# Fraternity and Sorority Housing Operations Guide

# **Banner Policy**

The following policies apply to the hanging of banners in, on, or from residential facilities. These policies are designed to complement the College's policy on Posters, Banners, Signs and Decorations (College's Chalking and Posting Policy). Banners must comply with the provisions noted in both policies.

- I. Banners and signs exceeding 14 inches by 22 inches in size and must be approved for size and form by the Director of Housing Operations prior to hanging.
- 2. Banners must be removed at the end of one week unless an extension is granted.
- 3. Items must not be secured by tape, glue, staples, and nails or otherwise permanently affixed to the interior or exterior of the buildings. String or rope wrapped around pillars or porch railings to hang banners is permissible.
- 4. Items must not be secured in such a way as to restrict or obstruct safe entry or exit from the buildings. No banners may be placed over entry/exit ways. Banners may not be hung on trees, poles, walls, doors, windows, or fences without special permission.
- 5. Residents must not enter restricted areas to hang banners. This includes balconies, building or porch roofs, fire escapes or areas marked "restricted" or locked.
- 6. Items hung from or on residence halls are subject to inspection by the Campus Fire Safety Officer or other staff from <a href="Facilities Management">Facilities Management</a>. Any banner judged to be a safety hazard must be modified or removed as directed.
- 7. Once permission has been granted to hang or display a banner, official notice will be provided to the organization or the individual student.

Requests to hang a banner in, on, or from residential facilities may be made via email. Please <a href="mailto:emailto

# **Building Services & Cleaning**

Building Services staff are assigned to specific areas and buildings. Each staff member is responsible for cleaning a designated number of houses and shares the responsibility filling in for co-workers during their absence.

Cleanliness of the house is the responsibility of the chapter. Facilities Management Building Services cleans common areas in the houses of normal debris and dirt that results from normal daily use. The staff is on campus from 7am - 4pm, Monday - Friday. Emergency cleaning services are available as needed in the evenings, on weekends and holidays.

We want to have a collaborative effort in providing a clean, healthy, and safe environment with chapters and their members!

**Building Services Closets:** In Fraternity Housing, the closets located on the second floor are designated for resident use; those on the first floors are locked and designated for Building Services staff only. Second floor closets are stocked with toilet paper, plastic bags, paper towels, cleaning solutions, broom, dust pan, mop, mop bucket and wringer. Chapters will be billed for missing or misused items.

In Sorority Houses, building services closets are shared between multiple houses. If Sorority House residents need to access supplies, they should consult with their HA liaison.

Hallways and stairwells must be kept free of personal belongings; this includes the fire egress pathways (stairs and hallways) to emergency exits. Chapters and residents are also expected to maintain the house and their rooms in an orderly and sanitary condition.

Trash removal is the responsibility of the residents of each room, and members of each group, activity or house event. This includes removal of all trash bags, pizza boxes, food and beverage containers, etc. to a College dumpster or to College approved recycling areas. Personal trash is not to be left in hallways or common areas or put into common area trash receptacles for the staff to remove.

Whenever Building Services staff encounter housekeeping situations that are beyond what is outlined in their daily responsibilities, or whenever housekeepers are directed or required to due to fire safety code to perform certain tasks, the chapter will be charged additional cleaning charges. The rate during normal work hours (Monday - Friday, 7am-4pm) will be \$45.00/hour per staff member. After normal work hours, that rate is \$90.00/hour per staff member needed to assist in the cleaning. Chapters will be charged \$10.00/bag for removal of personal trash in common areas.

**Establishing Relationships with the Staff:** Building and maintaining positive relationships with the staff in your house fosters a family-style environment where minor issues can be resolved quickly and easily. Be open, respectful, and friendly to the staff working in your house. The importance of their work is often overlooked, and their jobs can be stressful. Acknowledging their efforts to keep your house safe and clean, and feel more like home, shows respect and interest in them as individuals and demonstrates appreciation for their work. Please address compliments, questions, and concerns to your HA liaison.

