



REAL ESTATE  
AND FACILITIES  
SERVICE

## **RULES AND REGULATIONS**

### **EUI RESIDENCES**

### **PIAN DEL MUGNONE**

Academic year 2017 - 2018

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**Chapter I**  
**SERVICES PROVIDED IN THE RESIDENCES**

**ARTICLE 1**

*Purpose and definitions*

These Rules and Regulations govern the conduct of tenants of the EUI Residences. This document shall be signed in acceptance by tenants; should a tenant not sign the document, these Rules and Regulations shall take effect in any case, simply through the fact that they are on display in the flats and in the common areas. The EUI reserves the right to modify these Rules, informing tenants of the changes by displaying the amended Rules in the flats and in the common areas. Should any conflict arise between these Rules and Regulations and the provisions contained in the rental contract, the latter shall prevail.

The provisions in these Rules are also effective in the implementation of the rental contract, including the period after expiry of the rental contract.

**ARTICLE 2**

*The services*

In its Residences the EUI shall provide the following:

- a) extraordinary repairs and maintenance of the property;
- b) periodic painting and varnishing of common areas;
- c) repair work for electrical appliances;
- d) free laundromat services, with washing and drying machines; detergents and fabric softeners will also be provided;
- e) internet access via WiFi;
- f) individual heating: the period during which heating can be used is governed by municipal regulations which the EUI must observe;

**ARTICLE 3**

*Housing Office*

1. The Housing Office has regular working hours from 9 am to 5 pm , but is open to the public from Monday to Friday at the PAB EUI Residences with the following schedule:

**2.00 pm – 5.00 pm**

The EUI reserves the right to change the Housing Office's opening hours at its discretion, but undertakes to notify all tenants of any such change by e-mail, with at least 3 days' notice.

2. The Housing Office is responsible for:

- a) welcoming all tenants, handling all the procedures required for taking possession of the flats and for leaving them at the end of the tenancy;

3. Except in cases of actual emergency, it is forbidden to request the assistance of the Housing Office staff outside the office's opening hours.

**Check-in at the EUI Flats will not be possible on weekends, on EUI closure days, and/or earlier than 9 am and later than 5 pm.**

#### **ARTICLE 4**

##### *Emergencies*

Should an emergency occur at a time when the Housing Office is closed, or on holidays, or during EUI closure periods, tenants must dial **055-4685999**, the direct phone line for the Control Room in the Badia Fiesolana, where there is always staff on duty, 24 hours a day.

In case the Tenant forgets or loses the flat's key out of EUI Flats office hours, the Tenant has to contact a blacksmith (i.e. SOS CASA emergency number or any other number) at his/her own expense.

## Chapter II ALLOCATION OF FLATS

### ARTICLE 5

#### *Signing of rental contract*

Tenants shall be required to sign the rental contract before taking possession of a flat, as required by Italian law. Tenants shall notify the Housing Office by e-mail, [housing.office@eui.eu](mailto:housing.office@eui.eu), at least 3 days beforehand, of the exact date and time of their arrival at the EUI Residences. Rental contracts can be signed and **tenants can take possession of the flat only during above indicated office hours (from Monday to Friday, between 9.00 am and 5.00 pm).**

Please note: Tenants cannot have their official and permanent address transferred to the EUI Flats since the nature of the rental contracts is merely temporary. **The Housing Office must be properly informed in case a Tenant has asked for the permanent residence address in the EUI Residencies.**

We remind you that the length of rental contracts cannot in any case exceed the beginning of the following Academic year.

