



Delta Gamma  
1873

# Housing Standard Operating Procedures *and Best Practices*

*Updated July 2025*

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## “At Risk” Chapter

### Standard Operating Procedure

#### Standard Operating

<b>Procedure Name:</b> Chapter at Risk	<b>Implementation Date:</b> TBD
<b>Prepared By:</b> Ann Marie Bronte. Director: Housing	<b>Last Revision/Update Date:</b> New
<b>Collaborating Areas:</b> Finance/Housing/Membership/Collegiate Operations	<b>Approved By:</b>
<b>Review for Improvements/Edits:</b> Fraternity Treasurer/Director OOH/Director: Housing/Member at Large-LLC/Member at Large-FMC/Director: Finance/Director: Collegiate Budgeting ...	

#### INTERNAL POLICY:

Procedure to use in the event a collegiate chapter is unable to:

- Support a chapter facility (owned/rented/U-housed)
- Meet chapter operation/social budget
- Recruit a full new member class/consistently
- Fulfil campus Panhellenic total/consistently
- Stem the flow of member resignations
- Meet required chapter operation functions

#### PURPOSE:

Provides criteria/rationale to identify a chapter at fiscal risk due to issues of housing, finance, membership or operations. A notification process for collegiate chapter members/advisers/house corporation directors/local and chapter-initiated alumnae/Regional Team members is also outlined.

## PROCEDURE/POLICIES:

- ❖ *Policy:* A chapter must fill its facility (owned/rented/U-housed) to agreed-upon capacity in order to meet all operational costs and provide reserve funds for maintenance/needed projects.
- ❖ *Policy:* Collegiate chapters are to operate with an annual surplus.
- ❖ *Policy: Add recruitment policies/Standards here...*
- ❖ *Policy: Add appropriate Operation Standards here...*

## PROCEDURE/IDENTIFICATION:

- ❖ *Housing:* When a chapter operates in such a manner that monetary support from the Office of Housing is required, it is the responsibility of the Director: Housing and Director of the Office of Housing supported by the Regional Finance Housing Specialist to determine the cause of the monetary shortfall.
- ❖ *Finance:* When a chapter operates in such a manner that the chapter operates at a deficit, it is the responsibility of the Director: Finance and Director: Collegiate Budgeting supported by the Regional Finance Housing Specialist to determine the cause of the monetary shortfall.
- ❖ *Membership...recruitment/retention*
- ❖ *Chapter Operations...*
- ❖ Possible causes/roots of a *housing* shortfall:
  - *Room Agreements Below Capacity:* Not enough chapter members are living-in to fill the facility (e.g. not filling to agreed-upon capacity) therefore, the chapter does not realize sufficient income to cover operating costs. *This may happen to a FHC, LLC or university-housed chapter.*
  - *University Requirements:* University requirements regarding which students are required to live on-campus may reduce the eligible pool of live-in members for the facility.
  - *Chapter Size:* Chapter may not be large enough to fill the facility, thus unable to meet operating costs (membership issue).

- *Membership*: Recruitment numbers are not robust enough to generate sufficient members to fill the house/meet the operational costs of the chapter.
- *Chapter Culture*: Long-standing “one and done” mindset or “seniors do not live-in” are typical roadblocks to filling a facility to agreed upon capacity.
- ❖ Possible causes/roots of a finance shortfall:
  - *Unsecured Receivables* – Appropriate HB action not taken for members who do not sign Dues and Fees within 10-day window.
  - *Roster* – Roster may not be current and hold names of women who have graduated/transferred/left the chapter.
  - *Past Due Receivables* - Appropriate HB action not taken for members who do not pay Dues and Fees within 10-day window.
  - *Budget Issues* – Overspending the current budget or operating without fiscal “checks and balances”.
- ❖ Possible causes/roots of a membership shortfall:
- ❖ Possible causes/roots of an operational shortfall:

#### **PROCEDURE/WORKING WITH THE CHAPTER:**

- ❖ Once a chapter is identified as being “at risk regarding viability”, Collegiate Finance or the Office of Housing or the membership department at EO research the history of the chapter, campus trends, and current NPC recruitment data for the university.
- ❖ Director: Housing/*Director: Finance* engage with the Regional Director, Regional Housing Specialist, Regional Finance Housing Specialist, Regional Collegiate Specialist for the chapter, and Regional Collegiate Recruitment Specialist to share concerns as well as background regarding the chapter. (*Note: the entire Regional Team may be included if so desired.*)
  - Past Due Receivables/Unsecured Receivables on both finance and housing side are analyzed and shared.
  - Recruitment data is shared/analyzed.

- ❖ From this conversation, a meeting with chapter leadership (CMT) and advisers is held with the Director: Housing/Director: Finance/Director: Collegiate Budgeting/Regional Director/ RFHS/RCS/ RCRS to discuss the situation and explore all possible options. *(Note – for housing, a possible sale of the facility is included among the options as appropriate.)* The minutes from this conversation are shared with all attendees **and stored on Anchorbase.**
- ❖ Chapter membership then meets with the above director(s)/regional team group to understand the situation and possible options discussed with their leadership. This will most likely be a Zoom gathering.
- ❖ *At the same time – is this where a first notification goes out to alumnae for whom EO has an email (local/initiated)?*
- ❖ At the Director level, this information will be shared/entered into the minutes for the FHC Board for FHC/LLC groups regarding housing issues.
- ❖ Regional Team supports the chapter/chapter advisers to craft an Action Plan to bring the chapter back to fiscal/membership health.

