referred to the University Mediation Program. This generally involves a meeting with all parties to air grievances and develop strategies for constructive resolution. This may involve new room assignments if the mediation effort fails. The University reserves the right to reassign students as it deems appropriate.

#### **14. Construction and Renovation:**

The University's Housing Renewal Program has facilitated residential improvements, from wide-scale renovation to upgrades of specific systems and equipment. This work is both necessary and desirable. Work may take place while the residences are occupied. Housing Services will make every effort to inform residents of potential disruptions related to project work, as well as advocate for work to be done as expediently as is feasible.

#### **15. Dates: University Dates 2010-2011**

Fall Term Move-In:

- Undergraduate Early Move-In: August 29
- First Year Undergraduates: 9 am, September 2
- Upperclass students: 9 am, September 4
- Sansom Place (Graduate and Undergraduate): 9 am, September 1

Fall Term Classes Begin: September 8

Fall Term Break: October 9-12

Family Weekend: October 15-17

Homecoming: October 30

Thanksgiving Break: November 25-28

Fall Classes End: December 10

Reading Days: December 11-14

Final Examinations: December 15-22

Fall Term Move-Out: noon, December 23

Spring 2011 Move-In (all students): January 8

Spring Term Classes Begin: January 12

Spring Term Break March: 5-13

Classes End: April 26

Reading Days: April 27-29

Final Examinations: May 2-10

Spring Move-Out:

- Undergraduates: 5pm, May 11
- Graduating Seniors: noon, May 17
- Sansom Place West Undergraduates – 5pm, May 11
- Sansom Place West Graduates – May 31, 12 noon
- Sansom Place East – May 31, 12 noon

Baccalaureate: May 15  
University-wide Commencement: May 16

Summer Session I:

- Move-In: May 22
- Classes Begin: May 23
- Classes End: July 1
- Move-Out: July 2

Summer Session II:

- Move-In: July 4
- Classes Begin: July 5
- Classes End: August 12
- Move-Out: August 13

**16. Directory of Phone Numbers**

All numbers below are in the 215 area code unless otherwise specified.

EMERGENCIES: Dial 511 from any on-campus phone

Frequently Called Numbers, in alphabetical order:

Affirmative Action - 898-6993 or TDD 898-7803

<http://www.upenn.edu/affirm-action/>

Chaplain - 898-8456

<http://www.upenn.edu/chaplain/>

College Houses and Academic Services - 898-5551; (Fax-573-6789)

<http://www.collegehouses.upenn.edu/>

College House Computing, (Labs) - 573-3520

<http://www.rescomp.upenn.edu/>

Counseling and Psychological Services - 898-7021

<http://www.vpul.upenn.edu/caps?>

Psychologists and psychiatrists available for free and confidential assistance to students with personal, social, emotional, and vocational concerns. Walk in or call for an appointment.

**COLLEGE HOUSE AND INFORMATION CENTER NUMBERS:**

Fisher Hassenfeld College House

3700 Spruce St/6025

House Office: 573-4295

Information Center  
103 Class of 1987: 898-9962

Gregory College House  
Class of 1925  
3941 Irving St /6191  
Information Center: 898-8990  
Van Pelt Manor  
3909 Spruce St/6004  
House Office: 573-5171  
Information Center: 898-5202

Harnwell College House  
3820 Locust Walk/6134  
House Office: 573-3497  
Information Center: 898-5258

Harrison College House  
3910 Irving Street/6007  
House Office: 573-3539  
Information Center: 898-5256

Hill College House  
3333 Walnut St/6193  
House Office: 898-5237  
Information Center: 898-5232

Kings Court English College House  
3465 Sansom St /6185  
House Office: 898-2530  
Information Center: 898-4562 or 4563

Riepe College House  
310 S. 36th Street/6023  
House Office: 898-2855  
Information Center  
109 Thomas Penn: 898-9959

Rodin College House  
3901 Locust Walk/6315  
House Office: 573-3576  
Information Center: 898-5254

Sansom Place East  
3600 Chestnut St  
Sansom Community Services Office

898-6871  
Information Center: 898-6873

Sansom Place West  
3650 Chestnut Street  
Sansom Community Services Office  
898-6871  
Information Center  
898-6846 or 6847

Stouffer College House  
Stouffer Hall  
3702 Spruce St/6012  
House Office: 573-8473  
Information Center: 898-6827  
Mayer Hall  
3817 Spruce Street/6101  
House Office: 573-8473  
Information Center: 898-6827

Ware College House  
3650 Spruce Street/6001  
House Office: 898-9531  
Information Center  
Atrium level, McClelland Hall: 898-6886

