

General regulations for university residences Academic Year 2025/2026

Approved by Director's Decree no. 249 of 27/08/2025

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INTRODUCTION

The ESU of Padua, in implementation of state and regional legislation on the right to university education, pursues the objective of offering students the opportunity to succeed in their university studies, to encourage course attendance and regular study, and to participate fully in university life.

University residences are designed as an environment that offers students human relationships and logistical solutions in a context supported by the principles of loyalty, responsibility, dialogue, discussion, curiosity and cultural vitality.

To this end, ESU offers a dignified and comfortable environment, enriched by the diversity of people and cultural offerings provided by the University, the City and other institutions dedicated to university studies.

Access to the residences is mainly 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, based on income and merit, cover only part of the running costs. This policy is made possible thanks to the financial contribution of the Veneto Region.

Proper integration into university community life also means a commitment to observing the fundamental rules of tolerance, mutual respect and responsible participation in order to achieve the objectives of growth in terms of interpersonal, professional and human qualities. These regulations detail the rules of shared responsibility in the use of the spaces and facilities made available to all guests of the University Residences.

ART. 1 - ALLOCATION OF ACCOMMODATION

At the time of accommodation allocation, **it is necessary to be enrolled or in the process of enrolling at the University of Padua** and to present a valid identity document.

Upon signing the **Key Collection Form**, students acknowledge that they have read and agree to abide by the rules set out in these 'General Regulations for University Residences'.

Students participating in the competition who do not accept the accommodation assigned by the ESU within the deadlines set out in the call for applications forfeit the benefit for the academic year in question.

Failure to take possession of the accommodation on the days set for acceptance must be communicated and justified by opening a ticket at 'RESIDENCE - General Information' at <https://myesupd.dirittoallostudio.it> by **26 September 2025**. ESU may authorise a delayed move-in, which is permitted **up to 30 consecutive days from the date of opening of the residences** or assignment (if the move-in is during the academic year).

Beyond this deadline, failure to move in **will result in the forfeiture of the accommodation and the loss of the security deposit**.

ART. 2 - ACCESS TO ACCOMMODATION

Upon arrival at the residence, the assignee **receives and signs the key and room handover report**, containing information on the condition of the room/apartment and the assigned furnishings. **Within forty-eight hours** of arrival at the residence, the assignee must return the handover report, indicating any non-conformities found.

The residence manager will verify the discrepancies found and countersign the report.

Any damage or issues reported after the above-mentioned deadline will be considered as caused by the assignee.

Failure to sign the handover report will result in automatic acceptance of the good condition of the accommodation and furnishings delivered.

The allocation of a bed guarantees the standard furnishings of the room and bedroom accessories consisting of a mattress and mattress cover; blankets and bedspreads are provided on request. The assignee is responsible for providing their own linen and personal bedroom accessories (sheets, pillowcases, towels, pillows).

ART. 3 - GUEST SAFETY

ESU provides a video on its website www.esu.pd.it explaining the **safety procedures** to be followed in case of emergency. Students who have accepted accommodation undertake to view this video and, upon entering the accommodation, must familiarise themselves with the procedures to be followed in case of emergency and fire prevention, as indicated.

The assignee must participate in any training and information activities organised by ESU Padova regarding safety.

ART. 4 - USE OF ACCOMMODATION

The assignee undertakes to comply with the normal rules of community life. The concierge service, where available, may be suspended in relation to the academic calendar and the consequent reduction in occupancy of the Residences. In the absence of concierge staff, some services and access to common areas may not be guaranteed.

The intervention of the operations centre patrol, required to access the residence premises in the absence of concierge service, must be paid for according to the rates in Annex 1 (SECURITY PATROL INTERVENTION ON CALL) **from the second call onwards.**

For security reasons, in the event of absences exceeding 24 hours, the assignee is required to notify the concierge of their absence and hand in their key. Notifying the duration of the absence allows for more effective intervention in the event of an emergency.

In the event of unjustified absences exceeding 30 days, the place will be revoked (as provided for in Article 20) and vacated by the administration.

Assignees and their guests must refrain from any activity that causes noise disturbance to other guests in the residence between 11.30 p.m. and 8.30 a.m., both in their rooms and in the common areas.

