



Azienda Regionale
per il Diritto
Allo Studio Universitario

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General Regulations of the University Residences A.Y. 2023/2024

Approved by Director's Decree no. 182 of 2023/07/18

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INTRODUCTION

ESU Padua, in implementing state and regional legislation on the right to university study, pursues the objective of offering students the opportunity to succeed in their university studies, by facilitating regular attendance of courses and progress in studies and full participation University life.

The university residences are designed to be an environment that offers students human relationships and logistical solutions in a context supported by the principles of loyalty, responsibility, dialogue, comparison, curiosity and cultural liveliness.

To this end, ESU offers a respectable and comfortable environment, enriched by the diversity of people and the cultural activities offered by the University, the City and other institutions dedicated to university study.

Access is mainly reserved for students with high merit in their studies and who might not have sufficient financial resources to be able to afford accommodation in a university residence.

The fees charged to students, in relation to income and merit, cover only a part of the running costs. This policy is made possible thanks to funding from the Veneto Region.

Integration into the university community brings with it a commitment to observe the fundamental norms of tolerance, mutual respect and responsible participation in order to achieve the aim of developing relationship, professional and human quality skills. These regulations detail the rules of common responsibility required when using the spaces and tools made available to all guests of the University Residences.



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ART 1 – ASSIGNMENT OF ACCOMMODATION

When assigned accommodation, **you must be enrolled or in the process of enrolling at the University of Padua** and produce the following documentation: valid personal identity document

When signing the **Key Collection Form**, the student affirms that he/she has read and undertakes to **accept the rules set out in these "General Regulations of the University Residences"**.

Any student participating in the competition who does not accept the accommodation place assigned by ESU according to the terms of the Competition Notice, will renounce the benefit for the academic year to which the competition applies.

Failure to take possession of the **accommodation on the days scheduled for acceptance** must be notified and explained via "Ticket" to "RESIDENZA - Informazioni generali / RESIDENCE – General information" in <https://myesupd.dirittoallostudio.it> **before the day prior to that of acceptance**. ESU may authorise postponed entry, which is permitted for **up to 15 consecutive days from the date of opening of the residences** or of assignment (if entry is during the year).

After this deadline, failure to enter **will result in the forfeiture of the accommodation benefit and the loss of the security deposit**.

ART 2 – ACCESS TO THE ACCOMMODATION

Upon arrival at the residence, the assignee will **receive and sign the delivery report for the key and the room** and detailing the condition of the room/apartment and fittings and furnishings. **Within forty-eight hours** of arrival at the residence, the assignee must return the delivery report indicating any discrepancies found.

The Residence Manager will verify the discrepancies found by countersigning the report.

Damage reported beyond the time-limit indicated above will be deemed to have been caused by the assignee.

Failure to sign the delivery report implies automatic confirmation that the accommodation and fittings/furnishings have been consigned in good condition.

With the assignment of accommodation, the conventional furnishings of the room and the bedroom, consisting of blankets, bedspreads and mattress covers, are guaranteed. Linen, such as sheets, pillowcases, towels and pillow, must be provided by the assignee.

ART 3 – SAFETY OF GUESTS

ESU makes available on the website www.esu.pd.it a video explaining the **safety procedures** to be followed in the event of emergency. Students accepting accommodation must watch the video and inform themselves, using the instructions in the video, of the procedures to be followed in the event of an emergency and regarding fire prevention.

Assignees must participate in any training and information activities organised by ESU Padua regarding safety.

ART 4 – USE OF THE ACCOMMODATION

Assignees must undertake to respect the normal rules of community life. The concierge service, where available, may be suspended depending on the academic calendar and the consequent reduction people staying in the residences. In the absence of concierge staff, some services and access to common areas may not be guaranteed.



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For security reasons, should the assignee be absent for more than 24 hours, the concierge must notified in writing and the key handed over. Notification of the duration of the absence permits appropriate measures in the event of an emergency.

In the event of unjustified absences of more than 30 days, the accommodation place will be revoked (as envisaged by Article 20) and cleared by agents from the administration.