W.E.B. Du Bois College House  
3900 Walnut St/6138  
House Office: 898-3677  
Information Center: 898-5253

**Department of Housing Services:**

**3702 Spruce St, Stouffer Commons**

<http://www.business-services.upenn.edu/housing/>

Administration and Services - 898-3547

Assignments - 898-8271

Conference Services (including guest, summer, short term housing) - 898-9319

Sansom Place Community Services: Sansom Place East and West - 898-6871

**Facilities Services**

Customer Service Desk - 898-7208

Submit Repair requests through Facilities Focus at the Penn Portal

Penn Video Network 898-4336  
<http://www.upenn.edu/video/>

**Off-Campus Living**

<http://www.business-services.upenn.edu/offcampusliving/>

3702 Spruce Street

898-8500

**Penn Transit - Penn Bus & Shuttle,**

(Schedules available from University Police) - 898-RIDE; walking - 898-WALK

<http://www.business-services.upenn.edu/transportation/>

**PennCard Center, 150 Franklin Building - 417-CARD**

<http://www.upenn.edu/penncard/>

**ResNet Help Desk - 573-WIRE (9473)**

<http://www.rescomp.upenn.edu/resnet/>

**Student Health (HUP) - 662-2850**

<http://www.upenn.edu/shs/>

**Student Telephone Service**

<http://www.upenn.edu/sts/>

**University Emergency and Closing Information - 898-MELT**

KYW News Radio (1060 AM), the City of Philadelphia's official storm emergency center; the University's emergency radio identification code numbers are "102" for day classes and schools/centers and "2102" for evening classes. The message that accompanies the code number will provide the operating status of the University.

**University Operator and General Information - 898-5000****University Police and Public Safety Headquarters**

4040 Chestnut Street

<http://www.publicsafety.upenn.edu>

**24-Hour Emergency Numbers:**

On Campus - 511

Off Campus - 215-573-3333

**17. Decorations and religious observances**

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.

**Caution: Room or apartment walls will not hold heavy objects.** Residents will be charged for excessive damage to their walls. 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. If lights are utilized, 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..

The use of open flame, such as candles, is strictly prohibited.

Winter seasonal holiday decorations composed of food items should be removed and disposed of before the Winter Break.

Also see "Walls."

### **18. Early Move-In and End-of-Year Move-Out Extensions**

Housing Services reserves the right to extend or deny early Move-In privileges to incoming residents, as well as to accommodate or deny requests to remain in residence beyond the end of the occupancy agreement. The opportunity to move-in early or stay late may be dependent upon off-term utilization of the facilities, including construction, University events, and conferences or other factors. 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 will result in additional charges and possible eviction.

### **19. 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 Housing Services.

#### ***Spouses/Partners/Other***

Graduate students residing in Sansom Place East and West may share their living space with another adult (18 or older), provided that the total number of occupants does not exceed the designated capacity of the assigned space. Student residents assume full responsibility for all residential charges and for adherence to all Housing Services policies by all persons living in the unit. If a graduate student resident elects to occupy his/her room(s) with another adult for two weeks or more, the graduate student resident

will be responsible for ensuring that all other person(s) occupying that room are registered with the Department of Housing Services and that they sign a waiver provided by the department.

## **20. Emergencies, Fire, Evacuation and Shelter in Place Drills, and Fire/Smoke-Producing Articles**

In ANY emergency, call University Police by dialing 511 from a campus phone or 2155733333 from a cell phone. Your Information Center can also reach emergency personnel for you.

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

- 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

These are all serious fire code violations.

Violators will be fined and must bear the cost of inspecting, recharging, repairing, and replacing the equipment. Tampering with life-safety systems poses a direct threat to each resident and is thus subject to disciplinary action, including the possibility of eviction and criminal prosecution by the city Fire Marshal. Residents should not leave personal belongings in the hallways as they may obstruct exit routes in the event of an emergency. All belongings left in hallways will be considered trash and discarded. Residents are responsible for your guests'/visitors' safety and behavior.

Residents should prepare emergencies in advance by familiarizing themselves with evacuation and shelter in place procedures, routes and locations.

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 Emergencies**

**In case of fire, follow procedures below:**

**Be Prepared:**

1. Know the location of alternate means of exit.
2. Know the procedures posted on the inside of your front door and the elevator lobby.
3. Know the location of alarm pull stations, usually near an exit. Fire extinguishers

are strategically placed throughout the building.

4. Always keep fire doors closed to prevent infiltration of toxic gasses, fumes and smoke. Violators are subject to fines.

