

ER.GO

Azienda Regionale  
per il Diritto agli Studi Superiori

# RESIDENTIAL FACILITIES GENERAL RULES a.y. 2023/2024

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## Section I

### SERVICES PROVIDED AT ER.GO HALLS OF RESIDENCE

#### ARTICLE 1

*(Aims and definitions)*

1. ER. GO offers residential facilities with hospitality purposes to undergraduates, recently graduated students, researchers, in accordance with the access procedures described in the Section III - Accommodation Services - of the Benefits Announcement, yearly published. As it is a hospitality service, the reintegration of the possession, usually given to the holder of the asset in other cases, according to Art. 1168 of the Civil Code, is ruled out.
2. The rules herein govern the code of conduct to be adopted by the guests of the ER.GO Halls of residence managed by all ER.GO location branches. In these rules herein:
  - As “guest” we intend both students included in the ranking list and those recipients of the free access service;
  - As “ER.GO”, the Regional Authority for the Right to Higher Education, in its different location branches which manage the Bologna and Romagna, Ferrara, Modena and Reggio Emilia, and Parma areas.

#### ARTICLE 2

*(Services)*

1. ER.GO guarantees the following services at its university residential facilities:
  - a) routine and non-routine maintenance of premises;
  - b) periodic painting of rooms and common spaces;
  - c) repair of gas or electrical installations;
  - d) replacement of furnishing and pieces of furniture which, due to wear and tear, are in poor repair;
  - e) cleaning of common areas;
  - f) cleaning of spaces assigned to disabled students;
  - g) reception service;

- h) in general, token-operating launderette service;
- i) in general, internet access service through connection shared by all students of the residence.

2. The assignment of an accommodation at ER.GO Halls of residences gives the opportunity to participate in volunteering activities, artistic workshops, careers service meetings, as well as access to support services such as listening service and study support service.

### **ARTICLE 3**

#### *(Reception service)*

1. Reception services at the ER.GO Halls of residence coordinate and manage internal services and routine affairs.

The reception services act also as interface with ER.GO for any guests' problems concerning the residence, and relationships with other guests.

Reception service personnel manage reception, accommodation and the procedures established for guests who are leaving the accommodation, following those procedures as established by ER.GO.

The reception service staff inform guests about the rules as set forth herein, and ensure their enforcement.

The reception services' tasks include the following:

- control of cleanliness, hygiene and state of repair of structures. This may entail inspection of rooms and flats and notifying any irregularity to the relevant ER.GO office;
- ensuring that the no-smoking rule is abided by, notifying any irregularity to the relevant ER.GO office, and, in the event, applying of penalties as per current regulations;
- as regards maintenance, guests are obliged to submit their requests to the reception service;
- control of visiting persons; requesting that visitors submit their identity documents; access to real time video surveillance (with no access to recorded tapes);
- authorising overnight hospitality in accordance with the rules herein;
- delivering of reminders to guests relative to due payments, and sending copies of receipts to the ER.GO location office;
- delivery of all ER.GO notices to guests.



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- management/control of the structure's installations and monitoring of the electrical household appliances;
- safety management of the residences and of any emergency situation.

2. The list of reception service functions as in above paragraph 1, is not full-scale. Guests who notice other students' conduct not in accordance with the rules herein must first contact the reception service and request their intervention.

### **ARTICLE 4**

*(Emergencies)*

1. In case of emergency, guests of structures with 24-hour reception service shall contact the reception service directly.
2. In case of emergency, guests residing at structures without 24-hour reception service shall contact other structures managed by the relevant ER.GO offices, which are specified in specific notices.

## **Section II**

### **ALLOCATION OF ACCOMMODATION**

### **ARTICLE 5**

*(Documentation required upon allocation)*

1. Upon allocation of the lodging, the guest must submit the following documents:
  - a) a valid identity document (identity card, passport, driving licence): residence permits without passport or identity card will not be accepted; as well as identity documents with expiry date included in the 30 days following the entry date will not be accepted;
  - b) a receipt attesting the payment of the first monthly fee, in the case of students paying the subsidized fee, or first instalment in the case of guests not included in the ranking list;

- c) a receipt attesting the payment of the non interest bearing security deposit;
- d) residence permit or certification of its renewal application.

2. Allocation is conditional upon the assignee's having no debts to ER.GO, upon the assignee's not having been revoked any accommodation as a result of a disciplinary measure, and upon the provisions of the Section I of the Benefits Announcement General Regulations with regards to assessment of economic conditions and academic achievement and consequent sanctions.

## ARTICLE 6

### *(Consignment of lodgings)*

1. Upon consignment of lodging, the guest undersigns:
  - a) a statement to the effect that he or she accepts the lodgings, the said acceptance entailing acceptance of the general rules herein;
  - b) the record of consignment of lodging, specifying state of repair of the premises, identifying pieces of furniture and equipment and their state of repair.
  - c) any under age student must submit specific documentation issued by the person, who exercises legal protection or parental authority. This documentation must relieve ER.GO of any direct or indirect responsibility.

2. Upon signing of the aforesaid documents, the guest accepts to observe the rules of correct management of the lodging, and accepts to return it in the state in which he/she found it on arrival, except in any case of normal wear and tear.

The guest also accepts to abide by the rules herein (including any amendment and supplementary measure ER.GO may establish during the year), and to abide by any condominium rules, which may regard the residential structure in which the lodgings are located.

