



Regulations for the Halls of Residence

(Promulgated with Rector's decree no. 1194/2020 of 3 March 2020)

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Art. 1 - General provisions

1. University Halls of Residence are accommodations intended to house students enrolled in the University of Milan, international students on exchange programmes, visiting students in Milan for periods of study or to participate in University-sponsored conferences or seminars, as well as visiting instructors and researchers invited by the departments to teach courses, present at conferences, or to conduct research.
2. Priority access to sleeping spaces in the Halls of Residence is given to students on an education incentive programme.
3. A portion of those spaces, allocated on an annual basis by the Management Board, is reserved to international students on an exchange programme.
4. A separate quota is set aside, again on a yearly basis, for short-term housing for instructors and other students.

Art. 2 - Code of Conduct

Guests must abide by the instant Regulations and other rules applicable to community life with other guests, and to interactions with University staff, and employees of the contractor managing hotel services onsite. Additionally, guests must abide by the fundamental rules of respect, tolerance, and cooperation which ensure a peaceable shared living space for everyone. Within the scope of that general rule, guests are required to:

- a) Abide by all applicable laws (police and public-safety regulations, insofar as applicable) and rules promulgated by the University and applicable to Hall of Residence life;
- b) Pay the University all boarding fees pursuant to the deadlines set for each type of accommodation, lest such accommodation be revoked (for accounts two or more months past-due);
- c) Handle the upkeep of one's assigned room according to basic standards of hygiene and decorum. Custodial staff must be allowed to provide period cleaning and disinfection in the manner and according to the timeframes agreed upon between the hotel-services contractor and the University;
- d) Be responsible for one's room key, redelivering it to the doorman each time one leaves the Hall;



- e) Use all common areas and communal equipment in a courteous manner, keeping them clean, and properly disposing of all rubbish and recycling from the shared kitchens;
- f) Post notices and flyers only in designated areas;
- g) Periodically inspect all supplied equipment and furnishings, notifying the front desk promptly of any need for repairs;
- h) Use only those appliances provided in the flat or room (the guest's personal hair dryer and fan, if one is not provided, may be used). Should such personal devices be used, they must feature CE (European Community) labelling, and must be used in accordance with the manufacturer's instruction manual.
- i) Receive and review the safety policy for the Hall, and participate in all mandatory fire drills.

Guests lodging in a Hall of Residence may reach out to the Student Registry Division, Halls of Residence Office, the Hall Director, or the Hall's student representatives for questions or concerns.

Contact information and the respective responsibilities for these parties is provided at move-in.

Art. 3 - Accommodation services managed through the Halls of Residence

Management of accommodation services at the University Halls of Residence is outsourced by the University through a public-tender procedure.

Interactions between Hall management and guests are governed by hotelier-guest rules and regulations. Hall management shall be liable for residents' property and valuables to the extent of any agreements in place between the University and their contractor.

The accommodations-services contractor is responsible for:

- a) Monitoring access to, and presence within, the Hall;
- b) Safekeeping of the keys;
- c) Monitoring persons using Hall services;
- d) Cleaning and disinfecting rooms and common areas, changing linens, making the spaces available for users as quickly as possible.



- e) Minor maintenance in the rooms (please ask for a maintenance-request form from the doorman).

The security office will be staffed during the day, but the Hall hotline is available 7 a.m. to midnight.

Art. 4 - Rights

Guests have the following rights:

- a) To lodge in the accommodations when the halls of residence are open;
- b) To be provided a supply of bedclothes (including bed-linen changes according to the schedule set by the University with its contractor);
- c) To use all Hall of Residence facilities and property in accordance with the rules and timetables set for the same, and as the needs of all other users allow. Should the Hall of Residence where the assigned lodging is located not be equipped with a given common-area services (e.g. a gym), students will have permission to use the related common areas in other Halls of Residence. Requests must be submitted to the Accommodation Office;
- d) Common-area cleaning;
- e) Room cleaning: management will provide notice of the cleaning schedule for the Hall of Residence. To facilitate custodial services, the floors and surfaces of the room must be kept clear;
- f) To submit suggestions on Hall-of-Residence operations through the student representatives for the Hall, who will then forward such request to the Student Registry Division and the Accommodation Office.

Art. 5- Restrictions

Students may not:

- a) Sublet or otherwise allow the permanent or temporary use of their assigned room to a third party (violators will have their rights to accommodation revoked and will be reported to the authorities);
- b) Use the rooms of any other guests unless such guests are present in the Hall, absent authorisation from the owner, which must be delivered to the front desk;