It is understood that the organization is responsible for any damage or loss caused or non-routine cleaning or trash removal required to the common areas of their residence halls. Common areas include corridors, stairwells, fire escapes, recreation rooms, kitchens, study rooms, living rooms, laundry rooms, common baths, and lounges. When damage occurs, the organization will be documented, billed directly for the repairs, and may be sanctioned.

# **Damage Billing and Appeals**

Billing occurs on an "as needed" basis. Comprehensive walk-throughs and Safety Checks are conducted daily in each house by Housing Assistants. Damage, trash and extra cleaning charges will be assessed and billed directly to the chapter.

Damages should be paid within 30 days at the Bursar's office in Blow Hall.

Please note that overdue damage bills or vacancy charges may result in the suspension of event approval and may impact the chapter's housing status.

- Procedures for Appealing Damage Charges: In the event the chapter wishes to contest the damages or loss, the following procedure is prescribed:
  - Contact, in writing, the <u>Director of Housing Operations</u> for the building in which the alleged damage occurred.
  - If the matter is still unresolved, contact in writing the <u>Director of Housing Operations</u>.

Charges must be appealed in writing within 30 days of the date of the bill. Bills received during
the summer must be appealed in writing before the end of the first full week of fall classes.

# Service Requests & Maintenance

Chapters are responsible for submitting routine work requests for the house.

#### **Work Control Customer Service Desk Contact Information**

<u>The Facilities Website</u> is the point of contact for all facilities inquiries, including maintenance, grounds, and projects. The Customer Service Desk is the initial point of entry for all work submitted to Facilities Management.

Hours of operation: 24 hours a day

Location: Facilities Management Building, Grigsby Drive

Phone Numbers: (757) 221-2270

# Online Service Request

The preferred method of submitting a routine Service Work Request is through the online work request form. For emergency situations, telephone call-ins are appropriate. The Work Control Staff, upon receipt of a Service Request, will enter the request into the work order system. Specific information about the request should include the requestor's name, email address and telephone number; building in which the problem exists; room number; and detailed description of the request. It is anticipated that duplicate calls will occur, and Facilities Management will screen them accordingly.

# **Incomplete Service Requests**

Most work order requests should be attended to within a week's time. Safety, plumbing or electrical issues will receive priority as will heating during cold weather and air conditioning in warmer weather. If there are concerns about a delay in completion of the work, chapter members may contact your Housing Assistant liaison who will then find out the reason for the delay and work with Facilities Management to complete the work request.

# **Maintenance Emergencies**

Maintenance emergencies are problems that should be called into Work Control (221-2270, 24 hours a day). A maintenance emergency is defined as a deficiency or problem that could cause damage to the building and furnishings (including resident property) or to residents if not corrected immediately. Definitely, significant life safety and security issues should be dealt with promptly. Service requests are prioritized by Work Control as either urgent, emergency, or routine. Urgent or emergency requests are normally issued by radio as soon as possible and are those that will affect the security or safety of the campus. The following guidelines are designed to be helpful in determining if a situation warrants an emergency request:

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	Emergency- Bodily Fluids		
Sewage			
	Emergency- Bodily Fluids	Non-Emergency – Bodily Fluids	

# **Fraternity and Sorority Summer Storage**

Chapters in Fraternity and Sorority Houses are permitted to leave **chapter property only** in designated spaces approved by Residence life or in assigned storage sheds. Shed and closet keys are issued only to designated chapter officers for the current school year. Resident property that is improperly stored in houses or storage sheds is subject to removal and will be discarded and the chapter billed.

When preparing the house for the summer, items must be neatly stored in **stackable containers** to allow College staff and approved contractor's clear access to maintain, repair and clean the buildings.

Chapter Rooms/Closets: Space permitting, chapters may be provided with storage space. This area is provided to store fraternity/sorority ritual items, files, and other chapter property that should be restricted to chapter use only. This area is not 'private' and falls under the auspices of all pertinent policies and procedures regarding the use of common spaces on campus. Residence Life, Facilities Management, Fire Safety, WMPD and approved contractors may access the area at any time during the performance of their duties to clean, perform repairs, conduct safety inspections, respond to fire alarms, or complete routine preventive maintenance. Please also note that all storage should be in sealed containers or closed boxes. There should be no loose items, and everything is to be stored in a neat and orderly fashion.