### ARTICLE 6

#### *Documentation to be submitted before taking possession of the flat*

At the moment of signing the rental contract, all tenants – with no exceptions – shall be required to submit the following documentation, unless they have already sent it by e-mail:

- a) a copy of a valid identity document (an ID or passport, plus a valid Visa for non-EU citizens);
- b) permanent residence address in country of origin;
- c) Italian tax code, called a “codice fiscale” which each tenant shall collect from the Italian Internal Revenue offices upon arrival in Florence. The address of the Internal Revenue Office: **Agenzia delle Entrate** - Via Santa Caterina d’Alessandria no.23, 50129 Firenze. (Opening hours: Monday to Friday: 8.40 am to 12.40 pm; and on Tuesdays, Wednesdays and Thursdays open also from 2.20 to 3.40 pm);
- d) Copy of the bank transfer must be sent to the Housing Office:
  1. copy of the deposit requested for booking the accommodation;
  2. Copy of the fixed amount of €60 to cover the final sanitization. N.B: the final cleaning remain a tenant’s task;
  3. Copy of the fixed amount requested by the Housing office for the registration of the lease contract
- e) Bank account details (Bank, IBAN and SWIFT);

f) Scan copy of the last page of the following Rules and Regulation duly signed.

If the Housing Office is not able to complete the rental contract registration process because the tenant has not submitted even one of the required items, the tenant shall be liable for a penalty to cover the excess registration costs, the amount of which cannot be calculated in advance. The penalty shall be calculated by the Italian Internal Revenue Office, alongside the normal rental contract registration fee.

**NOTIFICATION TO AUTHORITIES OF FLAT ALLOCATION** (a procedure called “Cessione di fabbricato”): the Housing Office is obliged by Italian law to submit to the Italian Authorities, within 48 hours from the moment a tenant takes possession of a flat, the official notification of allocation of a property: this notification to competent Authorities shall include the personal details of all non-European tenants, their partners and children. **Tenants are required to submit the above information, without exception.**

Should the Housing Office not be in a position to officially notify the Italian Authorities of the flat allocation due to the fact that the tenant has failed to provide the personal data of even only one of the persons, the tenant shall be liable for a €320 fine, as established by Italian law.

## **ARTICLE 7**

### *Taking possession of the flat*

1. It is possible to rent an EUI Flat only with a valid EUI affiliation
2. When taking possession of the flat, the tenant shall sign the following documents in acceptance:
  - a) the rental contract, including these Rules and Regulations which are an integral part of the contract;
  - b) the receipt for the keys to the flat and the common areas;
3. The tenant undertakes to observe all the provisions in these Rules and Regulations, including any changes and/or additional provisions that may be adopted over the course of the academic year by the EUI Housing Committee; in accordance with the provision envisaged in Article 1 above, tenants shall be notified of any such changes and/or additions by e-mail, at the address tenants are assigned by the EUI.
4. Within 24 hours from taking possession of the flat, the tenant may notify the Housing Office in writing of any discrepancy, both in his/her personal room and in the common areas in the flat. Should this occur, the Housing Office will immediately verify the tenant's claim,. Any notification submitted by the tenant after the 24-hour deadline shall be ignored.
5. **All flats are assigned to tenants without pillows, bed linen, bathroom or kitchen towels, or iron and ironing board. Tenants are required to supply these accessories themselves.**
6. The tenant shall be responsible for the safekeeping of his/her copy of the signed rental contract.

**Chapter III**  
**RULES GOVERNING THE USE OF THE FLATS**

**ARTICLE 8**

Tenant's obligations

1. The tenant shall:

- a) behave in an orderly manner, acting responsibly and respectfully towards other persons and in making use of premises and equipment entrusted to him/her by the EUI;
- b) make proper use of appliances and furniture belonging to the EUI, avoiding any type of action that may cause damage or be in any way hazardous; tenants shall immediately report any instances of faulty appliances or other inefficiencies using the procedure outlined in Article 12 below;
- c) keep the flat and its furniture in good condition and properly cleaned.
- d) switch off inside and outside lights, close all water taps, turn off kitchen burners and air conditioning every time he/she leaves the flat. **The Housing Office further reserves the right to claim reimbursement for extra consumption starting from 100€;**
- e) park scooters and bicycles in the dedicated spaces. Scooters and bikes parked outside of these spaces shall be forcibly removed, with no prior warning to tenants. The Housing Office further reserves the right to claim reimbursement for any expense incurred in the forced removal and also to charge the tenant a sum of up to €50 as a fine.
- f) Acknowledge all EUI policy statements available at the following link:  
<http://www.eui.eu/ServicesAndAdmin/LogisticsService/PoliciesandProcedures.aspx>