3. The guests shall provide their own bed linen (including the pillow) and towels, besides crockery, tableware etc. for use in the kitchen. Sheets, blankets, pillow and pillowslips are provided to temporary guests only.

## Section III

### RULES ABOUT USE OF ACCOMMODATION

#### ARTICLE 7

*(Payments)*

1. The fee due by the students eligible from ranking list and with assisted access, consists in a fixed monthly payment. When allocation of accommodation is valid from the first day of each month, and in any case prior to the fifteenth day, the monthly full fee is to be paid. From the sixteenth day of the month on, only half of the monthly fee is due. If allocation ends between the sixteenth and thirtieth day of the month, the month will be fully charged. If allocation ends between the first and fifteenth day, the month shall be calculated as a half month, without prejudice to provisions applying in the event of notice of cancellation, as set forth in Art. 20 below. For students new assignees the fee starts from the date specified in the notice of meeting.
2. Students assignee of an accommodation with a fee, according to the ranking list, have to pay their monthly fees until November 2023 by 10th of every month. Later, if they are assignee of a scholarship, the fees will be deducted directly from the scholarship, as specified in the Section III - Accommodation Services of the Benefits Announcement for A.Y. 2023/2024.
3. The payments of fees by students assignee of a scholarship and with assisted admission have to be made as specified below:
  - online through the ERGO website, [www.er-go.it](http://www.er-go.it) (PagoPA);
  - by debit or credit card, at the reception service of Hall of Residence, where he/she lives;
  - by cash at a branch of the ER.GO's bank office (Intesa San Paolo IMI group);
  - by bank transfer to current account: IBAN IT92W0306902477100000046028; for payments from abroad use also the code BICC BCITITMM, Intesa San Paolo IMI Group, account name ER.GO;
  - by transfer to post office current account: account name ER.GO: IBAN IT86 M 07601 02400 0000 9140 3345;



- in case of bank transfers or paying-in slips, indicate the name of the student to whom lodging is allocated, and the month, or the reason why that payment is made, and submit the payment receipts to the reception service or to ER.GO using the mail ticketing service SCRIVI.
4. The fee due by guests not included in the ranking list must be paid by the deadlines set forth in the confirmation of booking; payment may be done by any one of the means indicated above at point 3.
5. A penalty of € 16.00 is applied for late payments. If payment is overdue by more than one month, use of the lodging shall be revoked. This precludes access to the benefit during the subsequent academic year or subsequent free access bookings.
6. Guests are obliged to submit a copy of the receipt for payment to the reception service of their residential facility, if payment is made via bank transfer, so that the receipt may be sent on to the relevant ER.GO office. Moreover, he/she is obliged, in any case, to keep the receipts of payment, so that the dates of payment may be checked.
7. Without prejudice to procedures applying to the circumstances provided for in the Section III - Accommodation Services of the Benefits Announcement and to adequately documented cases of *force majeure*, if a guest leaves his/her lodging before the end of the period allocated or booked, he/she has to communicate the renounce 30 days in advance, by undersigning the specific form available at the reception service desk, too. Either students paying the subsidized fee and temporary guests shall be charged 20% of the payments for the period in which the facility is not used.

## ARTICLE 8

### *(Obligations of guests)*

1. Guests must:
- a) As regard to others and to the spaces and equipment made and provided by ER.GO keep an irreproachable, responsible and respectful behaviour;
  - b) notify, at the earliest opportunity, any contagious disease contracted during the period in which lodgings have been allocated to them. To prevent



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- contagion, they must leave the residential facility until they have fully recovered (recovery is to be medically certified);
- c) keep clean and tidy the rooms, furnishings, bathrooms, kitchens etc., avoiding accumulation of dirty dishes and by collecting garbage in compliance with rules about disposal issued by local authorities;
  - d) ensure correct use of the installations and furnishings. Use must be such as shall cause no harm to installations or furnishings and shall not represent a danger. Guests shall inform the reception service of any malfunction in due time;
  - e) cooperate in improving the residence security and the management of the emergency situations, taking part in the fire drills and evacuation procedures organized and scheduled by ER.GO and its representatives.
  - f) use electrical household appliances or any other electrical device only if certified as conforming to European safety regulations; the manner of use of appliances and devices must conform to safety regulations; (without prejudice to what set forth in the following paragraph 3).
  - g) have at hand certification of conformity to safety regulations for all electrical household appliances used, for submission to reception service and ER.GO personnel;
  - h) allow the personnel in charge to carry out any required routine and non-routine maintenance work and cleaning;
  - i) turn off the lights, close taps and gas outlets, and lock their room whenever leaving. If absent for more than 7 days, guests must also empty, defrost and clean the refrigerator;
  - l) inform reception personnel of any periods of absence. If absent for more than 7 days, students are to return their keys to the reception service;
  - m) always use and keep clean their own or ER.GO's bed linen, in order to keep in good condition the mattress supplied; failing that, ER.GO will charge the guest, as provided for by the following clauses of these "General Rules": SECTION VI - Damages and Penalties;
  - n) display any notice, poster or other material they may wish to display in the spaces set for this purpose only.
  - o) give to the reception personnel a valid identity document, in case that the ID given during the lodging assignment is going to expire, it has been lost or stolen, within 15 days.
2. Guests must *not*:
- a) keep animals or pets in the spaces of the residential facility or external areas belonging to the facility, with the exception of guide dogs for blind students;