Any requests for transfer within the same residence, duly justified, may be sent by opening a ticket at 'RESIDENCE - Transfer request' at <https://myesupd.dirittoallostudio.it>. The Residence Manager will respond within 15 days.

Requests for transfer to another residence can be sent by opening a ticket at "RESIDENCE - Transfer request" at <https://myesupd.dirittoallostudio.it>, but will only be considered if there is a similar request from another student allowing for a reciprocal exchange of beds. In this case, applicants will receive a response from the Residences Office within 15 days.

In the event of proven incompatibility between guests in the same accommodation unit or for organisational reasons, the ESU reserves the right to transfer guests to other accommodation or other residences.

ART. 5 - ACCESS TO ACCOMMODATION FOR INSPECTIONS

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

Inspections of the accommodation will be carried out by Residence staff during the year with 24 hours' notice, except in special situations of necessity and urgency.

ART. 6 - VISITS BY PERSONS OUTSIDE THE RESIDENCE

External guests are allowed access from 8.30 a.m. to 11.30 p.m. and the assignee may keep them in their room from 8.30 a.m. to 1 a.m. A maximum of 3 people (internal and/or external) may be present in the room, **provided that this does not disturb other residents** and is in compliance with the conditions of crowding of spaces, compatible with the protection of health and safety, and the hours referred to in Art. 4.

External visitors must provide their personal details to the Company's reception staff and leave an identification document, which will be returned to them at the end of the visit.

The reception staff will ask for the consent of the person receiving the visit.

Visits are permitted in the presence of the assignee and only in the assigned room and in the study room reserved for group study.

The assignee shall be liable for any damage caused by visiting external guests and shall be personally responsible for any failure on their part to comply with these regulations.

From 1:00 a.m. to 8:30 a.m., no one other than the assignees may be in the residence (rooms and common areas).

The ESU accepts no responsibility for damage to property or injury to persons caused by external guests of the Residences.

ART. 7 - RENUNCIATION OF THE BED AND FORFEITURE DUE TO LOSS OF REQUIREMENTS

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

The waiver must be submitted by sending a ticket to the Student Help Desk 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, waivers will only be accepted if the reason is academic in nature (e.g. participation in internships, work placements, study programmes or other equivalent cases at other universities, 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 deadline, **ESUs will retain the security deposit.**

N.B.: in order to receive the scholarship as a non-resident student, you must provide proof of an accommodation contract lasting at least 10 months (this requirement is subject to change based on the 'Annual Regional Plan for the Implementation of the Right to Education'). **Students who withdraw from the programme assume all responsibility for any revocation and/or changes to the scholarship resulting from their withdrawal** (in particular, for students receiving a regional scholarship who withdraw from ESU accommodation, the University of Padua will automatically change their status from 'away from home' to 'away from home to be confirmed'. This entails a recalculation of the scholarship awarded, which is equated to the amount provided for 'commuter' status without the application of the accommodation service contribution (€1600/€800). Failure to apply the accommodation service contribution means that the cost of the bed assigned, calculated at the 'full' rate, will be borne entirely by the student).

Forfeiture due to graduation: if the recipient completes their studies before the end of the contract, they must leave the bed at the end of the month in which they graduate, paying the full monthly fee. It is possible to request **to remain** in the Residence even **after graduation**. In this case, ESU may authorise the student to use the accommodation until the expiry date specified in the call for applications, **applying the 'Non-eligible' rate.**

ALL REQUESTS MUST ALWAYS BE SUBMITTED VIA TICKET TO 'RESIDENCE - Bed space waiver' or 'RESIDENCE - Degree notification' at <https://myesupd.dirittoallostudio.it>.

ART. 8 - PAYMENT METHODS

The assignee undertakes to pay the accommodation fee for the entire period of assignment based on the different statuses and prices defined in the call for applications via the PAGOPA procedure by connecting to <https://myesupd.dirittoallostudio.it>.

In exceptional cases where it is technically impossible to use the PAGOPA portal, reported via ticket to "RESIDENCE - General information" at <https://myesupd.dirittoallostudio.it>, it will be possible to pay the accommodation fee using other systems indicated.

