



HALL OF RESIDENCE LEONARDO DA VINCI

CHARTER OF SERVICES

viale Romagna, 62
20133 - Milano

COMMON SPACES AND SERVICES



RECEPTION

The service is available 24 hours a day, 7/7; to contact the reception desk dial **02 2399 4404**.

You can contact the Reception:

- To receive information on the services offered by the hall of residence;
- To collect mail/packages for guests of the hall of residence;
- To receive external visitors, whose names must be entered in the visitors' register;
- To receive support for reporting faults or requiring maintenance;
- To promptly report situations of risk, whether of a hygienic or sanitary nature or related to light, water and gas installations;
- To take or return the keys of areas or materials of the hall of residence to their authorised custodian.
- To report any absence longer than 48 hours by completing the appropriate register.

COFFEE AND PLAY AREA

The residence offers a wide range of games and activities to occupy your free time; Ask at the reception. In addition, there is a comfortable coffee area near the reception with vending machines.



TV ROOM

In the basement you can find the TV room; the TV is associated with Netflix and Disney+ streaming platforms usable according to the rules.



STUDY ROOM

In the basement you can find a study room for the exclusive use of guests.



PRINTER

A multifunctional printer is available at the reception, for free use; paper must be provided by the user. It is possible to purchase a ream of paper (not single sheets), upon request to the Direction.



LAUNDRY

In the laundry room, which is always open, there are washing machines and tumble dryers (max load: 10 kg). Use of washing machines and tumble dryers requires payment though coins that you can put directly in the machine: the cost each washing/ drying cycle is **1.80 euros** (the machines don't give change). The laundry room is equipped with clotheshorses and iron boards. The irons can be requested at the reception.



LINEN SUPPLY

Linen is provided by the hall of residence: you cannot use your personal linen. Two linen kits will be provided, each including:

bed kit	bathroom kit
2 bedsheets	1 face towel
1 pillowcase	1 shower towel
1 mattress cover	1 guest towel
1 bedspread	1 bath mat

The linen is replaced when the room is cleaned (fortnightly), with the exception of the mattress cover and bedspread, which are replaced every two months.

Methods of service delivery:

When cleaning the room, the staff in charge leave the following on the bed:

- 1 bed linen kit and 1 bathroom linen kit for use during the next 2-weeks; dirty linen (1 bed kit and 1 complete bathroom kit) is collected on the day of the next room cleaning, and the 2 clean kits are handed over.

To facilitate delivery of the service, guests are kindly required to:

- consult the room cleaning and linen change schedule displayed in the indicated places;
- on the day scheduled for the cleaning of their room, leave all dirty kits to be collected on the room floor (the kit must be complete, otherwise they cannot be replaced).



ACCOMMODATION CLEANING

Each accommodation is thoroughly cleaned at each guest change.

During the guest's stay rooms are cleaned twice a month.

Kitchens are cleaned every day, 7/7.

The accommodation cleaning schedule is notified in advance to guests and is posted on the notice board in the reception hall. Cleaning is carried out from Mondays to Fridays, excluding holidays.



INTERNET WI-FI

Access to the hall of residence's Wi-Fi network is free of charge. Regulations and connection information are available here:



ground floor



basement

OTHER SERVICES



ON DEMAND SERVICES

In addition to those listed above, a number of additional services are available to guests for a fee.

They are to be requested from the director by e-mail, agreeing the time and method of intervention. Prices are VAT included.

Paid Service	Price
'On demand' ordinary room cleaning	€ 7.00
Ordinary cleaning of room-attached bathroom	€ 5.00
Ordinary cleaning of kitchens attached to rooms	€ 8.00
'On demand' extraordinary room cleaning	€ 10.00
Extraordinary cleaning of room-attached bathroom	€ 7.00
Handling of objects less than 25 kg in weight	€/h 15.00
Mattress change (standard single bed size)	€ 110.00
Pillow change	€ 21.00
Change of single metal spring/slat bed base	€ 70.00
Jumbo toilet paper roll	€ 2.70
Classic toilet paper roll	€ 0.40
A4 paper ream	€ 4,25
A3 paper ream	€ 7,50



FAULTS AND REPORTS

Guests can report faults/malfunctions/service disruptions to the hall of residence management office via the trouble ticketing system of the Politecnico di Milano, which is available in the Polimi APP.

When opening a trouble ticket, you are required to specify the room interested; this can be selected:

manually, by entering the room code shown on the label affixed in the room;

by selecting the room on the map, after following the path:

> Scegli spazio (> Choose **space**)

> Polo / Sede / Campus / Edificio / Piano / vano (> Campus / Building / Floor / **Room**)

Once the room selected, describe the problem and, if possible, attach explanatory photos.

**CHECK FOR
SERVICE
CHARTER
UPDATES HERE!**



EVENTS

Each year, the Housing & Dining Unit organises and proposes a programme of events for guests of the halls of residence.

To subscribe and receive updates on upcoming events please visit the news section of the website: www.residenze.polimi.it and join the WA broadcast list via this QR code:



REGULATIONS

At the reception desk you can find information on the services provided, notices and information on initiatives and events reserved for the guests of the hall of residence.

Throughout your stay in the hall of residence, you are required to comply with the regulations of the halls of residence, which is available at: www.residenze.polimi.it