

General Regulations for university halls of residence Academic Year 2026/2027

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INTRODUCTION

ESU in accordance with national and regional legislation on the right to university education, aims to offer students the opportunity to succeed in their university studies, to encourage course attendance and the regular pursuit of studies, whilst participating fully in university life.

The university halls of residence are designed to provide students with social interaction and practical support within an environment underpinned by the principles of fairness, responsibility, dialogue, discussion, curiosity and cultural vibrancy.

To this end, the ESU provides a dignified and comfortable environment, enriched by the diversity of its residents and the cultural activities offered by the University, the City and other institutions dedicated to university education.

Access to the halls of residence is primarily reserved for students with high academic merit, even if their financial circumstances would otherwise prevent them from covering the cost of accommodation.

The fees charged to students, which are based on income and academic merit, cover only a portion of the running costs. This policy is made possible thanks to financial support from the Veneto Region.

Proper integration into university community life also entails a commitment to observe the fundamental principles of tolerance, mutual respect and responsible participation, with a view to achieving personal growth in terms of interpersonal and professional skills, as well as personal development. These regulations



set out the rules governing shared responsibility for the use of the spaces and facilities made available to all residents of the University Halls of Residence

ART. 1 – ALLOCATION OF ACCOMMODATION

At the time of allocation of accommodation, **students must be enrolled or in the process of enrolling at the University of Padova** and must present a valid identity document. Enrolment for the current academic year must take place by the deadlines set by the institutions.

Upon signing the **Key Collection Form**, the student confirms that they have read and undertake to **accept the rules set out in these ‘General Regulations for University Halls of Residence’**.

Students taking part in the allocation process who do not accept the accommodation allocated by ESU within the deadlines set out in the call for applications forfeit their entitlement to that accommodation for the academic year in question.

Failure **to take up the accommodation on the days set aside for acceptance** must be reported and justified by opening a ticket via [the Student Helpdesk](#) by **25 September 2026**. ESU may authorise a delayed move-in, which is permitted **for up to 30 consecutive days from the date the halls of residence open** or from the **date** of allocation (if the move-in takes place during the academic year).

Beyond this deadline, failure to move in **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 hall of residence, the allottee **shall receive and sign the handover report for the key and the room**, which contains information on the condition of the room/flat and the allocated furnishings. **Within forty-eight hours** of arrival at the hall of residence, the allottee must return the handover report, indicating any non-conformities found.

The Residence Manager will verify the discrepancies noted by countersigning the handover report.

Any damage or issues reported after the deadlines specified above will be deemed to have been caused by the occupant.

Failure to return the countersigned report or to submit written reports within the strict deadline of 48 hours of arrival will result in automatic acceptance of the room in its current condition.

Upon allocation of a bed, the room is guaranteed to be furnished in the standard manner and to include bedding comprising a mattress and mattress cover; a blanket and bedspread are provided on request. The occupant is responsible for providing their own bed linen and personal bedroom items (sheets, pillowcases, towels and a pillow).

ART. 3 – GUEST SAFETY

ESU provides a video on the website www.esu.pd.it explaining the **safety procedures** to be followed in the event of an emergency. Students who have accepted a place in the accommodation undertake to view this video and, upon moving into the accommodation, must familiarise themselves, via the notices displayed, with the procedures to be followed in the event of an emergency and regarding fire prevention.

The tenant must attend any training and information sessions organised by ESU Padova regarding safety.

ART. 4 – USE OF THE ACCOMMODATION

GENERAL INFORMATION

The occupant undertakes to comply with the normal rules of communal living.



Allocated students and their guests must cease, between 11.30 pm and 8.30 am, both in their own rooms and in communal areas, any activities that involve noise likely to disturb other residents.

The reception service, where available, may be suspended depending on the academic calendar and the resulting reduction in occupancy in the halls of residence. In the absence of reception staff, certain services and access to communal areas may not be guaranteed.

The intervention of the patrol from the operations centre, requested to gain access to the premises of the residence in the absence of a concierge service, must be paid for in accordance with the tariff set out in Annex 1 (ON-CALL SECURITY PATROL INTERVENTION) **from the second call onwards.**

ABSENCES

For security reasons, in the event of absences lasting more than 24 hours, the occupant is required to notify the reception desk of their absence and hand over their key. Notifying the reception desk of the duration of the absence enables a more effective response in the event of an emergency.

Absences from the accommodation lasting more than 30 days must be justified by submitting appropriate documentation via a ticket opened on [the Student Portal](#).

