



Politecnico di Milano

General Regulations of University Residences

Index

Keywords	3
Allocation of Accommodation	4
Article 1 – Requirements for the allocation of accommodation	4
Article 2 – Methods of payment	5
Article 3 – Deposit	5
Use of Accommodation	6
Article 4 – Rules of behaviour amongst others	6
Article 5 – Damages and shortages	7
Article 6 – Duties of the Assignee	8
Article 7 – Duties of the residence’s managing staff	8
Article 8 – Visitors’ access	9
Article 9 – Room access by the residence’s managing staff	9
Article 10 – Availability and use of temporarily vacant beds by DSU	9
Article 11 – Transfer to another room within the residence	10
Article 12 – Renunciation to accommodation	10
Article 13 – Checkout procedures	11
Article 14 – Residence summer closure	11
Article 15 – Use of common areas	11
Article 16 – Guests’ assembly	12
Sanctions and measures	12
Article 17 – Measures	12
Article 18 – Fine	13
Article 19 – Written reprimand and warning including a fine	13
Article 20 – Use of collected fines	14
Article 21 – Temporary suspension	14
Article 22 – Immediate revocation of accommodation	14
Article 23 – Appeals	15
Privacy Statement	15

Keywords

Politecnico di Milano:	Politecnico di Milano
Ufficio Servizi per gli Studenti:	Student Services Office
Diritto allo Studio Universitario:	Student Aid Department (referred to as DSU)
Unità Operativa Servizi Alloggio:	Accommodation Services Operative Unit
Bando di Concorso:	Official Statement of Requirements (issued yearly)
Borsa di Studio:	Scholarship/Grant
Graduatoria:	Rankings or List of Results
Assegnatario/assegnatari:	Beneficiaries of DSU services, herein referred to as assignee/assignees, student/students, guest/guests
Posto alloggio:	Accommodation (also referred to as benefit/s)
Laurea Triennale:	Bachelor Degree
Laurea Specialistica:	First Professional Master Degree
Specializzazione:	Master Degree (in a specific field of study)
Dottorato di Ricerca:	PhD research programme
Codice fiscale:	Social Security Number
Sanzione pecuniaria:	Fine
Richiamo scritto con valore di diffida e connessa sanzione pecuniaria:	Written reprimand and warning including a fine

Allocation of Accommodation

Article 1 – Requirements for the allocation of accommodation

1. Accommodation at university residences of the Polytechnic University of Milan (hereinafter referred to as **Politecnico di Milano**) is assigned to qualifying students regularly registered in bachelor programmes (laurea triennale), first professional master degree programmes (laurea specialistica), specialist/master programmes, and PhD research programmes at the Politecnico di Milano. In order to qualify, students must possess all requirements of merit and income specified in a yearly Official Statement of Requirements (also known as “**Bando di Concorso**” and hereinafter referred to as **Bando**). A detailed description of terms and conditions for the allocation of accommodation according to a Ranking or List of Results (also known as **Graduatoria** and hereinafter referred to as such) can be found in the Bando. Accommodation is assigned individually and is non-transferable neither permanently nor temporarily to other persons; failure to comply will result in loss of benefit.
2. As soon as accommodation has been assigned, the student must come to the Student Aid Department (also known as “**Diritto allo Studio Universitario**” and hereinafter referred to as **DSU**) located within the Student Services Office of the Politecnico di Milano for the payment of a deposit set at an amount established yearly and listed in the Bando.
3. Afterwards, the student must hand in the following items to university residence administration:
 - a) A copy of a valid identity document (I.D. Card, Passport, etc.)
 - b) A copy of the “Codice Fiscale” (Fiscal Code/Social Insurance Number)
 - c) A passport size photo
 - d) A copy of the deposit’s receipt
4. In addition, the student will be asked to sign the following:
 - a) The “General Regulations of University Residences” document;
 - b) The “Room Status Document” stating the current condition of the assigned room, the furniture contained in it, and the communal areas of the apartment in which the room is located. Within forty-eight hours of allocation of accommodation, the student can inform in writing the residence’s administration of any discrepancy reported in the Room Status Document. In such a case, the signalled discrepancies will be verified and the Room Status Document modified. Discrepancies signalled outside the timeframe indicated above will not be considered.

