

RESIDENTIAL SERVICES

Handbook for residents



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CONTACT DETAILS

University Halls Main Office, Esu Accommodation, SASSA Service

Vie Tiepolo 48 – Padova Tel. 0497800220 Fax 0497800187
Open Monday to Friday 9 am -1.30 pm 3 – 6 pm

University Halls Main Office: directs operations of Student Halls and guest lodges. Supports and organises house managers. It's the reference for information, requests of relocation and any other need of residents or students willing to enter a residence.

Email: residenze@esu.pd.it

Esu Accommodation: manages ESU guest lodges in Padua and Vicenza, in particular booking and general information.

Email: accommodation@esu.pd.it

SASSA Service: created thanks to an agreement between University of Padua and ESU of Padua, attend to international exchange students (LLP/Erasmus, Erasmus Mundus, Bilateral agreements, etc.). It's in charge with application for housing both in student halls and in the private rented sector. Co-operates with the International Relations Service of the University of Padua in supporting students for bureaucracy and enrollment.

Email: sassa@esu.pd.it

INTRODUCTION

ESU di Padova is a regional body created to support students in settling at their best by using university restaurants, lodges, counselling, etc., thus complying with art. 34 of Italian Constitution. ESU runs 16 residences (of them 1 is located in Vicenza and another one in the campus of Legnaro) and 3 restaurants.

ACCOMMODATIONS

Halls of residence

Here follows a description of ESU student halls. Reference to faculties is merely approximate. Padova is a small city where students move around by bike or on foot. At most residences are around 15 minutes far away by bike from faculties.

Agripolis

Viale dell'Università, 12 – Legnaro (PD) Ph. 0498830687 Fax 0498837168

24 spots in single room, distributed over 13 flats, each one with bathroom and kitchen. 1 flat is for the disabled. Communal areas: computer room, laundry and gym. Internet access in each flat.

Located in the campus of Agripolis (9 km from Padua), near to Faculty of Agriculture, Veterinary

Bus route "SITA" from railway station

Carli

Via Martiri Giuliani e Dalmati, 25 – Padova Ph. 049772798 Fax 049772840

88 spots in single room with own bathroom.

Communal areas: computer room, study hall, TV hall, kitchen, laundry and gym, Five-a-side pitch. Internet access in each room. Porter's lodge 24hrs

Nearest faculties: Psychology, Economics, Scientific campus

Bus line 7, 9, 18

Ceccarelli

Via Monte Cengio, 19 – Padova Ph. 0498712658 Fax 0498730515

228 spots distributed throughout 5 buildings; 4-persons studios (consisting of 2 twin bedrooms each with own bathroom sharing kitchen nook) and 2-persons studios (consisting of 2 single rooms each with own bathroom sharing kitchen nook). 6 flats for the disabled.

Communal areas: computer room, study hall, TV hall, laundry and gym. Internet access in each room. Porter's lodge 24hrs

Nearest faculties/departments: History, Liberal Arts and Philosophy, Learning Sciences

Bus line 6, 9, 10

Colombo

Via Einaudi, 10 – Padova Ph. 0497800972 Fax 0497803987

148 beds in two-persons studio consisting of two single rooms, bathroom and kitchenette. 4 flats for the disabled.

Communal areas: computer room, study hall, TV hall, laundry and gym. Internet access in each room. Porter's lodge 24hrs

Car parking. Internet access in each room.

Nearest faculties: Psychology, Economics, Scientific campus

Bus line 18

Copernico

Via Tiepolo, 54 – Padova Ph. 0498077970 Fax 0497929414

199 spots in single room sharing bathroom each two rooms. 6 units for the disabled. Communal areas: computer room, study hall, TV hall, kitchen, laundry and gym. Internet access in each room. Porter's lodge 24hrs

Nearest faculties: Psychology, Economics, Scientific campus, Medicine

Bus line 7, 9, 15

Copernico detached houses

Via Tiepolo, 54 – Padova Ph. 0498077970 Fax 0497929414

21 beds spreaded throughout five houses, 3 up to 5 spot each, with a total of 11 single bedrooms and 5 twin bedrooms. Each house consists also of living room with kitchenette, one or more bathrooms, air conditioning. Houses are located next to the main building of residence "Copernico", and residents could use common facilities of the main building. Internet access in each flat.

Nearest faculties: Psychology, Economics, Scientific campus, Medicine

Bus line 7, 9, 15

Cornaro

Via Curzola, 10 – Padova Ph. 0498647349 Fax 0498649101

107 beds in single and twin rooms with shared bathroom each two rooms. Internet access in each room. Communal areas: computer room, study hall, TV hall, kitchen, laundry and gym. Porter's lodge 24hrs

Nearest faculties: Psychology, Economics, Scientific campus

Bus line 13, 15, 24

Ederle

Via Belzoni, 160 – Padova Ph. 0498071799 Fax 0497806069

110 beds in single rooms with washbasin inside. Shared bathrooms on the floor.

Communal areas: computer room with Internet access, study hall, TV hall, kitchen, laundry and gym. Five-a-side pitch and volleyball court. Porter's lodge 24hrs

Nearest faculties: Psychology, Economics, Scientific campus, Medicine

Bus line 7, 9, 15

Facciolati

Via Facciolati, 96 – Padova Ph. 049754683

33 spots in flats of 3 up to 5 beds, single and twin bedrooms, bathroom and kitchen. Female only. Internet access in each flat.