- b) disturb others at any time. In particular, playing music, singing and unwarranted noise of any kind are to be avoided between 24:00 and 08:00. At the other times of the day or evening, guests playing musical instruments or using their radios, televisions or hi-fi equipment must do so in such a manner as not to disturb others; their general behaviour should be such as not to be of disturb to others;
- c) smoke in the rooms or in any common space, (as under L. 16/01/2003 n. 3);
- d) possess and/or use arms, drugs, explosives, gas cylinders, inflammable furnishings or toxic or radioactive substances in the room or in any common space, use naked flame or any devices which generate smoke;
- e) use corridors, common spaces etc. to store bulky stuff or objects, or obstruct these spaces with such material or objects;
- f) dispose or waste out of containers specifically provided for, in violation of current municipal regulations, where applying, concerning separate waste collection;
- g) place any object on balconies or windowsills;
- h) throw water, cigarette ends or material of any other kind of litter out of windows or leave that in any other part of the residence;
- i) dispose via washbasins, toilets etc. any kind of stuff which may obstruct the plumbing;
- l) modify or adapt spaces, or paint, move or adapt installations;
- m) tamper with installations or use multiple outlets, with the exception of multiple-outlet strips with EC mark, and fitted with switch, used with no further adapters;
- n) bring into the premises or use heaters, ovens or air conditioners, refrigerators, freezers, dryers other than those provided by the Authority;
- o) remove from, or bring to, shared areas or rooms any piece of furniture or equipment of any kind, or, generally speaking, move, disassemble or modify furnishings;
- p) carry out or have carried out repairs, with the exception of such maintenance tasks as are delegated to students to whom lodgings have been allocated;
- q) invite as guests any persons during the night; receive visits from persons who have not left an identity document at the reception service, without prejudice to the provisions of the below articles of the rules herein;
- r) ask reception service operators to perform tasks not included among their functions, or behave in a disrespectful manner towards them;



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- s) bring supermarket carts into the premises;
  - t) keep in the Residence parking lot more than one (1) bicycle; park outside the specific areas, have repair, or painting of one's bicycle carried out inside any Residence space;
  - u) use the common kitchens for an extra long time, so that preventing others to use them;
  - v) transfer one's accommodation keys to others, even temporarily.
  - z) bring into the building electric vehicles batteries, with the exception of the specifically devised stations
3. Guests must request permission from the relevant ER.GO office, if they wish to bring into the premises and use fans, microwave ovens and irons. Upon requesting permission, guests must provide a copy of certification of EC conformity to safety regulations for the appliance in question.
4. Guests shall look by themselves after cleanliness and decency of their accommodation, including washing the bed linen and towels, where provided. ER.GO washes mattress-cases and pillowslips twice a year, and the sprung-bed cover, sofa cover and curtains once a year, during the summer break. Sheets, blankets and quilts are anyway washed at the end of each temporary hospitality.
5. ER.GO refuses all responsibility in the event of theft of guests' personal belongings.
6. Students, to whom lodgings are allocated, are bound to respect, besides all the rules as set forth herein, any other rule as formally established by ER.GO during the academic year.

## ARTICLE 9

### *(Computer network access service)*

1. Access to the computer network at ER.GO Halls of Residence is provided and it is intended for study purposes chiefly.
2. Personal username and password are required for access. The username and password are strictly personal. Guests must not provide this information to other guests.

3. The following actions are prohibited:
  - using the computer system to download or display (streaming mode) any file subject to copyright;
  - accessing illegal sites;
  - sharing or downloading files by peer to peer programs (eMule, Torrent etc.);
  - using one's personal computer as a hotspot, to provide internet connection to other students.
  - connecting to the net one own's router or device that can interfere with the internet connection.
  
4. The use of online entertainment platforms (such as Netflix, Infinity and the like) is not allowed, as these platforms take away a lot of band to the other internet users, compromising the whole service provided.
  
5. In the event of failure to comply with the provisions of the previous paragraphs, Er-go reserves the right to suspend the internet account and/or to limit the band for each internet user.
  
6. The internet accesses are recorded and stored for a period of at least 6 months. The access data can be issued on request to the Judicial Authority for carrying out investigations into administrative and/or criminal offences.

#### **ARTICLE 10**

##### *(ER.GO access to lodgings)*

1. ER.GO holds copy of the keys to the lodgings. ER.GO personnel, or ER.GO charged technicians, have the right to enter lodgings, also in the absence of guests, in the following circumstances:

Without prior notice:

- a) controls conducted during the period in which the lodgings are allocated, in order to check that the rules herein are complied with;
- b) if requested to do so by guests, or by at least one guest;
- c) notice of a proved violation of the Rules herein;
- d) urgent carrying out of maintenance or requested by the students assignee of that accommodation, if absent despite the agreed appointment;



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- e) guest's extended absence
- f) notice of unauthorized occupation of the accommodation
- g) after the deadline for the accommodation assignment period, or after the date fixed for the revocation or for the ex officio transfer, in case that the guest did not give back the keys to the Reception personnel and/or he/she did not vacate the lodging from his/her personal belongings.

*With at least 24 hours prior notice:*

- a) inspection of state of maintenance of the accommodation, at the beginning and at the end of the allocation span, or as to verify hygienic and repair state of the lodge, including the correct management of separate waste according to the rules issued by municipal authorities;
- b) in case of planned management of buildings, furnishings and systems;
- c) inventory check or upgrade.