5. Maintain visibility through fire door windows: do not hang signs, posters or notices on the windows.

6. Report vandalism of all fire equipment to the Information Center and campus police.

**On Discovering a Fire:**

1. Notify persons in the immediate vicinity.

2. Leave immediately.

3. Sound the fire alarm, then call 511 on a campus phone located in a safe area.

4. Close all doors as you leave.

5. Do not use elevators.

6. Vacate the building (in Harnwell, Harrison and Rodin College Houses and Sansom Place, evacuate through fire exit stairways and wait for instructions).

7. Do not call the Information Center; the staff will be assisting with the alarm and not handling the phones.

**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 current weather. You may need to leave the building and wait in a remote location before being readmitted. Shoes and a coat are essential. Take a wet towel (optional) and your keys and PennCard.

4. Vacate the building if the emergency requires. (In Harnwell, Harrison and Rodin College Houses and Sansom Place, evacuate through fire exit stairways and wait for instructions).

5. Do not use elevators.

6. Do not call the Information Center.

**After a Fire:**

1. All fires, no matter how small, should be reported to Penn Police.

**Evacuation Drills**

- Evacuation drills are held to educate and prepare residents to follow safety procedures. Drills are required by the fire code and are scheduled to comply with this code. Drills are not scheduled to take place in the middle of the night.

- Fire emergency procedures pertinent to 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, fill out a service request. Participate in drills so you will know what to do.

- Fire code requires that residents leave their rooms during emergency drills.

- Stairwell exit doors are to be used only in such an emergency. These doors, marked FIRE EXIT ONLY, can activate an alarm when opened.

- Special procedures for fire and other emergencies applicable to your residence will be distributed as appropriate.

- Failure to evacuate when requested, or to follow other instructions by emergency personnel may result in disciplinary action and criminal prosecution.

### **Emergency “Shelter in Place” Procedures :**

- “Shelter in Place” drills are held to prepare residents for events involving a 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 a 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 power 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- or smoke-producing articles**

Bunsen burners, portable stoves, kerosene lamps, cut trees, incense and **candles** are prohibited in residences. Possession of hibachis, barbecue grills, smokers, potpourri burning units or other fire-starting devices/substances is prohibited in residences, as is their use in residential areas or adjacent outdoor space without staff supervision. Violators are subject to judicial action and criminal prosecution.

In the few areas where there is a functional fireplace, students must obtain approval for use. Before starting a fire, remove all combustible materials from the area and be sure the flue is open. Keep a screen in front of the fireplace while the fire is burning. Do not use liquid fuel starters and when using paper, limit the amount to avoid quick acceleration that could cause a flare up.

### **Candles**

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., Hannukah):

- 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 McClelland Hall, in view of the Ware Information Center. The Fire Marshal has determined that there is no permissible location in 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 Hannukah, 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 lobby.
- 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** leave burning candles unattended!! Observant students are advised to organize shifts of attendants to look after the candles while burning and to make sure that they are extinguished properly.

## **21. Energy Conservation: Reduce, Reuse, Recycle**

With your help, conserving energy can reduce operations costs and soften the University’s impact on the environment. Here are some ways in which you can make a difference:

- Use your heating and cooling system properly—use lower settings when not in the room. Close windows when the heat and air conditioner are in use to conserve energy.
- Turn off appliances when not in use, including lights, computers, and other electronics. If possible set the computer to an energy saving mode.
- Use energy efficient appliances whenever possible. Use the minimum necessary wattage in light fixtures.
- Don’t leave water running.
- Take shorter showers. This can significantly reduce the energy used to heat water.
- Use cold water and cold water detergent when doing laundry.

## **22. 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.

In addition, possession, storage or use of a dangerous weapon (including but not limited to clubs, dangerous knives, martial arts weapons), hazardous 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, and the use of Bunsen burners in University of Pennsylvania residences is prohibited and subject to immediate termination of the Occupancy Agreement and removal from residences, as well as judicial action and criminal prosecution.

## **23. Gender Neutral Housing**

Upper level students may apply for and be assigned to gender neutral housing. Room assignments are made without regard to gender. The following are general guidelines that will be followed:

1. A student must be eligible for University housing.
2. A student must be 18 years of age at the time of the request and must be an upperclass or graduate student.
3. Assignments will be made without regard to the gender of roommates.
4. If a vacancy exists in a gender neutral room, the following will occur to fill the empty bed:
  - a. Housing will allow the remaining residents to identify a new roommate to fill the vacancy. The Assignments Office will define the time allocated to find a new roommate. This window of time will vary depending on time of year and status of the housing waitlist. Typically, a resident will be allowed a minimum of 24 hours, but not more than one week to identify another roommate.
  - b. Housing will place another student who has requested gender neutral housing in the open bed.
  - c. Housing may require remaining residents to relocate to another room; room type match not guaranteed.
  - d. Housing, 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 room selection:

- The room selection process requires that students fill all the beds in the room being requested. Therefore, students requesting gender neutral housing must identify their own roommates.