2. The tenant shall not:

- a) leave large objects or equipment in the common areas, so as to obstruct passage for others;
- b) keep animals in the flat or in the outside areas pertaining to the flat;
- c) make excessive noise and cause a disturbance, especially after 10.30 pm and before 8.00 am, during which period all forms of singing and loud noises are prohibited. During the rest of the day, tenant's behaviour and his/her playing of musical instruments, radios, televisions, stereos or any other external activities shall be kept to a volume level that does not cause a disturbance to others;
- d) throw or even leave temporarily any type of rubbish or waste outside the flat;
- e) throw down the drains of basins, toilets, etc., materials that may obstruct the drains;
- f) carry out any kind of changes at all to the flat or the common areas, without prior authorization from the Housing Office;
- g) dry laundry, bedclothes inside the flats/rooms

- h) move, disassemble, alter or in any way interfere with the furniture in the flat, without prior notification and authorization from the Housing Office;
- i) take the furniture out of the flat;
- j) carry out or commission from others repairs or other work from technicians that are not authorized by the EUI;
- k) remove the label with the flat number from the set of keys received when taking possession of the flat;
- l) keep weapons, illegal drugs, explosives, flammable furniture, harmful or radioactive substances.

In the case of breach or infringement of any of the above obligations, the tenant shall be obliged to reimburse the EUI for any and all damage and expense incurred as a result of his/her conduct.

3. The tenant shall carry out personally or pay to perform on his/her behalf the following maintenance operations:

- a) replacement of light bulbs, except where this requires the use of ladders;
- b) clean and clear the drains of bathrooms and kitchen if they are obstructed. Should the work of a specialized technician be necessary, the cost will be charged to the tenant;
- c) purchase at his/her own expense and apply specific products against insects, mosquitoes or ants, should such an intervention be needed in the flat;
- d) retouch the wall paint if this becomes necessary to ensure that the flat is in the same conditions it was in when tenant took possession; this shall be performed especially when the paint surface is damaged and chipped.
- e) Pay for the flat's keys copies in case of loss.

5. The EUI will not be held responsible in any way for theft or damages to the tenant's personal belongings.

## ARTICLE 9

### *Payment of rent and late payments*

**1. When the tenant, or person(s) acting on his/her behalf, pays the monthly rent, he/she shall indicate clearly in the transaction description the following information: tenant's surname, flat number, month for which the rent is being paid.**

2. The tenant shall pay the monthly rent within the first 10 days of each month. Should payment be delayed, the tenant shall notify the Housing Office by e-mail at [Housing.Office@eui.eu](mailto:Housing.Office@eui.eu) of the delay and subsequently send to the same e-mail address a scanned copy of the bank transfer receipt confirming the actual payment of the rent. If the Housing Office is not notified of a late payment, or



if the tenant does not send a scanned copy of the payment, the Housing Office reserves the right to terminate the rental contract, charging the tenant for the expenses incurred due to the discontinuation of the contract, as well as the expense for any legal procedure which may become necessary, and furthermore to implement the provisions envisaged in Appendix E.

## **ARTICLE 10**

### *Internet access from the flats*

1. All flats in the EUI Residences at Ponte alla Badia are equipped with internet connection. To access the service, tenants must follow the procedure described at the following link:  
<http://www.eui.eu/ServicesAndAdmin/ComputingService/Connections/Flats/Mugnone.aspx>
2. The EUI shall not be held liable for temporary network outages, although every effort will be made to ensure that the full service is restored as soon as possible. The tenant shall have no right to charge the EUI – for example, by deducting an amount from the rent due – for interruptions in the internet connection.
3. The tenant shall be personally liable for his/her access to specific websites and for all materials downloaded from the web.