### ARTICLE 11

*(Summer and Christmas holiday closure)*

1. During summer and Christmas holiday closing periods, each ER.GO office shall make one or more of its Halls of Residence available for temporary hospitality. Students included in the ranking lists and other guests have to book such accommodation through the online ER.GO website booking procedure.

2. The guests, to whom lodgings have been allocated in Halls of residence that provide accommodation during the summer and Christmas periods, or in facilities undergoing non-routine maintenance work, when closed, must remove their personal belongings from their lodgings. ER.GO provides containers for the latter, and shall store them in common spaces of the hall of residence.

Guests must not use the containers for storage of valuables, since ER.GO refuses all responsibility in the event of missing or damaged personal belongings.

If they will not vacate the assigned lodgings from their personal belongings, they will be charged with a 30,00 € penalty fee in addition to any other extra charge that ER.GO will pay in order to vacate the lodging.

3. Before Halls of residence close down, guests have to clean and tidy up their rooms and flats. In cases other than those outlined above at point 2, guests must make sure their personal belongings are placed in cupboards, closets, storerooms and/or other spaces in the hall of residence. They must not leave perishable foodstuffs and must completely empty, defrost and clean the refrigerator.

ER.GO refuses all responsibility in the event of missing or damaged personal belongings.

If they will not vacate the assigned lodgings from their personal belongings, they will be charged with a 30,00 € penalty fee in addition to any other extra charge that ER.GO will pay in order to arrange for it in the place of the guest himself.

4. In case that a student assignee in a Residence, which will not remain open in holidays periods, will book an accommodation for the summer or Christmas holiday period, but he/she will not make use of it or cancel its booking in advance of at least 7 days from the beginning of the summer or Christmas closing, he/she will have to pay the whole fee for the booked period, except for well-documented force majeure occurred reasons.

5. In case that a student assignee in a Residence, which will be open during summer and Christmas holiday periods, will book an accommodation, but he/she will not make use of it or will not book the accommodation and will leave the room cluttered up with personal belongings, he/she will have to pay the fee for the whole summer/Christmas period, as such a behaviour may prevent another student to get the accommodation. Except for well-documented force majeure occurred reasons.

## ARTICLE 12

*(Temporary or definitive closure of a hall of residence)*

1. If temporary or definitive closing of a hall of residence becomes necessary for renovation purposes, or due to unforeseen circumstances, ER.GO ensures, that the students affected are provided with suitable alternative accommodation, by means of its ex-officio transfer procedure.

### **ARTICLE 13**

#### *(Prolonged absences)*

1. Students who, during the period of allocation, are absent from their lodgings, who have moved to another Italian or foreign university for study purposes, or who are absent for other justified reasons, are to provide prior notice in this regard to the pertaining ER.GO location office, specifying the duration of, and reasons for, their absence. Monthly fees are due for the whole assignment period, even in case of prolonged absences. If, at the end of the absence period, the student does not come back or does not take his/her personal belongings within 10 days, ER.GO has the faculty to remove the left belongings according to art. 20, par. 5 of these General Rules.
2. Students assignee, who, during the period of allocation, have moved to another Italian or foreign university for study purposes may ensure that the lodgings remain available to them. Alternatively, they may temporarily make the lodgings available to ER.GO. If the accommodation is occupied by a temporary guest, the fees for the period, in which the accommodation was occupied, shall be reimbursed.
3. Notice of the arrival of temporary guests shall be provided to the other students sharing the room or flat by the reception service personnel.
4. Students are required to inform the Reception personnel of their absence if longer than 30 days, by undersigning the specific form and by committing to submit appropriate documentary evidence.

### **ARTICLE 14**

#### *(Use of common spaces)*

1. The common spaces in the hall of residence may be made available for recreational, cultural and educational uses to a student or to a group of students only during the times in which the reception service is available and, in any case, until 23:00.

The above-said activities must receive prior authorisation from the pertaining ER.GO location office, which shall consider the reasons for the said activities, concerning conformity with safety regulations and the rules herein, also



providing indications as to limitations, and the rules set forth for such use. The said indications must be scrupulously followed.

2. Students organising activities are to submit a request in writing, specifying their reasons by using the mail ticketing service SCRIVI. If use of the space is authorised, a security deposit of € 200 must be paid, and the applicants must also take on responsibility for any damage caused by participants as well as for any conduct not in conformity with the rules herein. The security deposit shall be reimbursed when it has been ascertained that no damage has been caused and that the areas have been cleaned and tidied up. Otherwise, the deposit shall not be returned, to provide partial or full cover for all damage.

#### ARTICLE 15

##### *(Changing of lodgings)*

1. If a student included in the ranking list wishes to change allocated lodgings, he/she must apply through the specific section of *Dossier Utente*. In case of health problems that turn necessary to change lodgings, a medical certificate issued in the concerned academic year by a specialised physician, describing the benefits deriving from the change of accommodation to the assignee student's state of health, must be submitted.

Applications to enable the rejoining of families are deemed valid only if this is possible and if the family members are willing to share the same spaces.

2. As accommodation become available during the academic year, after the end of assignment to new students, ER.GO evaluates the transfer requests and contacts the students, whose request can be accepted. The assessment are made considering the seriousness of the reasons, but only according to ER.GO's exclusive opinion. Where the reasons given are equivalent, academic achievements and duration of university enrolment, together with possible transfer requests, that have been already accepted, and with possible disciplinary actions, already adopted against students, requiring a change of accommodation, must be taken into account.