- Gender Neutral applicants follow the same processed and deadlines as other applicants. Students will sign an additional agreement which affirms their understanding of the Gender Neutral Housing Guidelines.
- A roommate must communicate any plans to room change or cancel his/her agreement to all roommates as soon as that decision is made.

## **24. Guests**

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 host is responsible for their guests at all times. Guest visitation can be a particularly sensitive issue. Your privilege to have guests requires consideration of your roommate, floor mates, and other community members, and at any time is subject to the following limitations:

1. A resident may not pressure or force roommates or anyone to tolerate the presence of a guest.
2. 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 floormates to remain undisturbed in any residence.
3. The presence of a guest in any residence must not be constant or continuous beyond 7 days unless an exception is granted by the House Dean or Director.
4. 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.
5. 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.
6. During low occupancy periods and hours between 2am-7am, only building residents may sign in a guest.
7. 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.
8. Guests must have a valid photo ID.
9. Guests may not sign in other guests.
10. Guests may not sleep in public spaces or utilize the public spaces for personal activities during their stay.
11. Any violation of Housing or University policies by a guest of a resident is the joint responsibility of the guest and the resident.

(See also Safety, Security, and Security Systems, Guest Access, Visitors)

## **25. Harassment**

Students should immediately report an incident of harassment to a College House or Sansom Place staff member or one of the other resources indicated in this section.

Issues of concern include, but are not limited to, sexual, racial, and religious harassment, and harassment based on sexual orientation. Individuals and groups can be the targets of

harassment, and harassment can occur via telephone, mail, e-mail, or face-to-face.

The University regards such behavior as a violation of the 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.

As always, if you feel threatened or in danger, call 511.

## **26. Housing Services**

In support of the University mission, the Department of Housing Services manages residential and hospitality services for students, faculty, staff and guests through innovative, service-oriented and fiscally responsible practices in collaboration with internal and external partners.

The Department of Housing Services provides services in support of the College Houses and Sansom Place residences, housing approximately 7000 residents and guests. Housing Services is responsible for room assignments, billing, operation of fifteen Information Centers, and other residential services such as guest access and passes, mail, packages, laundry and liaisons with Facilities Services and Public Safety.

For more information please view the Housing Services website at <http://www.upenn.edu/housing>. Questions about any Housing Services function or process may be addressed to [living@exchange.upenn.edu](mailto:living@exchange.upenn.edu).

## **27. Information Centers**

The Information Centers are operated by the Department of Housing Services and are designed to offer daily, front line, 24 hour assistance to residents. Your Information Center handles most residential concerns and provides services including the loan of keys, guest access and passes, moving cart loans, game equipment, and the sale of

stamps, tokens, etc. Your Information Center Specialist can also assist with questions or problems if your RA/GA/SA is not available.

**LOST and FOUND:**

The Information Center staff will refer lost and found articles to Penn Police. Personal deliveries to students may not be left at the Information Center.

**Deliveries:** Any **approved** delivery to an Info Center for a student must be picked up within 3 days. Perishables such as flowers will be disposed of if not claimed.

All residents with questions or concerns pertaining to Information Center Service fees and billing which includes sales, equipment, key, and cart billing should email their questions to [iccharge@exchange.upenn.edu](mailto:iccharge@exchange.upenn.edu).

**Sales:** Includes anything that has been purchased at the Information Center such as detergent, stamps, tokens, and envelopes.

**Equipment:** Late or improper cart returns, and late or improper vacuum returns which have been borrowed from the information centers in your residential buildings.

**Key:** Core change, replacement keys, and late lock out fines

Any question or concerns pertaining to the following codes which have appeared on a resident's bill can be emailed to [iccharge@exchange.upenn.edu](mailto:iccharge@exchange.upenn.edu).

- 52015 NON-RETURNED CART FINE
- 52018 NON-RETURNED INFO CTR EQUIPMENT
- 52090 REPLACEMENT KEY
- 52091 RESIDENCE CORE CHANGE
- 52094 HOUSING-INFO CENTER PURCHASES
- 52096 LATE LOCK-OUT KEY RETURN FINE
- 52098 LATE CART RETURN FINE

**28. Renters and Homeowner's Insurance**

The University does not provide insurance for damage or loss to residents' property. Residents should 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 is available to individuals through most insurance companies and other specialized companies. You can find contact information for companies specializing in college populations on the Housing Services website.