The deadlines for payments are as follows:

- **Non-resident students eligible for the competition: 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 50% of the remaining amount;
 - Third instalment: by 30 April, to settle the remaining amount
- **Eligible commuting students, eligible doctoral students and all other users: payment in advance in monthly instalments.**

The scholarship for students living away from home includes a contribution for the provision of accommodation, the amount of which is defined annually by the Regional Council of Veneto with the approval of the Plan for the Implementation of the Right to University Education (DSU). The contribution for the provision of accommodation services is deducted from the tuition fee, therefore ESU will only request payment of the portion of the tuition fee exceeding the accommodation contribution.

A late payment fee of €25.00 will be applied for each late payment. If the delay in payment exceeds 30 days, an administrative penalty of €50.00 will be applied, as per Article 18.

Rates are monthly and cannot be split; if the assignee - other than the competition winner - acquires the accommodation after the 16th of the month, the rate 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.

While respecting the opening periods of the residences established in the competition announcement, **the monthly fee for July will be charged in full in all cases.**

Requests for payment in instalments will only be considered if sent via ticket to 'RESIDENCE - General Information' at <https://myesupd.dirittoallostudio.it> before the instalment deadline, in order to avoid late payment charges.

ARTICLE 9 - CHECK-OUT

The accommodation must be vacated **by 10 a.m. on the last day of the assignment.**

The assignee undertakes to notify the Residence Manager of their departure date via ticket, with a minimum of 7 days' notice. This notice is necessary in order to organise a joint inspection, during which the assignee will sign the 'release report' and hand over the keys to the room.

The premises in use must be returned free of all personal effects and in a state of cleanliness that allows other people to move in; in particular: remove the bed linen from the mattress, thoroughly clean the furniture and floors, bathrooms and kitchens (including appliances) if present. Otherwise, the deposit will be retained.

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

Esu offers students who are leaving their accommodation but plan to return in the following months the possibility of using 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 deadline for collecting luggage indicated in these 'Luggage Storage Regulations' is binding; **Esu will dispose of any luggage not collected after this date.**

ART. 10 - RELEASE OF THE SECURITY DEPOSIT

The security deposit paid will only be released after:

- Verification of payment of fees and any late fees/penalties;
- Verification that the accommodation (room and common areas) has been vacated by the service staff in accordance with the procedures set out in Art. 9;
- Return of keys and equipment by the assignee.

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

In order to avoid technical problems, it is advisable to indicate a bank account in the name of the accommodation assignee.

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

In exceptional and justified cases, and only for deposits made from Monday to Friday (on working days) by opening a ticket in 'RESIDENCE - General Information' at <https://myesupd.dirittoallostudio.it>, other methods of refund may be possible.

Refunds by bank transfer outside the SEPA area incur high fees, which will be borne entirely by the guest. International guests are kindly requested to provide a SEPA area IBAN (credit cards, online accounts, etc.) as a matter of preference.

If the IBAN is not provided by the end of the assignment period, the deposit will not be refunded.

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 room/apartment, the furnishings therein and any damage caused.
- respect all movable and immovable property for common use, including equipment and furnishings, assuming, together with the other assignees, personal and joint liability for damage caused to the common parts of the building that directly relate to the full enjoyment of the assigned accommodation (by way of example but not limited to: furnishings, equipment, facilities, lobbies, corridors, stairs, recreational areas, etc.), even if the perpetrator of the damage cannot be identified.
- request, by opening a ticket at 'RESIDENCE - General Information' at <https://myesupd.dirittoallostudio.it>, permission from the residence manager to bring in furniture, which must be declared fireproof 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 utilities (including, but not limited to, water, electricity, gas, etc.) are included in the monthly fee; any abnormal consumption caused by improper behaviour will be charged to the assignees even if the person responsible for the abnormal consumption cannot be identified.

ART. 12 - SETTLEMENT OF DAMAGES

In the event of any shortages or damage found by the ESU to the assigned material and common facilities, the assignee shall reimburse the amount corresponding to the value or cost of repair and/or replacement, as shown in the table attached to these regulations (Annex 1), except for adjustments. The damage must be compensated to the Residence Manager within seven days of notification, in accordance with the procedures set out in Art. 8.