Nearest faculties: Medicine, Political Sciences
Bus line 5, 16

Goito

Via Goito, 70 – Padova Ph. 0498804355 Fax 049687904
108 spots distributed in 2-persons studios; each studio consists of two single rooms, shared bathroom, kitchenette and terrace.
Communal areas: computer room with Internet access, study hall, TV hall, laundry and gym. Internet access in each flat..
Porter's lodge working from Monday to Saturday, 8.30 am to 10.30 pm.
Nearest faculties/departments: History, Liberal Arts and Philosophy, Learning Sciences
Bus line 5, 18

Meneghetti (closed due to restoration throughout 2010/11)

Via S. Eufemia 2/a – Padova Tel. 0498751311 – Fax 0498757100
87 spots in single, twin and triple bedrooms. Shared bathrooms on the floor. Female only.
Communal areas: computer room with Internet access, study hall, TV hall, kitchen, laundry and gym Porter's lodge 24hrs
Residence built on a design of famous architect A. Palladio, with frescoes dated back to the XVIth century.
Nearest faculties: all
Bus line 5, 6, 7, 9, 15, 24

Morgagni

Via San Massimo, 33 – Padova Ph. 049656593 – Fax 049656592
118 beds in single rooms with washbasin inside. Shared bathrooms on the floor.
Communal areas: study hall, TV hall, kitchen, laundry, gym. Internet access in each room. Porter's lodge 24hrs. Reserved only for students of the Galilean School of Higher Education.
Bus line 5, 6, 24

Nievo

Via C. Moro, 4 – Padova Ph. 0498718688 Fax 0498715838
72 spots in single and twin bedrooms. Shared bathrooms on the floor.
Internet access in each room. Communal areas: computer room with Internet access, study hall, TV hall, kitchen, laundry, gym. Porter's lodge 24hrs.
Nearest faculties/departments: History, Liberal Arts and Philosophy, Learning Sciences, Political Sciences, Law
Bus line 5, 6, 9

Tartaglia

Via Tartaglia, 9 – Padova Ph. 0498713606 Fax 0498713596
116 beds in flats (3 to 7 persons per flat), each apartment consists of single, twin and triple bedrooms, kitchen and one or more bathrooms.
Communal areas: computer room with Internet access, study hall, TV hall, laundry and gym. Internet access in each flat.
Porter's lodge open Monday afternoon to Saturday noon.
Nearest faculties/departments: History, Liberal Arts and Philosophy, Learning Sciences
Bus line 6, 10

San Silvestro

Contrà San Silvestro, 69 – Vicenza Ph. 0444545823 Fax 0444231253
57 spots in flats or studios consisting of single, double or twin bedrooms, bathroom and kitchen.
Communal areas: computer room with Internet access, study hall, TV hall, laundry and gym. Internet access in each flat.
Porter's lodge open all days from 8 am to 10 pm except for Saturday afternoon and Sunday morning.

Guest lodges

Agripolis

Viale dell'Università ,12 – Legnaro (PD) Ph. 0498830687 Fax 0498837168

Two 1-person studios, consisting of living room with kitchenette, bathroom and single bedroom. Equipped with TV, Internet access, telephone. Communal areas: study hall, laundry and gym, parking lots.

Bus route "SITA" from railway station

Copernico - Suite

Via Tiepolo, 54 – Padova Ph. 0498077970 Fax 0497929414

10 single studios and a 2-person studio: each consists of bedroom, bathroom and kitchenette. Each studio is equipped with TV, telephone, Internet access, air conditioning.

Bus line 7, 9, 15

Galileo Galilei

Via Magarotto 9/16 – Padova Ph. 049723615 + extension

42 apartments consist of twin bedroom, bathroom, living room with kitchenette, 3 flats consist of two single rooms, bathroom, living room with kitchenette. Each flat (around 50sq sized) is provided with telephone, Internet access, air conditioning, launderette, underground car park for free on demand. The residence lies in the western area of the city, less than 1km far from XVI century walls, less than 10 minutes by bike from the core of the city. For emergency reference is porter's lodge of residence Tartaglia, 300m far away, in the same area.

Bus line 6, 10

Luzzatti

Via Luzzatti, 9, 16/A, 16/C – Padova Ph. 0498364180 + extension

Three buildings each of them could receive up to 12 guests. Available two 2-person studios with kitchenette, 4 twin bedrooms with ensuite bathroom, 24 single rooms with ensuite bathroom. Each building has common kitchen and laundry, rooms provided with TV, fridge, telephone, Internet access.

Bus line 7, 9, 15

Villa Liberty

Via Tiepolo, 44 – Padova Ph. 098077970 Fax 0497929414

15 beds in 6 twin bedrooms with ensuite bathroom and 3 single rooms, one of these with ensuite bathroom. It is located in the city centre, a few minutes by foot far from the Basilica del Santo and from downtown. Derived its name from its distinctive style. Rooms provided with TV, telephone, fridge, Internet access, air conditioning. 24hrs reception at next residence Copernico. Ideal for short stays of visiting professors, students and their relatives.

Bus line 7, 9, 15

San Silvestro

Contrà San Silvestro, 69 – Vicenza Ph. 0444545823 Fax 0444231253

When vacancies occur after allocation through competition, these rooms are intended to be used as guest lodges.