**29. Keys**

Keys or card key access to your room will be issued to you upon your arrival at the

beginning of the occupancy period. It is unlawful for you to duplicate any residential keys. When you move out of your room at the end of your occupancy period, you must check out at your Information Center and hand in your room keys. **Until you return your keys, your move-out is not complete.** You will be billed a \$100/day late move-out fine plus rental charges. In addition, if the keys are not returned within 7 days of the date you should have moved out, the lock core(s) will be changed at your expense, a fine of \$130.

#### Lost Keys

Report lost keys immediately to the Information Center in your building. The lock core to your room will be changed and new keys issued. Residents of all College Houses and Sansom Place will be billed \$130 to cover the labor and material for cutting the key(s) and changing the core. If a mailbox, lounge, or exterior residence key is lost, the core will not be changed, however, \$15 will be charged for a new key. Stolen keys will be considered lost keys.

#### Lock-Outs

To obtain a spare key when you are locked out, you must have your PennCard or an alternative form of valid identification. Lockout keys are available at each Information Center. If you do not have a PennCard, a staff member will verify residency via other means. You may borrow a key for one hour. If you do not return the key within one hour, you will be charged a \$25 lock out fee. If you do not return the loan key within 2 days, your original keys will be regarded as lost and the core to your room door will be changed (\$130 per core charge, plus \$25 lock out charge or \$35 fine). Disciplinary action may be taken against abusers of the lock out policy.

#### Gregory College House Class of 1925 Onity Card Program

Residents of Gregory College House Class of 1925 use their PennCard to enable room access. The Penn Card is activated at Move-In upon verification of a room assignment and student identity. Each room door is equipped with a card swipe that operates the locking mechanism. Residents simply need to swipe their cards in the mechanism and enter a 4-digit code to unlock their room doors.

Lost cards should be reported to the PennCard Center as soon as the loss is discovered. Loaner cards activated for room access are available at the Class of '25 and Van Pelt Information Centers and remain active for 24 hours. The room access feature on the PennCard is deactivated for all residents at the end of the occupancy period.

If an Onity card is lost, students will incur a \$15 charge for replacement.

#### **30. 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 schools policy for leave of absence procedures.

### **31. Mail**

For all residential buildings, with the exception of Hill College House, mail is picked up at the 30th Street Post Office by Penn Mail staff, delivered in bulk, and sorted and placed in mailboxes by a contract company working for the Department of Housing Services. Mail for Hill College House is delivered by the post office and sorted by student workers.

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](http://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.

Arrival of packages, including express mail and deliveries such as, will be communicated via email notification. To pick up a parcel, the residents should take the notification, along with PennCard, to the building package room, during the designated hours to pick up a package. Retrieve packages promptly, as those unclaimed after 5 business days are returned to the sender. COD mail is not accepted, and staff will not hold packages or money for mail pick-ups. 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 or packages be shipped via FedEx, DHL, or UPS.

If you believe you are missing mail, it is important to report it immediately to your mail clerk and ask to fill out a U. S. Postal #1510 Form. Students desiring private post office boxes may rent space at the University City (40th and Locust Walk) or 31st Street Post Office.

Intramural mail is used for official University business only.

**U. S. Postal Service Confirmation Mail:** Tracking mail delivery to a residential campus address

The U.S. Postal Service offers various delivery services which trace parcels to a final destination. The most commonly used is "Confirmation Mail" Delivery. Tracking of confirmation mail terminates 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](mailto:housingmail@lists.upenn.edu).

### **32. Maintenance and Repairs**

You may report individual room problems or common area problems by visiting the Penn Portal and clicking on Facility Focus. You will get a confirmation email containing a request number after submitting your request.

After 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 emergency repairs are:

- Plumbing problems that cause flooding
- Non-functioning toilets
- Immediate health and safety hazards such as sparking electrical outlets or fixtures.

If you believe that you have not received adequate service after following the specified 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 (like Drain-O), pesticides (like 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 Housing Services reserves the right to conduct facility 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. We will attempt to forewarn students regarding disruptions of environment and/or service. However, we cannot guarantee that we will be given the opportunity to do this in every case.

Students may be moved temporarily or permanently if needed. Students reassigned permanently are required to pay the cost of the newly assigned space. 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](http://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](http://www.upenn.edu/pvn).

**33. Move-Out and Move-In**

**An official check in takes place when a resident picks up keys and signs their data card, and returns An official check out occurs when the resident returns keys and signs out on the data card upon Move Out. 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, and keys are dispensed and returned and all transactions recorded.

**Move-Out Checklist and Procedure**

It is important to follow proper move-out procedure so that you do not incur additional rent charges and other unanticipated fines.