From 23.30 to 8.30, accommodation students and their guests are prohibited from any activity, either in their own rooms or in the common areas, that creates noise likely to disturb others in the residence.

Any request to move can be made, explaining the reason, by initiating a "Ticket" via "RESIDENZA - Richiesta trasferimento / RESIDENCE - Transfer request" at <https://myesupd.dirittoallostudio.it>.

For transfers within the same residence, the residence manager will respond within 15 days.

Requests to move to a different residence will be evaluated by the Residences Sector and a response will be sent within 15 days of receipt of the request.

In the event of ascertained incompatibility between guests in the same housing unit or for organisational reasons, ESU reserves the right in any case to make move students to other accommodation or to a different residence.

ART 5 – ACCESS TO ACCOMMODATION FOR CHECKS

ESU, through its staff or agents, **may access accommodation at any time** to ensure the proper use of the facilities, ascertain conditions of cleanliness, any need for repairs or damage caused and carry out any other checks. In the event of non-compliance with acceptable standards of hygiene, extraordinary cleaning will be charged to the student.

Accommodation will be checked by the Residence staff during the year and giving 24 hours' notice, except in the case of necessity or urgency.

ART 6 – VISITS BY PEOPLE NOT STAYING IN THE RESIDENCE

Access to outside guests is allowed from 8.30 to 23.30 and guests may stay in the room of the assignee from 8.30 to 01.00. A maximum of 2/3 people (internal and/or external) may be present in the room, **provided that this does not disturb the other assignees** and takes place in compliance with room capacity and health and safety regulations and the times referred to in Article 4.

Outside guests must state their identity to the concierge staff and hand in their I.D. document, which will be returned to them at the end of their visit.

Reception staff will ask the recipient of the visit for consent.

Visits are allowed in the presence of the assignee and only in the assigned room and in the group study room.

The assignee will be responsible for damage caused by visiting outsiders and will personally respond for their non-compliance with this regulation.

From 01.00 to 8.30 no person other than the assignees must be in the residence (rooms or common areas).

ESU disclaims all responsibility for damage to property or people caused by outside guests of the Residences.



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ART 7 – RELINQUISHMENT OF ACCOMMODATION AND FORFEITURE FOR LOSS OF REQUIREMENTS

Relinquishment of accommodation by winners of the competition and by all other users: this is permitted only for valid and documented reasons.

Relinquishment must be submitted at least thirty days before departure and in any case no later than 28 February. The release of the accommodation must take place no later than 31 March. The contract will always be ended at the end of the month.

After 28 February, relinquishment is accepted only if the reason is of an academic nature

(E.g.: participation in work experience or other equivalent cases at other universities in cities, regions, foreign states, authorised by the University at any time of the A.Y.).

If relinquishment is not for the valid reasons listed above or is submitted after the deadline, **ESU will retain the security deposit.**

N.B: to receive the scholarship as an Off-Site student, it is necessary to prove that you have an accommodation contract with a duration of at least 10 months (parameter subject to change based on the "Annual Regional plan of interventions for implementing the Right to University Study"). **A student who withdraws assumes all the responsibilities deriving from any revocation of the scholarship following withdrawal.**

Forfeiture by virtue of graduation: if an assignee finishes her/his studies before the end of the contract, the accommodation must be vacated at the end of the month in which the degree is obtained and fees paid for the whole month.

Graduates may apply to remain **in their Residence** after their graduation. **In this case, ESU may authorise the use of the accommodation until the deadline set by the notice at the "Non-Eligible" rate.**

Eligible students/scholarship holders in last three-year semester who enrol on a specialisation degree course (laurea magistrale) for the following A.Y. will retain their eligibility status (principle of "continuity of benefit")

ALL REQUESTS MUST BE SUBMITTED VIA TICKET TO "RESIDENZA - Rinuncia posto letto / RESIDENZA - Relinquishment accommodation" or "RESIDENZA - Comunicazione avvenuta laurea / RESIDENZA - Notification of graduation" <https://myesupd.dirittoallostudio.it>.