Residence Life bears no responsibility for lost, damaged or missing items (chapter or personal) stored in chapter houses or approved storage spaces. Any valuable items should be stored off site by the chapter to guarantee security.

# House Additions, Changes, Improvements, and Modifications

The house will be maintained in accordance with the Student Housing Agreement and Fraternity/Sorority Housing Agreement. The level of upkeep and allocation of resources will be equivalent to that of other student housing areas on campus.

- Kitchen facilities will be provided and maintained as appropriate for the number of house residents.
- Common areas will be provided and maintained as appropriate for the number of house residents.
- Routine requests for maintenance concerns should be addressed through the Facilities Management <u>Service Request system</u>.

**Furnishings & Appliances:** The house and spaces will be furnished and maintained as appropriate for the number of house residents in both common areas and student rooms. Washers and dryers may be provided as part of the campus laundry services contract unless the chapter chooses to provide their own washer and dryer, including maintenance and/or replacement. Additional or alternative selections may be made and placed by the chapter if the items have been pre-approved by the Director of Business Operations or the Senior Operations Coordinator.

# General notes regarding all modifications and additions:

 Additional or alternative selections may be made and placed by the chapter if the items have been preapproved by the Director of Business Operations or the Senior Operations Coordinator.

- Any installation involving electrical (wiring beyond plugging in an item), plumbing work, cabinetry, additional telecommunications and flooring must be done by college personnel or college approved contractors.
- Foundation appliance and fixture purchases will be maintained by the College until such time as repair costs exceed the value of the item at which point a College standard replacement will be installed. The chapter may choose to replace the item via another foundation purchase.
- Items purchased using non-foundation chapter funds are the sole responsibility of the chapter, including repairs.
- All permanent additions, improvements, project requests and modifications must be approved prior to installation or implementation.
- Any project work by College personnel above and beyond simple installations will be charged to the chapter at cost.
- Prohibited items:
  - Exterior flag poles
  - Stages, Platforms & Amusement Devices: for safety reasons and according to state policy, stages and platforms.
  - o Bars, pong tables, and tabletops configured for drinking games
  - Bin type ice machines
  - o Items that violate current Life Safety, Fire Safety or Building codes
  - Tape, nails or hooks shall not be used to attach any item to the ceilings or walls. 3M temporary tape and products are permitted

#### **Kitchen Facilities**

Appliances provided by the College: cook-top, oven/stove and refrigerator commensurate with the number of residents in the house.

Permissible chapter supplied additional appliances:

- microwave
- dishwasher (if feasible without kitchen modification, only with permission and it must be installed by Facilities Management personnel)
- extra refrigerator or freezer
- Garbage disposal (if compatible with the plumbing set-up, only with permission and must be installed by Facilities Management personnel)
- Ice makers dispenser type only (if compatible with the plumbing set-up, only with permission and installation by Facilities Management). Bin type ice makers are prohibited.

# **Student rooms**

Each resident will be provided with the following:

- bed and mattress
- desk
- dresser
- desk chair
- wardrobe or closet
- All supplied room furniture is to remain in student rooms as indicated in the Student Housing Agreement.

#### Common areas

Each common area will be provided with furnishings as appropriate for the number of house residents and equivalent in nature with other campus housing.

- Sororities:
  - are permitted to provide air conditioners for common areas on the first floor and upstairs hallways subject to dimension and electrical requirements as determined by Facilities Management.
  - o May replace light fixtures / ceiling fans
- Fraternities:
  - are permitted to have light and sound equipment installed by the College, including additional outlets where these items are mounted.
- General note:
  - o Area rugs in common areas (not including hallways) are permitted
  - Permanent installation of exercise equipment, dance poles and other recreational items is not permitted

#### **Furniture**

- The chapter will assume responsibility for the presence and condition of all furnishings including reimbursement for damaged or missing items.
- Individual chapters have the option of providing their own furnishings, at which point the college may remove the provided common area furniture if needed or requested. Such furnishings must be privately purchased and approved by Residence Life and/or the Chapter *prior* to installation.
- As outlined in the Housing Contract and Guide: "College provided furniture from student rooms and common areas may not be taken outside".

