

## **REGULATIONS ON COMMUNAL LIVING IN UNIVERSITY RESIDENCES AND HOUSING UNITS BELONGING TO THE UNIVERSITY OF MILANO-BICOCCA**

### **Article 1— UNIVERSITY RESIDENCES**

**1.1** University residences and housing units are residential structures designed to accommodate Italian and overseas students enrolled at the University of Milano-Bicocca or authorised by the university, on whatever basis, to stay there (including but not limited to beneficiaries of accommodation grants, students enrolled on international exchange programmes, visiting students and professors and students participating in summer schools organised by the university). These residential structures can also accommodate third parties authorised to stay there in accordance with contractual agreements with the company that - on behalf of the university - is licensed to manage accommodation services at the university residences and housing units.

**1.2** On admission to a residence or housing unit, each guest must sign to accept these regulations in full and with no reservations or exceptions.

**1.3** Each room is allocated to a specific person and the allocated guest is forbidden from allowing others to use their room, even on a temporary basis. Any abuse of this rule is punishable with the sanctions included in these regulations, the most severe of which is the removal of the right to use the accommodation, without prejudice to the right of the university to report events to the relevant authorities in cases provided for by law.

**1.4** Guests cannot transfer their official residence to the University of Milano-Bicocca's residential structures, even on a temporary basis. However, guests may set the structures as their official domicile.

### **Article 2 — CODE OF CONDUCT**

**2.1** Guests are required to adhere to these regulations and, in their relations with other guests, university staff and accommodation service management staff, respect the basic rules of civilised coexistence which apply to living as part of a community (tolerance, respect for others, collaboration).

**2.2** More specifically, all guests - with no exceptions - are required to:

- observe current laws (police and public safety rules where applicable) and all regulations set by the university and the accommodation service manager where relevant to life in the university residences or housing units;
- pay the university - or, where applicable, the accommodation service manager - the set accommodation fee, adhering to the deadlines set for the various types of accommodation. Delays of over one month can result in access to accommodation being removed;
- take personal responsibility for cleaning their room and keeping it in a respectable condition and to allow the staff to carry out regular cleaning work in accordance with the procedures and timescales set by the accommodation service manager and the university;
- look after the key to their allocated room and hand it into the concierge every time they leave the residence. Guests to whom accommodation at the housing units has been allocated will be directly responsible for looking after the keys given to them. All costs deriving from the loss of a key allocated to a guest will be the responsibility of the guest.

- ensure that all communal areas and equipment are used correctly, with particular reference to cleaning and sorting rubbish in communal kitchens;
- only display notices, posters and so on in the designated areas;
- regularly check the efficiency of the equipment and furniture provided and to notify the relevant personal as soon as possible if any breakages or damage is identified;
- only use the electrical appliances provided in the housing units and residence; - familiarise themselves with safety information and participate in the compulsory evacuation drill. Failure to take part in the evacuation drill could result in disciplinary proceedings being initiated in accordance with these regulations.

**2.3** The cost of bills is included in the accommodation fee. With regard to the housing units, in the event that utility consumption in excess of the average cost for utilities for rooms located within the university residences, the university or the accommodation service manager reserve the right to carry out checks to identify the cause and take any action necessary, including charging the excess to the guest in the event of non-diligent behaviour.

### **Article 3 — RELATIONSHIP WITH HOSPITALITY SERVICE MANAGER**

**3.1** Management of accommodation services at the university residences and housing units is contracted out by the university to trusted companies identified through a public procedure.

**3.2** The accommodation relationship between student guests and the accommodation service manager is regulated by the law on relations between hoteliers and clients for anything not specifically covered in these regulations, or by the contract between the university and the accommodation service manager. The accommodation service manager is responsible for items and valuables belonging to the residents, within the limits and in accordance with the procedures set out in their contract with the university.

**3.3** In regard to the housing units, the university and the accommodation service manager are absolved of all liability in the event of theft, intrusion or occupations suffered by the guest.

**3.4** The accommodation service manager is responsible for:

- monitoring access to and time spent in the residence;
- taking care of keys to the residences;
- monitoring people that use the residence services;
- cleaning the rooms and communal areas of the residences and cleaning the housing units;
- undertaking minor maintenance work in rooms in the residences and housing units (the concierge desk of each facility has maintenance request forms).

**3.5** The concierge service operates all day, while the telephone operator service is active from 7:00 to midnight every day that the residence is open.