In the event of unjustified absences lasting more than 30 days, the accommodation will be revoked (as provided for in Article 20) and vacated by administration staff.

ABSENCES DUE TO INTERNATIONAL/NATIONAL MOBILITY

Students who are absent from the university halls of residence to attend another Italian or a foreign university for study purposes or to undertake work placements:

- must give advance notice by opening a ticket via the [Student Helpdesk](#), stating the period and reasons for the absence
 - attach to the ticket a document justifying the absence (e.g. a learning agreement or the training programme for the work placement)
 - only in the case of an absence during the first semester, from the start date of their hall of residence allocation, must state:
 - o whether they intend to retain their place in the accommodation: in this case, the monthly fees due for the period of absence must in any event be paid by the specified deadlines
- or
- o whether they are making it available to ESU for temporary accommodation. If the accommodation is occupied by another guest, the fees for the period of non-occupancy will not be due. In this case, students who are absent from the university halls of residence due to international mobility assume all liability arising from any revocation and/or modification of the regional scholarship resulting from the reduction in the number of months' accommodation in ESU halls of residence.

TRANSFERS

Any requests for a transfer within the same hall of residence, duly justified, may be submitted by opening a ticket under 'RESIDENCE – Transfer Request' in [the Student Helpdesk](#). The Hall of Residence Manager will respond within 15 days.

Requests to transfer to another hall of residence may be submitted by opening a ticket under 'RESIDENCE – Transfer Request' in [the Student Helpdesk](#), but will only be considered if there is a corresponding request from another student allowing for a mutual exchange of beds. In this case, applicants will receive a response from the Residences Office within 15 days.

In the event of confirmed incompatibility between residents of the same accommodation unit or for organisational reasons, ESU reserves the right to carry out compulsory transfers to alternative accommodation or to another hall of residence.

ART. 5 – PROCEDURES FOR ACCESSING ACCOMMODATION FOR INSPECTIONS

ESU reserves the right to carry out periodic inspections of the condition of the accommodation. Such inspections will be carried out with 24 hours' notice, subject to immediate access without notice in the event of justified reasons of urgency, safety or a health and hygiene emergency.

In the event of non-compliance with acceptable health and hygiene standards, the cost of a special clean-up will be charged to the student.

ART. 6 – VISITS BY NON-RESIDENTS

Access for external guests is permitted from 8.30 am until 11.30 pm (guests must leave by midnight). A maximum of 3 people (residents and/or non-residents) may be present in the room, **provided this does not cause a disturbance to other residents** and takes place in accordance with the conditions regarding overcrowding, which must be compatible with the protection of health and safety, and the timings set out in Art. 4.

Visitors must provide their personal details to the reception staff and leave a form of identification, which will be returned to them at the end of their visit. The reception staff will seek the consent of the person they are visiting.

In halls of residence without a reception desk, guests are permitted entry during the same hours, subject to a prior request made by opening a ticket under 'HALLS OF RESIDENCE – General Information' in [the Student Helpdesk](#).

Visits are permitted only in the presence of the resident and only in the allocated room and in the study room reserved for group study.

The resident will be liable for any damage caused by visiting guests and will be personally responsible for any breaches of these regulations committed by them.

From 00.00 to 08.30, no one other than residents is permitted in the hall of residence (rooms and communal areas).

The ESU accepts no liability for damage to property or injury to persons caused by external guests of the halls of residence.

ART. 7 – WAIVER OF A BED AND FORFEITURE DUE TO LOSS OF ELIGIBILITY

Withdrawal from a bed by successful applicants and all other residents: this is permitted only for valid and documented reasons.

The waiver must be submitted by sending a ticket via the Student Helpdesk at least thirty days before departure and in any case no later than 28 February. The accommodation must be vacated by 31 March at the latest. The contract will always be terminated at the end of the month.