- Residents should not leave personal belongings in the hallways either as they're packing or in disposal. Items left thus may obstruct exit routes in the event of an emergency. All belongings found in hallways will be considered trash and discarded.
- Residents who do not leave at the official end of the occupancy period must have authorization for Early Termination from the Assignments Office to move out. 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. Not returning them indicates that the resident is retaining occupancy of the room. Termination of occupancy is only completed when keys are returned and check-out takes place at the Information Center.
- Failure to check out by the scheduled move-out date will result in daily fines and additional rent charges. In addition, a minimum of \$130 will be charged to cover the cost of changing the room lock.
- Arranging to have mail forwarded: A forwarding address should be entered on Penn-In-Touch. For summer mail to be forwarded, 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 clean, and 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. (Rented appliances should be returned to vendors.)
- Residents should turn off all lights, heaters, and air conditioners.

When one roommate moves out while the other(s) remains, each is equally responsible for cleaning the room(s) so that it is in acceptable condition for new residents. Should residents fail to fulfill this obligation; cleaning service will be provided 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.

- 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 your expense.
- After move out, Housing Services personnel will inspect each unit for repair needs, damage, and furnishings. In case of damage to a room or its furnishings, or missing inventory, associated charges will be applied to the resident financial statement.
- 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 may employ aggressive measures, such as calling campus police to ensure compliance if necessary.

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 Housing Services Website at <http://www.upenn.edu/housing>.

#### **34. Noise**

Rooms/Apartments shall be used for living and study purposes. Excessive shouting, 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 residence 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.

#### **35. Network Services: Video, Telephone, Data**

Each room or apartment in the College Houses and Sansom Place has the following 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. To access PVN programming, TV's must be cable-ready. For more information about PVN, go to <http://www.upenn.edu/video/>.

#### *Student Telephone Services –*

For the 2010/2011 academic year, students living in any College House, Sansom Place West, Sansom Place East, or any on-campus fraternity or sorority are no longer required to have University telephone service in their rooms. Students may, however, purchase University telephone service at a standard University rate of \$16.50 per month.

Voicemail may be purchased for an additional fee of \$9.75 per month. For details, please visit: [hwww.upenn.edu/sts/](http://hwww.upenn.edu/sts/).

#### *ResNet/PennNet*

While residents will enjoy newly installed wireless access, wired ethernet access is also still available in student rooms.

#### **Air PennNet**

To use the wireless network, your laptop must have a wireless network card or adapter. This is usually offered as a built-in option on most laptops.

[www.upenn.edu/computing/wireless](http://www.upenn.edu/computing/wireless)

#### **Wired Connections**

You will need an Ethernet card or adapter installed in your desktop or laptop. Virtually every new computer has a built-in network adapter. Penn's College House connections are 10baseT Ethernet connections. .

See [www.rescomp.upenn.edu/](http://www.rescomp.upenn.edu/) for more details. 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>. Tampering with the wireless connection ports is strictly prohibited, and doing so may result in a fine.

#### **36. 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).

## **37. 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 move-in date of the resident and ending on the move-out date of the resident.

#### *Undergraduate College Houses*

Freshman: September 2, 2010– May 11, 2011

Upperclass Students: September 4, 2010 – May 11, 2010

Sansom Place West Graduate Students: September 1, 2010 - May 31, 2011

Sansom Place West Undergraduates: September 1, 2010-May 11, 2011

Sansom Place East: September 1, 2010 – May 31, 2011

### **2. Early Termination of Occupancy Agreements**

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

- following Assignments Office procedures, which include completing the early termination application, obtaining the appropriate signature from your school and returning the form to the 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. Each replacement must be authorized by the Assignments Office. Rent charges will be prorated, and you will be charged a \$100 cancellation fee.

## **38. Parking**

Housing Services works with Public Safety to make accommodations for vehicle access to the residences during certain peak dates and times, primarily during Move-In and Move-Out. 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, such as not parking in fire lanes, walkways, loading docks, and other restricted areas.

### **39. 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 and 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 so as not to disturb other residents. Any 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. If a permitted pet becomes a disturbance or a health hazard, the House Dean or Sansom Place Director may order its removal within one week's notice to possessor, with failure to comply resulting in the above penalties.

### **40. Placement of Advertising Posters in College Houses:**

Posting instructions and approval, or referral to the correct location can be obtained online at [http://www.collegehouses.upenn.edu/general\\_info/posterpolicy.html](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.

### **41. 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 Housing Services directly at 215-898-3547 or [living@exchange.upenn.edu](mailto:living@exchange.upenn.edu). Depending on the nature of the charge, the question will be routed to the appropriate staff member.