3. Requests are considered valid only for the academic year in which they are submitted.

4. Any cancellation of a request for lodging transfer must be submitted to the relevant ER.GO office, in writing, within 5 days after receipt of the ER.GO notice of transfer. If the student fails to provide notice of cancellation in the above way, he/she shall be charged of any resulting cost.

#### **ARTICLE 16**

*(Students' participation)*

1. If the assignee students of the halls of residence feel the need to tackle specific issues of general interest with the ER.GO local branch, they may appoint one or more assignee students as their representative to deal with ER.GO.

### **Section IV VISITS AND HOSPITALITY**

#### **ARTICLE 17**

*(Day visitors)*

1. Students may invite as "visitors", into their flat and/or room up to four persons at a time, who are not themselves guests at the hall of residence, provided that their presence does not cause disturbance to other guests.

2. Visitors must abide by the rules herein while on the premises of the hall of residence.

Students who invite visitors must guarantee the conduct of these visitors in all regards and are responsible for any disturbance, damage or problem occasioned by the presence of the said guests. For this reason, to the assignee student it is not allowed to go away from his/her lodging, if his/her guest is still in the Residence.

3. Visitors must submit an identity document to the reception personnel. The document shall be held by the reception until the visit is over. It is reception personnel's task to check the identity of the visitor and whom the visitor is a guest of, to inform the assignee student of the visit and to get his/her approval for it and to deny access to persons who refuse to state the name of the person they are visiting or who refuse to submit an identity document.

Students to whom lodgings are allocated are to make sure each visitor has left a document at the reception. This provision must, in any case, be complied with at the very earliest opportunity, also in the event of momentary absence of reception personnel. The porter, by contacting directly the assignee student, to whom the visitor wants to go, must always check if the assignee student is in his/her room at the Residence and above all, if he/she agrees to have visitors. Otherwise, the porter must not allow the visitor to get in the Residence, even if he/she is already known to the reception personnel.

4. ER.GO reserves the right to deny access to the structure to visitors who have previously been responsible for violations of the rules herein or who, in any case, caused a disturbance.

5. Visitor access is limited to the time between 08:30 and 24:00. It is exceptionally allowed until 00.30 a.m., only in the night just before public holiday days and in those Residences, where the Reception desk service is working also after midnight.

6. Daily hospitality to underage persons unaccompanied by one parent is strictly forbidden; with the only exception of assignee students' siblings, no younger than 16 years old, and under written assumption of responsibility by both the assignee student and his/her parents, according to the rules.

7. Exceptionally, it is possible to ask (with a well-motivated request) to ER.GO the authorisation to host other underage persons, but at least no younger than 16 years old and with a written assumption of responsibility by the underage's parents. ERGO reserves the right to decide whether or not authorize the underage's hospitality, only upon evaluation of the motivations and of the supplied documentation.

8. To the written assumption of responsibility signed by underage persons' parents, there must be always attached a non-certified copy of the under-signed's ID.

9. Transfer of one's lodging keys or access badge, even temporary, is strictly forbidden. Reception personnel are bound to deny access to the lodging to anybody, when the assignee is absent.

## ARTICLE 18

### *(Overnight hospitality)*

1. By means of an application form to be submitted to the reception service personnel, students may request permission to offer hospitality to persons from outside the residential facility.

2. Hospitality is free and permitted for a maximum period of three nights every 30 days, conditional upon assent provided in writing by those sharing the bedroom and/or flat, and only upon availability of places, allocated but free at that time due to the temporary absence of the persons occupying them.

It is not allowed to host under age people.

Hospitality is not permitted in single rooms, for the following reasons:

- for security reasons, if the student, requiring to host a person, is assignee of a single bed room, it can't be accepted that two people use a single bed;
- for privacy reasons, if the assignee student requires for hosting the single room assigned to another student, who is temporary absent. There would be the risk of a heavy interference by the guest in the absent student's privacy.
- Students assignees of single rooms can ask that a family member is hosted in another flat, with the approval of the other students of the room and of the flat, to be indicated in the request.

3. Hospitality cannot, in any case, lead to the prolonged presence of the guest in the residential facility, who, in any case, can be hosted no more than 3 nights every 30 days in ER.GO halls of residence.

4. The visitor, during his/her permanence in the hall of residence, must abide by these rules. The hosting student must guarantee, under every circumstance, for his/her guests' behaviour and is responsible for possible inconveniences, damages or problems caused by them. For this reason, the assignee student is not allowed to go away from the Residence, while his/her guest is in the hall of residence.

5. The Authority can, at its sole discretion, authorise disabled students to whom accommodation is allocated to offer hospitality, on an ongoing basis, to a member of his or her family, in charge to look after the said student. In no other circumstances is hospitality of a member of the family permitted on an ongoing basis, insofar as hospitality of this kind is not in keeping with

the aims of the accommodation service provided by the Authority, directed toward the full use of educational, training and research activities, as set forth in Art. 14 of L.R. (regional law) 15/2007.

6. All unauthorised hospitality is deemed to be subletting.

7. In case of particular needs to be documented, it is possible to host upon payment a student's trusted person, as long as adult, in a bed not assigned. ER.GO can authorize, according to its unquestionable judgment, a maximum of 5 overnight stays per academic year. The request must be made with at least 3 days advance notice.