Communal areas: computer room with Internet access, study hall, TV hall, laundry and gym. Internet access in each flat. Porter's lodge open all days from 8 am to 10 pm except for Saturday afternoon and Sunday morning.

A – Z General information

Absence

The resident can freely go out and enter the residence at any time, with no obligation to inform the concierge service. It is allowed to not utilise the accommodation at most throughout a month, keeping its availability. It is important to advise the staff if you are planning to go away. This information is required so that you may be contacted by necessity, to update the list of present guests in an emergency, as proof to avoid you having to pay towards reinstatement, if any damage is committed during that period.

Access to your room/flat

ESU attempts to respect the privacy of residents. However, envoys of ESU can access to rooms at any time whenever necessary, due to health or security reasons, or urgent repairs. For any other reason will be given a 24hrs advance notice. Rooms are inspected at least once per semester, checking standard of cleanliness and general conditions.

Accommodation agreement

The Accommodation agreement is a legally binding agreement accepted from both parts for a fixed period. The guest who signs the agreement will be legally bound to pay the rental due until the expiry date of the contract with the payment method hereinafter indicated.

Accommodation competition

Students enrolled at the University of Padua (nor international exchange students neither guest lodge users) gain admittance by means of public competition, whose participation is subject to fulfilling requirements of family income, merit ranking and place of residence. Criteria, methods of participation and any other information are established in the announcement of public competition (named “Concorso alloggi”) available on the website www.esu.pd.it

Anti-social behaviour and misconduct

Some types of behaviour are unacceptable to the University Halls. Anti social behaviour and misconduct are treated very seriously and could result in ESU taking action in accordance with the “University Halls Regulation”. Sanctions are applied on an increasing scale until dismissal from residences. Where the law has been broken, the Police will be informed.

Every student should have respect for the private life of other residents and their need for peace and quiet to enable them to live and study. ESU encourages residents to have an active social life but only to the extent that this does not involve behaviour which causes a nuisance to others.

The following list (although not exhaustive) gives examples of unacceptable behaviours:

- Theft, damages or any other criminal offence to properties and on premises, or to other residents and ESU staff
- Negligence which puts others at risk
- Racial, sexual, physical or any other harassment and discrimination
- Misuse of fire safety equipment, in particular fire extinguishers and alarms, removing or defacing of safety notices

Go to heading “Disciplinary action” to check the list of sanctions.

Assignees

They’re students gaining admittance to University Halls by participating to a public competition named “Concorso alloggi”, thanks to direct agreements with the University of Padua or other ways reported below. They are divided in:

Idonei (Eligibles): students enrolled at the University of Padua obtaining a bed by participating to the competition named “Concorso alloggi” and fulfilling the requirements about merit rankings, income and distance in accordance with the law. These students in turn are divided in:

- Eligibles receiving a grant: off-site students (living at least 80km far from Padua or taking at least 80 minutes by public transport) gaining a regional scholarship.
- Eligibles not receiving a grant: off-site students fitting requirements but not receiving a scholarship.
- Eligible commuters: students living between 40 and 80 km far away from Padua or taking 40 to 80 minutes by public transport)

Non Idonei (Not eligibles): students enrolled at the University of Padua gaining admittance to University Halls as follow:

- Participating to the competition named “Concorso alloggi” but not fulfilling requirements.
- Not participating to the competition but gaining admittance by direct assignment through application to University Halls Main Office.
- International exchange students.

Altri utenti (Other guests): include any guest accommodated in guest quarters and residents gaining admittance thanks to official agreements or conventions. For further information see “Accommodation competition”.

Bicycles

Padua is a quite small-sized city thus being all faculties easily accessible from every residence. Furthermore, environmental protection is an outstanding goal which can be easily reached day-to-day also with correct behaviours. For this reason ESU supports sustainable mobility and invites its guests to use public transports or bikes. In every residence there's an appropriate and safe place with parking lots for bicycles. Bicycles cannot be stored inside rooms/flats or in common hallways. Those left in hazardous positions in event of an emergency will be removed. In such cases neither ESU nor Fire Brigade will accept responsibility for any damage, loss or theft, and offenders will be subject to disciplinary action according to the "University Halls Regulation".

Check in procedure and inventory

When arriving at the residence the guest is provided with the keys of the room and an inventory list which must be signed for acceptance. On the inventory form could be listed the general conditions of the building, of furnitures, of room allocated and on communal areas. Within 48hrs from taking possession of the room, the guest must deliver the inventory list to the House Manager pointing out any problem. In case of the House Manager will take care to check and order to ESU personnel for being repaired when necessary. Inventory delivered outside the deadline will not be taken into consideration. Failure of signing the inventory implies automatically acceptance the room and furnitures provided are in a good repair. Conventional room furniture is provided with allocation of spot. Room furniture consists of blanket, bedspread, covermattress and pillow. The guest itself has to provide for bedding (bed sheets, towels, pillowcase).