## **ARTICLE 11**

### *Partners / Guests registration*

1. It is necessary to provide the Partners registration and this can be done as follows:
  - Academic Members' Partners must be registered at the following link:  
<http://www.eui.eu/ServicesAndAdmin/AcademicService/PracticalInformation/EUICard&EUIPartnerCard.aspx>
  - Staff Members' Partners must be registered at the following link:  
[https://apps.eui.eu/my\\_data/partner-card-request.aspx](https://apps.eui.eu/my_data/partner-card-request.aspx)

**It is an obligation to refer to the Housing Office the Partner Registration once it is done.**

2.. As laid down by Italian law (Article 7, Legislative Decree 286/98 and later amendments), it is the duty of the tenant to report in writing to the Police Authorities the presence in the flat of non-EU citizens or stateless persons, even if they are relatives or similar, within 48 hours. Follow the local Legislation, all non-EU citizens who entered Italy from are required to go personally to the Police Headquarters (Questura) together with the Tenant, within eight days of their entry into the country, where they shall fill out a form giving their personal details, including passport number, details of their entry visa, reason for stay in the country, as well as providing the address of where

they are staying. In case a Tenant has no regularly registered his/her Guests, the penalty of the art.6 (Cessione di fabbricato) will be applied.

3. For people sharing a flat, it is imperative to have preventively agreed the visit of your guest with your flat-mate.

4. Guests are welcome for short-term period only and no longer than 7 consequently nights. For longer period Tenants have to follow the Rule mentioned in Art.11 (2) here above.

5. The tenant shall be liable for the behaviour and for any damage caused by his/her guests, who shall be required to observe the provisions envisaged in these Rules and Regulations..

## ARTICLE 12

### *Maintenance*

**1. Routine and ordinary maintenance is the responsibility of the tenant; routine and ordinary maintenance means, by way of an example: obstructed drains, burnt-out light bulbs, taps and shower heads partially obstructed by limescale, chipped wall paint, damage to shutters caused by not securing them properly, etc. Generally speaking, and as envisaged in Italian law, ordinary maintenance means performing all those repairs that become necessary as a consequence of the normal use of the flat.**

2. Any request for a maintenance intervention to be carried out in the flat has to be made by opening a ticket on the EUI Helpdesk: <http://www.eui.eu/Helpdesk/Index.aspx>

3. Technicians due to carry out maintenance repair work shall be able to access the flat without there being any need for the EUI staff to arrange for a specific date/time, or to give the tenant prior notice. Should the repair operation be more complex or invasive, the tenant shall be notified in advance of the day/time of the arrival of the technician(s) and arrange directly the intervention with the Maintenance Unit. The presence of the tenant is not necessary while the maintenance operations are being carried out.

## ARTICLE 13

### *Access to the flats by EUI staff*

The Housing Office owns a copy of the keys to all flats and reserves the right to enter the flat even when the tenant is absent, and without advance notice, in the following cases:

- in a situation of serious concern, hazard and urgency, in order to prevent damage to persons or property;
- when serious breaches of these Rules and Regulations are reported;
- when the flat is occupied by unauthorized and unknown persons;
- when the tenant has been absent for a prolonged period.

**Chapter IV**  
**CHANGING, LEAVING THE FLAT, DAMAGES AND PENALTIES**

**ARTICLE 14**

*Changing flat*

The tenant rents a specific flat, which is specified in his/her rental contract. Provisions exist for tenants being allowed to change flats within the EUI Residences, or to change rooms within the flat, during the period covered by the rental contract. But this shall only be permitted if the tenant provides a reasonable motivation for his/her request; such a decision shall, furthermore, be based on the availability of flats and on the Housing Officer expressing a favourable opinion. Once the tenant is granted permission to change flats or rooms, he/she shall:

1. pay the fixed charge to cover early contract termination;
2. pay the fee for registering the new contract.
3. pay the fee for the new accommodation final compulsory sanitization

**ARTICLE 15**

*Procedure for leaving the flat*

1. The tenant shall inform the Housing Office of the exact date when he/she intends to check out of the flat, with at least one week's notice. Flats must be left within 12.00 pm from Monday to Friday. The check-out can take place only once the flat or room has been completely emptied and cleaned up. The Housing Office will then plan for and organize an inspection of the flat, to be carried out by its staff together with the tenant and a member of the cleaning staff, to assess the condition of the flat. This inspection shall take place during the Housing Office's working hours, as listed in Article 5 above. Once the inspection is completed, a list reporting any discrepancies will eventually be prepared, and the Tenant must also hand over the flat keys. Should this joint inspection not be possible, the flat shall be examined by the Housing Office, but the absent tenant shall have no right to object to the findings of the inspection. Should the tenant fail to hand back the flat keys, the expenses incurred in the lock replacement operation shall be charged to tenant.