Failure to present and sign the required documentation will result in loss of benefit for the entire academic year.

Article 2 – Methods of payment

1. The room rental fee, for students who have been awarded DSU Scholarship, is retained directly from the scholarship amount by the Student Aid Department (DSU).
2. Students who do not benefit from DSU Scholarship pay the room rental fee monthly according to amounts established by the yearly Bando; the payment's due date will be indicated on the invoice.
3. The student shall retain all receipts of the payments made.
4. If payment is delayed for over one month, accommodation will be revoked.
5. In the event that:
 - a) Accommodation is assigned during the course of any one month;
 - b) The student decides to renounce to accommodation during the course of any one month;Fees will be calculated according to the effective number of days of use.

Article 3 – Deposit

1. When accommodation is allocated, the student will pay a deposit amounting to a sum indicated in the yearly Bando. Such amount will be retained by DSU in the event that residence facilities, including furniture, are damaged and/or expenses are incurred due to required extra cleaning and/or required removal of personal belongings left behind by the student.
2. The deposit is refundable within 7 (seven) days of checkout date if:
 - a) the student advises of checkout intentions at least 15 (fifteen) days in advance;
 - b) on the day of checkout, the room, communal areas, and materials loaned to the student are inspected by residence administration and room keys are handed over;Failure to comply with the above requirements will result in:
 - a) partial or full retention of deposit accordingly;
 - b) in the event that damage expenses or expenses in general are higher than the amount of the deposit, the student will be charged for the remaining amount which must be paid within 30 (thirty) days.

Use of Accommodation

Article 4 – Rules of behaviour amongst others

1. In a university residence, individuals must behave with tolerance, respect and collaboration towards fellow assignees and residence personnel.
2. Under this general understanding, the student must comply with the rules set forth herein. Hence, upon admission to the residence, the student agrees to sign the General Regulations of University Residences document.
3. The student is required to observe all regulations set forth by Italy's laws including police regulations for urban and public safety as applicable, those relating to the obligations of tenants, as well as any additional requirement issued by DSU in addition to those set forth herein.
4. The student can not transfer, even temporarily, his/her legal domicile at the university residence.
5. The student is required to:
 - a) Utilize all communal facilities and areas in agreement with and respect of other tenants;
 - b) Immediately inform residence managing staff of any contagious disease contracted during the allocation period. DSU may temporarily suspend use of accommodation until the student's complete healing is made official by means of a medical certificate;
 - c) Display signs and other things of the same use exclusively in the provided spaces;
 - d) Immediately notify residence administration of any failures or damage of equipment (especially with regard to taps, water valves, piping, thermostats etc.) and furniture provided;
 - e) Respect the common rules of hygiene, order and decorum, within the assigned room and common areas;
 - f) Lock his/her room while away;
 - g) Communicate, in writing, an absence from residence expected to last for more than 30 (thirty) days and hand in room keys to residence administration prior to departure;
 - h) Allow access to cleaning and maintenance staff to fulfil their duties according to the provisions listed in article 9;
 - i) Use telephone equipment in the assigned room and common areas in an appropriate manner;
 - j) Use the equipment in common areas in an appropriate manner;
 - k) Tidy up the room at the end of the academic year prior to the temporary closure of the university residence. This includes the orderly storage of personal belongings within appropriate areas;