Checking out procedure

1. All personal belongings are to be removed from your room and common areas. They can be left in numbered parcels stored in accordance with instructions given by the House Manager.
2. All bins must be emptied and the rubbish disposed of.
3. Covermattress, bedspread and blanket must be fold and left over the mattress, and the pillow too.
4. All surfaces (desk, wardrobe, bedside table, bookshelf, etc.) must be wiped over and left dust free.
5. When present in your flat or room, bathroom and white goods must be cleaned carefully.
6. Kitchen and self-catering facilities (when present in your room/flat) must be cleaned,

fridge emptied and cleaned, skim the fat off the hoven and hob.

7. Sweep and mop the floor
8. No placards, posters, stickers left on walls, doors, etc.
9. Departure must be communicated by written notice at least 7 days in advance to let the House Manager arrange the check out which could be carried out also by an appointee. When checking general conditions of your room/flat will be inspected, making a comparison with what reported in the inventory. Damages and/or missing items not reported in the inventory will be charged upon guest. Security deposit will be hold until refund of due amount. The same occurs when the room/flat (or common kitchen) is found unacceptable. In case guest move out and check out haven't been made, security deposit is hold until check. In case repair or cleaning are necessary, costs will be charged upon.

Cleaning

Residents are responsible for cleaning their rooms/flats as well as for common kitchen. They must empty wastebaskets inside their premises, respecting recycling rules. No rubbish can be left in the corridors or communal areas, offenders will be fined. For cleaning residents can use equipment available at porter's lodge, by providing their data. In case a communal area is left in not satisfactory condition, guests are given a 24hrs term to clean it up. Once expired the term, cleaning will be carried out by ESU and cost charged on all residents. If a room/flat is found unacceptable, the resident/s will be given a 24hrs notice to clean it. The cost will be charged if ESU staff have to clean the room/flat.

You must wash all your pans, utensils and crockery, and dry and store them immediately after each meal. Kitchens found unacceptable could be closed for a while subject to decision of the House Manager.

Rubbish afer social gatherings must be removed by residents. It is found that maintenance services (to include cleaning) are prevented from carrying out their work due to excessive disorder. In case this happens, Residential services will post a notice the area must be cleared. If this is not complied with by the following working morning, the cleaners will be instructed to clean the area, and all additional costs will be charged back to all users of that area which will remain closed until clearing will be completed.

Where a particular flat/room is a constant problem, it is advisable that all the residents should discuss and rectify the problem. If residents have failed to resolve the problem through please discuss the matter with the House Manager who will try to assist.

It is important to remember that all residents are required to take responsibility for keeping their accommodation and communal areas in a clean and presentable condition. If you have any query or complain regarding the cleaning of the accommodation please do not hesitate to contact the House Manager. Feedback from residents are positively welcomed.

Disciplinary action

Settlement of actions

Offences of “Univerisyt Halls Regulation” are penalized according to severity of breaches as hereinafter described:

- a) money penalty
- b) written warning as formal endorsement and money penalty;
- c) dismissal from the residences.

I. In case of money penalty the University Halls Manager serves on offender with hand-delivered registered letter of action. The letter is delivered at the residence where guest is living in; in case not to be found, the letter will be sent at his permanent address. The guest must pay the fine within 7 days of the notice. Within 7 days of notice offender can present counterclaim which will be considered by Personal Services Manager (DSU). In case of delay in payment a further 25,00 € fine is applied.

II. In case of written warning as formal endorsement the University Halls Manager handle the notice with hand-delivered registered letter of action at the residence where offender is living in; in case not to be found, the letter will be sent at his permanent address. The guest must pay the fine within 7 days of the notice. Within 7 days of notice offender can present counterclaim which will be considered by Personal Services Manager (DSU). In case of delay in payment a further 25,00 € fine is applied.

III. In case of dismissal from residences the University Halls Manager send an official report of the incident to the General Manager of ESU. At the same time a written notice is served on guest. The General Manager with own measure revokes accommodation with immediate effect. The action is served on guest with hand-delivered registered letter at the residence where he is living in; in case not to be found, the letter will be sent at his permanent address. Within 7 days of notice offender can present counterclaim which will be considered by the General Manager. In case fined guest fail to comply with charges by indicated deadlines, ESU reserves the right to recourse security deposit to cover charges.

Electrical appliances

The use of electrical appliances in the bedrooms or flats is strictly prohibited as it poses a serious health and safety risk. In particular it is not allowed using in premises electric heaters, microwave, kettles or cooking equipment unless provided and installed by ESU.

Environment and energy saving

Respect for the environment is a strategic value of ESU. Please help us to be more energy efficient by following these simple steps:

- Switch off lights if they are not needed. Similarly turn stereos and televisions off as well as electrical appliances. Remember to switch them off fully, not in stand-by mode.
- Heating is set on 20°C +/-1 (according to law). Do not ask to raise the temperature, use a jumper or another blanket.
- Avoid covering heaters with furniture.
- Pull down roller blinds in the night and during the day too, when heating is on but the room is not used. You are losing heat through your windows during cold winters.
- Keep windows closed when heating or conditioning are on.
- Cover saucepans with lids when cooking. Faster cooking and less dirty.
- Turn off the tap when brushing your teeth, having a shower, shaving or washing dishes.
- Do not lower the temperature of fridge below 4°C, do not open its door continually, defrost periodically, do not freeze heat food or put it in the fridge, do not overload the fridge.
- Use washing machine full-load, do not operate at high temperatures (over 60°).
- Co-operate recycling.

