



## RESIDENT GUIDE & HANDBOOK

We are delighted that you've chosen to become a resident of International House Philadelphia (IHP), a unique global community for students, scholars, and professional trainees from around the world. Living here is a life-enriching experience that you won't find anywhere else.

As a resident of our diverse, inclusive community, you will enjoy our prime location in the vibrant University City neighborhood of Philadelphia, the birthplace of American democracy and one of the most exciting cities in the United States. You will also enjoy many opportunities to expand your horizons and your network of people from around the world.

During your stay, we invite you to enjoy everything that International House has to offer, including complimentary access to contemporary and sophisticated arts, cultural programs, and social events where you will meet fellow residents and form lifelong friendships.

Our goal is to make this your "home away from home" as you become part of our community, a special place where different cultures are shared and celebrated to promote International understanding and respect. If you need any assistance during your stay, our friendly, professional staff and Resident Advisors are happy to help you.

Once again, welcome to International House Philadelphia!

Sincerely,  
The staff of IHP

# CODE OF CONDUCT

International House Philadelphia is home to students, scholars and professional trainees. Our residents come from all over the world, including the U.S., and attend area colleges, universities, and medical institutions. We want to make sure everyone who stays here has a positive experience. Listed is the expected code of conduct for each resident while living at International House Philadelphia (IHP).

## Resident Rights

Residents of IHP have a right to:

- a clean room upon their arrival,
- sleep without undue disturbance,
- have guests within the guest policies of IHP,
- be free from intimidation and physical or emotional harm at IHP,
- consideration and respect from other residents and IHP staff

## IHP Community Goals

To ensure that support is provided to help residents master the challenges of living in an international community, the staff of IHP is dedicated to:

- Assisting residents in their orientation to IHP and Philadelphia, connecting them to resources that allow them to learn and grow during their time here.
- Providing an environment in which residents may develop their individual pursuits and be successful in their endeavors.
- Communicating information, ideas, policies and procedures to residents.
- Creating opportunities for residents to get involved in the IHP community.

To promote an inclusive community atmosphere, residents of IHP are encouraged to:

- Welcome new residents to IHP.
- Use shared kitchens, bathrooms, lounges, and study areas in a way that allows other residents to also use and share the space. (Promptly cleaning dirty dishes, not creating excessive noise, etc.)
- Communicate with fellow residents, Resident Advisors, and IHP staff about needs and expectations.
- Report maintenance requests to IHP staff at the front desk or through [www.ihousephilly.org/request](http://www.ihousephilly.org/request).

## Prohibited Conduct

To promote a safe, welcoming, and supportive community at IHP, residents should refrain from the following prohibited conduct.

- Intentional damage to IHP and/or resident property.
- Tampering with or covering fire alarms, fire sprinklers, and/or other fire safety equipment.
- Disorderly or disruptive conduct within or around IHP facilities, such as verbal or physical harassment, assault, and/or the threatening of another resident, staff, or guest(s).
- Endangering the life of anyone, in any way, including violence, credible threats of violence, use or possession of fire arms, weapons, etc.

- Creating excessive noise or disruptions.
- The unauthorized possession, use, or sale of narcotics and/or controlled substances.
- The theft, or taking, of private property.
- Removing furniture from its assigned areas.
- Smoking in the International House facility.
- The sale, possession, or drinking of alcohol by anyone under the age of 21, or supplying alcohol to anyone under the age of 21.
- Any form of dishonesty including knowingly furnishing false information, forgery, alteration or misuse of documents, records, or instruments of identification.
- Housing pets or animals on the premises. (Requests for service and support animal exceptions must be submitted, in advance, to the Admissions Office with supporting documentation from a doctor and/or therapist.)
- Throwing any items from a balcony or window (including cigarette butts, cans, etc.)

International House reserves the right to terminate a resident's occupancy agreement for repeated or egregious violations of IHP staff instructions, rules, and/or regulations.

## IHP POLICIES AND PROCEDURES

### ALCOHOL

*Alcohol possession and use is permitted in Private rooms, Apartments, Suites, and House Lounges under the following community guidelines.*

- IHP Residents who are of U.S. legal drinking age may possess and consume alcohol **in their own assigned Room, Apartment, Suite and/or House Lounge.**
- If IHP residents are hosting guests in common areas of the suite or in the house lounge and consuming alcohol, each resident is limited to **no more than 3 guests**, all of whom must be of U.S. legal drinking age. Residents should continue to follow all other IHP policies including quiet hours and the guest policy.
- IHP staff may request **identification** of any resident or guest to verify their age complies with the legal drinking age.
- Consumption of alcohol outside these areas is prohibited with the exception of IHP sponsored events. Consumption of alcohol on the **balconies** is prohibited.
- The Alcohol policy is intended to allow for personal, responsible use; therefore, the possession of **large quantities of alcohol is prohibited**, including, but not limited to: multiple cases of beer, wine or liquor, and stocked bars. Activities and devices facilitating or promoting excessive consumption of alcohol, including but not limited to: drinking games, funnels, beer bong, common-source containers (kegs, pony kegs, party balls, etc.), are prohibited.