ART 8 – TERMS OF PAYMENT

The assignee undertakes to pay accommodation fees for the entire period, according to the status and rates defined by the notice of competition, using the PAGO PA procedure via <https://myesupd.dirittoallostudio.it>.

In exceptional cases when technical difficulties prevent the use of the PAGOPA portal, reported via "Ticket" to "RESIDENZA - Informazioni generali / RESIDENZA - General information" at <https://myesupd.dirittoallostudio.it> accommodation fees can be paid using the alternative methods indicated.

The payments deadlines are as follows:

- **Off-site students eligible for the scholarship: payment in three instalments**
 - First instalment: by 31 December for an amount equal to 35% of the annual fee;
 - Second instalment: by 28 February for an amount equal to 35% of the annual fee;
 - Third instalment: by 30 April for an amount equal to 30% of the annual fee;
- **Eligible commuter students, eligible doctoral students and all other users: monthly instalments paid in advance.**



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Off-Site students in receipt of a scholarship will be required to pay the University the amount corresponding to the monetary value of the service, the amount of which is defined by the Veneto Regional Council with the approval of the Programme for the implementation of the Right to University Study (DSU) for the academic year 2022/2023 (reduced by 50% for students enrolled in the last semester) for the payment of fees, therefore ESU will require payment only of the part of the fees in excess of the deduction.

For each delayed payment, a fine of € 25.00 will be applied. If delay in payment continues beyond 30 days, a fine of € 50.00 will be applied as per art. 18.

Rates are monthly and cannot be split; if the assignee - not a competition winner - acquires available accommodation after the 16th day of the month, the rate for the first month will be halved. No reduction will be made if the accommodation is made available during or before the 16th day and if the assignee vacates the accommodation before the end of the month.

While respecting the opening periods of the residences set out in the competition notice, **the month of July will in any case be counted in full.**

Requests for instalment payment are taken into consideration only if sent by initiating a "Ticket" via "RESIDENZA – Informazioni generali/ RESIDENCE – General information" at <https://myesupd.dirittoallostudio.it> before the instalment is due, in order to avoid the application of a fine.

ART 9 – CHECKING-OUT FROM ACCOMMODATION

Accommodation must be vacated **no later than 10.00 hours on the last day of assignment.**

The assignee must notify the Residence Manager via "Ticket", with a minimum notice of 7 days, the date of her/his departure. This notice is necessary for arranging the joint inspection, during which the assignee will sign the "release report" and return the room keys.

The accommodation must be returned free of any personal effects and in clean conditions such as to allow the entry of others; in particular: linen must be removed from the mattress and furniture, floors, bathrooms and kitchens (including any appliances) thoroughly cleaned. If this is not the case, the deposit will not be returned.

Any damage must be paid for before departure, otherwise the security deposit will not be returned.

ART 10 – RELEASE OF THE SECURITY DEPOSIT

The deposit will be released only after:

- Verification of payments of fees and any fines;
- Verification of the procedure for checking-out from accommodation (room and common rooms) by the service staff according to the methods provided for by art 9;
- Return by the assignee of the keys and equipment supplied.

The deposit will be returned within 60 days after the end of the allotment period **by SEPA bank transfer, net of bank charges**, to the IBAN indicated by the assignee.

If the deposit was subject to incoming bank charges, the net amount received by ESU will be returned.

Alternative repayment methods may requested in exceptional, justifiable cases, and only for check-outs on working days, Monday to Friday, by initiating a "Ticket" via "RESIDENZA – Informazioni generali/ RESIDENCE – General information" at <https://myesupd.dirittoallostudio.it>

Returns by bank transfers outside the SEPA area have high fees that will be fully borne by the guest. International guests are invited to preferably provide SEPA-area IBANs (credit cards, online accounts, etc.).

If the IBAN is not provided by the end of the allocation period, the deposit will not be returned.