#### **ARTICLE 19**

*(Subletting)*

1. The following are expressly forbidden:

- a) subletting allocated accommodation or other temporarily vacant accommodation, even for limited periods of time;
- b) providing hospitality to persons from outside the hall of residence in manners other than those set forth herein.

### **Section V** **LEAVING THE ACCOMMODATION**

#### **ARTICLE 20**

*(Leaving the accommodation)*

1. Guests who wish to cancel the assignment of a lodging must notify that, even in case of graduation, to the relevant ER.GO office, and at least 30 days' prior to cancellation, specifying the reasons for cancellation. Except in the event of *force majeure*, which must be suitably documented, guests failing to provide such notice, as indicated, are to pay an additional fee, for an additional month, regardless of period of effective use of the lodgings.

This notice must be undersigned in the specific waiver form available at the reception desks. It must peremptorily include the day of release of the



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lodging. In the event of a release for graduation, the student may indicate an estimated date, to be specified as soon as possible.

2. In the event of graduation, and apart from the situations provided for by the Section III - Accommodation Services of the Benefits Announcement, the student included in a ranking list, may remain in the lodging up to seven days after the date of graduation, paying the same fee provided for eligible student.

3. Temporary Guests who wish to leave definitively, besides what set forth in §1., must also agree with the reception service the date and time of release, at least seven days prior the actual release. This prior notice is necessary for scheduling a joint inspection of the lodgings, after which the guest must sign the record of the guest's leaving and return the keys. If the student does not take part to the inspection or does not delegate a trusted person to sign the release report. The reception personnel shall check conditions and the state of repair of the lodgings after the guest has departed. If the keys are not returned, the cost of replacing the locks shall be charged to the guest. A third person may be authorized by the student to undersign the report: this is exceptional, and should be adequately motivated, in writing.

**The release report is mandatory to obtain the reimbursement of the security deposit.**

4. The costs for any damage, missing items or extra cleaning jobs, determined as set forth in point 3, above, shall be deducted from the security deposit. If the security deposit does not provide sufficient cover for the damage found, ER.GO shall endeavour to recover any outstanding sum.

5. In the event of personal belongings being left by a guest to whom the lodging is no longer allocated, the said belongings shall, at the said guest's expense, be removed from the lodgings and held on behalf of the owner for 10 days. After the 10-day period, ER.GO refuses all responsibility in regard to storage of the said belongings or objects and shall, at the said guest's expense, dispose of the same as it sees fit.

6. After the deadline for the accommodation assignment period, or at the date fixed by ER.GO in case of revocation or of ex officio transfer, the guest is required to give back the keys to the Reception personnel and to vacate the lodging from personal belongings. In case that the guest will not arrange

for it, ER.GO has the right to enter the lodging, even in absence of the guests and to replace the lock/s of the entrances, and in addition, to remove the personal belongings left by the guest at the expenses of the guest himself. At the guest's expense is also the daily amount of fee provided for temporary guest (not eligible in the ranking lists) for each day of extra occupancy of the lodging starting from the date fixed for the exit, in addition to any other charges, even indirectly coming from the guest's refusal to leave the accommodation. The charges for damages, fees, penalties, provided for by these General Rules are excluded.

7. Security deposit is paid back within 60 days from the date of the release report, referred to in paragraph 3. The date of refund can be delayed in the following cases:

- a. time needed to calculate damages or missing objects detected when the student left the accommodation;
- b. debts towards ER.GO;
- c. assignment of scholarship not confirmed because the student did not achieve the academic requirements or because there are controls at the attended higher education institutions going on.

8. Temporary guests in single room are usually charged of € 25,00, curtailed from the security deposit, due to final cleaning of the room, without prejudice to further sums due for extraordinary cleaning over an hour's work.

## **Section VI** **DAMAGES AND PENALTIES**

### **ARTICLE 21**

*(Damage and missing items)*

1. Guests shall be personally, and even jointly, held responsible for any damage arising out of carelessness, misuse or misconduct.
2. Guests shall also be held responsible for consumption of electricity, water and gas in excess of the usual, out of misuse, observed by controls of meter readings or during inspections conducted in this regard.



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Guests in Modena Campus Residence have right, for each flat, to a standard yearly supply of power and water, which is established in kW/h 2.000 as power, and Mc 190 as water.

Exceeding consumption will be charged to assignee according to the duration of their stay.

3. Guests shall be charged the costs of non-routine cleaning and painting required as a result of any damage they might have caused, such as occurs when posters etc. are pinned or stuck to walls.

4. Where individual responsibilities cannot be determined, the students, as guests to whom the room or flat has been allocated, shall all be held jointly responsible for any damage found, cleaning and missing items and consumption of electricity, water and gas in excess of the usual, in the said room or flat.

Furthermore, the students of the hall of residence shall all be held jointly responsible for any damage, acts of vandalism and missing items, in regard to common spaces, furnishings and fittings, equipment and structures in the said spaces.

5. ER.GO shall charge guests for any expenses met by repairing damaged items, by extra cleaning, necessary in the lodgings or in the shared kitchens, by purchasing items which have gone missing or which cannot be repaired, or arising out of consumption of electricity, water and gas in excess of the usual.

a) In order to establish the prices for the more common interventions, ER.GO will apply the List of prices, as it is defined in the maintenance contract. This price list, which may be subsequently modified and integrated, may be seen in the reception office.

