

via Maggianico, 6 20156 - Milano



CHARTER OF SERVICES



RECEPTION

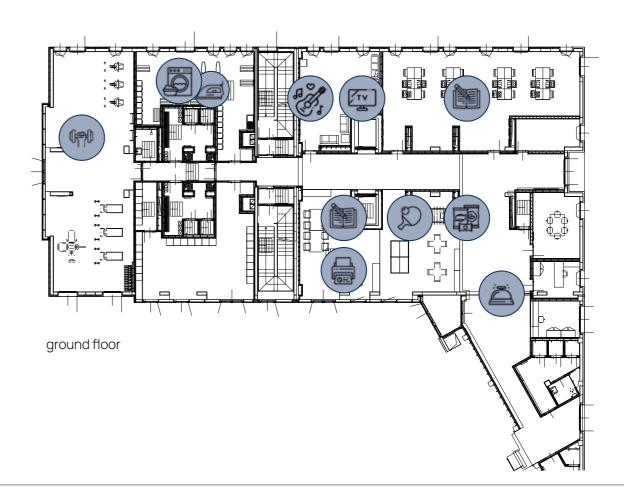
The service is available 24 hours a day, 7 days a week; to contact the reception desk dial 02 2399 4900.

You can contact the Reception:

- to receive information on the services offered by the hall of residence;
- to collect mail/packages for quests 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 via the University trouble ticketing
- · 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.

The Residence Manager of the hall of residence, Giuseppina Mancuso, coordinates with the reference persons of all the activities carried out in the hall of residence and ensures that quests comply with the Politecnico di Milano University Halls of Residence Regulations; she is available to guests from Monday to Friday (excluding holidays), 09:00-17:00.

To meet her, it is recommended to contact her in advance by e-mail at qiuseppina.mancuso@polimi.it





LAUNDRY

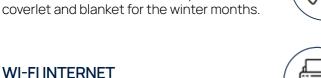
In the laundry room, which is always open, there are washing machines and tumble dryers (max load: 10 kg). Use of washing machines and tumble dryers requires payment though a card to be purchased at **3,00**€ (to recharge it, follow the instructions posted in the laundry room). The card is required to operate the machines: the cost each washing/drying cycle is 1,80€. The premises are equipped with clotheshorses, ironing boards and irons. The irons can be requested at the reception.



LINEN

Linens (room and bathroom) are responsibility of guests.

The equipment provided to each guest consists of mattress cover, pillow case,



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



GAME ROOM

An extensive assortment of board games is available in the games room.

ACCOMODATION CLEANING

at each guest change.

During the guest's stay:

daily basis, 7 days a week.

Fridays, excluding holidays.

Each accommodation is thoroughly cleaned

· Rooms are cleaned and sanitised twice a

· Studio flats, including a kitchenette and a

· The communal kitchens are cleaned on a

The accommodation cleaning schedule in

notified in advance to guests and is posted

on the notice board in the reception hall.

Cleaning is carried out from Mondays to

bathroom, are cleaned twice a month;



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), apon request to the Direction.



INTEGRATED UNIT KITCHENS

The integrated unit kitchens are equipped with electrical appliances and induction coockers. Utensils, cookware and crockery are not provided, so each guest must bring their own set, which must be suitable for use on the cookers found in the kitchen cooker and for microwave cooking. Within each kitchen is a shared refrigerator and a shared freezer, wall cabinets and shelves for storing one's items and food.

Small household appliances (with CE mark) can be brought into the hall of residence only after requesting and obtaining authorisation from the Residence Director, who will analyse requests on a case-bycase basis. The electrical sockets in the hall of residence are F-type (Schuko) and L-type, with 220 V voltage.



You can use the gym every day, 24 hours a day: to access it, you must go to the reception desk to collect the gym keys, which you must then return. While in the gym, guests are required to carefully follow the rules for using the gym, which are affixed at the gym entrance. To use the gym you must fill in the sports activity form available at the reception desk.



TV AND MUSIC ROOM

The TV in the TV room of the hall of residence is associated with Netflix and Disney+ accounts: guests can use these streaming platforms freely according to the following rules:

- it is prohibited to change credentials (user names, passwords) and data in the 'Settings' section of accounts;
- it is forbidden to attempt to gain possession of the credentials and data referred to in the previous paragraph;
- · it is prohibited to associate the said accounts with devices other than the smart TVs specifically provided for their use (e.g., private devices such as smartphones, PCs, tablets, other TVs, personal or of a hall of residences):
- it is prohibited to disconnect the communal accounts available on these TVs in order to use private/personal accounts on the same TVs;
- it is prohibited to make purchases of any kind via the accounts associated with the communal smart TVs.

The music room is the same as the TV room; a quitar is available at reception.

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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	15.00 €/h
Mattress change (standard single bed size)	110.00€
Pillow change	21.00 €
Change of single metal spring/slat bed base	70.00 €
Bed-kit (sheets and pillowcase)	€
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 / Edifcio / Piano / vano (> Campus / Building / Floor / Room)

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



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/en/blog/



NOTICE BOARD AND REGULATIONS

On the notice board 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/en/