- 1) Follow DSU regulations established for the use of educational facilities, recreational facilities and services offered within the university residence.
6. The student can not:
- a) Keep weapons, illegal substances of any kind (including drugs, etc.), armful substances and flammable materials within his/her room and common areas;
 - b) Keep pets (and animals in general) within the residence or anywhere on university residence property with the exception of dogs specifically trained to assist the visually impaired;
 - c) Disturb other guests; in particular, from 12:00 a.m. to 8:00 a.m., it is strictly forbidden to produce sounds, noises and songs. During the remaining hours of the day, the use of musical instruments, radio and stereo equipment, televisions etc. and general behaviour must be such that no one is bothered.
 - d) Gamble nor participate in gambling activities;
 - e) Permanently place cumbersome material in common areas;
 - f) Place any object on terraces or windowsills whose presence could constitute danger to the safety of passers-by or that may be forbidden by local municipal laws;
 - g) Throw materials that can cause clogging into drainage pipes of sinks and toilettes;
 - h) Implement layout changes or adjustments to the room or apartment premises including panting of any kind, moving or adjusting furniture and equipment;
 - i) Tamper with the electrical, heating, conditioning, and safety systems;
 - j) Remove or introduce furniture and equipment of any kind in common areas or in the rooms, except where expressly authorized;
 - k) Shift, dismantle, or modify furnishings and any other existing element belonging to the residence;
 - l) Perform or ask others to perform repairs;
 - m) Spill water or throw materials that may cause damages to residence property or be unsafe to persons in general;
 - n) Use cooking devices or stoves of any kind outside of those provided by DSU;
 - o) Throw or place garbage outside of the provided containers.

Article 5 – Damages and shortages

1. The student will be charged with the sum actually incurred to repair a damaged good or replace missing ones.
2. In the event that individual responsibility can not be ascribed, every student will be responsible with other assignees of damages discovered within the room or in the residence common areas.

3. The payment for the damage must be done within 30 (thirty) days of notification. Students responsible for the damage will be instructed on how to pay DSU accordingly. In the event that a student does not pay the owed amount within the 30 (thirty) days limit, a € 25,00 (twenty-five euros) penalty will be charged; moreover, after the sixtieth day, DSU will proceed with revocation of accommodation.
4. In the event that the provided identity badge, which allows access to the residence, is lost or stolen, the student must immediately inform both residence administration and local police.

Article 6 – Duties of the Assignee

1. The student must keep the allocated room, including his/her personal belongings, in an orderly fashion and provide for its cleaning daily.
2. The student must collect all waste produced within the room and separate items for recycling while placing them inside the provided containers.
3. At the end of the academic year, before the official closing of the residence, all assignees must tidy up their rooms, remove their personal belongings and place those they want to leave behind in the provided wardrobes, closets, storerooms, and/or inside additional spaces designated for storage within the residence. DSU and residence administration decline all responsibilities in the event of loss or damage of student personal belongings.
4. In the event that ordinary maintenance (such as painting of the room's walls, etc.) is required during the residence's summer closure, residence administration must advise the assignees 30 (thirty) days in advance. The assignees must then remove their personal belongings and place them in spaces purposely provided.
5. In the event of checkout, the student shall remove his/her personal belongings from the residence within 30 (thirty) days; at the end of such a period of time, if removal has not taken place, the student will be charged with the costs of removal which will be subtracted from the initial deposit. In such a case, the remaining amount of the deposit will be returned to the student only after removal has been verified.

Article 7 – Duties of the residence managing staff

1. The residence managing staff shall take care of the following:
 - a) Porter service (night time and holidays included) and room keys hand-in/hand-out service;
 - b) Access and attendance controls for residence security;

- c) Ordinary maintenance of facilities, furniture, fixtures, etc.