After 28 February, cancellations will only be accepted if the reason is of an academic nature (e.g. participation in work placements, internships, study programmes or other equivalent circumstances at other universities, in other cities, regions or foreign countries, authorised by the University at any time during the academic year). If the cancellation is not for the valid reasons listed above or is submitted after the specified deadline, **ESU will retain the security deposit.**

IMPORTANT: to receive the scholarship as a student living away from home, you must provide evidence of a tenancy agreement lasting at least 10 months (this requirement is subject to change in

accordance with the 'Annual Regional Plan for the Implementation of the Right to Education'). **The student who withdraws assumes all liability arising from any revocation and/or modification of the grant resulting from their withdrawal (in particular, for students receiving a regional grant who withdraw from ESU accommodation, the University of Padova automatically changes their status from 'non-resident' to 'non-resident to be confirmed'. This entails a recalculation of the awarded scholarship, which is adjusted to the amount applicable to 'commuter' status without the application of the accommodation service charge (€1,600/€800). The non-application of the accommodation service charge means that the cost of the bed allocated, calculated at the 'full' rate, will be borne entirely by the student. The student therefore remains obliged to pay ESU the full rate for the months of occupancy until the accommodation is actually vacated).**

Termination due to graduation: if the student completes their studies before the end of the contract, they must notify ESU of their graduation date with at least 7 days' notice and vacate the bed at the end of the month in which they graduated, paying the full monthly fee. It is possible to apply to **remain** in the hall of residence even **after graduation**. In such cases, ESU may authorise the student to continue using the accommodation until the expiry date specified in the call for applications, with the 'Non-eligible' rate applying. Please note that withdrawing from the accommodation, if submitted after applying to remain in the hall of residence following graduation, does not entitle the student to a refund of the security deposit in the event of non-payment of the full rent due.

ALL REQUESTS MUST ALWAYS BE SUBMITTED VIA A TICKET SELECTING 'RESIDENCE – Withdrawal from bed allocation' or 'RESIDENCE – Notification of graduation' in [the Student Helpdesk](#).

ARTICLE 8 – PAYMENT ARRANGEMENTS

The successful applicant undertakes to pay the accommodation fee for the entire period of the allocation, in accordance with the different categories and prices set out in the call for applications, via the PAGOPA procedure by logging into [the Student Helpdesk](#).

In exceptional cases where it is technically impossible to use the PAGOPA portal – reported via a support ticket to 'RESIDENZA – General Information' on [the Student Portal](#) – it will be possible to pay the accommodation fee using other specified methods.

The payment deadlines are as follows:

- **Non-resident students who are eligible for the competition and recipients of, or eligible for, a regional scholarship: payment in three instalments**
 - First instalment: by 31 December, amounting to 35% of the annual fee;
 - Second instalment: by 28 February, amounting to 50 per cent of the remaining balance;
 - Third instalment: by 30 April, to settle the remaining balance
- **Students eligible for non-resident accommodation and commuters, eligible PhD students and all other users: payment in advance in monthly instalments.**

The non-resident student grant includes a contribution towards the provision of accommodation, the amount of which is set annually by the Veneto Regional Council following approval of the 'Piano degli interventi di attuazione del Diritto allo Studio Universitario (DSU)'. The contribution towards the provision of accommodation is deducted from the tuition fee; therefore, ESU will only require payment of the portion of the tuition fee exceeding the accommodation contribution.

A late payment charge of €25.00 will be applied for each late payment. If the payment remains overdue for more than 20 days, an administrative penalty of €50.00 will be imposed in accordance with Article 18, which will be added to the previously applied late payment charge.

The fees are monthly and cannot be split; if the person allocated the accommodation – other than the successful applicant – takes possession of the accommodation after the 16th of the month, the fee for the first month will be halved. No reduction will be made if the accommodation is made available on or before the 16th of the month, or if the assignee vacates the accommodation before the end of the month.

Whilst adhering to the opening periods of the halls of residence as set out in the competition notice, **the July instalment will in any case be charged in full.**

Requests for payment by instalments will only be considered if submitted via a support ticket to 'RESIDENCE – General Information' in [the Student Helpdesk](#) before the instalment is due, to avoid incurring late payment charges.

ART. 9 – VACATING THE ACCOMMODATION

The accommodation must be vacated **by 10.00 am on the last day of the allocation period.**

The occupant undertakes to notify the Residence Manager via a support ticket, giving at least 7 days' notice, of their departure date. This notice is required to organise a joint inspection, during which the occupant will sign the 'vacancy report' and hand over the keys to the room.

The premises must be vacated of all personal belongings and left in a clean condition suitable for immediate re-occupancy; in particular: remove bed linen from the mattress, and thoroughly clean furniture, floors, bathrooms and kitchens (including electrical appliances) where present. Failure to do so will result in the security deposit being retained.

Any damage must be paid for before departure; otherwise, the security deposit will be retained in full.