### **42. Use of Public Space**

Permission must be obtained to utilize either indoor or outdoor residential space for formal or informal organized activities.

To reserve indoor space in a College House, please contact the House Office. See "Directory" for a complete listing of phone numbers.

To reserve outdoor space around 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](mailto: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 Community Services Office at 215-898-6871.

### **43. Quiet Hours**

Riepe, Ware, Fisher Hassenfeld, and Kings Court English College Houses Quiet Hours: Weeknights, 10 p.m. - 9 a.m., Weekends, 12 a.m. - 9 a.m.

Harnwell and Rodin College House Quiet Hours: Sunday to Thursday, 12 a.m. - 8a.m. and 1a.m. - 10 a.m. on Fridays and Saturdays.

Gregory Quiet Hours: Sunday to Thursday, 12am-8am, Friday-Saturday, 1am-10am

Sansom Place quiet hours: Sunday - Thursday 11 p.m. - 9 a.m. and Friday and Saturday 1 a.m. - 11 a.m.

### **44. Recycling and Trash**

Penn values sustainability and is required to comply with related initiatives per Pennsylvania state law and Philadelphia city ordinance.

Please observe the recycling procedures in effect in your residence. Instructions are posted on your floor. There are also locations throughout campus to recycle plastics and glass.

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.

#### **What to recycle:**

\*Commingle: which consists of 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](http://www.facilities.upenn.edu/environment)

#### **Where to Recycle:**

Residents may recycle in any of the College Houses and Sansom Place, utilizing appropriate marked canisters. 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, so flammable or burning items will start a fire. Aerosol cans, however, can be disposed of safely. Large bags and empty cardboard boxes should not be put into trash chutes but should be placed in yellow recycling containers. In buildings without chutes, 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 holding area, from where it will be removed regularly.

**Disposal of Sharps, glass, razor blades, syringes, needles, lancets:**

Any 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 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.

Also see "Cleaning, Housekeeping, and Pest Management"

**45. 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 Housing 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](mailto:rabexec@lists.upenn.edu).

**46. Roofs and Windows**

Throwing or hanging things outside any window, from balconies, rooftops and other outdoor areas is dangerous and firmly prohibited. Residents are forbidden to climb through windows or to have any part of your body on ledges, parapets, walls, and roofs of buildings. Violators are subject to disciplinary action.

**47. Room Changes**

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

#### **48. Room Entry and Inspection**

The University recognizes and respects your desire for privacy, especially within the context of a group-living environment. It is occasionally necessary for the University to exercise its contractual right to enter a room in the interests of maintaining an environment that provides for the health, safety, and welfare of residents individually and as a community. The following procedures have been developed as a guide for employees of the University and for residents to ensure the performance of duties and to maintain your 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.

#### **49. Room Furnishings**

Each student is supplied with a bed, desk, desk drawers, desk chair, and dresser. Additional room furnishings vary depending on the type of room being occupied. See room inventories at

<http://www.business-services.upenn.edu/housing/maintenance/condition.html>

Sansom Place and Stouffer College House-Mayer Hall are furnished with draperies. Sansom Place East is furnished with carpet.

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. 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.
- No partitions (structural repairs, modifications, or freestanding pieces) are permitted in University residences, as they damage walls, ceilings and floors, and pose a safety hazard.
- Residents may not add locks, alarms, or chains to their doors, as they hinder access by authorized personnel.
- Waterbeds are not permitted in University residences.
- Altering or tampering with network, electrical, plumbing, circulation, or other building systems is 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 Drain-O), 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 our move in website, accessible from <http://www.upenn.edu/housing> "What to bring and what not to bring."

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

Also see "Walls"

### **50. Room Inventory and Condition Form**

The Room Inventory and Condition Form informs new residents of the furniture provided for your room type as well as a brief description of the anticipated condition. This form also provides the directions for how to 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.

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.

## **51. Safety, Security, and Security Systems**

The safety and security of our communities is central to academic success of our residents. Security is a shared responsibility. The University has numerous systems, resources and personnel dedicated to maintaining a safe campus, however, 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 are extremely important and were developed with the security of our residents in mind, in partnership with the Division of Public Safety.

### **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 by the entry of a PennCard Access Code (PAC). Students who are new to Penn will be assigned a 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 shouldn't 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 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 a security system are subject to disciplinary action and will bear the 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 violation of a University policy may also constitute a crime under state law. On-site monitoring of security 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.

Also remember that housing and College House staff are available for support and assistance 24 hours a day.

Also see "Fire Emergencies, Access Systems, Guest Access"

## **52. Sansom Place / Sansom Community Services:**

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. Sansom Place East houses primarily graduate students, while Sansom Place West houses graduate and undergraduate students.