# Carpeting/ flooring

- The college does not provide carpeting for common areas (some exceptions exist as defined by maintenance requirements or existing flooring).
- The College will provide either refinished wood or vinyl flooring (plank or square), tile floors and steps in good condition.
- Individual chapters may choose to have carpet installed such as area rugs and stairway runners only. Such installation must be privately purchased and approved by Residence Life prior to installation.

# Paint/Wall coverings

- Interior and exterior spaces will be painted according to the planned maintenance schedule or as needed due to damage (i.e.: leaks, plaster failure, etc.).
- Sororities that are scheduled for painting may select specific colors for common areas if there is no
  preference the existing scheme will be duplicated.
- Fraternities are not permitted to change the base color palette in their houses. However, they are permitted to paint chapter letters or crests in common areas of the house

- Student rooms will be painted standard interior color, and residents or chapters will not be permitted to paint their rooms a different color as specified by Residence Life.
- No heavy items may be permanently attached to the walls unless approved and installed by Facilities
  Management staff, including TV mounts, speakers, lighting kits, heavy drapes, heavy wall décor or
  lighting.
- Off schedule painting related to interior design is permissible. Any such request must be made within
  the deadline listed for summer projects (February). Off-schedule painting will be done by contractors at
  the expense of the chapter subject to the material and procedural guidelines provided by Facilities
  Management and Residence Life.

# Wallpaper/borders

- Installation of wallpaper on wall space is not permitted.
- Trim borders are permissible and must be installed by College contractors at chapter expense subject to the materials and procedure guidelines supervised by Facilities Management and Residence Life.
- Wallpaper will be removed as requested by Facilities Management at no cost to the chapter

# Project requests and guidelines

- All requests for improvements, painting, or installation of new fixtures must be made in writing to the Director of Operations for approval as indicated in the Housing Agreement for the chapter.
- Failure to follow the procedures as outlined in the Housing Agreement may result in financial charges to the chapter and/or a conduct referral.
- Small projects and/or work requests may be accomplished during the year (ex: light fixture replacement, installation of new appliances).
- Projects involving significant work will only be done during the summer months and must be requested by the third Friday of **February** preceding the summer when the work is to be completed.
- Projects will be completed only as time and resources allow.
- Installation of new fixtures/furnishings
  - o Individual chapters may purchase alternate fixtures for their house these items must be purchased privately and approved prior to installation by Residence Life and the House Corporation.
  - Any project work by College personnel above and beyond simple installations will be charged to the chapter at cost.
  - o Machines with ice makers must be installed by college personnel
  - o Any additional plumbing required will be charged to the chapter
  - New units must be sized and powered appropriately for the space

# • Wiring and Audio-Visual Equipment

- All audio-visual equipment hung from ceilings must meet the following guidelines:
- All installations must be approved in writing by Residence Life prior to installation.
- o Under no circumstances shall the overhead fluorescent light fixtures be modified, tampered with or have the bulbs replaced by any bulbs other than those provided by the College. Any damage or misuse of these fixtures will result in damage charges and conduct sanctions.
- Any "party" lights, bubble machines or other devices must be approved prior to installation and
  use.
- No items may be attached to the walls unless approved in writing, including tape, nails, staples, wiring or extension cords.

 All wiring and equipment must pass inspection and any required changes to wiring and equipment must be completed as directed by the Campus Fire Safety Officer, Facilities Management, or Residence Life.

# **Landscaping Work**

The College's <u>Garden and Grounds</u> department is responsible for the maintenance of the grounds surrounding both Sorority Court and Fraternity Housing. As with all chapter house modifications previously mentioned all requests to do landscaping, plantings and the permanent installation of exterior furniture (such as benches) beyond what is already provided must first be approved by the Director of Housing Operations. Once approved, Residence Life will coordinate the work to be done with the Associate Director, Garden and Grounds to assure that all work is completed properly and is consistent with adjacent landscaping.