2. Any damage, missing items, or extraordinary cleaning operations necessary (a routine clean-up procedure is envisaged, but such an extraordinary operation may be necessary if the flat is left in

especially bad conditions), as identified during the inspection process described in para 1 above, shall be charged against the tenant's deposit and deducted before such deposit is returned to tenant. Should the total amount of the deposit not be sufficient to cover the costs of damages, the EUI shall proceed by other means to recover the amount due.

3. Any personal belongings left behind in the flat by the tenant shall be removed, with any cost incurred in the removal being charged to tenant; such personal belongings shall be kept in storage on behalf of the tenant for 10 days. At the end of this period, the EUI shall no longer be liable for the safekeeping or storage of such personal belongings, and shall dispose of the items as it sees fit, charging any costs incurred in the disposal to the tenant.

4. The Tenant should be aware that the compulsory final sanitization is not a final cleaning, which remains a Tenant's task. In case an extra cleaning is needed, the Tenant will be charged for the relevant cost

## **ARTICLE 16**

### *Extension of the lease contract*

1. It is the responsibility of the Tenant to inform well in advance the Housing Office of his/her intention to extend or renew the lease contract and confirm the validity of the proper EUI affiliation (Please note that the length of the rental contract cannot in any case exceed the beginning of the following Academic year). Tenants may stay in the flat, even after the expiry of the rental contract, for a maximum period of another 29 days; such an extension is, however, permitted only if the flat is free for this further period, and solely if the Housing Officer authorizes such an extension. The following conditions shall be fulfilled:

- if the extended stay is for a period of 1 to 6 days, the tenant shall pay rent for these extra days calculated as a proportion of the monthly rent he/she has been paying for the flat, based on the contract;
- for an extended stay lasting between 7 and 14 days, a new temporary rental contract shall be drawn up, which – according to Italian law – does not need to be officially registered; the rent due for this extended stay shall be equal to half the monthly rent that the tenant paid for the flat during the contract period;
- for an extended stay lasting between 15 and 29 days, a new temporary rental contract shall be drawn up, which – according to Italian law – does not need to be officially registered;
- the rent due for this extended stay shall be equal to a full month's rent, in the amount that the tenant paid for the flat during the contract period.

Should a tenant not leave a flat when the rental contract expires, he/she shall be charged for all expenses incurred in lock replacement for the front door of the flat, as well as for the operations

required to remove his/her personal belongings from the flat, and any other expense – including indirect expenses – incurred due to the tenant's refusal to leave the flat.

**PDM Tenants are requested to apply every Academic Year for a PDM accommodation.**

## **Chapter V**

### **DAMAGES AND PENALTIESARTICLE 17**

#### *Damages and missing items*

1. In situations in which more than one tenant occupies a flat, each tenant shall be liable for damage caused by negligence, misuse, intentional acts.
2. The tenant is further liable for any excess consumption of electricity, water and/or gas, which is the result of misuse of utilities.
3. Tenants shall cover any cost for extraordinary operations of painting and varnishing due to damage caused by their actions, including marks left by nails in the walls or adhesive tape used to hang paintings or prints on the walls, etc.;
4. Should it not be possible to attribute specific individual responsibilities in flats occupied by more than one tenant, each occupant shall be held liable for damage, missing items, excess consumption of electricity, water and gas in the flat; each tenant shall further be liable, together with all tenants in the Residences for damage and missing items occurring in the furniture, appliances and fixtures pertaining to the common areas.
5. The EUI shall charge tenants for any expenses incurred in repairing damaged items, in repurchasing missing items, or replacing items that cannot be repaired, in paying for excessive use of electricity, water and gas. Such charges shall always include the cost of labour, as well as the cost of materials.
6. The EUI reserves the right to apply penalties, of sums up to €50, in cases in which damages were wilfully caused and/or in cases of vandalism, over and above the cases described in para 2 above; the penalty shall be charged, over and above the sum required to repair the damage.
7. Damages shall be paid within 10 days from notification.