ARTICLE 13 - CLEANING OF ASSIGNED SPACES

The cleaning of the room, bathroom and interior spaces of the flat is the responsibility of the assignee.

If the room is found to be in an unacceptable state of cleanliness, the assignee will be given 24 hours to clean it, after which the Company may arrange for the rooms to be cleaned by its own staff or by external companies. In this case, the cost of the service will be charged to the guests of the room or flat, dividing the amount equally among the assignees. 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.

ART. 14 - MAINTENANCE WORK AND ANY FAULTS

The assignee may report any faults to the concierge or request maintenance work to be carried out in their room and assigned areas.

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

If it is not possible to attribute individual responsibility, the cost of the repair will be divided equally among the persons staying in the accommodation unit.

Routine maintenance work, with the exception of urgent repairs, will normally be notified 24 hours in advance. **Access to the accommodation is permitted to the personnel in charge even in the absence of the assignee.**

ART. 15 - ASSEMBLY

This paragraph does not apply to assignees of the guest accommodation service.

The assignees of the residence shall appoint their representatives through a meeting held in each residence by 15 November; external parties are not allowed to attend these meetings, under penalty of invalidating the meeting. At each meeting, before the start of proceedings, participants must appoint a Chair and a Secretary, who are responsible for drawing up the minutes of the meeting and sending them to the Residence Manager.

a) Representatives - Contact persons

The Assembly shall elect at least the following representatives/contact persons:

1. Residence representatives
2. Common kitchen representatives, where applicable
3. IT services representatives
4. Gym and sports facilities representatives
5. Garden contact person, where applicable

The representatives/contact persons thus chosen make up the "Student Committee", which is the sole point of contact for the Residence Manager for all matters relating to accommodation. The names of the representatives/contact persons must be communicated to the assignees by posting them on the appropriate notice boards and to the Residence Manager. The appointment of representatives/contact persons may be revoked by the Assembly at any time, provided that the Assembly appoints a new representative at the same time.

b) Activities

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

Any written requests for financial contributions or the purchase of goods for the residence may be submitted in the minutes of the Assembly or, subsequently, to the Residence Manager, who will forward them to the relevant person. Requests will be evaluated 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

All types of events must be requested in advance by submitting a ticket to 'RESIDENCE - General Information' at <https://myesupd.dirittoallostudio.it> at least 7 days in advance. They must be authorised by the Residence Manager and must end by midnight so as not to disturb other residents and the public peace.

Any exceptions to the time limit must be authorised by the Residence Manager, subject to a valid request by the organisers via ticket.

Any inter-house events such as tournaments or parties may be authorised by the Sector Manager, subject to the submission of a detailed programme of the event accompanied by a list of 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, penalties or other costs.

Religious and/or political meetings or events are not permitted in the Residences.

If the representatives referred to in letter a) of this article are not appointed, all the activities referred to in letter b) below may not be carried out.

ART. 16 - USE OF COMMON AREAS

The classrooms and common areas are available to the residents of the residence unless otherwise used by the ESU of Padua. The use of kitchens, gyms and laundries is reserved exclusively for the residents of the residence. Common areas are normally used until 11.30 p.m. Any exceptions to this time limit must be authorised by the Residence Manager. For the purposes of the necessary approval, any meetings must be requested by the organisers from the Residence Manager, in writing and signed, with at least seven days' notice, specifying the agenda. Only residents of the residence where the meeting is being held may participate.

a) Laundry

Washing machines and dryers are available for a fee in the residences for residents to use.

In order for everyone to be able to use this service comfortably, washing machines must be used for adequate quantities of laundry and must be vacated at the end of each wash cycle.

Use is reserved for residents of the residence only.

b) Kitchen service

All residences are equipped with kitchens, either shared and/or in-room, equipped with hobs, sinks, refrigerators, cupboards, etc. Users are responsible for cleaning the kitchens.

Each tenant must provide their own utensils (pots, plates, cutlery, etc.), as well as appropriate detergents and cleaning materials. Kitchens must always be left tidy, clean and free of dirty dishes; ovens, stoves and other appliances must always be left clean. Please remember never to leave stoves unattended when in use.

