



CHARTER OF SERVICES

# Hall of Residence Ada Byron

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26100 - Cremona



**POLITECNICO**  
MILANO 1863

# CHARTER OF SERVICES



## RECEPTION

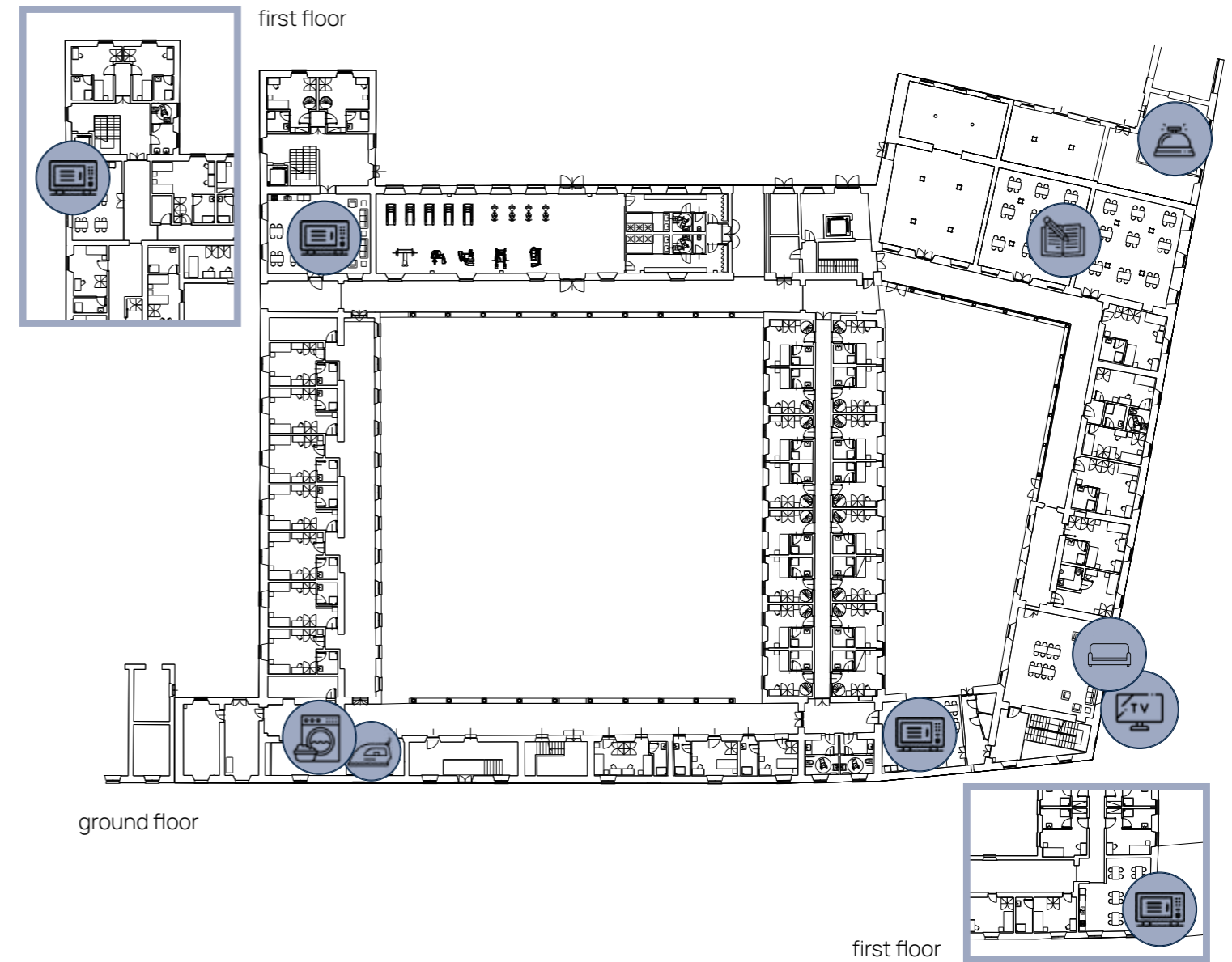
The service is available 24 hours a day, 7 days a week.

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, **Beatrice Cupellaro**, 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 her, it is recommended to contact her in advance by e-mail at [beatrice.cupellaro@polimi.it](mailto:beatrice.cupellaro@polimi.it)



## ACCOMODATION 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.

For daily cleaning of the accommodations, guests may request the shared vacuum cleaner at the reception.



## MINI-FRIDGE

Each accommodation is equipped with a mini fridge for storing food.



## LAUNDRY

The laundry room is open all times and is equipped with washing machines and dryers (max load: 10 kg), available for use for a fee via a dedicated App. Each washing or drying cycle costs 2,44 €. The laundries are equipped with drying racks and ironing boards.

Shared irons are available to guests upon 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, coverlet and quilt for the winter months.



## WI-FI INTERNET

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



## LIVING ROOM

The living room is a comfortable space available for guests to spend their free time. An extensive assortment of board games is available; the TV is connected to Netflix and Disney+ accounts. Streaming platforms may be used freely by guests, in compliance with the following rules:

- it is forbidden to modify credentials (user names, passwords) or any data in the 'Settings' section;
- it is forbidden to attempt to obtain the credentials and data mentioned above or to link them to devices other than the designated smart TVs (e.g. smartphones, PCs, tablets or TVs, personal or of a hall of residences);
- it is forbidden to log out the communal accounts available on the TVs or use private/personal accounts;
- it is forbidden to make any type of purchase through the accounts linked to the smart TVs.



## BICYCLE REPAIR KIT

Guests may request a complete set of tools for the repair and maintenance of their bicycles at the reception desk.



## BREAK AREAS

On each floor there are break areas equipped with microwave ovens, sinks, fridges, freezers and household appliances as coffee machine, toaster, kettle, etc. Utensils, cookware and crockery are not provided, so each guest must bring their own set, which must be suitable for microwave cooking. Inside each break area there are shared wall cabinets and shelves, as well as lockers, for storing one's items and food.

Small household appliances can be brought into the hall of residence only after requesting and obtaining authorisation by the direction; **portable hobs are not permitted.**

The electrical sockets in the hall of residence are F-type (Schuko) and L-type.

## 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' room cleaning	10,00 €
'on demand' room-bathroom cleaning	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 €
Toilet paper roll	0,40 €



### 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.



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