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ART 11 – RESPONSIBILITY IN USING THE ASSIGNED ROOM AND EQUIPMENT

The assignee undertakes to:

- use the assigned movable and immovable property while keeping it in the condition in which it was assigned. S/he is responsible for her/his room/apartment, the furnishings/fittings found there and any damage caused.
- respect all movable and immovable property in current use, including equipment and furnishings, undertaking, together with the other assignees, personal and joint liability for damages caused to the communal parts of the building directly relating to the full enjoyment of the assigned accommodation (by way of example but not limited to: furnishings, equipment, systems, lobbies, corridors, stairs, recreational places, etc.), even if the perpetrator of the damage is not identifiable.
- request, by initiating a "Ticket" via " RESIDENZA – Informazioni generali / RESIDENCE – General information" at <https://myesupd.dirittoallostudio.it>, permission from the residence manager to add furniture, which must be certified fire-resistant and must not obstruct the escape routes, and any small appliances, which must be CE marked and not require greater electrical power than that provided in the residence..

It should also be remembered that utilities (by way of example but not limited to, water, electricity, gas ...) are included in the monthly fee; any abnormal consumption, caused by inappropriate behaviour, will be charged to the assignees if those directly responsible for the abnormal consumption cannot be identified.

ART 12 – METHOD OF PAYMENT FOR DAMAGES CAUSED

In the event of any deficit in or damage to the material assigned or communal facilities found by ESU, the assignee must reimburse the amount corresponding to the value or expense of repair and/or replacement, as reported in the table attached to this regulation (Annex 1), subject to adjustments. Compensation for damage must be paid to the residence manager within seven days of notification, in the manner referred to in art 8.

ART 13 – CLEANING OF ASSIGNED ACCOMMODATION

Cleaning of the room, toilet facilities and spaces inside the apartment are the responsibility of the assignee.

Should the accommodation be found in an unacceptable condition of cleanliness, the assignee will be given 24 hours to clean it, after which ESU may arrange for cleaning by staff or by external services. In this case, the cost of the service will be charged to the occupants of the room or apartment, dividing the amount equally between the assignees. Payment for the service must be made within seven days from the date of the request to the Residence Manager in the manner referred to in art 8.

ART 14 – MAINTENANCE WORK AND REPAIRS

Assignees should report any faults or maintenance work required in their accommodation and assigned spaces to the concierge.

If the fault has been caused by incorrect or improper use of systems by occupants, repair costs will be charged to those responsible on the basis of the prices indicated in the table attached to this regulation. (Annex 1)

If it is not possible to attribute individual responsibility, the cost of the work will be divided equally between the people staying in the housing unit.



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Ordinary maintenance, except urgent repairs, will normally be advised with 24 hours' notice. **Access to accommodation by staff is permitted even in the absence of the assignee.**

ART 15 – ASSEMBLY

This paragraph does not apply to assignees of Guest Accommodation.

Assignees of accommodation must select representatives through an assembly held in each residence by 15 November; attendance by outsiders is not allowed and will render the assembly void. At the start of each sitting, participants must appoint a Chairman and a Secretary, who in turn have the task of drawing up the minutes of the meeting and sending them to the Manager of the University Residence.

a) Representatives - Committee

The Assembly will elect, at a minimum, the following representatives/committee members:

1. Residence representatives
2. Communal kitchen representatives (as applicable)
3. IT service representatives
4. Gym and sports facility representatives
5. Garden representatives (as applicable)

Representatives chosen in this way make up the "Student Committee", which in all respects acts as the spokesperson when relating problems regarding the accommodation to the Residence Manager; the names of the representatives must be displayed on the notice board for assignees to see and notified to the Residence Manager. The appointment of representatives can be revoked by the Assembly at any time, provided the Assembly appoints a replacement at the same time.

b) Activities

Representatives for the various sectors can submit proposals for activities to be carried out during the academic year.

Any written requests for financial contributions or for the purchase of items for the residence can be presented in the minutes of the assembly or, subsequently, to the Residence Manager who will forward them to those responsible. Requests will be evaluated and a positive or negative response will be given within 30 days.