#### **PROCESS TIMELINE:**

- ❖ *Year 1* - A chapter needing financial support from the Office of Housing or ending the year in deficit, crafts an Action Plan designed to alleviate further need for subsidy or deficit spending. **Add membership info here.**
  - Provide a Council Appointed Specialist for chapter?
- ❖ *Year 2* – Analysis and update of pertinent data occurs, ongoing, to evaluate if the Action Plan is functioning and the subsidizing fund or deficit is reduced/eliminated OR if membership/retention goals are met. Meetings with chapter leadership/ advisers/ general membership continue.
- ❖ *Year 3* – If a subsidizing/deficit funding situation continues for a third year, a meeting with chapter leadership and advisers will be held with Director: Housing/Director: Finance/Regional Director/RHS/RFS/RCS/ RCRS to re-evaluate the viability of the Action Plan. **Membership?**

- ❖ *QUESTION FOR DISCUSSION–Timeline - does the Fraternity want to allow a chapter to linger more than three years? Am betting this will be a combo of time and money subsidized.*

#### **PROCEDURE/COMMUNICATION PLAN:**

- ❖ Detailed notes are kept, so there is less reliance on memory and transition to new volunteers can be done easily. *Where to store – Anchorbase?*
- ❖ Communication with collegiate chapter: A summary of each conversation is generated and shared with all stakeholders. Questions to collegiate members ensure they understand all aspects of the issue.
- ❖ Alumnae communication: Initiated alumnae AND local alumnae are sent an email alerting them to the issues facing the chapter. Messages are fact-based with all possible solutions shared. Within the messages, indicate chapter membership/advisers/regional team members know the concerns/situation. If a chapter is on status, this communication can be part of the Action Plan. ***A chapter newsletter with a local alumnae/initiated alumnae as audience would be appropriate - timeline TBD.***
  - Year One – Brief but complete memos (two?) sent via email to all chapter alumnae outlining concerns held for the chapter and Action Plan. This might be a good time to ask for alumnae volunteers, if needed, for the Advisory Team. *Share all possible outcomes so there are no “surprises.”*
  - Year Two – Messages via email to all chapter alumnae including an update and review of how the Action Plan worked during Year One and plans for Year Two. Again, a great forum to ask for alumnae advisers, if needed. *Share all possible outcomes so there are no “surprises.”*
  - Year Three – Message via email to all chapter alumnae with an update. *For Housing, this may be the year a chapter facility sale becomes reality; for other concerns, the question – “is this something that can be resolved?” Timeline open for discussion.*

#### *Additional thoughts*

- Use of Council Appointed Specialist in Housing/Finance/Membership

- Any other departments need to provide input?
  - Panhellenic information will be vital





## Collegiate Chapter Subsidy by Office of Housing

### Standard Operating Procedure

<b>Procedure Name</b> – Collegiate Chapter Subsidy by Office of Housing	<b>Implementation Date:</b> ASAP
<b>Prepared By</b> – Ann Marie Bronte	<b>Last Revision/Update Date:</b> New
<b>Collaborating Areas</b> – Housing, Finance, Collegiate Operations	<b>Approved By:</b> FHC Board
<b>Review for Improvements/Edits</b> – FHC & FMC Members at Large; Fraternity Treasurer; Director: Finance; Director: Collegiate Budgeting; Director: Collegiate Operations	

#### APPLICATION:

In the event a chapter-

- Becomes unable to pay for the running of its chapter facility due to lack of funds/low membership numbers **AND**
- Due to this shortage of funds, the Office of Housing advances funds to keep the facility functioning.

#### PURPOSE:

To provide oversight and guidance for the chapter, chapter house corporation (if applicable), and the Office of Housing (OOH). Creates transparency for the Regional Team (specifically, RFHS), Office of Housing, and Housing Leadership regarding how much shortfall exists between chapter funding and facility operational expenses.

## PROCESS:

- A determination is made by the Office of Housing that the chapter will not have sufficient funds to meet basic operational expenses for the fiscal year.  
May be attributed to low membership numbers; the facility, if housed, not being at agreed upon capacity; OR there was an expense which ran more than was budgeted.
- The Office of Housing determines whether it will subsidize the chapter for the shortfall.
- The Office of Housing through the Regional Finance Housing Specialist (RFHS) contacts chapter leadership and advisers (specifically, the chapter president, vp: finance, ATC, and CFA) and shares the shortfall amounts.
- Conversation includes the shortfall amount, reason(s) for the gap, and the possibility of a promissory note offered by OOH.
- Promissory note parameters:
  - The term is one year
  - Interest *may* be charged
  - It may be repaid early
  - It is **incorporated** into the following year's chapter housing budget
- If all parties agree, a note is drawn up and signed.
- The note is paid off the following year(s) through the chapter housing budget.

