

# Welcome Home!

Welcome back to Penn! We are so glad you are living in your chapter house. We care about your success, and we hope this resource will provide clarity and make the semester as stress-free and enjoyable as possible. Here's to a great year!

## Safety Tips & Avoiding Common Fees

Follow university [policies](#), housing [guidelines](#), [safety codes](#), [COVID-19 response](#), [event registration](#), house rules, inter/national HQ policies, & peer governing councils.

- Keep your door locked when not present
- Practice good hygiene: take trash to dumpsters, wear mask, wash hands
- [Smoking](#) of any kind and tobacco use is prohibited inside homes
- Mattresses and chapter-provided furniture can only be kept inside a bedroom
- Do not enter roofs, ledges, or tamper w/ roof/attic doors (\$1500.00 fine)
- Do not enter mechanical rooms (tell House Manager if open; submit work order)
- Do not remove chapter-provided furniture from the bedroom
- Do not tamper with [Life Safety Equipment](#) or cover smoke detectors
- Do not switch rooms without authorization from OFSL in writing
- Do not leave items in halls, stairs, patios, egress paths, etc.
- [Protect personal property](#) | Keep valuables close at store in secure location
- Entering a vacant bedroom w/o authorization is prohibited (\$500.00 fine)
- [Report](#) theft, vandalism, and crimes

## Prohibited/Approved Items

### Examples of Prohibited Items:    Examples of Items Permitted:

- Candles
- Personal router
- Electronic cooking devices
- Space heaters, fog machine
- Weapons
- Tobacco products
- Smoking devices
- Illegal drugs/paraphernalia
- Drug paraphernalia
- Live trees
- Hookahs
- Full-size fridges
- Unauthorized animal/pet

- Room-size refrigerator (no larger than 4.6 cubic feet)
- Window AC unit (if no central AC in house) (resident provides)
- Coffee pots w/ auto turn off
- Furniture as outlined in the Move-In & Living Guide

### Reminder Regarding Alcohol:

Follow the policies of the [university](#), your inter/national HQ organization, and governing councils. Some homes are substance-free. All orgs have banned hard alcohol (above 15% ABV) and kegs.

## Maintenance Requests

Campus Apartments responds to facility needs. For non-emergency maintenance requests, residents must submit an online work order: [ofslportal.residentportal.com](https://ofslportal.residentportal.com)

For Emergencies only: Call the Campus Apartments Emergency Facilities Hotline @ 215-349-7133 AND then submit an online [maintenance request](#) to timestamp the request. Inform the House Manager.

## Emergency Contacts

[Division of Public Safety](#): PennPolice, MERT, Fire & Emergency Services, Special Services  
4040 Chestnut Street  
215-573-3333

## Helpful Contact Info

[Office of Fraternity and Sorority Life](#) (OFSL)  
M-F: 9:00 am – 5:00 pm  
3933 Walnut Street (staff may be remote)  
215-898-5264  
[Vpul-ofsl@pobox.upenn.edu](mailto:Vpul-ofsl@pobox.upenn.edu)

Campus Apartments, LLC  
4043 Walnut Street, 215-349-7133 (for Emergency facility concerns)  
Online work order: [ofslportal.residentportal.com](https://ofslportal.residentportal.com)

Penn [COVID-19 Response](#)  
215-573-7096 | [covidresponse@upenn.edu](mailto:covidresponse@upenn.edu)

### [Student Health Services](#) | [Wellness](#)

University City Associates (UCA)  
4104 Walnut Street

[TechCenter](#)  
215-898-9720 | [techcenter@upenn.edu](mailto:techcenter@upenn.edu)