For cultural activities, students should refer to the "Cultural Activities Notice" published on the ESU website.

c) Shows and events

Each type of event must be requested in advance by "Ticket" via " RESIDENZA – Informazioni generali / RESIDENCE – General information" at <https://myesupd.dirittoallostudio.it> at least 7 days in advance and must be authorised by the Residence Manager and must end by 24.00 to prevent disturbing the other assignees and surrounding areas.

Any changes to event times must be authorised by the Residence Manager and requested and explained by the organisers via "Ticket".

Any inter-house events such as tournaments or parties may be authorised by the Head of the Sector upon presentation of a detailed program of the event accompanied by the list of names of any participants from outside the residence. The event programme must be signed by the applicants, who will be jointly and severally responsible for any damage, fines etc.

Religious and/or political meetings or events are not allowed in residences.

In the event of failure to appoint the representatives - committee referred to in letter a) of this article, all the activities envisaged in the following letter b) cannot be carried out.



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ART 16 – USE OF COMMUNAL AREAS

Classrooms and communal areas are accessible to residence assignees except when otherwise used by ESU Padua. Kitchens, gyms and laundries are reserved for the exclusive use of residence assignees. Communal areas can be used until 11.30 pm. Any exceptions to this time must be authorised by the Residence Manager. Authorisation for any meetings must be requested in writing and signed by the organisers from the Residence Manager with at least seven days' notice, specifying the agenda. Only assignees of the residence where the meeting is organised can participate.

a) Laundry

Coin-operated washing machines and dryers are available to the assignees in the residences.

For the convenient use by everyone of this service, washing machine loads should be appropriate and removed at the end of each washing cycle.

Residence assignees only may use the laundry facilities.

b) Kitchen service

All residences are equipped with communal and/or individual kitchen areas, with hobs, sinks, refrigerators, cupboards etc. Cleaning of kitchens is the responsibility of users.

Each assignee must provide their own utensils (pots, plates, cutlery ...), as well as detergent and cleaning materials. Kitchens must always be left tidy, clean and free of dirty dishes; ovens, hobs and other appliances must always be left clean. Never leave hot hobs unattended.

Refrigerators must be cleaned and thawed regularly and freed from expired food.

ESU may organise periodic emptying and cleaning of shared kitchens, refrigerators and shared freezers, with at least 7 days' prior notice of this sent to all assignees via e-mail. During cleaning, all food and any other material found in kitchens, refrigerators and freezers will be thrown away for health and hygiene reasons.

c) Waste - Separate Refuse Collection

The Residences use separate refuse collection.

Where there are communal kitchens, refuse bags are changed by the cleaning staff and **separation must be carried out by the assignees.**

In residences with individual kitchens in rooms/apartments, **the assignees are entirely responsible for waste separation and collection.**

Waste must be collected by each assignee within her/his own accommodation and taken to the appropriate bins located outside the residence or internal recycling bins, where available. No refuse should be left in communal areas or corridors, under penalty of application of Art 18 of these regulations.

There are containers for collecting waste oil. It is strictly forbidden to pour oil into waste pipes/drains.

d) Incoming and outgoing telephone service

In all residences there is a telephone service with call routing to rooms.

e) IT Services

ESU provides students with the possibility of connecting to the Internet according to the methods published on the ESU website and/or advised in each residence.



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It is forbidden to:

- Use the IT service to download or stream copyrighted material;
- Access illegal web sites;
- Share or download files through peer to peer systems;
- Install any type of equipment (server, modem, router, access point or other network equipment);

f) Ancillary services

Assignees can request the following additional paid services via email:

- Cleaning of accommodation: request by initiating a "Ticket" via " RESIDENZA – Informazioni generali / RESIDENCE – General information" at <https://myesupd.dirittoallostudio.it> to the Residence Manager;
- Supply of sheets and towels: request by initiating a "Ticket" via " RESIDENZA – Informazioni generali / RESIDENCE – General information" at <https://myesupd.dirittoallostudio.it> 20 days before the arrival date

Payment for ancillary services must be made in advance via PAGOPA or other permitted methods, according to the costs indicated in the table attached to these Regulations.

g) Hospitality

In some residences a bed can be made available, **where places are available**, for student/friend guests.