## EXTENUATING CIRCUMSTANCES:

Should a chapter be unwilling/unable to fill the facility to the agreed upon capacity and execute a promissory note, a meeting shall be called including -

- Chapter members
- Advisory team members
- Regional Team members
- Housing/Finance directors
- Fraternity Treasurer.

The purpose of the meeting is to determine an Action Plan (*i.e.*, next steps) which **may** include right-sizing or relinquishing the facility if the chapter is unwilling or unable to do so in the foreseeable future.

*Approved by FHC Board 3.18.2025*



## Graduate Student Alumna Living in Chapter Facility

### Standard Operating Procedure

<b>Procedure Name</b> – Graduate Student Alumna Living In Chapter Facility	<b>Implementation Date</b> – 03/01/2025
<b>Prepared by</b> – Ann Marie Bronte	<b>Last Revision/Update Date</b> – New
<b>Collaborating areas</b> – N/A	<b>Approved By</b> – FHC Board
<b>Review for Improvements/Edits</b> – FHC & FMC Members at Large; Fraternity Treasurer; Director Office of Housing	

#### APPLICATION

A member who lives in the chapter facility graduates mid-term and wishes to remain in the chapter facility until the end of the academic year for work or study purposes. Or she is a graduate student who wishes to live in the chapter facility (which is not full).

#### PURPOSE

To provide oversight and guidance for the chapter house corporation, collegiate chapter, and Office of Housing. Create transparency for the Regional Team (RFHS), Office of Housing (OOH), and housing leadership regarding who is or is not living in and associated revenues.

#### CONSIDERATIONS

- There may exist a need to increase house corporation income due to low numbers of collegiate women living in the chapter facility.
- The graduate alumna living in for the balance of the academic year may live in a double room as it is a **continuation** of her undergraduate Room Agreement.

- The graduate student alumna is housed in a single room and pays the single room rate for the same. She does not share a room with a collegiate member.
- She does NOT participate in chapter events, activities, or meetings, and she is not invoiced for these items.
- A meal plan *may* be offered and will be included in the Room Agreement contract, if the alumna opts in. This option is decided upon at the beginning of the process.
- Time period can be one term or semester or an entire academic year.

## **PROCEDURE**

- The graduate student alumna submits an Accommodation Request, observing the timeline on the application, to the Housing Accommodation Board having explored this option in advance with chapter leadership/advisers to ensure its availability.
- Under the guidance of the Accommodation Board, both the Advisory Team Chair (ATC) and House Corporation President (HCP) or Fraternity Assistant Director for Managed Properties must approve the request.
- The graduate student alumna signs the Graduate Room Agreement uploaded by OOH to re: Members. The amounts invoiced and collected will cover room and board (if a meal plan is used).
- The graduate student alumna also signs a Room Agreement addendum on re: Members acknowledging that she agrees to follow Fraternity policies and procedures, chapter BLSRs and is subject to Honor Board action.
- Office of Housing (OOH) crafts charges term by term to re:Members.
- A housing payment plan is required through re: Members. Payments options: annual/semi-annual/monthly for nine (9) months.
- The alumna member pays her invoice through re:Members, following the agreed upon payment plan.
- Failure to meet her financial obligations means the Room Agreement's consequences will be enforced.
- Alumna member observes all chapter move-in/move-out and house closure dates.

- Alumna is KEPT on or reinstated on re: Members as “alum/non-member.”
- If she is a mid-term graduate, a Member Account Adjustment (MAA) may be filed to remove spring collegiate D&Fs and – at the same time – add invoice amounts for Live-In Alumna group for spring term ONLY.
- The Office of Housing is responsible for monitoring payments.

*NOTE – Summer living-in (if offered by the house corporation) is a separate process with different documents required.*

*Approved by FHC Board 3.18.2025*



## Housed Chapters: Contagious Disease

### Best Practices

<b>Procedure Name</b> – SOP/Contagious Disease (Housed Chapter)	<b>Implementation Date</b> – 07/01/2025
<b>Prepared By</b> – Ann Marie Bronte	<b>Last Revision/Update Date:</b> 3/2025
<b>Review for Improvements/Edits</b> – Fraternity Treasurer; FHC/FMC Board Directors; FHC/FMC Boards	<b>Approved By:</b> FHC Board

The spread of any contagious illnesses such as seasonal flu, chicken pox, mumps, strep throat, etc. is a particular concern in communal living. Note that guidelines can only go so far in protecting individuals in contact with one another.

#### PURPOSE

- Guide chapters, house directors, and house corporations (if applicable) in formulating a plan to handle communicable diseases within a chapter facility.
- Create consistency for the Regional Team (RFHS), Office of Housing (OOH), and Housing Leadership regarding how communicable illness should be handled.

#### QUESTIONS TO CONSIDER

- What is university policy concerning communicable diseases in university living facilities? (i.e., what do students living in residence halls do when they become ill?)

- Can the university provide space for a member living in fraternity or sorority housing should there be a need for isolation?
- Is there a need for **isolation** or is this a **quarantine** situation requiring contact with the local health department or university administration?