As regards other kind of interventions, the cost will be the same as ER.GO pays, which are defined on the basis of official price lists.

b) Expenses met by ER.GO are charged inclusive of labour costs and VAT, plus 10% administrative costs. The total amount of the charge, paid by the student for each maintenance service, will not be in any case less than 3.00 € and the amount of the administrative charges will not be more than 30.00 €.

c) In case that it is not necessary to replace the damaged item with a new one, it will be charged a 30 € penalty.



6. ER.GO also reserves the right to apply penalties in the event of damage and/or extra cleaning caused by negligence, misdemeanour and/or vandalism in general, also as per point 2, above, and without prejudice to due compensation for damage.

7. ER.GO will require to guests the refund of the possible amount charged by the authority managing the waste disposal, because of a wrong or a lack of recycle by students living in the Hall of Residence. ER.GO will reserve the right to charge a € 30.00 penalty in the more serious cases.

8. The charges according to this article must be paid within 10 days from their notification.

9. In the event of payment being overdue for a period of more than one month, ER.GO reserves the right to revoke the lodgings provided.

## **ARTICLE 22**

### *(Charges and penalties)*

1. In the event of the rooms and common spaces being found to be particularly unclean, ER.GO reserves the right to carry out extra cleaning tasks, the costs for which, inclusive of VAT and 10% administrative expenses, will be charged singly or jointly to the students involved and calculated with the criteria stated above by art.21.

2. A € 30.00 penalty is applied, for each occurrence and for each person involved, in the following circumstances:

- a) uncleanness of students' rooms or common spaces (kitchens, bathrooms, etc.), including tableware not washed up and left to accumulate over time. The tableware will be promptly be removed by the reception personnel or cleaning staff and then disposed of, if the owner does not claim it within 7 days;
- b) any kind objects placed on balconies or windowsills;
- c) water, cigarette ends or stuff of any other kind thrown out of windows;
- d) refrigerator not defrosted or cleaned, or in which perishable foodstuffs are left during periods in which the structures are closed;



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- e) bags containing waste not placed in the containers specifically provided for, or violation of current municipal regulations concerning separate waste collection;
- f) unwarranted levels of consumption of water, electricity and gas, including failure of watching crockery and ovens during the use; the start up of heating/air-conditioning beyond the allowed days and hours;
- g) failure to comply with safety regulations when using electrical household appliances or electrical devices in general; unauthorized use in the cases in which the said authorization is required;
- h) tampering with installations, with special regard to safety devices, their signage, and for unwarranted activation of alarm devices;
- i) use of heaters, ovens or air conditioners, refrigerators and freezers, other than those provided by ER.GO;
- l) possession of arms, drugs, explosives, gas cylinders, inflammable furnishings or harmful/toxic or radioactive substances;
- m) obstruction of common spaces and rooms with bulky objects (bicycles, bedsteads etc.); or any other kind of obstacle in the corridors or along the escape routes;
- n) damage caused by misdemeanour and/or vandalism;
- o) failure to abide by the no-smoking rules applying within the residential facility, without prejudice to application of penalties established by anti-smoking laws;
- p) illicit use of the computer network service, or use of the service in violation of the rules herein.
- q) unwarranted or extra-extended use of common kitchens, hindering their use by other guests;
- r) parking of more than one bicycle for each student in the common spaces, and assembling, de-assembling, painting of bicycles in the common spaces.
- s) the lack of use of your own or given by ERGO bed linen, in particular of sheets and mattress cover, and also of pillowcase and pillow cover, only in case of pillows given by ERGO.
- t) in case the student doesn't leave his/her room free from personal belongings at the summer and Christmas holidays Residence closing.

3. A € 30.00 penalty is applied to each student held singly or jointly responsible, for damage caused by misdemeanour and/or vandalism, for unwarranted consumption of water, electricity and gas through misuse, as well as any irregular alarm system activation or expenses incurred in repair work carried out, or incurred in paying for consumption in excess of the norm, as set forth in Art. 21, above.

4. For any behaviour that does not allow hygienic operations by staff (for example waste accumulation, scattered objects) is charged a penalty of 30,00 euros and, possibly, also the cost of extraordinary cleaning to each liable student, also jointly.

## **Section VII**

### **DISCIPLINARY MEASURES**

#### **ARTICLE 23**

*(Disciplinary measures)*

1. In the event of violation of the rules herein, aimed to ensure rational and inexpensive management of the structures and respectful relationships among guests, the following disciplinary measures shall be implemented:

- a) written rebuke;
- b) ex-officio transfer;
- c) revocation of right to lodgings

2. Within 3 days of receipt of a rebuke, the guest or guests may oppose the measure by submitting their counter arguments, in writing, to the pertaining ER.GO location office,

3. Considering the different information it has acquired, ER.GO shall assess the counter arguments raised, and shall notify students about the final and definitive outcome of this assessment.