It should be explicitly understood that all chapter installed plants, landscaping and furniture are the responsibility of the chapter and **will not** be maintained by College personnel.

- Landscape Approval Application for permission to install fraternity and sorority owned landscaping shall be made to Residence Life. A simple hand drawn plan of the planned installation is to be provided by the fraternity. Approval will come from Residence Life and the Associate Director of Gardens and Grounds (AD).
- 2. SAFETY BEFORE YOU DIG Life threatening underground utilities crisscross the campus. The fraternity is solely responsible for calling an underground utility locating service (call 811) before digging (have a street address ready to provide to the service). The locator service requires 72 hours' notice in advance of digging. The person or party requesting the service shall mark the area with dashed lines of white spray paint to indicate the limits of the digging. The area will then be marked with various colored lines by the locator service if utilities exist in the area. At the end of the 72-hour period the service will provide a confirmation number. The number is to be given to the AD before any digging begins on campus. Go to <a href="www.va811.com">www.va811.com</a> for more information. The fraternity is responsible for payment to restore damaged utilities if a confirmation number has not been received before digging.
- 3. Landscape Bed Installation Fraternity owned landscaping shall be restricted to a landscape bed no more than three (3) feet wide on either side of the front entrance walk from the street to the front door.
- 4. Plant Material The plant material shall consist of woody plant material (maximum mature size of 3' high and 3' wide), a perennial ground cover, or a combination of the two.
- 5. Flowering Annuals Once the landscape bed is established (see I-4) no approval is needed for seasonal planting of summer annuals, flowering bulbs, or fall/winter pansies.
- 6. Maintenance College resources are unable to be provided for the installation and maintenance of these areas. All maintenance such as providing tools, weeding, watering, fertilizing, and pruning is the sole responsibility of the fraternity. The fraternity will be billed for the removal of any unkempt landscape beds.

# Room Selection, Changes and Vacancies

#### • Room Selection

- o Fraternity and Sorority Room Selection in part of the Returning Student Room Selection process. The chapter president or Chapter president designee (if chapter president not living in the house for the upcoming year) creates a roommate group of students the chapter president approves to live in the house on the academic year housing application for the upcoming year.
- The maximum number of vacancies and non-members permitted during the Returning Student Room Selection Process cannot exceed the numbers listed below to secure the house for the upcoming academic year and to remain in compliance with the terms of the housing agreement:

# Beds	Max. # of	Non-members* Allowed
In House	Vacancies Allowed	*Vacancies = non-members
18-20	2	4
15-17	I	3
10-14	I	2
5-9	0	I
4	0	0

• The Returning Student Room Selection process calendar and due dates are published on the Residence Life website at least 30 days before the academic year housing application opens.

# Room Changes

- The chapter president emails <a href="mailto:myroom@wm.edu">myroom@wm.edu</a> from their W&M email account listing the name of the requested new occupant, the moving student's W&M email address and the specific room for each student the president wishes assigned to a different room in the house. Residence Life staff will then assess request for student eligibility, room availability, reach out to the requested persons with next step information including form/application requirements, and follow up with the chapter president regarding the status of the request.
- o **Pre-fall opening room changes**: These requests must be emailed to <a href="mayroom@wm.edu">myroom@wm.edu</a> no later than August 1st each year.
- Between fall and spring semesters: These requests must be emailed to <a href="mayroom@wm.edu">myroom@wm.edu</a>
   by no later than the Tuesday after the Thanksgiving holiday.