ESU, only in residences managed directly by it, offers students who are leaving their accommodation but intend to return in the coming months the option to use a luggage storage facility within the residence. The luggage storage facility is managed by the residence manager in accordance with the specific 'Luggage Storage Regulations'. The final date for collecting luggage, as specified in these 'Luggage Storage Regulations', is strictly enforced; **ESU will dispose of any luggage not collected by that date.**

ARTICLE 10 – RELEASE OF THE SECURITY DEPOSIT

The security deposit paid shall be released only following:

- Verification that the rent and any arrears or penalties have been paid;
- Verification that the handover procedure for the accommodation (assigned room and communal areas) has been carried out by the service staff in accordance with the procedures set out in Article 9;
- The return of the keys and any equipment provided by the tenant.

The security deposit will be refunded within 60 days of the end of the tenancy period **via SEPA bank transfer, net of bank charges**, to the IBAN provided by the tenant.

To avoid technical issues, it is advisable to provide a bank account held in the name of the accommodation assignee.

Should the deposit have been subject to incoming bank charges, the net amount received by ESU will be refunded.

In exceptional and justified cases, and only for refunds processed from Monday to Friday (on working days) via a support ticket opened under 'RESIDENCE – General Information' in [the Student Helpdesk](#), other refund methods may be available.

Refunds via bank transfers outside the SEPA area incur high fees, which will be borne entirely by the tenant. International tenants are encouraged to provide a SEPA IBAN where possible (credit cards, online accounts, etc.).

If an IBAN is not provided by the end of the allocation period, the release of the deposit will remain on hold. The student may request a refund within the statutory limitation period, subject to the charging of any extraordinary administrative fees amounting to €1 per day of delay.

ART. 11 – RESPONSIBILITY FOR THE USE OF THE ROOM AND ASSIGNED EQUIPMENT

The assignee undertakes to:

- use the assigned movable and immovable property, maintaining it in the condition in which it was assigned. They are responsible for their own room/flat, the furnishings contained therein and any damage caused.
- respect all movable and immovable property for communal use, including equipment and furnishings, and, together with the other assignees, assume personal and joint liability for any damage caused to the communal areas of the building that directly affect the full enjoyment of the allocated accommodation (including, but not limited to: furnishings, equipment, installations, lobbies, corridors, staircases, recreational areas, etc.), even if the person responsible for the damage cannot be identified.
- Submit a ticket via the 'RESIDENCE – General Information' section of [the Student Helpdesk](#) to the residence manager to request authorisation to bring in furniture, which must be certified as fire-resistant and must not obstruct escape routes, and to bring in small CE-marked electrical appliances with a power rating not exceeding that supplied in the residence.

Please also note that utility charges (including, but not limited to, water, electricity, gas, etc.) are included in the monthly rent; any abnormal consumption caused by improper behaviour will be charged to the residents, even if the person responsible for the abnormal consumption cannot be identified.

ART. 12 – PROCEDURE FOR SETTling CLAIMS FOR DAMAGE CAUSED

In the event of any missing items or damage identified by the ESU to the allocated equipment and communal facilities, the occupant must reimburse the amount corresponding to the value or the cost of repair and/or replacement, as set out in the table attached to these regulations (Annex 1), subject to any adjustments. Compensation for the damage must be paid to the Residence Manager within seven days of notification, in accordance with the procedures set out in Art. 8.

ARTICLE 13 – CLEANING OF ALLOCATED SPACES

The tenant is responsible for cleaning the room, the toilets and the interior spaces of the flat.

Should the room be found to be in an unacceptable state of cleanliness, the occupant will be given 24 hours to clean it; after this period, the Organisation may arrange for the cleaning service to be carried out within the rooms by its own staff or through external contractors. In such cases, the cost of the service will be charged to the occupants of the room or flat, with the amount divided equally amongst the occupants. The service must be paid for within seven days of the date of the request to the Residence Manager, in accordance with the procedures set out in Article 8.

ARTICLE 14 – MAINTENANCE WORK AND ANY FAULTS

The occupant may report any faults to the reception desk or request maintenance work within their room and the allocated areas.

If the fault is due to incorrect or improper use of the facilities by the occupants, the cost of the repair work will be charged to the person responsible for the fault on the basis of the costs set out in the table attached to these regulations. (Annex 1)

Where it is not possible to attribute individual responsibility, the cost of the repair work shall be divided equally amongst the occupants of the accommodation unit.

Routine maintenance work, with the exception of urgent work, will normally be notified 24 hours in advance.
Authorised staff are permitted access to the accommodation even in the absence of the occupant.