Article 8 – Visitors’ access

1. The student is allowed to host visitors within the residence or his/her own room as long as such event does not result in disturbance or damage to other assignees. The student must consent to the visit and advise residence personnel of such consent.
2. It is strictly forbidden to keep visitors inside the residence from 12:00 a.m. to 8 a.m.; in the event that necessity to extend hospitality past 12:00 a.m. is foreseen, the student must ask for and seek authorization from residence administration during regular office hours.
3. The student will be held responsible for:
 - a) Damages produced by visitors hosted under his/her name; and
 - b) Their failure to observe the rules listed herein.
4. The visitor must reveal his/her identity to the residence’s personnel in charge of porter service by means of a valid identification document which will be kept until the end of his/her stay.
5. Any case in which section four of article eight is violated will be considered an act of sublease; hence, such violation is strictly forbidden.

Article 9 – Room access by residence administration

1. The residence administration is in possession of a duplicate of the keys which allow access to every room.
2. Residence administration’s access to the rooms can occur:
 - a) In the presence of at least one of the assignees: 1) in the event of periodical checks made during the allocation period; 2) under request of the assignees or at least one of them;
 - b) Without the presence of the assignees, with a 24 (twenty-four) hours advance notice: 1) to verify room conditions, at the beginning and at the end of the allocation period or during maintenance checks; 2) to check or intervene on facilities located within the room;
 - c) Without the presence of the assignees and without advance notice: 1) to perform urgent interventions or repairs; 2) in the event the assignee has been absent for a long period of time or in the event accommodation is occupied by strangers.

Article 10 – Availability and use of temporarily vacant beds by DSU

1. DSU requires a thirty days advance notice in the event that:
 - a) The student needs to leave the residence for periods of time exceeding 30 (thirty) days to visit another university in Italy or a foreign country for study reasons;
 - b) The student will have to be absent to attend co-op, workshop or internship programmes organized by the university in a place not easily accessible from the residence;

The student is required to advise DSU of duration and reasons for the absence and temporarily resign from/give up accommodation.

2. DSU reserves the right to use/assign vacant beds.
3. The student is required to advise DSU of his/her return 15 (fifteen) days in advance; DSU will then proceed with the allocation of a new accommodation.

Article 11 – Transfer to another room within the residence

1. With an advance notice of no less than 7 (seven) days, residence administration can transfer a student to another room within the residence due to the following reasons:
 - a) Organizational, functional, or service needs which may include, among other reasons, required technical or maintenance interventions (of any nature) or to complete a double bedroom with two students, etc.;
2. In cases of particular gravity, residence administration can proceed to a transfer without advance notice.
3. A student transferred to other room is required to sign checkout from previous room and hand in his/her keys.
4. Transfers to other room requested by a student during the academic year will not be performed.

Article 12 – Renunciation to accommodation

1. The assignee can present to residence administration a renunciation request due to the following reasons:
 - a) Renunciation to university studies;
 - b) Transfer to other university;
 - c) Serious family or personal reasons adequately documented.
2. In any case, the request must be received in writing by residence administration 15 (fifteen) days in advance. Residence administration will then inform DSU of the student's decision. In the event that the student is not able to give advance notice, he/she is required to pay the entirety of the monthly fee.

3. Renunciation requests made for reasons other than those listed in section one of the present article are to be made in writing 30 (thirty) days prior to the expected date of checkout. In the event that the student gives an advance notice of less than 30 (thirty) days, he/she will be charged with the entire monthly fee.

Article 13 – Checkout procedures

1. At the moment in which checkout from the residence actually occurs, the student must sign the checkout document listing the conditions in which the room was found and return room keys. Room conditions are verified jointly by the student and a person indicated by residence administration on any one day Monday to Friday during regular office hours.
2. Damages or missing fixtures (respect to allocation at check in) will be charged to the student and retained from the initial deposit. The student must refund DSU of damages or losses amounting to a monetary value exceeding that of the initial deposit.
3. The breach by the assignee of the sections of this article previously listed will result in DSU's full retention of the deposit paid at the moment of allocation.

Article 14 – Residence summer closure

1. During summer, the residence will remain closed from August 1st to August 31st. Students will be immediately informed of any change made to the closure period.