### **Article 4 — RIGHTS OF RESIDENTS**

**4.1** Guests have the right to:

- occupy the accommodation during the opening times of the residential structures for their allocated period; - receive a bed in the room allocated them and benefit from the linen laundry service, in accordance with the procedure and frequency agreed in the contract between the university and the accommodation service manager;
- use the residence structures and goods, in accordance with the residence regulations and hours of operation and in respect of the needs of all other users. In the event that the residence where the room is located is not equipped with any of the communal services offered at other university residences, guests have the right to access them in accordance with the procedures and time frames agreed for each individual residence;

- have the communal areas cleaned;
- have their room cleaned, in accordance with the procedure for each residence. The management will publish notices to inform guests of cleaning rotas at the residence. In order to facilitate room cleaning, rooms must be clear of all obstacles;
- make suggestions on the running of the residences through their representatives.

## **Article 5— RESTRICTIONS**

### **5.1 The following is prohibited:**

- subletting or allowing third parties to use - even temporarily, and on whatever basis - an allocated room (offenders will have their allocated accommodation removed and be reported to the police);
- disturbing other guests, particularly between the hours of 23:00 and 8:00; at other times during the day it is prohibited to use musical instruments, radios, televisions, stereos etc. at high volume.
- gambling and possessing weapons of any kind, drugs, alcohol, harmful substances, flammable materials (including any kind of candle) and explosive materials;
- keeping animals, except in cases where specific authorisation is granted according to current regulations (including but not limited to: guide dogs for the blind);
- placing any kind of object on terraces, windowsills or any external ledge in order to avoid creating danger for passers-by;
- positioning - even temporarily - bulky objects, including laundry racks and rubbish containers of any kind, in communal areas or corridors, with particular reference to emergency exit routes for use in case of fire or other emergency;
- holding unauthorised parties;
- installing furniture that doesn't belong to the university;
- Making alterations to the rooms, painting the rooms, putting up posters in a way that means rooms need to be painted/plastered when they are removed;
- removing furniture or items provided by the residences or housing units; - bringing in furniture or items of any kind without express approval from the university or the accommodation service manager;
- installing locks different to those provided: university and accommodation service manager staff may make regular inspections of rooms;
- possessing cooking stoves, heaters or other items which emit heat and which have not been specifically authorised by the university or the accommodation service manager;
- installing electrical appliances, intervening with the electrics and smoke detectors, using multiple sockets and making any alterations to any other fittings in the room (water, etc.). The use of any electrical appliances not issued as standard can only be permitted with the specific authorisation of the university or the accommodation service manager. Any such electrical appliances must comply with Presidential Decree No.547 of 27/04/1955 and CEI regulations and subsequent amendments and additions;
- smoking in any location, with no exceptions;
- loitering at the concierge desk for prolonged periods and for reasons not pertaining to normal relations with the accommodation service manager;

- behaving in a way or taking action that poses an actual or potential risk to people and things or that constitutes a breach of any laws or regulations;

## **Article 6 - ABSENCES**

**6.1** All guests, including those staying in the housing units, must inform the concierge in writing of any absences longer than ten days. The concierge will make a note of this in a special register.

**6.2** In the event that a student who has been allocated accommodation as part of the Right to University Study programme wins the chance to study abroad or undertakes training placements or internships away from the university, that student must inform the university's User Services department, via the accommodation service manager, of the duration of their absence and provide documentation to corroborate this. In these cases, the student must empty their room of their personal effects. The university reserves the right to use the room during the indicated absence period.

## **Article 7— ILLNESS AND DISEASE**

**7.1** Guests must immediately inform the accommodation service manager if they believe they have a contagious disease or if this has been diagnosed by a healthcare professional.

**7.2** For some illnesses, provided justification is given and the privacy of the guest is protected, the university can temporarily suspend the allocation of accommodation until the guest has made a full recovery. This must be demonstrated by a medical note.

## **Article 8 — TRAVEL AND INTERNAL MOBILITY**

**8.1** During each year, any student that has been allocated accommodation as part of the Right to University Study programme is entitled to request a transfer to another residential structure or to request to move to a different room inside the residence in which they have been allocated a room. The university is not obliged to grant such requests.

**8.2** At their discretion, the university or accommodation service manager can effectuate room or residence changes where it deems these necessary to better organise the service and/or to resolve any issues that have arisen between residence guests.