ART. 15 – GENERAL MEETING

This paragraph does not apply to occupants of the guest accommodation.

Tenants of the halls of residence shall elect their representatives at a general meeting held in each residence by 15 November; no external parties are permitted to attend these meetings, failing which the meeting shall be deemed invalid. At each meeting, before proceedings begin, participants must appoint a Chair and a Secretary, who in turn are responsible for drawing up the minutes of the meeting and forwarding them to the Residence Manager.

a) Representatives – Contact Persons

The General Meeting shall elect, as a minimum, the following representatives/contact persons:

1. Residence representatives
2. Contacts for communal kitchens, where applicable
3. IT service representatives
4. Liaison officers for the gym and sports facilities
5. Garden liaison, where applicable

The representatives/contact persons thus selected form the 'Student Committee', which acts as the sole point of contact for the Head of the Hall of Residence on all matters relating to accommodation; the names of the representatives/contact persons must be communicated to residents by posting them on the designated noticeboards and to the Head of the Hall of Residence. The appointment of representatives/contact persons may be revoked by the Assembly at any time, provided that the Assembly simultaneously appoints a new representative.

b) Activities

The heads of the various sectors may submit proposals for activities to be carried out during the academic year.

Any written requests for financial contributions or for the purchase of goods for the hall of residence may be included in the minutes of the General Assembly or, subsequently, submitted to the Head of the Hall of Residence, who will forward them to the relevant authority. Requests will be assessed and a positive or negative response will be given within 30 days.

For cultural activities, students should refer to the 'Call for Cultural Activities' published on the ESU website.

c) Events and functions

Any type of event must be requested in advance via a ticket submitted to 'RESIDENCE – General Information' at [the Student Helpdesk](#) at least 7 days beforehand; it must be authorised by the Residence Manager and must end by midnight so as not to disturb other residents or the peace and quiet of the neighbourhood.

Any exceptions to these timings must be authorised by the Residence Manager, following a validly justified request from the organisers via a ticket.

Any inter-residence events, such as tournaments or parties, may be authorised by the Head of the Department, subject to the submission of a detailed programme for the event accompanied by a list of the names of any participants from outside the residence. The programme must be signed by the applicants, who will be jointly and severally liable for any damage, fines or other consequences.

No events, proselytising activities or public gatherings of a religious and/or political nature are permitted in the residence's communal areas.

Should the representatives – contact persons referred to in point (a) of this article – not be appointed, none of the activities set out in point (b) below may be carried out.

ART. 16 – USE OF COMMUNAL AREAS

The lecture theatres and communal areas are available to residents, unless otherwise used by the ESU of Padova. Use of the kitchens, gyms and launderettes is reserved exclusively for residents. Communal areas are normally available for use until 11.30 pm. Any exceptions to this time limit must be authorised by the Residence Manager. In order to obtain the necessary approval, organisers must submit a written and signed request to the Residence Manager at least seven days in advance, specifying the agenda. Only residents of the hall of residence where the meeting is being held may attend.

a) Laundry

The halls of residence are equipped with coin-operated washing machines and tumble dryers available to residents.

To ensure that everyone can use this service conveniently, washing machines must be used for appropriate quantities of laundry and must be cleared at the end of each wash cycle.

Use is restricted to residents of the hall of residence only.

b) Kitchen facilities

All halls of residence are equipped with kitchen facilities, either communal and/or en suite, fitted with hobs, sinks, fridges, cupboards, etc. Residents are responsible for keeping the kitchens clean.

Each resident must provide their own kitchenware (pots, plates, cutlery, etc.), as well as the necessary detergents and cleaning materials. Kitchens must always be left tidy, clean and free of dirty crockery; ovens, hobs and other appliances must always be left clean. Please remember never to leave hobs switched on and unattended.

Fridges must be cleaned and defrosted regularly and cleared of any out-of-date food.

ESU may organise periodic clearing and cleaning of communal kitchens, fridges and freezers, notifying all tenants by email with at least 7 days' notice. During these activities, all food and any other items found inside the kitchens, fridges and freezers will be discarded for health and hygiene reasons.

c) Waste – Separate Collection

Separate waste collection is carried out in the halls of residence.

Where there are communal kitchens, the cleaning staff are responsible for changing the bin bags, whilst **residents must sort the waste themselves.**

In halls of residence where kitchens are en suite or within flats, **the sorting of waste is entirely the responsibility of the residents.**

Waste must be collected by each resident from within their own room and disposed of in the designated bins located outside the hall of residence or at the recycling points inside the building, where available. No waste must be left in communal areas or corridors, otherwise Article 18 of these regulations will apply.

