



HOUSING  
& DINING

# HALL OF RESIDENCE VILFREDO PARETO

## *CHARTER OF SERVICES*

Via Maggianico, 6  
20156 - Milano

# SERVICES



## RECEPTION

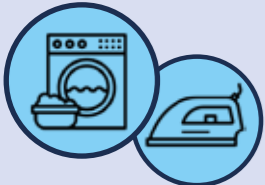
The service is available 24 hours a day, 7 days a week; to contact the reception desk dial **02 239527000**.

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 via the University trouble ticketing system;
- 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 guests 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 him, it is recommended to contact her in advance by e-mail at [giuseppina.mancuso@polimi.it](mailto:giuseppina.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 euros** (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 euros**. The premises are equipped with clotheshorses, ironing boards and irons.



## 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.



## WI-FI INTERNET

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



## 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:

- September to March: 1 bed linen kit and 2 bathroom linen kits for use during the next 2-weeks; dirty linen (1 bed kit and 2 complete bathroom kits) is collected on the day of the next room cleaning, and the 3 clean kits are handed over.
- April to July: 2 bed linen kits (i.e., one more) and 2 bathroom linen kits (i.e., one more) for use during the next 2-weeks; dirty linen (2 bed kits and 2 complete bathroom kits) is collected

on the day of the next room cleaning and the 4 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).



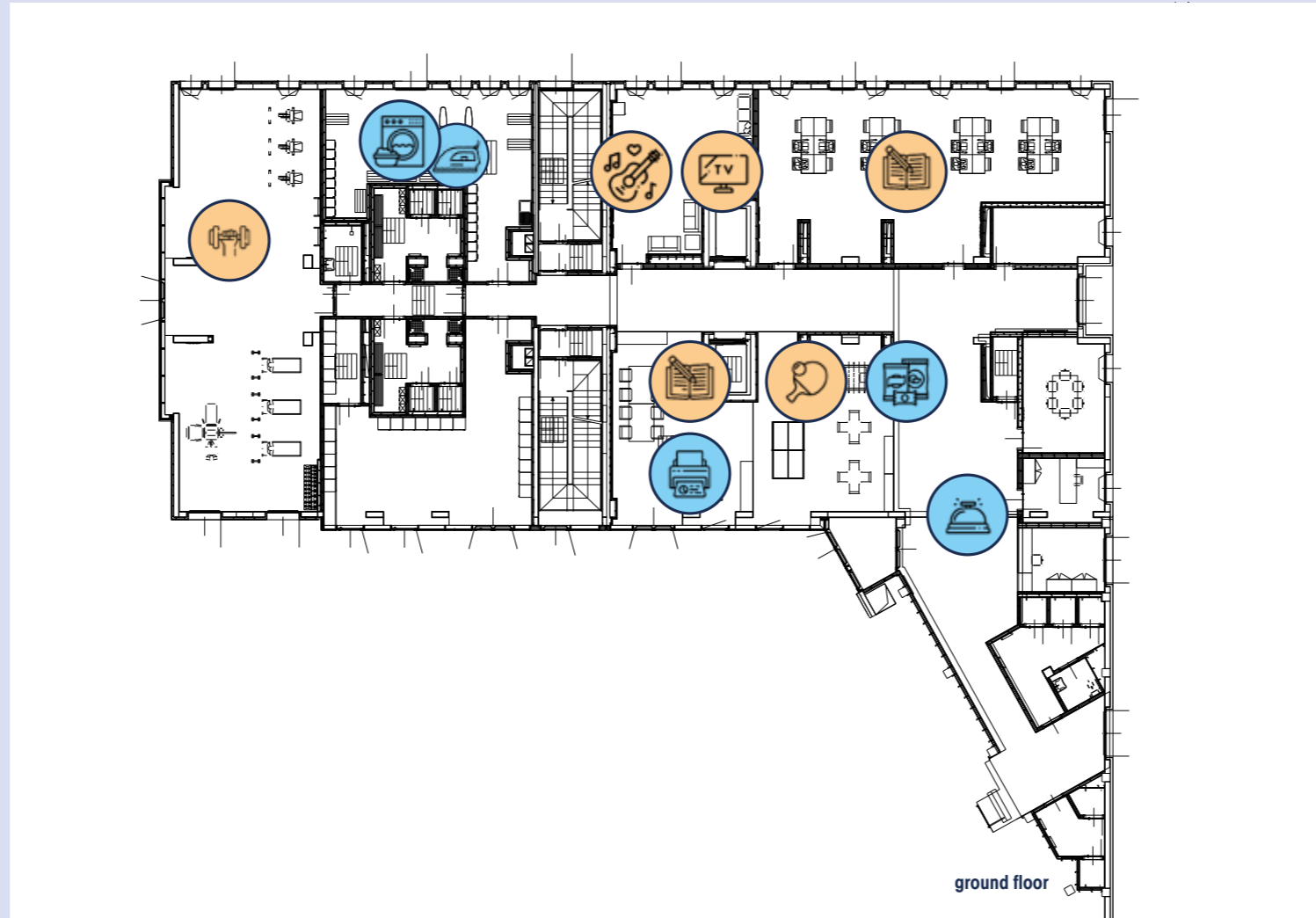
## ACCOMMODATION CLEANING

Each accommodation is thoroughly cleaned at each guest change.

During the guest's stay:

- Rooms are cleaned and sanitised twice a month;
- Studio flats, including a kitchenette and a bathroom, are cleaned twice a month;
- The communal kitchens are cleaned on a daily basis, 7 days a week.

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.



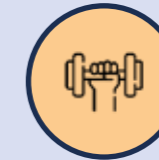
# COMMON SPACES



## INTEGRATED UNIT KITCHENS

The integrated unit kitchens are equipped with electrical appliances and electric or induction cookers. 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 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-by-case basis. The electrical sockets in the hall of residence are F-type (Schuko) and L-type, with 220 V voltage.



## GYM

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 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.



## GAME ROOM

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



## MUSIC ROOM

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



# 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 University online services or the Polimi APP. The path to follow is: Supporto > Segnalazione guasti (Help > Fault Reporting).

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](http://www.residenze.polimi.it) and join the WA broadcast list via this QR code:



## 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](http://www.residenze.polimi.it)