Sansom Community Services provides support and advocacy for residents, and offers programs and events geared to foster community cohesion. The residents are the heart of the Sansom Community. Participation in Sansom Place programs is a wonderful way to meet fellow residents while discovering that which our campus and city have to offer.

The Sansom Place staff is the cornerstone of this community. Dedicated to promoting a fun living and learning environment, they are happy to listen to resident input and work to meet resident needs. The staff resides in the building, and has been trained to respond to emergencies, and assist residents in resolving concerns. Please don't hesitate to seek out a staff member should you have suggestions, inquiries, or concerns. Keep an eye out for events and activities advertised on bulletin boards throughout the buildings. We encourage you to stay informed by visiting our website <http://scs.business-services.upenn.edu>

### **Residential Staff at Sansom Place**

A full-time professional *Director* lives in residence and provides leadership and professional expertise in the direction of the Sansom Community staff, program development and service delivery through the Sansom Community Services office.

### ***Sansom Coordinators (SC):***

A team of Sansom Coordinators, who are part-time staff members, collectively strive to

supervise daily operations and assist the Director in supervising the live-in paraprofessional staff, provide leadership for programmatic activities, and support the residents.

*Sansom Advisors (SA):*

Sansom Advisors (SA's) play a similar role to that of College House GAs/RAs. Sansom Advisors spend most of their time developing an atmosphere conducive to community, programming, counseling 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, SAs are selected using such criteria as sensitivity, maturity, and ability to handle conflict.

Resident input, feedback, concerns, and suggestions are welcomed and encouraged. Send comments via our online suggestion box at [Ourplace@pobox.upenn.edu](mailto:Ourplace@pobox.upenn.edu). Please feel free to visit our website at <http://gpsp.business-services.upenn.edu>. Or visit your Sansom Advisor and ask for a Sansom Guide.

### **53. 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 hookas and other smoking paraphernalia. Those who violate this policy may face disciplinary action, fines, and possible termination of their Housing Agreement.

### **54. Solicitation and Business Activity**

According to University policy, 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 should be contacted to report illegal soliciting of any kind.

### **55. Sports Activities**

**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 passers-by. 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.

## **56. Storage**

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

## **57. 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/>.

## **58. Student Telephone Services –**

For the 2010/2011 academic year, students living in any College House, Sansom Place West, Sansom Place East, or any on-campus fraternity or sorority are no longer required to have University telephone service in their rooms. Students may, however, purchase University telephone service at a standard University rate of \$16.50 per month. Voicemail may be purchased for an additional fee of \$9.75 per month. Students will need to provide their own telephone set. A one-time service activation fee of \$25.00 will be applied for all orders placed on or before September 24, 2010. Orders placed after September 24, 2010 will be charged a one-time service activation fee of \$100.00. All orders will be completed within five business days.

Students who wish to purchase University telephone services for their room should use the Activate Basic Service form available on the Student Telephone Services (STS) website: [www.upenn.edu/sts](http://www.upenn.edu/sts)

Additionally, more than one telephone number may be purchased for each room so that each resident may have their own dedicated telephone number. Students using STS will be assigned a Student Authorization Code that they will need to dial before making

domestic and international long distance calls. Using this tracking system allows us to offer personalized billing statements for each roommate.

Student may also purchase a personal Student Authorization Code without purchasing telephone service so that they may place phone calls from campus phones. The Student Authorization Code service will be charged at \$3.00/month for students who have not purchased STS.

Services are charged on a per student basis (no need to split charges with your roommate) and billed on each student's Student Financial Services account. For questions about STS send email to [service-requests@isc.upenn.edu](mailto:service-requests@isc.upenn.edu) or call 215-746-6000.

Students rely more and more on personal cell phones for communications. Please provide your personal cell phone number at check in so that we can reach you in an emergency.

### **59. Substance/Drug Abuse**

The possession, sale, or use of narcotics or other controlled substances in University residences, as elsewhere, is illegal, unless possession and use conform to a physician's orders and prescription.

### **60. Thrown Objects**

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

### **61. University Referrals**

The Department of Housing 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.

### **62. 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 on.

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.

### **63. Vacation, Holiday, and Break Periods**

During the inter-semester break, all residences close except, Harnwell, Harrison and Rodin College House, and Sansom Place. Residents 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. Typically, students stay with friends in the open College Houses listed above, or in the Philadelphia area. Most students travel away from campus during this period.

There is no early Move-In for the second semester. Open buildings will operate under low occupancy status; where all visitors will need to be signed in and no guest passes will be issued.

### **64. 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.

### **65. 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.”