

HOW TO APPLY FOR HOUSING IF YOU ARE AN INCOMING MOBILITY STUDENT

ATTENTION

Due to the limited number of places available in university residences, only non-European students who need a student visa to enter and reside in Italy can apply for a place in residence.

These individuals will be invited by email to fill out the Accommodation form. Places in residence will be assigned in chronological order of receipt of applications. We cannot guarantee that everyone who applies will be assigned a room.

In the event that some places remain available after the first allocation, European students will be emailed to fill out the Accommodation form to apply for a place in residence.

Neither ESU nor the University's Mobility Sector will be able to respond to emails with accommodation availability requests received from those who have not been personally invited by email to fill out the Accommodation form.

INSTRUCTIONS FOR FILLING OUT THE ACCOMMODATION FORM

The procedure for filling out the Accommodation form should be carried out within the [Sportello Studente](#)

1. Prepare a scan of a valid ID (for NON-EUROPEAN users only passport is valid) in pdf format (maximum size 3Mb).
2. You will be asked to choose a password: take note of it, because you will have to use it every time you access the portal afterwards!
3. You will receive an email confirming receipt of your form containing your User Code to be used to access the portal.
4. Prepare a passport photo in jpg format, maximum 1 MB, with dimensions of 220x280 pixels. Log in to the Student Desk using your User Code and password.
5. At the top left, make sure the academic year 2023/24 is selected, and then click on "Mobility Accommodation - Form: accommodation request for incoming students invited by the Mobility Sector" and fill out the form.

It is NOT possible to choose which University Residence to be assigned to.

ASSIGNMENT INFORMATION

Assignment is done in the following manner:

ESU, once the forms received have been verified, will send the assigned students an email with the housing offer indicating the assigned residence hall, the type of room, and the period of availability of the bed.

The offers show standard contract start/end dates that correspond to the duration of the semesters, as per the academic calendar.



Students may request custom start/end dates if the need for residence differs significantly from the standard dates.

Students may have to make their own arrangements for alternative housing if they arrive before their place is available.

The email with the offer includes instructions for accepting or declining and a link to how to pay the security deposit.

CONFIRMATION OF PLACE ACCEPTANCE AND SECURITY DEPOSIT

Acceptance of the assigned place is made through the payment of a security deposit to be made compulsorily, under penalty of revocation of the assignment, by the date indicated in the assignment notice.

Payment can be made EXCLUSIVELY ONLINE within the [Sportello Studente](#) which is accessed with the credentials received at accreditation (User Code and Password).

For international payments, we recommend the activation of online Prepaid Cards with SEPA IBAN.

UPON ARRIVAL IN PADUA

When you arrive in the city, you can go directly to your assigned residence (the concierges are open 7 days a week and 24 hours a day - except for the Galilei Residence, which has the concierges of the nearby Ceccarelli Residence as its reference concierge).

In your room you will find: blankets, bedspread and mattress cover. Sheets and pillow are not provided.

All residences have kitchen rooms, communal and/or in-room, equipped with cooktops, sinks, refrigerators, cabinets, etc. You must provide your own utensils (pots, dishes, cutlery...), detergents and cleaning supplies.

HOW DOES THE INTERNET WORK IN ESU RESIDENCES?

In ESU residences, wireless internet is available in all common areas and rooms.

The internet connection in ESU residences is managed by the provider Fastweb, not by ESU, and has nothing to do with the connections provided by the University of Padua: to access it ask the residence hall staff.

When you first access the network, you must register on the provider's home page using your cell phone number. If you are unable to register with your non-Italian cell phone number, contact the residence manager.

PROBLEMS RELATING TO ACCOMMODATION AND MONTHLY PAYMENTS

For this type of problem, always contact the residence manager via ticket.

HOW DO I PAY FOR THE ROOM?

ESU accommodation rent must be paid by the 5th of each month via MyPay (certified online payment system).



If you wish to pay in cash, you can print the QR code from the online [Sportello Studente](#) and go to pay at the bank or at an authorized tobacconist.

WHEN TO COME TO THE USER DESK IN PERSON?

In the days following arrival, NON-EU students must come to the [sportello utenti](#) (we receive ONLY by appointment).

ATTENTION!

the first time you come to the office, remember to bring your passport with VISA and STAMP with you to the appointment.

RENUNCIATION OF ASSIGNED ACCOMMODATION

Cancellation before arrival

In case of renouncing the accommodation assigned before arriving in Padua, the security deposit will be returned only if the renunciation is due to serious and documented reasons (illness, accident, etc...) and communicated with written notification to sassa@esu.pd.it at least 15 days before arrival.

Renunciation after arrival in Padua or during the period of stay

Renunciation of accommodation after arrival in Padua must be communicated via email to sassa@esu.pd.it with at least 30 days notice and involves the payment of one month's notice plus the loss of the security deposit. The deposit can only be returned in case of serious and documented reasons.

RETURN OF THE SECURITY DEPOSIT

In order to obtain the refund of your security deposit, you must enter your bank details in Sportello Studente > "Iban - Change Iban Code".

ATTENTION!

In case of a non-European bank account, contact ESU with a ticket at least one month before check-out.

The security deposit will be released only after regular check-out of the room, which consists in leaving it in the same condition in which it was delivered, i.e. free from all personal effects, carefully cleaned and without the presence of damage not reported immediately after check-in. employment via the appropriate form.

The refund of the security deposit will take place via bank transfer, net of bank charges, within 60 days of the end of the assignment period.