A request must be made at least 3 working days in advance by "Ticket" via " RESIDENZA – Informazioni generali / RESIDENCE – General information" at <https://myesupd.dirittoallostudio.it> and paying, before taking delivery of the room key, € 30.00 per night (minimum 3 maximum 5 nights).

ART 17 – METHODS OF APPLYING SANCTIONS

Failure to observe the rules contained in these regulations can be sanctioned, according to the seriousness of the facts, by the following measures:

- a) **Written warning:** is decided, based on the seriousness, by the accommodation manager in the event of violation of one of the obligations envisaged in articles 18 and 19.
- b) **Financial penalty:** decided by the Manager of the residences upon notification by the manager of the facility and is imposed for the violation of one of the obligations set out in art 18.

Within seven days of receipt of the e-mail, the assignee can send her/his counterclaims to residenze@esu.pd.it after which the penalty may be confirmed or modified by the Manager of the Residences Sector. If confirmed, the assignee must pay the penalty in the manner set out in Article 8, within 7 days, otherwise a late payment fine of € 25.00 will be applied.

- c) **Written warning with caution and financial penalty:** decided by the Manager of the Residence Sector upon notification by the manager of the facility and is imposed for the second violation of one of the obligations set out in art 19.

Within seven days of receipt of the e-mail, the assignee can send her/his counterclaims to residenze@esu.pd.it after which the penalty may be confirmed or modified by the Manager of the Residences Sector. If confirmed, the assignee must pay the penalty in the manner set out in Article 8, within 7 days, otherwise a late payment fine of € 25.00 will be applied.

- d) **Revocation of accommodation:** decided by the Manager of the Residences Sector upon notification by the manager of the facility and is imposed on the violation of one of the obligations set out in Article 20.

Within ten days of receipt of the e-mail, the assignee can send her/his counterclaims to residenze@esu.pd.it after which the revocation may be confirmed or modified by the Manager of the



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Residences Sector. If confirmed, the assignee must leave the accommodation by the deadline as notified.

The penalties will be notified by e-mail to the address notified by the assignee at the time of assignment of the accommodation.

With reference to points b), c) and d), the user can appeal against the provision, within 10 days of confirmation, by sending an email the Director: direzionegenerale@esu.pd.it.

ART 18 – BEHAVIOUR FOR WHICH A FINANCIAL PENALTY IS APPLICABLE

A financial penalty of € 50.00 (plus any damages) will be applied to the assignee in the following cases

- a) failure to comply with the rules established by the Company for the use of the premises, equipment, spaces and sports, recreational and cultural facilities made available to guests (see e.g. art 11, 13, 15, 16);
- b) failure to comply with the methods of entry for outside guests to the residence during the times allowed (see art 6);
- c) disturbance to guests and neighbours. The use of radios, televisions, stereophonic or similar systems and general behaviour must be such as not to cause disturbance (art 6)
- d) placing bulky material in communal areas and in rooms;
- e) placing bulky objects on terraces and windowsills that could threaten the safety of passers-by or whose installation is prohibited by municipal or condominium regulations in force;
- f) throwing water or other materials from windowsills or terraces that could damage the premises or pose a danger to guests and passers-by.
- g) removing or introducing furniture or equipment or electrical equipment of any kind in the communal spaces or private rooms; moving, dismantling or modifying in any way fitting/furnishings without the written authorisation of the Residence Manager (art 11);
- h) not compensating for damage caused to the facilities in the manner and terms set out in art 12;
- i) failure to pay for the services and work referred to in Articles 13 and 14 according to the terms provided therein;
- j) failure to pay fees within 30 days of due date (art 8);
- k) not collecting and sorting waste and not placing it in the appropriate containers outside the residence; (art 16 lett c) In the event of non-compliance with municipal regulations for separate waste collection, any fines will be charged to the student responsible, or jointly to all occupants of the accommodation;
- l) installing routers, network devices, servers etc. and violating the provisions of art. 16 IT services;
- m) not notifying the Residence Manager of the non-use of their accommodation for seven consecutive days (art 4);
- n) applying permanent poster stickers that cause damage to doors, walls or furnishings; displaying notices or other signs outside specifically reserved spaces;
- o) disposing of materials that could block plumbing in drain pipes of sinks washbasins, toilets, etc.