ESU Summer

During summertime a certain number of rooms are let for short term stays on a daily rate basis, fitting requests of meetings, short visits at the University, exams, etc. For more information contact Esu Accommodation desk.

Fares

For the most part administration costs are charged upon Region Veneto. Guests are requested to cover expenses only in part. Residents pay a rate according to their status. In more detail:

- **Eligibles receiving a grant:** pay the entire easy fare, a sum is deducted from the grant thus covering in part or totally the due amount;
- **Eligibles not receiving a grant:** pay the cut easy fare;
- **Eligible commuters:** pay the entire easy fare added with surcharge provided for commuters.

Not eligible: any other resident. These students pay the not-easy rate provided for the Accommodation Competition.

Fire safety

In case fire alarm sounds residents must leave immediately their premises, close all doors behind and walk along ways of escape towards the assembly points. Guests must co-operate following advices of the co-ordinator of emergency, helping persons who requires assistance. All these actions are essentials for a successful evacuation. **Residents have to attend fire safety awareness trainings provided during the academic year. Students who fail could be dismissed from the residences and will be unable to live in halls in the future. Residents must treat all fire alarms seriously.** During emergency situations full co-operation and quickness are essentials to save lives.

Evacuation procedure is displayed in “Health and fire safety regulations”, a leaflet provided to any guest when entering their quarter. On each floor of residences you find plans showing way of escape, location of fire safety equipment, fire exits, assembly points, etc.

Group activities

During the Assembly each area responsible student presents a detailed account of several activities to be carried out during the academic year. The program, if necessary integrated with an estimate of costs, must be discussed and approved by the Assembly, where new proposals or modifications can be suggested. According to the means provided from annual budget, any application for funding must be submitted to the House Manager by November 30th of each year for approval. **This paragraph does not apply to residents gaining admittance through conventions and/or agreements and to clients of guest lodge services.**

Guest lodges

ESU di Padova provides fully fitted and furnished apartments and rooms for visiting professors, senior scholars and other university guests. One of these buildings, named Villa Liberty, serves short term stays on daily basis fares. The rest are intended for middle and long-term stays. During the year other rooms in the university halls could be let as guest lodges, mainly to students. Fares are listed on www.esu.pd.it

Guest's contact details

Residents are requested to notify University Halls Main Office of any changes to their contact (email, mobile number, permanent address).

International exchange students

University halls welcome several students taking part to international exchange programmes such as LLP/Erasmus and Erasmus Mundus. For these students a certain number of spots is reserved thanks to an agreement signed between ESU di Padova and the University of Padua. They are categorized as “not eligible students” thus paying the entire fare as provided in the announcement of public competition named “Concorso alloggi”.

Internet

University halls are provided with Internet ports, inside rooms, flats or in computer halls. Broadband available is quite limited therefore residents are invited to use it at the best. Download musical files, videos and similar stop the others to access the Net for study purposes. In case of misuse or electronic offence service will be disabled; offender could be subject to disciplinary action.

Keys

In order to prevent possible problems in case of loss or theft of keys, residents should not attach tags to their keys. Residents can carry keys but should take great care not to leave them lying around. Keys are strictly personal and cannot be transferred to others for any reason. In case of lost or theft the guest has to advise immediately the House Manager or concierge service. Replacement of keys costs 10 €, whereas complete lock change will be required the cost will be charged to the resident.

Kitchens/Self-catering facilities

Every residence is equipped with kitchen facilities, in communal areas or in self-catering accommodations, with hobs, sink units, fridges, storage cupboards etc. Cleaning of communal kitchens is responsibility of residents. Each guest must provide its own utensils (pans, crockery, cutlery, etc.). Residents must supply their own detergents and cleaning and drying cloths. Kitchens must be kept in order, clean and clear from dirty kitchenware; hovens, cookers and any other household appliance must be left cleaned. **Do not leave cooking unattended at any time.** Fridges must be cleaned and defrost regularly, out of date food must be thrown away to prevent the build up of offensive odours.

Launderettes

Washing machines and dryers coin-operated are available in every university hall. As the service is provided by an external firm, in case of malfunctioning, out of order or

any other problem, residents must report promptly to porter's lodge.

Maintenance

Residents can report glidge and/or breakdowns occurred inside room or premises to porter's lodge asking for maintenance. Time of intervention is changeable depending on nature of the repair. High weighting is given to problems that could create risks for safety and/or security. Although residential services staff will endeavour to met timescale hereinafter specified, delays could occur due to (for instance) spare parts not in stock. Emergency repairs: to be completed within 48 working hours (any issue putting at risk health and safety, and any other urgent repair as clogged drains, broken sockets, etc.);

Urgent repairs: to be completed within 5 working days (window handle bar or shower flexibles broken, WC cistern licking);

Other repairs: will be carried out not before 10 days, not later than 28 days (painting walls, fixing white goods, etc.)

Planned maintenance or safety related check: depending on due date (fire safety equipment, heating/conditioning system, etc.)

In case intervention takes longer than estimated, the guest can address to the House Manager urging for repair or asking for clarification. In case problem is due to wrong or improper use by the guest, cost of intervention will be charged upon user. In case would not be possible to identify culprit, cost will be repaid by splitting among residents of that unit.

Multiculturality

University halls and guest lodges are tailored to offer residents the most enriching environment to live in. For this reason ESU di Padova allocates spots integrating as much as possible different nationalities. This policy allows profitable cultural and linguistic exchanges.