### **ARTICLE 18**

#### *Penalties*

1. Over and above the provisions envisaged in the previous articles, the EUI reserves the right to charge a €50 penalty – which shall be deducted from the tenant's deposit – to any tenant found to be responsible for the following:
  - a) common areas in especially deteriorated and unclean conditions (laundry room, ironing room, common storage space);

- b) presence on the terraces and on window sills of objects that can be hazardous for passers-by on the ground below;
- c) presence of rubbish sacks or empty bottles outside the flat;
- d) failure to observe safety rules in the use of electric domestic appliances and electric equipment in general;
- e) tampering with wiring or plumbing systems;
- f) use of heaters, ovens, air conditioners other than the appliances provided by the EUI, without prior written authorization from the Housing Office;
- g) keeping large and bulky objects (bicycles, camp beds, etc.) in the common areas and in the flats;
- h) damage caused wilfully and/or malicious acts of vandalism (over and above being required to cover the cost of repairing the damage itself);

**Chapter V**  
**FINAL PROVISIONS**

**ARTICLE 19**

*Privacy policy*

By signing the rental contract, the tenant grants authorization for his/her personal details to be included in the EUI's electronic database; such data shall be processed and treated in full observance of existing laws on privacy and protection of personal data.

For further information please refer to the following document:

<http://www.eui.eu/Documents/ServicesAdmin/Logistics/Housing/Tenants-at-EUI-Residences.pdf>

**ARTICLE 20**

*Signing these Rules and Regulations*

With the sole exception of the situation described in Article 1 above, the tenant who signs the flat rental contract shall be deemed to have accepted these Rules and Regulations.

I HEREBY RECEIVE AND ACCEPT A COPY OF THESE RULES AND REGULATIONS, INCLUDING THE INVENTORY, AS AN INTEGRAL PART OF THE RENTAL CONTRACT PERTAINING TO THE FLAT SPECIFIED BELOW.

FLAT NO.

DATE

TENANT

HOUSING OFFICE

SIGNATURE

SIGNATURE



**Appendix A: List of Practical information and EUI Policies**

1. **EUI Shuttle Service Timetable:**  
<http://www.eui.eu/Documents/ServicesAdmin/Logistics/MailService/Shuttletimetable.pdf>
2. **EUI Helpdesk and how to open a Ticket:** <http://www.eui.eu/Helpdesk/Index.aspx>
3. **EUI Parking Policy and Vehicles registration form:**  
<http://www.eui.eu/ServicesAndAdmin/LogisticsService/GeneralLogistics/Parking/ParkingattheEUI.aspx>
4. **EUI Mail Policy:**  
<http://www.eui.eu/ServicesAndAdmin/LogisticsService/MailService/MailDeliveriestoEUIaddresses.aspx>
5. **How Academic Members can register Partners:**  
<http://www.eui.eu/ServicesAndAdmin/AcademicService/PracticalInformation/EUICard&EUIPartnerCard.aspx>
6. **How Staff Members can register Partners:** [https://apps.eui.eu/my\\_data/partner-card-request.aspx](https://apps.eui.eu/my_data/partner-card-request.aspx)
7. **How to get the Italian Tax Code (Codice Fiscale):**  
<http://www.eui.eu/ServicesAndAdmin/AcademicService/PracticalInformation/TaxCodesImportsVehicles.aspx>
8. **PDM WiFi Access (available only once the Tenant is properly registered at the EUI):**  
<http://www.eui.eu/ServicesAndAdmin/ComputingService/Connections/Flats/Mugnone.aspx>
9. **Only for Researchers, President's Decisions 13 May 2009:**  
<http://www.eui.eu/Documents/ServicesAdmin/AcademicService/PracticalInfo/PresidentsDecision13,2009.pdf>