### CONSIDERATIONS

- The optimal choice is for the member to return to her permanent address where she will likely be more comfortable and have adequate care if her situation worsens.
- There may be members who can return home only by plane, which precludes returning home if they are ill. *This is when a plan is needed.*
- There may be members who have parents or support systems that are more vulnerable than the member herself. They may feel it would put their family at risk to return home rather than staying and riding out the virus at school. *This is when a plan is needed.*

### PLAN PROCEDURES MAY INCLUDE

- **Chain of Communication** – Decide who is notified and how – president, vp: social standards, director of house management, House Director, ATC. This is important so the “rumor mill” does not spread misleading information regarding Delta Gamma and her members. Include how members, **both** live-ins and live-outs, will receive notification or updates.
- **Behavior** – **All** members need to follow the plan. There can be no exceptions.
- **University option** – An answer to the questions above regarding university preparation can guide the chapter plan.
- **Room options**
  - A room is designated for member use. This could be the chapter’s guest room, a room that is not currently used or perhaps a small study room with a sofa bed. **OR**
  - The chapter could secure a hotel room for the member, with the house corporation potentially covering the cost. **OR**

- The member moves to university-provided facilities.
- **Bathroom facilities** – A separate bathroom is preferred. For facilities without a private full bath, develop a schedule so the ill member can use the facilities. Use signage to indicate who is using the bathroom.
- **Meals** – Plan when, where, and how the member will receive meals.
- **Plan location** – The plan should be added the local housing policies and procedures.

Planning ahead will help if or when a situation arises. The plan can be put into action with everyone knowing what she is required to do. Please contact the Office of Housing or the chapter's Regional Finance Housing Specialist if there are questions.

*Approved by FHC Board/3.18.2025*





## Housing Unsecured Receivables

### Standard Operating Procedure

<b>Procedure Name</b> – Housing Contracts Unsecured Receivables	<b>Implementation Date</b> – 07/01/2025
<b>Prepared By</b> – Ann Marie Bronte	<b>Last Revision/Update Date</b> – New
<b>Collaborating Areas</b> – Director: Standards and Fraternity General Counsel	<b>Approved By</b> – FHC Board
<b>Review for Improvements/Edits</b> – FHC & FMC Members at Large; Fraternity Treasurer; General Counsel; Fraternity Director Standards	

#### APPLICATION

A member who does not sign her Room Agreement (RA) or Member Housing Agreement (MHA) within ten (10) days of assignment, becomes an “unsecured receivable” (“UR” - meaning her debt is not bound by her signature on the contract).

#### CONSIDERATIONS

- Standing Rules and contractual violations are handled by the director of house management or chapter property (Dir: HM/CP).

- The Dir: HM/CP may issue an APN (member) or SOR (new member) when an individual does not sign her assigned Room Agreement (RA) or Member Housing Agreement (MHA) within the ten (10) day window.
- The sanction is issued for *“Failure to meet terms of Room Agreement or Member Housing Agreement.”* “Terms” are defined, in part, as signing the document in addition to making payments.
- *“Member Responsibility”* is the crux of the issue – the member/new member agrees to follow Delta Gamma policies and procedures. Signing contracts in a timely manner is part of this agreement.

## **HONOR BOARD PROCESSES**

**Day 1** – The contract (RA or MHA) is assigned by the Office of Housing (OOH).

- Dir: HM/CP monitors RA/MHA assignments by signing onto re: Members during the ten (10) days AFTER the contract is assigned by OOH.

**Day 11** – The Dir: HM/CP reviews the Contracts Report on re:Members to determine which members/new members have/have not signed within the ten (10) day window.

- Initiated Member: If an initiated member has not signed, an Automatic Probation Notice (APN) is issued by the director of house management/chapter property (primary) or vp: finance (backup) via the process outlined in the Honor Board Handbook through Anchorbase. Sanctions include loss of vote in chapter, loss of social privileges, The APN is no longer viable once the RA/MHA has been signed with a chosen payment plan. A request should be made to the RFHS to remove the APN.
- New Member: If a new member has not signed, the director of house management (primary) or vp: finance (backup) files a Statement of Obligation Review (SOR) to bring Honor Board into the conversation regarding her membership responsibilities through Anchorbase. Even if the contract is then signed, the HB meeting should be held to remind/educate the new member about DG member responsibilities.

Honor Board discussion centers around **“member obligations”**, something the new member accepted when she joined the Fraternity.

- The APN/SOR is issued for *“Failure to meet terms of Room Agreement or Member Housing Agreement.”* “Terms” are defined, in part, by both signing the document and making agreed upon payments
- Duration – The initiated member is on probation until the contract is signed OR until another SOR/APN is filed. As new members cannot be on probation, Honor Board will recommend appropriate sanctions/penalties for new members who continue to have an outstanding unsigned contract.
- Honor Board Finance Meeting – The director of house management/ chapter property shares this information with the vp: finance to be included in the monthly finance/HB working meeting minutes.
- **Day 45:** Office of Housing staff issues a 45-Day Letter to members/new members still having unsigned contracts/payment plans. Text can be found in the DG Library.
- **Day 60:** OOH staff issues 60 day letter to members/new members still having unsigned contracts/payment plans. Member also will meet with Honor Board to discuss the situation. One possible sanction may be removal of membership due to lack of follow through per policy regarding signature on the contract. Text can be found in the DG Library.
- **Note:** The goal in all conversations (HB and otherwise) is to encourage the member/new member to sign her contract (RA/MHA) OR draw out what might be holding her back. Honor Board can help guide members/new members to understand their fiscal responsibility towards the chapter. In some instances, for an MHA, it may be necessary for a member to submit a Member Housing Agreement Financial Accommodation request to the Housing Accommodation Board (HAB). If this happens, the ten (10) day timeline can be suspended until a decision is reached by the HAB. HAB, once alerted that this is a time-sensitive decision, will do its utmost to provide guidance in a timely manner.