There are containers provided for the collection of cooking oil. It is strictly forbidden to pour cooking oil down the drain.

d) IT Services

The ESU provides students with internet access in accordance with the procedures published on the ESU website and/or communicated in each hall of residence.

It is prohibited to:

- Using the IT service to download or stream copyright-protected material;
- Accessing illegal websites;

- Sharing or downloading files via peer-to-peer programmes;
- Installing equipment of any kind (servers, modems, routers, access points or other network devices).

e) Additional services

The resident may request the following additional services, subject to a fee, by email:

- Room cleaning: request by opening a ticket under 'RESIDENCE – General Information' in [the Student Helpdesk and](#) addressing it to the Residence Manager;
- Provision of bed linen and towels: request by opening a ticket under "RESIDENCE – General Information" in [the Student Helpdesk](#) 20 days before the arrival date

Payment for additional services must be made in advance via PAGOPA or other permitted methods, in accordance with the costs set out in the table attached to these Regulations.

f) Accommodation for guests

In some halls of residence, a bed may be made available, **subject to availability**, to accommodate students or friends.

The request must be made at least 3 working days in advance by submitting a ticket to "RESIDENCE – General Information" at [the Student Helpdesk](#) and paying €35.00 per night (minimum 3, maximum 5 nights) before the room key is handed over.

ART. 17 – PROCEDURES FOR THE IMPOSITION OF SANCTIONS

Breaches of the rules set out in these regulations may be penalised, depending on the seriousness of the offence, with the following measures:

- Written warning:** issued, depending on the severity, by the Head of the accommodation facility in the event of a breach of any of the obligations set out in Articles 18 and 19.
- Financial penalty:** this is decided by the Head of the Accommodation Department following a report from the facility manager and is imposed for a breach of any of the obligations set out in Article 18.

Within seven days of receiving the email, the allottee may submit their response to residenze@esu.pd.it; following this, the penalty may be confirmed or amended by the Head of the Accommodation Department. If the penalty is confirmed, the tenant must pay the penalty, in accordance with the procedures set out in Article 8, within 7 days; otherwise, a late payment charge of €25.00 will be applied.

- Written warning with the effect of a formal notice and a financial penalty:** this is decided by the Head of the Accommodation Department following a report from the facility manager and is imposed for a breach of any of the obligations set out in Article 19.

Within seven days of receiving the email, the successful applicant may submit their response to residenze@esu.pd.it; following this, the penalty may be confirmed or amended by the Head of the Accommodation Department. If the penalty is confirmed, the tenant must pay it, in accordance with the procedures set out in Article 8, within 7 days; otherwise, a late payment charge of €25.00 will be applied.

- Revocation of accommodation:** this is decided by the Head of the Accommodation Department following a report from the facility manager and is imposed in the event of a breach of any of the obligations set out in Article 20.

Within ten days of receiving the email, the allottee may submit their response to residenze@esu.pd.it, following which the revocation may be confirmed or amended by the Head of the Accommodation Department. If confirmed, the allottee must vacate the accommodation by the deadline specified.

Sanctions are communicated by email to the address provided by the tenant at the time of allocation.

With regard to points (b), (c) and (d), the tenant may appeal against the decision within 10 days of receiving the final decision confirming the penalty issued by the Head of the Accommodation Department, by sending an email to the Director at direzione generale@esu.pd.it.

ART. 18 – CONDUCT SUBJECT TO A FINANCIAL PENALTY

A financial penalty of €50.00 (plus any damages) shall be imposed on the occupant in the following cases