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ART 19 – BEHAVIOUR INCURRING WRITTEN WARNING WITH CAUTION AND FINANCIAL PENALTY

The assignee will be notified of a written warning with caution and the application of a financial penalty of € 100.00 (to which any damage may be added), in each of the following cases:

- a) negligence in keeping the accommodation assigned tidy and clean;
- b) disturbance to guests and neighbours. In particular, after 11.30 pm and before 8.30 am, disturbing sounds and noises of any kind are forbidden both in rooms and in communal areas.
- c) Improper behaviour towards accommodation staff and other guests;
- d) hospitality in the assigned accommodation or at the Residence of outside guests not within the permitted times;
- e) use in the assigned room of electric or gas stoves, refrigerators or other types of appliances unless specifically made available by the Company or authorised in writing by the Residence Manager;
- f) keeping animals of any kind inside the facilities (with the exception of guide dogs for the blind);
- g) multiple and/or repeated violations of one or more of the obligations pursuant to Article 18 during the Academic Year.

ART 20 – BEHAVIOUR LEADING TO REVOCATION OF ACCOMMODATION

Accommodation will be revoked in the following cases:

- a) assignment or subletting of accommodation to third parties, regardless of the reason for this;
- b) transfer of or permission to use the residence access key to/by third parties;
- c) keeping flammable, harmful, radioactive or narcotic substances, or any other materials prohibited by law,
- d) failure to pay fees according to the procedures provided for in art 8 and failure to settle the sums due for expenses and/or penalties referred to in articles 12, 18, 19 and 20;
- e) untruthful declarations made by the assignee in order to obtain the benefit;
- f) failure to use the assigned accommodation for one month, in the absence of serious and proven reasons (illness of the assignee and/or family members, period of study at a different Italian or foreign university, research dissertation in another city, region, nation, etc.);
- g) conduct contrary to public order (including, by way of example and not limited to, participation outside the permitted times at parties or unauthorised events that disturb the peace);
- h) modification of, damage to or adaptation of systems (electrical, heating, fire prevention, air conditioning where available), paint work, repainting;
- i) multiple and/or repeated violations for which the assignee received more than one written warning, as per article 19, during the Academic year.

This will be notified to the ESU office responsible for forwarding to the Academic Authorities.

The revocation of accommodation entails exclusion from the housing competition for subsequent academic years. In the event that the accommodation is not left according to the methods and terms set out in the revocation notice, the assignee will also be denied access to all the services provided by ESU Padua and will be barred from accessing all facilities managed by ESU.



Azienda Regionale
per il Diritto
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ART 21 – INFORMATION REGARDING THE USE OF PERSONAL DATA

Pursuant to article 13 of the European Regulation 2016/679 (GDPR), the general information on the processing of personal data can be consulted on the official web site of the Company using the following link <https://www.esu.pd.it/it/Pagine/privacy.aspx>.

ART 22 – REFERENCE REGULATIONS

For all matters not covered by these regulations, the assignee and the Company are in any case subject to the laws in force. In particular, they are subject to Art 12 of DL 21.03.1978 N° 59, transformed, with amendments, into Law 18.05.1978 N° 191, which provides for the obligation to notify the personal details of occupants, whatever the reason for their stay, to the local Police authority.