Noise

Residents are to be considerate to their neighbours, and not create any noise between 11 pm and 8 am.

If you are disturbed by noise, and discussion with the individual does not resolve the problem, you are urged to report to porter's lodge. If neither the intervention of porter's resolve the problem, incident will be reported to the House Manager who will take action against offender.

Payment

Guest is legally bound to pay the rental due for the entire duration of the agreement. Amount is calculated according to status and related rate provided in the notice of accommodation competition and must be paid in the following ways:

I. **Eligible students**: payment in 3 instalments:

- first instalment to be paid by December 16th, in an amount equal to 35% of total due;

- second instalment to be paid by February 28th, in an amount equal to 35% of total due;

- final settlement, equal to 30% of total due, by April 30th.

II. **Other users**: monthly instalments only, advanced payment by day 5 of each month.

In case of delay in payment, a 25 € penalty will be applied. If payment is in late more than one month a 50 € fine bis applied, according to "University Halls Regulation".

Rates are calculated on monthly basis and cannot be prorated; in case guest obtains access to lodge after day 16 of the month, first month rate will be halved. No reduction due in case admittance is allowed on day 16 or earlier or in case the guest vacates premises before the end of the month.

Deferment of payment: for well-documented and explained reasons, guest can apply for postponing the date of payment. Application must be submitted to the House Manager but is considered by the University Halls Manager. Positive response not guaranteed.

Permanent and current address

Signing the Accommodation agreement the guest obtains a temporary domicile. This means that, for example, can use this address to receive mails and parcel posts. In no way the guest could declare the address of residence where living at as permanent address for official uses.

Personal card

Every student is provided with a magnetic card necessary to open the main entrance of the residence. The card is strictly personal and cannot be transferred to others for any reason. In case of loss or damage a duplicate is issued by the University Halls Main Office after payment 10 €. The card does not expiry and its functioning is linked to the expiry date of the Accommodation Agreement. The guest is invited to keep the card for possible future usages.

Personal possessions

ESU di Padova assumes no liability for loss or personal possessions of residents, including loss by fire, water, theft or any other cause. It is the responsibility of residents do not leave valuable belongings unattended.

Posters, placards, pictures

Every residence provides residents with noticeboards to hang up ads, notices, placards, etc. All that is exposed outside of permitted spaces will be removed. Damages to premises or rooms caused by billposting (with sticky tape, drawing pins, etc.) will be charged to offenders.

Relocation/Transfer of room

Room transfer request must be addressed to House Manager who will take them into consideration. Relocation transfer to another residence are usually considered within two weeks by University Halls Main Office after move in date. No guarantee is provided for acceptance of request. Any further request sent throughout the year could be taken into consideration by the University Halls Manager. In case of incompatibility between flatmates or roommates, or due to organizational reason, ESU reserves the right to move resident to another room or residence, as provided for art. 3 of "University Halls Regulation".

Residential services staff

Residential services involve several people with different tasks. Services for residents are provided in part by employees, in part by contractors.

- **House manager:** takes care of workaday management. It is the supervisor for safety issues, checks fire safety equipment is well-functioning or that this equipment has been checked by appointees. Co-ordinates maintenance staff, cleaning staff and other personnel. Makes the people respect the House Regulation. It is at disposal of residents during office hours. Can be contacted via email or by phone (contact details are posted in the residence). Usually a House Manager is charged with more than a single residence.
- **Porter:** available in most of University Halls (excluded for Agripolis, Facciolati, Galilei, Luzzatti). As it is open 24hrs, is the main reference for residents while reporting problems, welcoming visitors, delivering posts, use of communal areas, etc. Co-operates with the House Manager in checking well-functioning of fire safety equipment and make the rules being respected.
- **Maintenance staff:** takes care of regular maintenance of plumbing, electrical systems, carpentry, etc. Requests for maintenance are recorded on the proper register available at porter's lodge, for terms and time of intervention go to the heading "Maintenance".

- **Night porter:** works between 11 pm and 8 am. Not available in all residences.
- **Cleaning staff:** carrying out cleaning of communal areas. Mostly contracted.

Rooms

Rooms are single, twin or triple. The great majority of students apply for a single room but easy to understand it is not possible to satisfy all demands. Please consider accommodation is provided as a benefit for supporting the right to a comfortable settlement for studying. Sharing a bedroom does not mean to be discriminated as criteria for allocation are clear, but should be considered as a chance to meet different people, maybe different cultures.

Rubbish/Recycling

Residents are responsible for the disposal of their own rubbish from within their room and communal flat areas. Besides that, residents are encouraged to co-operate in recycling which is largely operated inside residences (see heading "Environment and energy saving"). In communal kitchens turnover of bin bags is carried out by cleaning staff, but rubbish must be disposed of appropriate bins by residents. Where kitchen are inside single flats, recycling is completely charged upon residents. Rubbish must be collected within own room and then collected to appropriate common bins located outside. No rubbish to be left, also temporarily, along corridors or communal areas.