- a) failure to comply with the rules laid down by the Organisation regarding the use of the premises, equipment, spaces and sports, recreational and cultural facilities made available to residents (see, for example, Articles 11, 13, 15 and 16);
- b) failure to comply with the rules governing the entry of visitors from outside the residence during permitted hours (see, for example, Article 6);
- c) disturbance to guests and neighbours. The use of radios, televisions, stereo systems or similar equipment, and general behaviour, must be such as not to cause a disturbance (Art. 6);
- d) placing bulky items in communal areas and rooms;
- e) placing bulky objects on balconies and windowsills which may pose a danger to the safety of passers-by or whose placement is prohibited by current local or block regulations;
- f) throwing water or other materials from window sills or terraces that may cause damage to the premises or pose a danger to guests and passers-by;
- g) removing or bringing furniture, equipment or electrical appliances of any kind into communal areas and rooms, or moving, dismantling, altering or otherwise tampering with the furnishings without the written authorisation of the Residence Manager (Art. 11);
- h) failing to compensate for damage caused to the premises in accordance with the procedures and time limits set out in Article 12;
- i) failure to pay the amount due for the services and works referred to in Articles 13 and 14 in accordance with the terms set out therein;
- j) failure to pay the accommodation fee within 20 days of the due date (Art. 8);
- k) failure to collect and sort waste and to place it in the appropriate bins outside the residence (Article 16(c)). In the event of non-compliance with local authority regulations concerning waste sorting, any administrative penalties will be charged to the student responsible, or jointly and severally to all residents of the accommodation;
- l) installing routers, network equipment, servers, etc., and breaching the provisions of Article 16 on IT services;
- m) affixing permanent stickers or posters that cause damage to walls, doors or furnishings; displaying notices, signs or other items outside the areas specifically designated for this purpose;
- n) disposing of materials in the drainage pipes of sinks, washbasins, toilets, etc., which may cause blockages;
- o) leaving food or drink residues in communal areas or using such areas whilst leaving dirt and rubbish behind (including kitchens).
- p)

ART. 19 – BEHAVIOUR FOR WHICH A WRITTEN WARNING (SERVING AS A FORMAL NOTICE) AND A FINANCIAL PENALTY ARE IMPOSED

The occupant will be served with a written warning and a financial penalty of €100.00 for each instance of the behaviour listed (plus any damages), in the following cases:



- a) negligence in keeping the allocated spaces tidy and clean;
- b) disturbing guests and neighbours. In particular, between 11.30 pm and 8.30 am: singing, loud noises and disturbances of any kind are prohibited both in the rooms and in the communal areas;
- c) inappropriate behaviour towards the accommodation staff and other guests;
- d) hosting guests from outside the residence at the allocated accommodation or at the Residence outside the permitted hours;
- e) the use in the allocated room of electric or gas hobs, fridges or other types of electrical appliances unless specifically provided by the Company or authorised in writing by the Residence Manager;
- f) keeping animals of any kind within the premises (with the exception of guide dogs for the blind);
- g) multiple and/or repeated breaches of one or more of the obligations set out in Article 18 during the academic year.

ARTICLE 20 – CONDUCT LEADING TO THE REVOCATION OF A BED

The bed will be withdrawn from the occupant in the following cases:

- a) transferring or subletting their bed to a third party, regardless of the reason for doing so;
- b) transferring or permitting third parties to use the key to the hall of residence;
- c) possession of flammable materials, harmful or radioactive substances, narcotics or any other substances prohibited by law;
- d) failure to pay the accommodation fee in accordance with the procedures set out in Article 8 and failure to settle sums due for expenses and/or penalties referred to in Articles 12, 18 and 19;
- e) making false statements in order to obtain the benefit as the allottee;
- f) failure to occupy their accommodation for one consecutive month, in the absence of serious and substantiated reasons (illness of the tenant and/or family members, a study placement at another Italian or foreign university, a research thesis in another city, region or country, etc.);
- g) behaviour contrary to public order (including, by way of example and without limitation, participation outside permitted hours in unauthorised parties or events that disturb the peace);
- h) alterations, damage or modifications to the building's systems (electrical, heating, fire safety and air-conditioning, where present), painting or significant damage to the accommodation resulting from its improper use;
- i) obvious neglect of the accommodation with significant implications for the property's health and hygiene standards (e.g. hoarding of rubbish, infestation of insects due to a lack of cleaning, etc.);
- j) multiple and/or repeated breaches which have resulted in the tenant receiving more than one written warning as referred to in Article 19 during the academic year.

The relevant academic authorities will be notified of the matter.

The revocation of the accommodation place entails exclusion from the Accommodation Allocation Scheme for subsequent academic years. Should the tenant fail to vacate the accommodation in accordance with the procedures and deadlines set out in the revocation notice, they will also be excluded from access to all services provided by the ESU of Padova and will be barred from entering all premises managed by the ESU.

ART. 21 – PRIVACY NOTICE ON THE PROCESSING OF PERSONAL DATA

Pursuant to Article 13 of European Regulation 2016/679 (GDPR), the general privacy notice on the processing of personal data is available on the Organisation's official website at the following link: <https://www.esu.pd.it/privacy>.