Refrigerators must be cleaned and defrosted regularly and cleared of expired food.

ESU may organise periodic emptying and cleaning of shared kitchens, refrigerators and freezers, notifying all assignees by email with at least 7 days' notice. During these activities, all food and other materials found inside the kitchens, refrigerators and freezers will be thrown away for health and hygiene reasons.

c) Waste – Separate Collection

Waste sorting is carried out in the Residences.

Where there are shared kitchens, the cleaning staff will take care of rotating the bags, while **the tenants are responsible for sorting the waste.**

In residences where kitchens are located in rooms or flats, **separate waste collection is entirely the responsibility of the tenants.**

Waste must be collected by each tenant from their own room and placed in the appropriate bins located outside the residence or in the internal recycling areas, where available. No waste may be left in the common areas or corridors, under penalty of the application of Article 18 of these regulations.

There are containers for oil collection. It is strictly forbidden to pour oil down the drains.

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 residence.

It is forbidden to:

- Using the IT service to download or stream copyrighted material;

- Accessing illegal websites;
- Sharing or downloading files via peer-to-peer programmes;
- Installing any type of device (servers, modems, routers, access points or other network devices).

e) Additional services

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

- Room cleaning: request by opening a ticket at 'RESIDENCE - General Information' at <https://myesupd.dirittoallostudio.it> to the Residence Manager;
- Supply of sheets and towels: request by opening a ticket at "RESIDENCE - General Information" at <https://myesupd.dirittoallostudio.it> 20 days before the date of arrival

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

f) Accommodation

In some Residences, a bed may be made available, **where places are available**, to accommodate students/friends.

The request must be made at least 3 working days in advance via ticket to "RESIDENCE - General Information" at <https://myesupd.dirittoallostudio.it> and by paying €35.00 per night (minimum 3, maximum 5 nights) before the room key is handed over.

ART. 17 - APPLICATION OF SANCTIONS

Violations of the rules contained in these regulations may be penalised, depending on the seriousness of the facts, with the following measures:

- Written warning:** decided, depending on the severity, by the facility manager in the event of a violation of one of the obligations set out in Articles 18 and 19.
- Financial penalty:** decided by the Head of the Residential Sector on the recommendation of the facility manager and imposed for violation of one of the obligations set out in Art. 18.

Within seven days of receiving the email, the assignee may send their counter-arguments to residenze@esu.pd.it, following which the penalty may be confirmed or modified by the Head of the Residential Sector. If confirmed, the assignee must pay the penalty, in accordance with Article 8, within seven days; otherwise, a late payment fee of €25.00 will be applied.

- Written warning with a financial penalty:** this is decided by the Head of the Residential Sector on the recommendation of the facility manager and is imposed for violation of one of the obligations set out in Article 19.

Within seven days of receiving the email, the assignee may send their counter-arguments to residenze@esu.pd.it, following which the penalty may be confirmed or modified by the Head of the Residential Sector. If confirmed, the assignee must pay the penalty, in the manner specified in Article 8, within 7 days; otherwise, a late payment fee of €25.00 will be applied.

- Revocation of accommodation:** this is decided by the Head of the Accommodation Sector on the recommendation of the facility manager and is imposed for violation of one of the obligations set out in Article 20.

Within ten days of receiving the email, the assignee may send their counter-arguments to residenze@esu.pd.it, following which the revocation may be confirmed or modified by the Head of the Residences Sector. If confirmed, the assignee must leave the accommodation within the specified time frame.

Penalties are communicated by email to the address provided by the assignee at the time of assignment.

With regard to points b), c) and d), the user may appeal against the measure within 10 days of confirmation by sending an email to the Director at direzionegenerale@esu.pd.it.