## **Article 9 USE OF SHARED ROOMS AND SPACES**

**9.1** Communal spaces are available to guests at all residences for recreational, cultural and educational activities.

**9.2** Access to the study rooms, recreation rooms and communal kitchens is reserved for guests of the university residences. Visitors can only access these rooms and communal spaces if accompanied by guests of the residence, who are fully and legally responsible for their behaviour and for any damage caused by guests. In any case, visitors are also required to adhere to these regulations.

**9.3** The use of the communal areas for conferences or other initiatives organised by external parties must be specifically authorised in advance by the university.

## **Article 10 — EXTERNAL VISITORS**

**10.1** Each guest can receive a maximum of two guests between the hours of 8:00 and midnight, in accordance with the maximum number of external guests permitted, which can be found in the safety information present in each residence, and provided their room-mate is happy with this.

**10.2** Guests must:

- come to the concierge desk to greet their visitor;
- Ensure that the visitor leaves an ID document at the concierge desk, which they can pick up again when their visit is over (this is to allow the concierge to register visitors and note down their entrance and exit times);
- ensure that the visitor leaves the residence or housing unit by midnight;
- ensure that the visitor behaves in a civilised manner (see Article 9 on liability for behaviour and damage).

**10.3** Visitors under the age of 16 may visit the residence, provided they are accompanied and adhere to the time frames set out above. By accepting a visit from somebody under the age of 16, the guest absolves the university and the accommodation service manager of all responsibility towards the child.

#### **Article 11- INSPECTIONS AND CHECKS**

**11.1** The university or the accommodation service manager, through their staff, reserve the right to carry out checks designed to check that all services are working correctly and that allocation rooms are being maintained correctly, provided warning is given.

**11.2** Guests must allow cleaning staff and maintenance service staff to access their rooms (maintenance service staff will, if possible, be accompanied by university or accommodation service management staff).

**11.3** For one-off or urgent work, staff can access a room without warning and even if the person to whom the room is allocated is not present.

- Inspections on the state of rooms are carried out three times a year by service staff as a rule.

**11.4** The university, or the accommodation service manager, if specifically authorised by the university, reserves the right to install remote surveillance systems at the residence for security purposes only. This may include footage being recorded. If such equipment is installed, notice will be provided in accordance with the relevant regulations. The necessary information forms will also be provided in accordance with European legislation.

#### **Article 12 — DEPOSIT - RETURN OF ACCOMMODATION**

**12.1** When admitted, where applicable, the guest must pay a non-interest-bearing deposit decided by the university or the accommodation service manager. When allocating the room and when signing out the guest, the accommodation service manager will check the allocated furniture, inventory and materials and make written notes of the findings. This document must then be signed by the interested parties.

**12.2** Once the accommodation period is over, the guest must hand back their room in the same condition in which they found it, apart from natural wear and tear.

**12.3** The guest commits to providing at least seven days' notice - where possible - of the date they intend to vacate their room, so that a joint inspection can be organised with the accommodation service manager. In the event that the accommodation period is less than seven days, notice of at least 48 hours must be given. At least 24 hours must be given for stays of less than three days.

**12.4** In the event that damage is found, the university or the accommodation service manager reserve the right to withhold all or part of the deposit, without prejudice to the right to recoup bigger amounts not covered by the deposit.

**12.5** In the event of damage to communal areas in the residence, where the perpetrators of vandalism are unknown, all students/guests present when the damage took place can be made to contribute towards compensation for the damage.

**12.6** Guests can also be removed for: failing to pay amounts due, inability to pay, disciplinary reasons, loss of the right to assistance in the event of accommodation based on the Right to University Study.

**12.7** Guests that have been removed must vacate their room and empty their belongings after the privilege at Article 2760 of the Civil Code has been fulfilled on them. Staff can remove abandoned items (these will be available for pick-up by those with a claim to them for a year, after which they will be sold off in accordance with the law, without the university or the accommodation service manager being held liable for looking after them or any damage caused). Written notes will be made on these operations and on the opening of any wardrobes or drawers by a representative of the accommodation service manager, in the presence of a university representative.

**12.8** In the event that, subsequent to the allocation of a room, issues of incompatibility arise (degree, transfers, removal of place, etc.), the guest must give up their room as soon as possible. Failure to do this will see them charged the accommodation fee from the moment the issue of incompatibility is identified to the moment they give up their room.

### **Article 13 — DISCIPLINARY MEASURES**

**13.1** Guests who violate the content of these regulations by behaving inappropriately or causing damage to items and buildings belonging to the university will be promptly reported by the accommodation service manager to the relevant person at the university, which will produce a written warning in response to the accusation and give this to the guest in question. The recipient of the warning must present any counter-arguments no later than five consecutive days of them receiving notification of the warning.