*Note: refer to “A Guide to Honor Board in Anchorbase” document found in the DG Library. Pages 4-6 address the “how to” for issuing an APN; pages 7-11 do the same for the SOR.*

*Approved by FHC Board 3.18.2025*



RHS Service as Interim HC Officer  
**Standard Operating Procedure**

**Standard Operating**

<b>Procedure Name:</b> RHS Service as Interim House Corporation Officer	<b>Implementation Date:</b> 10/1/2022
<b>Prepared By:</b> Mandy Reymann	<b>Last Revision/Update Date:</b> New
<b>Collaborating Areas:</b>	<b>Approved By:</b> FHC Board
<b>Review for Improvements/Edits:</b>	Director(s) of Housing

**Internal Policy:**

In the event a house corporation president or treasurer has termed out or needs to leave before the end of their term, the Regional Housing Specialist (RHS) will function as interim officer in order to conduct the regular business of the corporation

**Purpose:**

To provide oversight and guidance for the RHS should she need to assume the role of the president and/or treasurer position and to create transparency for the Regional Team, Office of Housing and Housing Leadership

**Procedure:**

- ❖ The need for a president and/or treasurer is to be in compliance with state regulations and to have the required internal control of two approving officers
- ❖ Should there be no president or treasurer, the Director(s) of Housing would serve as the second approving officer with regards to conducting business

- ❖ The time limit would be up to six (6) months with a three-month check-in with the regional team and Director of Housing as to the recruitment efforts
- ❖ If after six (6) months, there are no volunteers identified to assume the open office within the current term, then the options are to
  - a) extend the deadline for a maximum of six (6) months or
  - b) start proceedings to move to the LLC model.

These two options are not mutually exclusive and can happen simultaneously at the guidance of the Director of Housing and Regional Director.

- ❖ During the interim period, the RHS will have the authority to approve regular invoices, conduct board meetings, work in conjunction with the house director on securing service vendors and be in communication with the Office of Housing Staff regarding HR and accounting issues.
- ❖ The RHS will adhere to the current year approved budget and will not make purchases or enter into projects without the approval of the house corporation board or the Director of Housing if there is no acting board.
- ❖ Monthly financials will go to the Director of Housing in the absence of a second officer (president or treasurer) for oversight.
- ❖ The cost of any necessary travel will be expensed to the local house corporation not FHC. All trips will be approved by the local house corporation or the Director of Housing if there is no acting board.
- ❖ The RHS will work with the RAS and Executive Office staff to identify possible volunteers. The RHS may appoint officers during the year who will be confirmed at the next Annual Meeting for a full term.
- ❖ Monthly updates on any concerns financial or otherwise will be in the RHS monthly report along with progress on volunteer recruitment.



Room Agreement (RA)/Member Housing Agreement (MHA)  
Honor Board Process for Past Due Receivables (PDRs)  
**Standard Operating Procedure**

<b>Procedure Name:</b> Room Agreement/Member Housing Agreement Honor Board Process	<b>Implementation Date:</b> 07/01/2025
<b>Prepared By:</b> Ann Marie Bronte	<b>Last Revision/Update Date:</b> New
<b>Collaborating Areas:</b> General Counsel	<b>Approved By:</b> FHC/FMC Boards
<b>Review for Improvements/Edits:</b> Members at Large/FHC and FMC; Fraternity Treasurer; General Counsel; Office Of Housing Director; FHC/FMC Boards; Director:Standards	

**INTERNAL POLICY:**

In the event a collegiate member either living in with a signed Room Agreement (RA) or living out with a signed Member Housing Agreement (MHA) does **not** meet her agreed-upon payments (based on her self-selected payment schedule) by Day 14, the director house management (housed groups) or director chapter property (unhoused groups) shall initiate Honor Board processes to ensure payment is kept current

**PURPOSE:**

To provide guidance for chapter directors house management/directors chapter property and Honor Boards (specifically vp:social standards) and oversight by both Regional Finance Housing Specialist (RFHS) and the Office of Housing (OOH)

regarding unpaid agreements. (e.g. Room Agreements or Member Housing Agreements).

Creates transparency for chapter leadership, Regional Team (RFHS/RCS/RD), Office of Housing (OOH) and Housing Leadership with respect to the process used to ensure members pay housing charges in a timely manner.

### CONSIDERATIONS

- Standing Rules and contractual violations are handled by the director of chapter management (DCM) or chapter property (DCP).