ART. 18 - BEHAVIOUR SUBJECT TO FINANCIAL PENALTIES

The assignee will be subject to a financial penalty of €50.00 (plus any damages) 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, for example, Articles 11, 13, 15 and 16);
- b) failure to comply with the rules governing the entry of guests from outside the residence during the permitted hours (see, for example, Art. 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 disturbance (Article 6);
- d) placement of bulky items in common areas and rooms;
- e) placing bulky objects on terraces and windowsills that may constitute a danger to the safety of passers-by or whose placement is prohibited by municipal or condominium regulations in force;
- f) throwing water or other materials from windowsills or terraces that may cause damage to the premises or constitute a danger to guests and passers-by;
- g) removing or introducing furniture or electrical equipment of any kind into common areas and rooms, moving, dismantling, modifying or otherwise altering the furnishings without the written authorisation of the Residence Manager (Article 11);
- h) failure to compensate for damage caused to the facilities in accordance with the terms and conditions set out in Art. 12;
- i) failure to pay the amount for the services and interventions referred to in Articles 13 and 14 in accordance with the terms set out therein;
- j) failure to pay the fee within 30 days of its due date (Art. 8);
- k) failure to collect and sort waste and to dispose of it in the appropriate containers outside the residence (Art. 16(c)). In the event of failure to comply with municipal regulations concerning waste sorting, any administrative penalties will be charged to the student responsible, or jointly to all guests of the facility;
- l) installing routers, network equipment, servers, etc. and violating the provisions of Art. 16 IT Services;
- m) having applied permanent stickers that cause damage to walls, doors or furnishings; having displayed notices, signs or other items outside the areas specifically reserved for this purpose;
- n) throwing materials that could block the pipes into the drains of sinks, washbasins, toilets, etc.;
- o) leaving food or drink residues in common areas or using them and leaving dirt and waste (including kitchens).

ART. 19 - BEHAVIOUR FOR WHICH A WRITTEN WARNING WITH THE VALUE OF A CAUTION AND A FINANCIAL PENALTY ARE ENVISAGED

The assignee will be notified of a written warning and the application of a financial penalty of €100.00 for each type of behaviour listed (to which any damages will be added) in the following cases:

- a) negligence in keeping the assigned spaces tidy and clean;
- b) disturbance to guests and neighbours. In particular, after 11.30 p.m. and before 8.30 a.m.: singing, loud noises and disturbances of any kind are prohibited both in the rooms and in the common areas;



- c) inappropriate behaviour towards the accommodation staff and other guests;
- d) hospitality at the assigned accommodation or at the Residence for guests from outside the residence outside the permitted hours;
- e) use of electric or gas cookers, refrigerators or other types of electrical appliances in the assigned room, unless specifically provided by the Company or authorised in writing by the Residence Manager;
- f) keeping animals of any kind inside the facility (with the exception of guide dogs for the blind);
- g) multiple and/or repeated violations of one or more of the obligations referred to in Article 18 during the Academic Year.

ARTICLE 20 - BEHAVIOUR LEADING TO THE REVOCATION OF ACCOMMODATION

The bed will be revoked from the assignee in the following cases:

- a) transfer or subletting of one's bed to third parties, regardless of the reason for doing so;
- b) transfer or permission to use the key to the residence to third parties;
- c) possession of flammable materials, harmful substances, radioactive substances, narcotics or any other substances prohibited by law;
- d) failure to pay the fees in accordance with the procedures set out in Article 8 and failure to pay the sums due for expenses and/or penalties referred to in Articles 12, 18, 19 and 20;
- e) false statements made by the assignee in order to obtain the benefit;
- f) failure to use one's accommodation for one consecutive month, without serious and proven reasons (illness of the assignee and/or family members, study stay at another Italian or foreign university, research thesis in another city, region, country, etc.);
- g) behaviour contrary to public order (including, but not limited to, participation outside permitted hours in unauthorised parties or events that disturb the peace);
- h) modifications, damage or alterations to the systems (electrical, heating, fire-fighting, air conditioning where present), painting, decorating or significant damage to the accommodation caused by incorrect use of the same;
- i) manifest neglect of the accommodation with relevance in terms of hygiene and health for the structure (e.g. accumulation of rubbish, proliferation of insects due to lack of cleaning, etc.);
- j) multiple and/or repeated violations that have resulted in the assignee receiving more than one written warning as referred to in Article 19 during the academic year.

The competent academic authorities will be notified of this fact.