Article 15 – Use of common areas

1. Residence's guests have exclusive use of kitchens and laundry rooms.
2. The use of the gym, study rooms, computer rooms, library and spaces for cultural, recreational and sports activities is regulated. Hence, users are required to follow regulations which were put in place by evaluating the requests of the students' assembly or students' representatives.
3. In the following instances:
 - a) Use of common areas results in damage of facilities or fixtures (including furniture, etc.) located therein;
 - b) Damages or use of common areas result in cleaning/removal to be performed by residence personnel;

Costs incurred by residence administration will be charged to the students responsible. In the event the students responsible can not be identified, the costs will be charged to the entire community of students.

4. Residence's guests can organize events of a recreational nature as long as written request is made seven days prior to the date of the event. Such events will have to take place in spaces specifically designated by DSU; as a result, parties within rooms, floors, or spaces outside those designated are strictly forbidden. In addition, the written request must:

- a) Be signed by organizers;
- b) Contain the date, the time, and the reason for the event;

Outside visitors to any event must signal their presence by handing in a valid identification document to the porter. Students organizing the events are responsible for the participants' behaviour and damages to the residence's facilities or fixtures (including furniture, etc.). All events can not go beyond 12:00 a.m.

Article 16 – Guests' assembly

1. Guests of DSU residences exercise their rights as a community of students through the assembly held in each structure. The first yearly assembly is called upon by DSU at the beginning of each academic year. All following assemblies are held throughout the academic year under request of the student representatives' majority. At every meeting, before the beginning of discussions, participants must name a president and a secretary both responsible for taking minutes and sending them to DSU and residence administration. The assembly can:

- a) Discuss issues of a general nature which pertain to the entire community;
- b) Elect its representatives (no less than five) who will be called upon to bring forward and relate, to DSU and residence administration, proposals to better services and community life within the residence;
- c) At any time proceed with the substitution of one of its representatives;

The names of the elected students' representatives must be announced to residence's guests through postings placed in the provided notice boards.

Sanctions and measures

Article 17 – Measures

1. Breach of norms set forth in the "General Regulations of University Residences" may, according to the gravity of the infraction, result in:

- a) A fine;
- b) A written reprimand and warning including a fine;
- c) A temporary suspension;
- d) Revocation of accommodation;

Sanctions are issued by DSU administration or the head of the Accommodation Services Operative Unit.

2. In the event of a fine, a written registered mail notice issued by DSU or residence administration will be hand delivered to the student at the university residence. If the student is not available, the written notice will be sent via A.R. (acknowledgement return) registered mail to the civil address he/she had indicated at the moment of acceptance of accommodation. Within seven days of notification, the student shall provide for the payment at DSU offices. A late fee of €25,00 (twenty-five euros) will be charged to the student after the seven days period.
3. In the event of a written reprimand and warning including a fine, a written registered mail notice issued by DSU will be hand delivered to the student at the university residence. If the student is not available, the written notice will be sent via A.R. (acknowledgement return) registered mail to the civil address he/she had indicated at the moment of acceptance of accommodation. Within twenty days of notification, the student shall provide for the payment at DSU offices. A late fee of €25,00 (twenty-five euros) will be charged to the student after the twenty days period.
4. In the event of a temporary suspension or in the event of revocation of accommodation, a written registered mail notice issued by DSU will be hand delivered to the student involved.

Article 18 – Fine

1. Following a specific warning made by residence administration, DSU may apply a fine of €25,00 (twenty-five Euro) in the following cases:
 - a) Presence of animals in the rooms or common areas, with the exception of dogs specifically trained to assist the visually impaired;
 - b) Presence of cumbersome material in the rooms or common areas;
 - c) Presence of objects that constitute danger to the safety of passers-by on terraces or windowsills;
 - d) Presence of perishable food items during the residence's closure period;
 - e) Presence, in the room, of furniture or equipment removed from common areas;
 - f) Garbage bags found outside of the provided containers;
2. Repeated occurrence of one or more of the preceding violations to Regulations during the guest's period of stay will result in the application of article 19.