ART. 22 – REFERRAL PROVISIONS

In respect of any matters not covered by these regulations, the assignee and the Company shall in any event be subject to the relevant provisions of the law in force. In particular, they are subject to Article 12 of Decree-Law No. 59 of 21 March 1978, converted with amendments into Law No. 191 of 18 May 1978, which provides for the obligation to notify the local public security authority of the personal details of any persons accommodated on any grounds whatsoever.

Padova, 4 September 2026

The Director
Dr Gabriele Verza

APPENDIX 1 – REPAIR COSTS

LIST OF THE MOST FREQUENT REPAIR / REPLACEMENT / HIRE COSTS IN RESIDENCES (by way of example, but not exhaustive)

Description	Notes	Price
KEY/CARD DUPLICATE		INVOICE
KEY/CARD DUPLICATE	minimum charge	€10.00
EMPTY CALL-OUT BY EXTERNAL CONTRACTOR		€50.00
EMERGENCY CALL-OUT FOR MINOR REPAIRS		€80.00
UNBLOCKING toilets, showers, bathtubs, bidets, kitchen sinks and washbasins		€50.00
ON-CALL SECURITY PATROL SERVICE		€35.00
REPAIR OF BEDROOM OR KITCHEN CABINET DOORS		€50.00
REPAIR OF HOUSEHOLD APPLIANCES		INVOICE
REPAIR OF SOCKETS, PLUGS AND TABLE LAMPS	each	€20.00
REPLACEMENT OF TOILET SEAT FIXINGS		€10.00
REPLACEMENT OF BUILT-IN TOILET Cistern		€150.00
REPLACEMENT OF EXTERNAL TOILET Cistern		€70.00
REPLACEMENT OF HINGES ON VARIOUS CABINETS	per door	€10.00
REPLACEMENT OF WASTE BIN		€15.00
LOCK CYLINDER REPLACEMENT		€30.00
INTERCOM REPLACEMENT		INVOICE
ROLLER SHUTTER CORD REPLACEMENT		€30.00
REPLACEMENT OF HOUSEHOLD APPLIANCES		INVOICE
FIRE EXTINGUISHER REPLACEMENT		INVOICE
REPLACEMENT OF TAP SPRAY NOZZLE FILTER		€5.00
REPLACEMENT OF TABLE LAMPS		INVOICE
REPLACEMENT OF BEDROOM DOOR HANDLE		€15.00
REPLACEMENT OF POWER SOCKETS AND/OR SWITCHES		€30.00
REPLACEMENT OF TOILET SEAT		€45.00
LOCK REPLACEMENT FOR LOCKER		€10.00
DOOR LOCK REPLACEMENT		€45.00
WASHBASIN/SINK DRAIN TRAP REPLACEMENT		€45.00
SHOWER HEAD REPLACEMENT		€25.00
REPLACEMENT OF HAND SHOWER		INVOICE
SHOWER CURTAIN REPLACEMENT		€25.00
GLASS REPLACEMENT	per square metre	€40.00
PARTIAL PAINTING OF WALLS (where stickers are present)	per square metre	€15.00
PARTIAL PAINTING OF WALLS (where stickers are present)	minimum charge	€45.00
PARTIAL WALL PAINTING WITH TEMPERA PAINT	per square metre	€10.00
PARTIAL WALL PAINTING WITH TEMPERA PAINT	minimum charge	€40.00
ROOM CLEANING		€25.00
ROOM CLEANING WITH BATHROOM		€35.00
CLEANING OF A ROOM WITH BATHROOM AND KITCHEN		€50.00
PEST CONTROL SERVICE	minimum charge	€70.00
BLANKET		€40.00
BEDSPREAD		€40.00
MATTRESS COVER		€15.00
SECOND-HAND MATTRESS		€60.00
NEW MATTRESS		€120.00
TOWEL SET HIRE (1 bath towel, 2 hand towels)		€5.00
BED LINEN SET HIRE (top sheet, bottom sheet and pillowcase)		€5.00
USE OF UNCOVERED ON-SITE CAR PARK (subject to availability)	monthly rate	€15.00
USE OF INDOOR CAR PARK (subject to availability)	monthly rate	€20.00

The prices shown do not include labour. Any misuse of materials and equipment or incorrect or improper use of facilities by guests will be charged to the person responsible for the damage. For any other work not covered in this table, the relevant material costs will be charged, as per invoice, plus €40.00 per hour for labour.