Revocation of accommodation entails exclusion from the Accommodation Competition for subsequent academic years. If the assignee does not vacate the accommodation in accordance with the terms and conditions set out in the revocation notice, they will also be excluded from access to all services provided by the ESU of Padua and will be denied access to all facilities managed by the ESU.

ART. 21 - INFORMATION ON THE PROCESSING OF PERSONAL DATA

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



ART. 22 - REFERRAL RULES

For anything not covered by these regulations, the assignee and the Company are in any case subject to the relevant laws in force. In particular, they are subject to Art. 12 of Decree Law No. 59 of 21 March 1978, converted with amendments into Law No. 191 of 18 May 1978, which requires the local public security authority to be notified of the personal details of any persons staying at the premises for any reason.

Padua, 27/08/2025

The Director
Dr. Gabriele Verza

ANNEX 1 - REPAIR COSTS

LIST OF THE MOST FREQUENT REPAIR/REPLACEMENT/RENTAL 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 EXTERNAL COMPANY		€50.00
EMERGENCY CALL FOR SMALL REPAIRS		€80.00
UNBLOCKING TOILETS, showers, bathtubs, bidets, sinks, washbasins		€50.00
SECURITY PATROL INTERVENTION ON CALL		€ 30
REPAIR OF BEDROOM/KITCHEN FURNITURE DOORS		€
REPAIR OF APPLIANCES		INVOICE
REPAIR OF SOCKETS, PLUGS, TABLE LAMPS	each	€20.00
REPLACEMENT OF TOILET SEAT FASTENERS		€10.00
REPLACEMENT OF BUILT-IN TOILET Cistern		€150.00
REPLACEMENT OF EXTERNAL TOILET CASSETTE		€70.00
REPLACEMENT OF VARIOUS CABINET HINGES	per door	€10.00
REPLACEMENT OF PAPER BIN		€15.00
LOCK CYLINDER REPLACEMENT		€30.00
INTERCOM REPLACEMENT		INVOICE
ROLLER SHUTTER CORD REPLACEMENT		€30.00
REPLACEMENT OF APPLIANCES		INVOICE
FIRE EXTINGUISHER REPLACEMENT		INVOICE
REPLACEMENT OF TAP SPRAY NOZZLE FILTER		€5.00
REPLACEMENT OF TABLE LAMPS		INVOICE
REPLACEMENT OF ROOM DOOR HANDLE		€15.00
REPLACEMENT OF POWER SOCKETS AND/OR SWITCHES		€30.00
REPLACEMENT OF TOILET SEAT		€45.00
CABINET LOCK REPLACEMENT		€10.00
DOOR LOCK REPLACEMENT		€45.00
REPLACEMENT OF WASHBASIN/SINK DRAIN TRAP		€45.00
SHOWER HEAD REPLACEMENT		€25.00
TELEPHONE REPLACEMENT		INVOICE
SHOWER CURTAIN REPLACEMENT		€25.00
GLASS REPLACEMENT	per square metre	€40.00
PARTIAL WALL PAINTING (in the presence of stickers)	per square metre	€15
PARTIAL PAINTING OF WALLS (in the presence of stickers)	minimum charge	€45
PARTIAL PAINTING OF WALLS WITH TEMPERA PAINT	per square metre	€10
PARTIAL PAINTING OF WALLS WITH TEMPERA PAINT	minimum charge	€40.00
ROOM CLEANING		€25.00
ROOM CLEANING WITH BATHROOM		€35.00
ROOM CLEANING WITH BATHROOM AND KITCHEN		€50.00
PEST CONTROL SERVICE	minimum charge	€70.00
COVER		€ 40.00
BEDSPREAD		€40.00
MATTRESS COVER		€15.00
NOT NEW MATTRESS		€60.00
NEW MATTRESS		€120.00
TOWEL SET RENTAL (1 bath towel, 2 hand towels)		€5.00
SHEET SET RENTAL (top sheet, bottom sheet and pillowcase)		€5.00
USE OF UNCOVERED INDOOR PARKING (subject to availability)	monthly rate	€15.00
USE OF COVERED INDOOR PARKING (subject to availability)	monthly rate	€20

The prices shown do not include labour costs. Incorrect use 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 included in this table, the relevant material costs will be charged on the invoice, in addition to €40.00/hour for labour.