### PROCESS:

- Prior academic year
  - Room Agreement (RA)
    - Member is **assigned/signs** the Room Agreement on the Fraternity-approved accounting system for the future specified year within the ten (10) day window.
  - Member Housing Agreement (MHA)
    - Member **signs** her Member Housing Agreement (MHA) on the Fraternity-approved accounting system for the future specified year.
  - For either contract, the member **chooses** a payment plan – annual/term/monthly – on the Fraternity-approved accounting system.
- Financial Delinquency Timeline/Housing
  - **Day 1** – Agreed upon Housing payment is due based on self-selected payment schedule. Funds must be processed and credited to her Re:Members account no later than the 14<sup>th</sup> day of the month.
  - **Day 15** – The director of house management/chapter property reviews the Past Due Receivables report on re:Members to determine which members/new members are not current with their chosen payment plan. (e.g., monthly/per term/annually. Note – a member who does not choose a payment schedule **defaults** to an annual payment.) Standing Rules and contractual violations are handled by the director of house management/chapter property with support from vp:finance (vpf) and chapter finance adviser (CFA).



- Initiated Member: Dir: HM/CP issues an Automatic Probation Notice (APN) as outlined in the Honor Board Handbook through Anchorbase when a member does not meet her agreed upon payment. Sanctions include forfeiture of vote in chapter meetings with exception of voting during recruitment, forfeiture of elected/appointed office (30 days after the due date of the 1<sup>st</sup> of the month), loss of social privileges, must attend all anchored events, and any additional sanctions found in chapter BLSRs. The APN is no longer viable once the payment schedule has been met and a request should be made to the RFHS to remove the APN.
- New Member: New members who have not paid are issued a Statement of Obligation Review (SOR) and meet with Honor Board to discuss why payment has not happened. Even if payment is made, the HB meeting should be held to remind/educate the new member about DG member responsibilities. Honor Board discussion centers around **“member obligations”**, something the new member accepted when she joined the Fraternity.
- The APN/SOR is issued for *“Failure to meet terms of Room Agreement or Member Housing Agreement.”* “Terms” are defined, in part, by both signing the document and making agreed upon payments
- Duration – An initiated member is on probation until payment is made to come current on her payment schedule OR until another SOR/APN is filed. In the case of a New Member, Honor Board will recommend an appropriate sanctions or penalties for new members who continue to have an outstanding past due balance.
- Honor Board Finance Meeting – The director of house management/ chapter property shares the Housing PDR information with the vp: finance to be included in the monthly finance/HB working meeting minutes.

- Re:Member Notifications: At the same time as chapter actions, re:Members sends the member/new member electronic reminders at Day 15 and Day 30.
- **Day 45:** Member has not brought herself current in her outstanding Housing account balance. Office of Housing staff issues a 45-Day Letter electronically to members/new members still having outstanding balances that do not meet their chosen payment plan with cc to DHM/CP, vp:finance, vp:social standards, HBA, CFA, and ATC. Text can be found in the DG Library.
- **Day 60: The member/new member continues to make no payments in accordance with sanctions.** OOH staff will forward a list of members who are past due to the Dir HM/CF. In turn, this director will issue an SOR as outlined in the Honor Board Handbook. Based on that document, the member meets with Honor Board to discuss her situation. One possible sanction may be removal of membership due to lack of follow through per policy regarding meeting agreed upon payment schedule. Text can be found in the DG Library.
- **Note:** The goal in all conversations (HB and otherwise) is to encourage the member/new member to make her agreed upon payment OR draw out what might be holding her back. Honor Board can help guide members/new members to understand their fiscal responsibility towards the chapter. In some instances, for an MHA, it may be necessary for a member to submit a Member Housing Agreement Financial Accommodation request to the Housing Accommodation Board (HAB). If this happens, the fourteen (14) day timeline can be suspended until a decision is reached by the HAB. HAB, once alerted that this is a time-sensitive decision, will do its utmost to provide guidance in a timely manner. Excused Status for financial relief is **not** available to new members per policy. Excused Status for financial relief for those members with an RA is not available unless there they are experiencing significant financial issues similar to those outlined in the Member Status Handbook.

*Note: refer to “A Guide to Honor Board in Anchorbase” document found in the DG Library. Pages 4-6 address the “how to” for issuing an APN; pages 7-11 do the same for the SOR.*

*Approved by FHC Board 3.18.2025.*



## Room Search Guidelines

### Best Practices

<b>Procedure Name</b> – Room Search Guidelines	<b>Implementation Date</b> – 07/01/2025
<b>Prepared By</b> – Ann Marie Bronte	<b>Last Revision/Update Date:</b> 3/2025
<b>Collaborating Areas</b> – General Counsel	<b>Approved By:</b> FHC Board
<b>Review for Improvements/Edits</b> – Fraternity Treasurer; FHC/FMC Board Directors; FHC/FMC Boards	

### Internal Policy

Delta Gamma Room Agreements (Primary and Secondary) address the Fraternity's right to search in Paragraph 21 (Primary) and Paragraph 18 (Combined Secondary/MHA). The provisions read as follows:

#### **Primary Room Agreement** (Paragraph 21)

*FHC, its officers, directors, and agents, or service representatives may enter the Facility or the Room during reasonable times for any reasonable purpose, which includes but is not limited to repairs, extermination, maintenance, inspections, exercising the lien described in Section 19 hereof, leaving notice and showing the Facility to building inspectors, fire marshals, lenders or insurance agents. During any emergency, FHC, its*