In Padua waste separate collection divides items into: paper; wet waste; plastic; glass and non-ferrous metals; dry not recyclable garbage. For further information visit <http://www.padovanet.it>

Safety

ESU di Padova is committed to keep high safety standard of its residences by making them compliant with fire prevention law and by providing to residents fire safety awareness trainings. When entering the residence, the guest has the responsibility to enquire about emergency procedure and fire safety regulations through displayed signage. Guests commit themselves to attending fire safety and health training organized by ESU di Padova in accordance with law and provided for authorities in charge of. Students who fail to attend fire safety training sessions will be penalized. In particular, guests are requested to co-operate keeping clear escape ways and emergency exits, not propping open or wedging fire resistant magnetic doors (or close the no magnetic ones). Improper use of fire safety equipment is a breach of "University Halls Regulation" which is penalized and, in case, the culprit could be charged by the Police.

Security

It is the responsibility of each resident to ensure that the security of the residences is not breached. Do not leave your bedroom, flat or halls entrance doors open. If you live on the groundfloor ensure that your window is secure whenever leave your room and that your belongings cannot easily be taken through an open window. Remember the buildings can be only kept safe with your co-operation. Do not be embarrassed to ask individuals to wait for the person they are visiting to let them in or to close the door after you have entered the building, any genuine visitor will not mind waiting. When necessary report to porter's lodge or House Manager.

Security deposit

A refundable security deposit is charged prior to guests taking up residence; deposit is refunded after check out procedure have been completed and any debt for damages settled. Deposit is held also in case of outstanding fine. Deposit can not be used nor to offset rent neither to cancel damages or penalties. Security deposit will be refunded by bank transfer if bank details are communicated. Otherwise deposit will be refunded by a non-negotiable banker draft.

Shows and events

Any social gathering should end by 11 pm to avoid disturbing other residents and to not breach the peace. Dispensation to this time limit can be authorized only by University Halls Manager subject to prior written well-documented request of promoters. Events as sport tournaments or parties involving more residences can be authorized by University Halls Manager prior presentation of a detailed agenda of the event duly signed by organisers. These latter will answer jointly and severally for any damage, problem or offence occurring during the event.

Smoking

All areas within the university halls are smoke free. Smoking is banned both in communal areas and in students' premises. Signage is placed in the halls informing residents and visitors that the buildings are smoke free. Any breach will be punished.

Spots reserved for conventions

ESU signed a few conventions with the University of Padua and other cultural institutions, to give hospitality to some type of students. Including but not limited to, they are:

- Students of The Galilean School of Higher Education of the University of Padua. They are given free accommodation at residence "Morgagni" throughout a 5 years career;
- Students of "Cariparo Foundation", doctorate students awarded with a 3 years scholarship and accommodated during their studies in one of ESU residences;
- Students taking part to international exchanges as LLP/Erasmus, Erasmus Mundus, Leonardo, etc.

Students' Assembly

Residents living in University Halls exercise their rights as student community by holding a general assembly in each residence. The assembly supervises cultural and recreational activities and sport events taking place in the residences, by the means of area responsible students. The Assembly is convened in first and second call at the beginning of each academic year; the assembly shall be considered legitimate only if more than 51% of residents are present. Not residents are not allowed to take part in assemblies, on pain of nullity. At each session, before starting meeting, residents choose a Chairman and a Secretary who have the job of drawing up a minutes for the University Halls Main Office.

Students' Board

The Assembly elects a responsible for the following areas of activity which can be carried out in the University Halls: computer room and IT issues, gym and sport activities, study halls, common kitchens and laundry rooms, leisure time and cultural activities. Elected representatives form the "Students' Board", which is in all respects the preferred contact for the House Manager on all the residence issues. The names of appointed representatives are communicated to residents by posting on the proper notice boards and to the House Manager by written form. Appointee can be removed at any time, provided at the same time the Assembly shall appoint for a new charge.

Summer let

During summertime a certain number of students is allowed to use their rooms while the rest of residences is closed (August – September). Such eligible students must be currently living in ESU residences as "idonei", thus could participate to a call for summer lets. Participation and allocation procedures are communicated during the year. Students are invited to contact the University Halls Main Office. Anyway, no guarantee is given to hold down the same room over years.

Telephone

Each room/flat has a telephone. On the same phone or nearby emergency numbers are listed.

If you don't know the number of the residence and/or your extension ask for them at porter's lodge.

By phone located in your room or in communal areas is possible to call for free any room in the same residence or in one of the other university halls. For external calls it is necessary to purchase a 800 phone card. These cards are available at any kiosk, tobacco shop, etc. Incoming calls can be switched to the rooms when porter's lodge is working.

Televisions/ Radio / Hi-fi

Some residence has a TV Hall available for residents. Guests are allowed to bring their own TV, or radio and Hi-fi too, by previous notice to the House Manager. All appliances used must be plugged directly into the electric socket and must respect european certification CEI 64/8. Those bringing their own television are reminded the usage is subject to payment of a public license. Usage must be respectful for the rest of residents (go to "noise").

Visitors

Residents are allowed to have visitors inside their rooms or premises between 8.30 am and 11 pm, provided not to disturb and obeying to rules hereinafter listed. Visitor must state personal details at porter's lodge by leaving an identification document and indicating the room of resident whose visiting. ID document will be returned when leaving the residence. The residents accepts total responsibility for the behaviour, actions and safety of visitor. Access to communal areas such as kitchen, PC room, gym and launderette remain exclusive right of residents. **Between 11 pm and 8.30 am** visitors are not permitted in the residence. ESU disclaim all liability for damage to persons or property of residents caused by not resident third parties. The ID document left at porter's lodge must be retrieved without fail by 11 pm. Should visitor fail to comply with this rule, disciplinary action will be taken against him and the resident.