## ARTICLE 24

### *(Revocation of accommodation)*

1. Lodgings shall be revoked in the following circumstances:
  - a) issue of third rebuke in writing;
  - b) enabling strangers to even temporary use of own lodgings or of temporarily vacant accommodation;
  - c) unauthorised hospitality to strangers provided in the guest's own room and/or flat;
  - d) outstanding delay of payments due to ER.GO, not settled within 30 days after deadline;
  - e) non-use of the lodgings over a period of one full month, in the absence of serious, proven reasons of which notice has been submitted to the relevant ER.GO office (illness of assignee and/or illness of a member of the assignee's family, transfer to another Italian or foreign university for study purposes, thesis research work in another location etc.);
  - f) benefits deemed to have been obtained under false pretences;
  - g) unlawful conduct, possession and/or use of arms, drugs or hazardous material;
  - h) tampering with the installations of the halls of residence and misuse or careless use of installations and electrical household appliances even when belonging to the user, or, in any case, use of appliances constituting a fire risk;
  - i) refusal in regard to ex-officio transfer;
  - l) serious misconduct during dealings with the collaborators of ER.GO, reception staff or other students.

2. In the event of revocation of accommodation, a written notice is sent to the guest, about the start of the revocation suit, containing request of guest's counter arguments, and an invitation to an interview in ER.GO offices. In the event the guest does not come to the interview and/or does not submit his/hers counter arguments within the fixed deadline, he/she will be obliged to leave his/her lodgings by the date indicated on the pertaining notice.

In the event of the circumstances listed at above points *a, b, c, g, h, i, l*, revocation shall be immediately effective.

3. In the event of revocation under this Article, 20% of the fees for the period of non-use of the accommodation is due.
4. Students, subject to revocation of accommodation, shall lose the right to submit the next applications for accommodation services.

## **Section VIII**

### **EX-OFFICIO TRANSFER**

#### **ARTICLE 25**

*(Ex-officio transfer to other lodgings in the same structure  
or in another structure)*

1. If necessary, due to situations of proven incompatibility and in order to separate guests sharing the same room or flat, the Authority shall, on 7 days' prior notice, implement ex officio transfer to other lodgings in the same structure, or in another structure.
2. Ex officio transfer may be implemented not only for cases of incompatibility, but also in any other circumstances in which the Authority considers it appropriate to issue such an order, to prevent repetition of conduct such as violates the rules herein, without prejudice to application of the penalties of above Art. 24.
3. Furthermore, the Authority shall implement ex officio transfer, if a flat used by women is required for men, or vice versa, or for rational management reasons.
4. The Authority shall implement ex officio transfer in the case of disabled students who require lodgings especially fitted out for their use.
5. If particularly critical circumstances arise, the Authority can implement ex officio transfer immediately.

## Section IX

### TEMPORARY ACCOMMODATION WITH FREE ACCESS LODGINGS

#### ARTICLE 26

*(Temporary accommodation with free access lodgings)*

1. The available free access-lodgings in the various halls of residence may be bookable on the website [www.er-go.it](http://www.er-go.it) (in the section "Esplora i benefici - sezione Alloggio - Vetrina Alloggi"). The online booking procedure shows the payments due and the deadlines.
2. The reservation is only confirmed upon payment of the deposit, as an advance payment on the fee due, to be made and certified to ER.GO within 48 hours after booking. The deadline and amount are calculated and indicated in the online accommodation booking procedure.
3. The total amount due as fee varies according to the period of the stay and is calculated according to the following criteria:
  - a) in the case of short stays of less than 15 days: the daily fee shall be applied until half a month is reached;
  - b) in the case of stays of more than 15 days: the monthly fee shall be applied; if the period of stay is not more than 30 days, the daily fee shall be applied for the remaining days, as in a) above.
4. On arrival, the guest is also required to pay a non-interest-bearing deposit, the amount of which varies depending on the length of stay: € 50.00 for a period of 1 to 7 days; for each additional day the deposit is increased by € 10.00, starting at € 80.00 for 8 days up to a maximum of € 300.00 for stays of 30 days or more.
5. The security deposit is paid back within 60 days from the date of leaving the accommodation by means of a bank transfer to a current account in the name of the guest only, provided that there are no damages or shortages at the time of leaving the accommodation and that the guest does not have any debts owed to ER.GO. In the case of accommodation in a single room,

€ 25.00 will in any case be deducted from the security deposit as final cleaning of the room, except in the case of particularly precarious hygienic conditions requiring an intervention of more than one hour.

6. A refund of 70% of the deposit will only be made if the renouncement is formalised at least 10 days before the expected date of arrival.

7. In the event that the accommodation is vacated prior to the booked term, 20% of the fee for the period of non-use is due, except in the case of departure due to force majeure, which must be adequately documented.

8. Guests may request a room cleaning service during their stay for an additional fee. This service is only available in the single rooms of the following halls of residence:

Bologna: Morgagni, Miramonte, Larga 1, Larga 2 (single room or single studio), Cleto Tomba, Fioravanti, Castellaccio, San Giovanni in Monte;

Forlì: Palazzo Sassi Masini;

Cesena: Palazzo Urbinati, La Torre;

Rimini: former Hotel Palace;

Ferrara: S. Spirito, Santa Lucia, Coramari, Mortara, D'Arezzo, Savonarola;

Modena and Reggio Emilia: Allegretti, San Filippo Neri;

Parma: Cavestro, Ulivi, Volturmo, San Pancrazio, Montebello.

9. The prices of the various accommodations, inclusive of utilities, to which any additional services required must be added, are indicated in Table 2-TABLE OF FEES AND RATES FOR ACCOMMODATION SERVICES - of the Benefits Announcement.

10. Temporary guests are required to comply with these regulations and are subject to the conditions set out herein.