*officers, directors and agents may forcibly enter the Facility and the Room at any time.*

### **Secondary Member Housing Agreement** (Paragraph 18)

*Occupant, in consideration of being permitted to take residence in the House, annexes, or University building thereof approved by House Corporation, hereby consents and agrees to a reasonable search of the Property (an "Inspection"), including without limitation, any and all quarters and areas utilized and occupied by Occupant, as well as any personal property of Occupant located in or about the Property that is in plain view, at reasonable times, to ensure compliance with this Agreement. In addition to the foregoing, Occupant specifically understands, consents and agrees that the House Corporation and Chapter reserve the right to inspect and/or search any part of the premises at any time for any reason without prior notice. Chapter in turn agrees that any Inspections will be reasonable and prudent.*

*Any Inspection may be conducted by an authorized officer or designee of the Fraternity, or by any law enforcement officer of the jurisdiction in which the House is located. Occupant, and their parent or guardian if Occupant was a minor at the time of the execution hereof, hereby hold harmless and indemnify the Fraternity, House Corporation, and Chapter and the officers and agents of each of the aforesaid from any and all claims, demands or liabilities, whatsoever the nature, which may result by reason of damages to Occupant as a consequence of such authorized Inspections.*

### **PURPOSE**

The guidelines below are meant to assist chapter leadership in conducting reasonable searches when/where it is deemed necessary to maintain order, safety, and/or honor in the facility. While 24-hour notice is NOT required, it is strongly recommended that 24-hour notice be given whenever possible.

### **GUIDELINES FOR CONDUCTING SEARCH**

- Determine who will comprise the search team(s). A search team is made up of three (3) or more members and should include **at least**

- one collegiate officer (such as chapter president, vp: social standards, Honor Board member, director of house management) and
- one chapter adviser.
- It may include a Regional Team member if the situation requires it. If the chapter's facilities are large, more than one search team may be used.
- It does NOT include either the House Director nor members of the house corporation.
- Neither House Corporation Board members nor the House Director are involved in the search, but both may be notified that a search has taken place or will take place (when advance notice is possible).
- House searches may be conducted with twenty-four (24) hours prior notice at intervals of not more frequently than twice per calendar month. No prior notice is needed for a search based upon a health/welfare check for the health and safety of the Occupant(s) or others with access to the facility. but searches without notice should be conducted **only** in emergency situations. Twenty-four (24) hour notice is given whenever possible but NO notice is needed for a health/safety check. Contact the chapter's Collegiate Success Specialist (CSS) for any inquiries regarding the applicability of this exception regarding health/safety.
- Each search team carries with it:
  - An accurate copy of the room list/floor plan detailing who occupies each room
  - Copies of the Statement of Obligation Review form
  - The Room Agreement form
  - A camera
- Search team(s) should search rooms in accordance with a predetermined plan – all rooms, a random selection of rooms, or targeted rooms (in the case of a previously reported issue or written Statement of Obligation (SOR). If a search is random, choose a method to determine which rooms will be searched (e.g. random drawing).

- Search team(s) may look inside drawers/closets/under beds, etc. The same areas should be searched in all rooms being searched.
  - Should the team(s) find any items deemed illegal, unlawful, otherwise in violation of the Room Agreement (primary or secondary), they should photograph the item in question and write a Statement of Obligation Review (SOR).
  - **Under NO circumstances may a search team remove ANY items from the room.**
  - If the team finds illegal or illicit drugs or drug paraphernalia (including marijuana and medical marijuana, as well as prescription drugs **not** prescribed to the occupant(s) of the room), they document their findings through photos and SORs **and** contact local or campus police.
- Should the search team(s) find evidence of contraband for personal possession or use, those items are photographed. The local campus police will be contacted. Contraband is defined as, but not limited to, *alcoholic beverages or containers; illegal or illicit drugs; drug paraphernalia; vaping supplies; items suspected to be stolen; pets; firearms; weapons; fireworks; or other harmful substances or devices.*
- Should the search team(s) find evidence of a business or commercial enterprise in violation of the Room Agreement (primary or secondary), whether legal or illegal, they should document their findings through photographs and SORs and contact the local or campus police if there is evidence of a criminal enterprise.
- Members of the search team(s) should turn over all documentation of the search, including any photographs and SORs, to the vp: social standards, and the chapter Honor Board should process them as soon as possible.

### **AFTER THE SEARCH**

Following the search, the chapter Honor Board processes any Statement of Obligation Review forms received **within seventy-two (72) hours**. Sanctions for violation of the Room Agreement (primary or secondary) range in severity from a warning up to and including expulsion. A member may also be placed on probation and no longer deemed in good standing with the

Fraternity. The Regional Team and House Corporation Board should be informed of any expulsion or eviction decisions made by Council resulting from the search.

In the event that the Occupant is believed to be a danger to herself or others; engages in activity that is illegal, unlawful, or otherwise in violation of the Room Agreement (primary or secondary); or refuses to allow access for an inspection as described in the Room Agreement, the Occupant shall be considered in breach of her obligations under the Room Agreement and shall therefore be subject to immediate eviction and removal from the facility.