### **Pre-Registered Resident Parties**

If reserved in advance, residents may host registered parties in the Student Café until 12:00AM. Registered parties must be approved by the Resident Life Office and requested at least 3 business days in advance.

### COOKING

Cooking is permitted only in designated kitchen areas. While using the stove or oven, residents should not leave the kitchen unattended. Residents should be mindful of excessive smoke or steam from cooking and open windows or doors for ventilation, if needed.

## **DECORATIONS**

Any pictures or decorations should be affixed to walls using a low-tack tape or removable adhesive. Residents should not put holes in the walls or use nails to hang decorations. Decorations should not be hung from or affixed to the ceiling or fire sprinkler pipes.

## **ELECTRICAL APPLIANCES**

Due to regulations stated in the Philadelphia Fire Code, the following appliances are not allowed in bedrooms: toasters, toaster ovens, hot plates, electric frying pans. Non-IHP air conditioners, refrigerators, washers, dryers, and/or space heaters are not permitted in any areas.

## **FIRE ALARMS**

Unless otherwise communicated by IHP staff, every fire alarm requires the evacuation of every resident, guest, and staff member at IHP. You should take the nearest stairwell all the way to the ground floor and exit the building. Proceed to the brick walkway on the east side of the building for further instructions. Do not congregate in the street or block traffic.

## **GUESTS**

- Guests of residents should be escorted by their hosts if visiting the residential floors of the building. (Floors 3 and above) Unescorted guests may be asked to leave the building.
- Residents should discuss the arrival of guests with any suitemates or roommates prior to their arrival.
- IHP staff may ask guests to leave or end any social gathering, at any time, if their presence is loud, disruptive, or unsafe to the resident community.
- IHP staff may request identification from guests at any time.
- After 10:00 p.m., guests must sign in at the front desk.
- Overnight guests must be over the age of 18 and may stay up to 2 nights within a single bedroom in a suite, or up to 10 nights in a private room or apartment. Longer stays require coordination with the Admissions Office for a guest room or roommate key.
- When available, IHP offers a discounted nightly rate to guests of residents for a single bedroom. Please contact the Admissions Office, at least 2 business days in advance, to reserve guest rooms.

## **QUIET HOURS**

After 11pm, all residents and guests should reduce their noise levels to allow fellow residents to sleep, relax, and study. Residents are encouraged to utilize the Student Center in the lower level for any activities that may cause noise.

## **SECURITY**

A Security Guard is on duty at IHP 24 hours a day. The security desk is located behind the Front Desk. Always contact the front desk in case of a medical, fire, or security emergency, or if you see or suspect something unusual.

To promote the safety and security of the building, IHP has adopted the following security procedures:

- All outside doors of IHP are locked at 10pm. After this time you must use your keycard at the Front Door for admittance. The doors reopen at 8am.
- Residents should not prop open locked doors, including exterior doors, suite doors, apartment doors, or bedroom doors.
- Residents should keep their door closed and locked, even if leaving for a short time.
- Apartment residents should keep balcony doors and windows locked.

## **SMOKING**

IHP is a smoke-free building. Smoking is prohibited in all IHP rooms and balconies. If you wish to smoke outdoors, please use the designated smoking areas. Violation of this policy will result in a \$200 fine.

# RESIDENT LIFE OFFICE

The Resident Life Office exists to promote a welcoming, inclusive, and supportive community at IHP. The Resident Life Office coordinates ongoing social events, cultural programs, and informational meetings. Resident events are communicated through posters in the building and the weekly Resident Newsletter sent via email.

## RESIDENT ADVISORS (RA)

Resident Advisors are residents who can provide assistance and help during your time at IHP. They will facilitate meetings and social events that will help you meet other residents and address any needs of your suite community. Information about your RA is posted near the elevator or on your suite door.

## ELLEN BERWIND STUDENT CENTER

The Student Center, located at the east end of the lower level, is for IHP residents and serves as a central gathering place for casual conversation, reading, ping-pong, television, and meeting other IHP residents from around the world. Special programs and activities are also held here year-round.

# OCCUPANCY AGREEMENT

Your occupancy agreement describes the terms of your stay at IHP. It lists your arrival date, departure date, extension deadline, monthly rate, and other important agreements between you and IHP. This document is a contract, so you are advised to familiarize yourself with all of its provisions.