Padova, 2023/07/18

The Director
Dott. Gabriele Verza



Azienda Regionale
per il Diritto
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ANNEX 1 – REPAIR COSTS

LIST OF MOST FREQUENT REPAIRS/REPLACEMENTS/RENTAL COSTS IN RESIDENCES (for example, but not limited to)

Description	Notes	Price
DUPLICATE KEY/CARD		INVOICE
DUPLICATE KEY/CARD	minimum charge	€ 10.00
CALL-OUT OF EXTERNAL COMPANY TO NO PURPOSE		€ 50.00
EMERGENCY CALL-OUT FOR SMALL REPAIRS		€ 80.00
UNBLOCKING WC, Shower, Bathtub, Bidet, Sink, Washbasin		€ 50.00
DOOR REPAIR ROOM/KITCHEN FURNITURE		€ 50.00
APPLIANCE REPAIRS		INVOICE
REPAIR OF SOCKETS, PLUGS, TABLE LAMPS	per unit	€ 20.00
REPLACEMENT OF TOILET SEAT FITTINGS		€ 10.00
REPLACEMENT OF CONCEALED WC CISTERN		€ 150.00
REPLACEMENT OF EXPOSED WC CISTERN		€ 70.00
REPLACEMENT OF FURNITURE HINGES VARIOUS	per door	€ 10.00
REPLACEMENT WASTE PAPER BASKET		€ 15.00
REPLACEMENT OF LOCK CYLINDER		€ 30.00
REPLACEMENT ENTRY PHONE		INVOICE
REPLACEMENT OF SHUTTER CORD		€ 30.00
REPLACEMENT HOUSEHOLD APPLIANCES		INVOICE
REPLACEMENT OF FIRE EXTINGUISHER		INVOICE
REPLACEMENT TAP FLOW REGULATOR FILTER		€ 5.00
REPLACEMENT TABLE LAMPS		INVOICE
REPLACEMENT OF BEDROOM DOOR HANDLE		€ 15.00
REPLACEMENT OF POWER SUPPLY SOCKETS AND/OR SWITCHES		€ 30.00
REPLACEMENT OF TOILET SEAT		€ 45.00
REPLACEMENT OF CABINET LOCK		€ 10.00
REPLACEMENT OF DOOR LOCK		€ 45.00
REPLACEMENT WASHBASIN/SINK DRAIN TRAP		€ 45.00
REPLACEMENT SHOWER HEAD		€ 25.00
REPLACEMENT HAND SHOWER HEAD		INVOICE
REPLACEMENT SHOWER CURTAIN		€ 25.00
REPLACEMENT GLASS	per sq. m	€ 40.00
PARTIAL PAINTING OF WALLS (where there are stickers)	per sq. m	€ 15.00
PARTIAL PAINTING OF WALLS (where there are stickers)	minimum charge	€ 45.00
PARTIAL PAINTING OF WALLS (TEMPERA)	per sq. m	€ 10.00
PARTIAL PAINTING OF WALLS (TEMPERA)	minimum charge	€ 40.00
ROOM CLEANING		€ 25.00
ROOM CLEANING plus BATHROOM		€ 35.00
ROOM CLEANING plus BATHROOM AND KITCHEN		€ 50.00
DISINFESTATION	minimum charge	€ 70.00
BLANKET		€ 40.00
BEDSPREAD		€ 40.00
MATTRESS COVER		€ 15.00
MATTRESS NOT NEW		€ 60.00
NEW MATTRESS		€ 120.00
TOWEL RENTAL (1 bath towel, 2 hand towels)		€ 5.00
BED LINEN SET RENTAL (top sheet, bottom sheet and pillowcase)		€ 5.00
USE OF UNCOVERED INTERNAL PARKING (subject to availability)	monthly charge	€ 15.00
USE OF COVERED INTERNAL PARKING (subject to availability)	monthly charge	€ 20.00

The prices shown do not include labour. The incorrect use of material and equipment or the incorrect or improper use of systems by guests will be charged to the person responsible for the fault. For any other work not included in this table, costs for materials will be invoiced plus € 25.00/per hour for labour.