Should Council expel the member, the Regional Team and House Corporation Board will be informed of the final decision of expulsion.

#### **ADDITIONAL GUIDELINES/CLARIFICATIONS (9.2023)**

- 24 Hours' Notice: Notice may be given more than twenty-four (24) hours in advance, but there needs to be a specified **date** for the search to take place. For example, if notice of a search was given on 9/24, it doesn't have to happen on 9/26, but wording such as *"searches will take place on 9/29 and 9/30."* should be used. The best-case scenario is that nothing is found in a search so it is best not to leave it too open-ended.
- Frequency (generally, no more than twice a month). However, if a chapter is experiencing serious issues, as long as there is prior notice, the frequency may be increased to weekly, as appropriate.
- Controlled substance(s). To keep substances out of a facility, **more frequent searches are the best way to accomplish this**. It is hoped that nothing will be found but if there is a concern that as soon as the scheduled search happens, the substance(s) comes right back in, ramping up the number of searches might be necessary. Tying this to the above two bullets, it might be appropriate to announce at the beginning of the term that searches will happen every Thursday or something similar, so members know when it is coming. Hopefully, this will clean things out once a week or better, live-in members might become so annoyed/bothered by having to clean out that they stop bringing them in.



**How to handle an impermissible item found in the search.**

If the member is present in her room, she should be asked to wait in the hallway during the search.

**If the member is in the hallway during the search**, you can ask her to come in and retrieve the item. Then, she should be asked to either pour it out or remove it immediately from the facility or property (putting it in her car **does not** count as removal).

**If the member is not present during the search**, follow up with her in person, asking her to do one of the two options listed above, rather than sending an email telling her she failed the search. This path of action means you don't have to conduct a follow-up search.

*Approved by FHC Board 3.18.2025*



## Summer Member Live-In

### Standard Operating Procedure

<b>Procedure Name</b> – Summer Member Live-In	<b>Implementation Date</b> – 06/01/2025
<b>Prepared by</b> – Ann Marie Bronte	<b>Last Revision/Update Date</b> – New
<b>Collaborating areas</b> – N/A	<b>Approved By</b> – FHC Board
<b>Review for Improvements/Edits</b> – FHC & FMC Members at Large; Fraternity Treasurer; Director Office of Housing; General Counsel	

#### APPLICATION

A chapter member who wishes to live-in over the summer months.

#### PURPOSE

To provide oversight and guidance for the chapter house corporation, collegiate chapter, and Office of Housing regarding guidelines and expectations for a member living in over the summer.

#### CONSIDERATIONS

- Chapter leadership/advisers and house corporation board must agree this accommodation will be offered.
- Recall some chapters may have a project going on over the summer break. Contact the Director: Housing to verify.
- House Director must be on site, especially if there are more than five (5) live-in members. If not, there is a backup.

- Should the member be a recent graduate (e.g. finished school this last academic year), her re:Members account CANNOT be removed – it needs to remain as an “alumna” so the Summer Room Agreement may be assigned and she can make timely payment.

## Procedures

- Chapter leadership shares with RFHS, Housing Accommodation Board, and Office of Housing the **number/names** of summer renters no later than thirty (30) days prior to the end of the school year.
- The member or graduate student alumna submits a Housing Accommodation Request, observing the timeline on the application.
- Under the guidance of the Housing Accommodation Board and the RFHS, both the ATC and HCP or Fraternity Assistant Director for Managed Properties, must approve the request.
- The member/graduate student is KEPT on or reinstated on re: Members as “alum/non-member”.
- The member/graduate student alumna signs the **Summer Room Agreement** on re:Members. The amounts invoiced and collected will cover Room only. There will be no charges for food.
- The graduate student alumna also signs the Room Agreement addendum on re: Members acknowledging that she agrees to follow Fraternity policies and procedures and chapter BLSR and is subject to Honor Board action.
- Office of Housing crafts charges term by term to be posted to the member/graduate student alumna re:Members account.
- The member/graduate student alumna member pays her invoice through the Fraternity-approved accounting system in a timely manner to meet the chosen payment plan.
- Failure to meet her financial obligations means the Room Agreement’s consequences will be enforced.
- Chapter needs to devise a plan for onboarding and checking members out at the beginning/end of the summer rental. *Who will be responsible and how will it be accomplished?*
- Member/Alumna member observes all chapter move-in/move-out and house closure dates. Director of house management is responsible for providing these agreed upon dates to ALL stakeholders.

- Copies of the house rules and escape plan are in each bedroom/study room.
- All member bedroom doors are left **locked**. The House Director/House Corporation Board can use a master key/code for entry, as needed.
- Summer renters need to be aware there may be summer work/workers on site. This is included in the Summer Room Agreement.
- Collecting Rent:
  - The Office of Housing is responsible for monitoring re:Member accounts to ensure payments are made as per the agreed payment schedule.
  - Rent payments are forwarded directly to the Office of Housing in Columbus, Ohio. This is to ensure the re:Members housing platform is "clean" and ready July 1<sup>st</sup> for Room Agreements, etc.
  - Payments may be made either all at once or twice during the summer rental period.
  - Checks will be credited to the HCB account at OOH. House corporation board members do not handle any monies.

*Approved by FHC Board 3.18.2025*