#### • Room Vacancies

- o It is the responsibility of the chapter president to determine how vacancies will be handled. Filling vacancies must have the approval of the chapter president. The chapter president must email Residence Life at <a href="mailto:myroom@wm.edu">myroom@wm.edu</a> with the student's name(s) and W&M email address(es) of the person(s) filing the vacancies and list the specific rooms they are requesting the student(s) be assigned to. If the individual filling a vacancy currently lives in campus housing, he/she must complete a Room Change Request Form on the <a href="Housing Portal">Housing Portal</a>. If the individual is not currently in housing, he/she must submit a housing application on the <a href="Housing Portal">Housing Portal</a>.
- An exception to getting chapter approval is made when vacancies are not filled by the chapter after the Fraternity and Sorority Room Selection Process if the spaces are needed to house waitlisted students.
- Occupancy and Release (student staff offers impacting occupancy): In the event that a chapter member residing in a fraternity or sorority house is offered a student staff position after having signed a housing agreement to live in the fraternity or sorority house, the Chapter President must agree to release the member from house residency. In doing so, the Chapter accepts responsibility to fill that space or pay the established rate for that house vacancy. The

- chapter president must email the approval to <a href="mailto:myroom@wm.edu">myroom@wm.edu</a> from their W&M email account.
- o Current freshmen are not permitted to fill vacancies in Fraternity or Sorority houses.
- Vacancy charges will be assessed one week after the first day of classes in the fall and spring semesters.
- New vacancies that occur later than one week after the first day of classes will be assessed to the chapter on a prorated basis based on the date the vacancies occur. Organizations will have one week from the date of the vacancy to fill the space before charges are assessed.
- Vacancy charges are to be paid to the Bursar's Office must be paid within 30 days. The Bursar's
  Office, at their discretion, may work out terms for repayment in installments. However, due to
  state regulations regarding collections of outstanding debt all vacancy charges must be paid
  within the semester that the charges were incurred.
- Vacancies that occur after the first day of classes following fall break in the fall and spring break in the spring will not be assessed to the organization.
- When Fraternity and Sorority Room Selection is completed for the next academic year any space not filled by the chapter will be made available during the official Room Selection Process. The official Room Selection Process concludes when the last wait listed student is offered a space in campus housing. Vacancies not selected during the regular Room Selection Process will be the responsibility of the chapter.

# **Fraternity and Sorority Facility Occupancy Continuance Purpose:**

By providing designated on-campus housing the University makes a commitment to a thriving and exemplary fraternity and sorority community. This statement addresses how Residence Life will manage fraternity and sorority housing facilities when chapters voluntarily relinquish their assigned space or lose housing privileges through either the University conduct sanctions or by decision of their (inter)national organization.

**Criteria**: To regain an assigned facility in Fraternity/Sorority Housing, chapters who voluntarily leave their facility will be required to create a roommate group on the academic year housing application during the annual room selection process that includes the required number of eligible chapter members to fill the house for the subsequent academic year. Chapters that have had their housing privileges revoked by the University or their (inter)nationals for conduct reasons must re-apply for Fraternity/Sorority Housing for a return to residence, subject to availability and approval from Residence Life. All chapters must meet the criteria of being in good standing as an active and recognized (IFC, National PanHellenic, or National Pan Hellenic Council) organization on campus as well as have the ability to fill the facility to which the chapter will be assigned.

Loss of Housing Due to Conduct Sanctions: To encourage chapter improvement and restoration, a fraternity or sorority that incurs a loss of housing privileges based on conduct sanctions may, at the discretion of Student Conduct and Residence Life, be offered the incentive to return to the same house after one academic year following the completion of the sanction(s). This is not an offer held in perpetuity but is intended to support a short-term period (typically I year) related to a sanction. During the time the house is unoccupied by the house it will be made available during the annual room selection process. Once the chapter satisfactorily completes the required sanctions and shows significant improvement the chapter may reapply for Fraternity/Sorority Housing status.

**Additional Information**: When a fraternity or sorority experiences a loss of University or (inter)national recognition due to a serious conduct violation the chapter may not be guaranteed the opportunity to return to the residential facility that was occupied when the chapter was a recognized organization. If the chapter is invited to recolonize and subsequently completes the requirements for housing and is approved by the Residence Life, the chapter will be offered a fraternity/sorority housing option that is available at the time of

eligibility. This practice will be applied to all groups that are currently awaiting the opportunity for recognition, as well as any groups that may face a loss of recognition in the future.

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