Withdrawal to accommodation

Withdrawal to accommodation is allowed only for valid and well-demonstrated reasons: the resident shall inform with written notice the University Halls Main Office at least 30 days before leaving, in any event not later than February 28. Those who withdraw after this date will be charged the whole amount due as provided for the Accommodation Agreement. On the contrary, the guest

could incur the risk of exclusion from ESU services in the future. When studies are completed before Accommodation agreement ends, guest can apply for extending stay in the residence by written notice addressed to University Halls Main Office. Extension lasts until closure of services as provided for the Accommodation Competition. Costs and conditions for extension are provided for the same Accommodation Competition. Withdrawal for guests gaining admittance as International Exchange Students and guest lodges users is detailed in their Accommodation Agreements.

REPAIRS AND MAINTENANCE

What's happen and what to do in case of request of repair?

- a) Report the repair in the proper register available at porter's lodge; as alternative you could send an email to the House Manager;
- b) An entitled person, repairman of the residence, skilled worker or a contractor, will access your room for repair. A report will be left in the room.
- c) Details of charges which may be incurred by guest will be communicated by the House Manager, in accordance with report of intervention.
- d) If your repairs are not completed within the timescales and you have not been informed that there's a delay, the guest can speak to the House Manager or ask for information by sending an email to residenza@esu.pd.it

Who's charged with repair and how can I recognize him?

- e) *porter*: receive request of repair, provide aid for little faults, fill in register of repairs; wears an uniform.
- f) *Repairman of the residence*: in charge with emergency repair or anyhow to be carried out immediately (changing of bulbs, unblock sink or shower drain, lock change, etc.); bears an identification badge with picture. Once completed the repair leaves a report at porter's lodge.
- g) *skilled worker*: fix particular urgent electrical or hydraulic repairs; bears an identification badge with picture. Once completed the repair leaves a report at porter's lodge.
- h) *contractors*: carry out planned maintenance or particular repairs (white goods, electrical appliances in general, etc.); bear an identification badge issued by ESU.

How long does it take for repairs?

Residential Services staff will endeavour to met timescales hereinafter specified, although delays could occur due to (for instance) spare parts not in stock.

- i) **Emergency repairs**: to be completed within 48 working hours (any issue putting at risk health and safety, and any other urgent repair as clogged drains, broken sockets, etc.);
- j) **Urgent repairs**: to be completed within 5 working days (window handle bar or shower flexibles broken, WC cistern licking);
- k) **Other repairs**: will be carried out not before 10 days, not later than 28 days (painting walls, fixing white goods, etc.)
- l) **Planned maintenance or safety related check**: depending on due date (fire safety equipment, heating/conditioning system, etc.)

ELENCO COSTI RIPARAZIONI / SOSTITUZIONI PIU' FREQUENTI NELLE RESIDENZE

WC seat replacement	each	€ 45,00
Hooks WC seat replacement	each	€ 8,00
Replacement of cylinder	each	€ 30,00
Door cylinder lock replacement	each	€ 45,00
Replacement Crushable Wafer tumbler lock	each	€ 21,00
Cupboard lock replacement	each	€ 8,00
Several mobile pivot replacement	per door	€ 8,00
Shower curtain replacement	each	€ 21,00
Replacement of bulbs	each	€ 2,50
Replacement of neon light	each	€ 8,00
Cleaning of drainage filter for washing machine	each	€ 20,00
Heavy unclogging (call of external staff)	each	€ 80,00
Replacement of tap	each	€ 62,00
Replacement of water mixer	each	€ 100,00
Shower grab bar replacement	each	€ 21,00
Replacement of tap filter	each	€ 4,00
Repair or replacement of basin or sink drainage	each	€ 42,00
Unclogging of WC, shower, bathtub, bidet, basin or sink	each	€ 16,00
Limited painting tempera walls	per Sqm	€ 5,00
Limited painting tempera walls	Minimum due	€ 26,00
Limited painting tempera walls (with stickers marks)	per Sqm	€ 12,00
Limited painting tempera walls (with stickers marks)	Minimum due	€ 40,00
Repair of outlets, plugs, desk lamp	each	€ 8,00
Replacement glasses	per Sqm	€ 26,00
Repairs of room / kitchen furniture door		€ 50,00
Replacement of built-in WC cistern		€ 310,00
Replacement of external WC cistern		€ 62,00
Bad call		€ 26,00
Emergency call for little repair		€ 80,00
Little replacements or repairs of appliances		Invoice
Replacement of fire extinguisher		€ 62,00
Replacement of rolling shutter string		€ 30,00
Replacement of light socket and/or switch		€ 30,00
Replacement of room door handle		€ 13,00
Mattress		€ 120,00
Pillow		€ 10,00
Covermattress		€ 10,00
Telephone		Invoice
Entry phone		Invoice
Basket		€ 15,00
Desk lamps		Invoice
Bespread		€ 60,00
Blanket		€ 30,00

Prices include labour costs; changes could occur due to raises in supplying goods. Any other intervention not listed hereabove, costs will be charged according to invoice adding 20,00 € per hour as labour cost.