## EXTENSION POLICIES

- **Deadlines:** Your occupancy agreement lists the date by which you must extend your stay at IHP in order to avoid late fees. If you extend after the deadline, the fees described in the agreement will apply and room availability at IHP cannot be guaranteed.
- **Rates:** The rate of your extension will be based on the current published rates for the length of the extension. For example, if you extend a long-term agreement for only two months, those final two months would be billed at the short-term rates currently published at [www.ihousephilly.org/rates](http://www.ihousephilly.org/rates).
- **Departure Accommodation Extension (less than 1 month):** Because many IHP residents do not know their exact departure when signing their contract, we offer residents a prorated extension of up to 29 nights at their current rate to accommodate *confirmed departure plans or unexpected travel delays*. Please contact the Admissions Office to discuss this option.

## ELIGIBILITY

IHP residents must maintain status as a currently-enrolled student, intern, professional trainee, researcher, visiting scholar, and/or observer. Residents should provide documentation of their participation in such programs to the Admissions Office.

# RENTERS INSURANCE

Residents are strongly advised to obtain Renters Insurance for their personal property. IHP does not carry insurance coverage for resident property and is not responsible for any damage to, loss, or theft of resident property.

# PAYMENTS TO IHP

Occupancy fees for long-term residents are applied to resident accounts on the first of each month. Occupancy fees for short-term residents are due within 2 business days of arrival. Incidental fees are applied to resident accounts at the time they are incurred. IHP accepts payments online or at the Admissions Office.

# PHOTOGRAPHY & VIDEOGRAPHY AT IHP

International House Philadelphia (IHP) utilizes photography and videography to document day-to-day life at IHP and various IHP sponsored events. IHP reserves the right to utilize any photograph or video taken by our staff and volunteer team for IHP informational and promotional purposes without the express written permissions of those included in the photograph or video. IHP may use photographs and videos in a number of ways, including but not limited to: posts on social media, press releases, posters, informational brochures, and websites. Individuals depicted in such media may not ask IHP for payment or royalties in connection with the use of their likeness.

IHP will attempt to educate all stakeholders of this policy through publication on our website and in key print materials. Any person who does not wish to be included in IHP photos or videos should inform the photographer or videographer at the event or time the photograph or video is being taken. If you do not notify the photographer or videographer of your request, IHP will assume your consent to the IHP Photography and Videography Policy. Any person wishing to address a concern with how their likeness is being used in an IHP Publication should contact the Marketing team at IHP. Any person or organization not affiliated with IHP is not authorized to use, reproduce, or modify IHP photographs, images, or videos without advance written permissions from the Marketing team at IHP.

## WELCOME GUIDE

Residents can find additional helpful information and policies in the Welcome Guide available in the Admissions Office.

## INCIDENTAL FEES

### ROOM KEYS

Residents who have locked their key in their room can borrow a backup key from the front desk for 1 hour. If the key is not returned within the hour, the resident will owe a \$25 late fee. Residents who have lost their key will need to purchase a replacement key for \$25.

### FURNITURE REMOVAL

Residents may request the removal and storage of a piece of furniture at a cost of \$25 per item. Please make arrangements with the Admissions Office.

### DOUBLE OCCUPANCY FEES

Apartment and private room residents may add a roommate to their unit for \$200 per month.

### LATE EXTENSION FEES

Fees will be charged late extensions of the Occupancy Agreement. Refer to your Occupancy Agreement for more details.

### LATE PAYMENT FEE

There is a \$50 fee for monthly occupancy fee payments received after the 10th of the month or for any other payments received after a clearly-communicated payment deadline.

### POLICY VIOLATIONS

Violation of the smoking policy at IHP will result in a \$200 fine. Tampering with or covering fire alarms, fire sprinklers, smoke detectors, or other fire safety equipment will result in a \$300 fine.

### RETURNED CHECK FEE

There is a \$25 returned check fee for all checks returned due to insufficient funds.

### ROOM CHANGE FEE

Request for room changes cannot be guaranteed. These requests depend on availability of an alternative room. If a room change request is granted, resident will pay a \$25 fee.

# **INTERNATIONAL HOUSES WORLD WIDE**

IHP is a founding member of International Houses Worldwide. IHouses from across the globe serve students, scholars, and professional trainees of diverse backgrounds, cultures, and nationalities. Residents of IHP may be eligible for discounted rates at affiliated IHouses.

## **CONTACT INFORMATION:**

### **FRONT DESK & SECURITY**

215.387.5125

Dial "0" from IHP phones in the hallway or by the elevator

### **ADMISSIONS OFFICE**

215.895.6540

housing@ihphilly.org

### **CASHIER:**

215.895.6552

### **RESIDENT LIFE OFFICE**

215.895.6554