On the basis of checks and the counter-arguments provided, the relevant person will archive the proceedings in the event that no infraction is found. If a violation is found to have taken place, they will decide the sanction to be applied.

- Possible disciplinary proceedings are:

**1. Reprimand:** written reprimand from the person in charge of the service.

If a guest does not accept the reprimand, they can make a written appeal to the director of the department to which the person who produced the reprimand belongs.

**2. Temporary removal from the residence:** accommodation will be suspended for a maximum of 30 days. This measure is adopted in the event of serious breaches to the regulations or in the event that the guest has received two written reprimands during their stay at the residence. The suspension is adopted by the director of the relevant department.

If a guest does not accept the reprimand, they can make a written appeal to the general director of the university.

**3. Permanent removal from the residence:** definitive removal from accommodation. This measure is adopted in the event of serious and repeated breaches to the code of conduct, where this has resulted in damage being caused to the university or third parties, or in the event that the guest has received more than one temporary suspension.

The general director of the university is responsible for deciding on permanent removals.

Students can only appeal to permanent removals in writing to the Rector.

**13.2** Violations of these regulations by third parties authorised to stay in the university residences in accordance with the contractual relationship between the accommodation service provider will be sanctioned by the accommodation service provider itself, in accordance with the principles of non-discrimination and parity of treatment. Notification of this must be given to the relevant university department as soon as possible. This is without prejudice to the university's right to assess the damage and report this to the relevant legal authorities in the event that the violations justify this.

#### **Article 14 — PRECAUTIONARY SUSPENSION**

**14.1** In the event of an event deemed to be particularly serious, the guest could have their accommodation rights suspended on a precautionary basis even before the end of the disciplinary process.

**14.2** For students who have been granted accommodation on the basis of the Right to University Study, a precautionary suspension is decided by the department director. If a student does not agree with the suspension, they can appeal in writing to the general director of the university, who will take a decision on the matter within three days of receiving the appeal. Students that are later found to be innocent of all charges are entitled to return to the accommodation and will not be entitled to make any claims against the university or the accommodation service manager.

**14.3** The accommodation service manager will independently apply these proceedings against guests it has authorised to stay in the accommodation. The university must be informed of these proceedings.

#### **Article 15 — STUDENT REPRESENTATION**

**15.1** In order to establish a closer and ongoing relationship with the students residing in the university residences, each residence will elect a student representative, who can be guests of the residence in any capacity.

**15.2** The representatives of each residence, up to a maximum of two students, are elected on an annual basis by the students' assembly. The election should take place no later than the end of November. Within ten days of their election, the details of the representatives must be passed to the relevant departments in the university by the accommodation service manager.

**15.3** The students' assembly is responsible for putting forward the names of floor contact people for emergency situations for each residence.

In the event that no contact people are chosen, the university reserves the unquestionable right to appoint such contact people from the students living in the residences. The university may use the indications of the accommodation service manager to do this.

**15.4** The student representatives have the right to present the university - through the relevant departments - and the accommodation service manager with written requests regarding issues relating to their residence and to receive a response within ten days.

**15.5** The activities of the student assembly are entirely regulated by the students that comprise it. All students residing in each individual residence are members of the student assembly.

#### **Article 16 — REFERENCE REGULATIONS**

**16.1** For anything not specifically addressed in these regulations, please see the tender regulations for the provision of Right to University Study grants, the contract - and its attachments - relative to the running of the university's accommodation services, all public safety laws as applicable and any other applicable regulations on shared living in community environments.

## **Article 17 - PUBLICATION**

17.1 These regulations will come into force the day after their publication on the university website, in accordance with the procedure set out in the Statute.

## **INDEX OF REGULATIONS**

Article 1 - University residences

Article 2 - Code of conduct

Article 3 - Relationship with hospitality service manager

Article 4 - Rights of residents

Article 5 - Requirements

Article 6 - Absences

Article 7 - Illness and disease

Article 8 - Travel and internal mobility

Article 9 - Use of shared rooms and spaces

Article 10 - External visitors

Article 11 - Inspections and checks

Article 12 - Deposit - Return of accommodation

Article 13 - Disciplinary measures

Article 14 - Precautionary suspension

Article 15 - Student representation

Article 16 - Reference regulations

Article 17 - Publication