Article 19 – Written reprimand and warning including a fine

1. Following a specific warning made by residence administration, DSU may proceed with the issuance of a written reprimand and warning including a fine of €100,00 (one hundred euros) in the following cases:
 - a) Failure to keep the assigned spaces clean and orderly;

- b) Disturbance caused to neighbours and other guests. In particular, from 12:00 a.m. to 8:00 a.m., it is strictly forbidden to produce sounds, noises and songs of any kind.
- c) Unruly behaviour towards residence personnel and other guests;
- d) Hosting of strangers in the residence outside permitted hours;
- e) Use of stoves, gas or electrical cooking devices, refrigerators or other types of appliances unless especially arranged and authorized in writing by residence administration;
- f) Modifications, tampering or alterations to facilities, electrical, heating, conditioning, and safety systems including painting of any kind;

Article 20 – Use of collected fines

1. Fines collected as per articles 18 and 19 will be used to better services and organized activities within the residences and in favour of the hosted students.

Article 21 – Temporary suspension

1. Following repeated violations of article 19, DSU may proceed with immediate expulsion from the residence for a period of time directly proportional to the gravity of the violations.
2. Furthermore, DSU can proceed with precautionary expulsion from the residence shall grounds for revocation of accommodation be present.

Article 22 – Immediate revocation of accommodation

1. Under DSU administration's request, the university's commissioner will proceed with immediate revocation of accommodation in the following cases:
 - a) Detention of weapons and illegal substances of any kind (including drugs, etc.), whether for personal use or not, within residence rooms and common areas or on university premises;
 - b) Failure to pay residence fees or outstanding balances of any nature after three warnings;
 - c) Sublease or allowed use of own accommodation or other temporarily available accommodation to strangers even if for a short period of time and for free;
 - d) Allowed visits from strangers in the assigned room without prior mention to residence administration;
 - e) In the event it is established that the assignee has received DSU benefits by making false statements;
 - f) Serious violations to the rules during the student's permanence in the residence;
 - g) Behaviour that goes against public order or the laws of the country;
 - h) Transfer or permission of use of the access key to the residence given to third parties;

- i) Detention of flammable materials, armful or illegal substances of any kind (including drugs, etc.);
 - j) Lack of use of allocated room for one consecutive month without serious reasons as contemplated in article 10 herein (sickness of guest or guest's family members, military service, study period at other university, thesis research in other city, region, country, etc.);
 - k) Repeated violations which caused the guest to receive more than one written reprimand during the course of his/her studies;
2. In the event of revocation of accommodation, the student:
- a) Remains excluded from the possibility to apply for allocation of accommodation during the following academic years;
 - b) Will not hold any reimbursement rights of the residence fees paid.

Article 23 – Appeals

1. In the event DSU's director finds necessary to undertake measures that go beyond conventional fines, within 10 (ten) days, the student is allowed to appeal to the university's commissioner.

Privacy Statement

As per Legislative Decree number 196/2003 "Personal Information Protection Code," personal information collected will be used for operational reasons of an institutional nature as indicated in Law number 390/1991 and undertaken with or without electrical or automated equipment. Personal information collected by designated personnel from the applicant is sent to the local Public Security Authority as per Law number 191/1978. For the safety of students and premises, a security system has been put in place to monitor accesses to university residences. Recorded images are temporarily stored by means that guarantee safety and confidentiality while respecting privacy legislation.

In relation to treatment of personal data, rights as listed in article 7 of Legislative Decree number 196/2003 are guaranteed to the applicant. The person in title of treatment of personal data is the head of DSU's Accommodation Services Operative Unit. Images and recordings can, under formal request, be passed on to Judicial Authorities or the Police.

By signing the "Acceptance of Accommodation" document, the guest authorizes insertion of his/her personal information in a database (electronic or of a different nature) belonging to DSU in order to accomplish institutional activities.