- c) Cause any nuisance, especially between the hours of 11 p.m. and 8 a.m. to other guests; during other times of day, playing musical instruments, or radios / televisions / stereos at a high volume shall also be prohibited;
- d) Engage in gambling, possession of weapons or similar items, toxic substances, or flammable materials (including any type of candle), consuming mood-altering drugs or intoxicants, and hard alcohol shall be prohibited;
- e) Keep pets, except insofar as permitted by law (e.g. seeing-eye dogs);
- f) Place any object on a terrace or windowsill which might be dangerous for any pedestrian passing below, or as otherwise restricted by applicable Municipal Ordinances;
- g) Obstruct any common area or hallway which is a way out during a fire with items such as a drying rack or bags of rubbish;
- h) Throw unauthorised parties;
- i) Install non-University furniture, with the exception of table lamps (where not provided);
- j) Make any changes to the space, including by painting the walls, or hanging a poster;
- k) Remove any supplied furniture or equipment, or moving in any equipment or furniture of any kind;
- l) Install locking mechanisms other than those provided: campus staff must have access to the rooms for scheduled, periodic inspections;
- m) Possess any hot plates or space heaters (see Art. 7, Law no. 406, 18.07.80);
- n) Install appliances, tampering with the electrical system or smoke alarms, or using power strips or other multi-outlet plugs (the use of any appliance, subject to express authorisation from the University, must comply with Presidential Decree no. 547 of 27.04.1955, and with CEI regulations).
- o) Smoke within the Hall; violators will be prosecuted in accordance with the law;
- p) Loiter in the security office;
- q) Engage in conduct or behaviour which might constitute a hazard to any person or property, or which constitutes a violation of any applicable law or regulation;



- r) Report the Hall of Residence as one's permanent address for any reason (rather than reporting it as a temporary domicile).

Art. 6 - Absence

- a) Students shall report any absence to the on-duty doorman, who shall duly record the absence in the register;
- b) Should the student not return on the stated date, he/she must send notice via email to the Accommodation Office and the Hall Director;
- c) Any unexcused absence for longer than ten (10) days will lead to accommodation rights being revoked;
- d) Where the sleeping space is not used for more than twenty (20) days during an excused absence, the University will have the right to assign third parties to the room; the absent student will retain their right only to the sleeping space;
- e) Should the student, whilst they have the right to accommodations, win an international-exchange scholarship, or have a for-credit internship or traineeship, they must report the length and reason for their leave of absence to the Accommodation Office. In such cases, the student must vacate the room, removing all personal effects; the University reserves the right to use the room, without prejudice to the student's right to a sleeping space.

Art. 7 - Illness

- a) Guests must report any contagious disease as determined or certified by a medical professional.
- b) When certain illnesses are reported, and provided a detailed order regarding the same is issued, the University may require the guest to vacate the room until they are fully recovered, as duly certified by a clinic or hospital.

Art. 8 - Transfers and internal mobility

- a) Students shall have the option, during any year of accommodation, to request a transfer to another Hall, or to another room within the assigned Hall, without thereby giving rise to any right on the part of the student, or any obligation on the part of the University;



- b) Two guests may request, by agreement, to exchange rooms; such request shall not give rise to any right on the part of the student, nor any duty on the part of the University;
- c) Students assigned a scholarship under an education incentive programme who continue directly into a Master's degree, PhD, or other post-graduate programme shall have the right to keep their same room;
- d) Assignment to a single room shall be predicated on criteria set by the Observatory for the Right to an Education;
- e) The University may, at its sole discretion, make room or Hall transfers as needed to provide the best possible service and/or to resolve any issues arising amongst Hall guests.

Art. 9 - Use of common areas and rooms

- a) For those assigned a sleeping space, common areas will be provided for recreation, cultural, and educational purposes.
- b) Access to such study or rec rooms, and to the kitchens, shall be reserved to guests with an assigned sleeping space in the Hall. Visitors may only access such common areas and rec/study rooms if accompanied by a guest who lodges in the Hall. The guest shall be jointly and severally liable with the visitor for any poor conduct or damages caused by the latter.
- c) The use of common areas for conferences or other events produced by outside groups must be expressly authorised, in advance, by the University.
- d) Any party held at the Hall must receive advance authorisation from the University.

Art. 10 - Outside visitors

Any outside visitor may only visit the Hall on an occasional basis.

Residents may have visitors (who have reached the age of majority) in their rooms from Sundays-Thursdays from 8:30 a.m. to midnight, and until 1 a.m. on Fridays and Saturdays. Two visitors per guest are permitted insofar as otherwise permitted by general occupancy levels (set for fire/safety purposes), and to the extent consented to by one's roommate.

The resident may have minor visitors if accompanied by their parents; such visits shall take place in the common areas from 9 a.m. to midnight.

Student-residents shall be liable for the following, with respect to any external guest:



- a) Meeting the guest at the security office, and signing the visitor's log;
- b) Ensuring that the visitor leaves their ID in the security office (which may be retrieved at their exit) in order for security staff to record and annotate their entry/exit;
- c) Ensuring that the visitor leaves the Hall by midnight (1 a.m. on Fridays/Saturdays);
- d) Making sure that the guest conducts him or herself in accordance with the rules set forth herein.

Art. 11 - Inspections and controls

- a) The University and its Contractor, through their staff, may conduct periodic inspections to ensure the proper functioning of all systems/equipment, and the upkeep of all assigned sleeping spaces.
- b) Students assigned a sleeping space, duly notified of the inspection, shall grant custodial and maintenance staff access to their room. If possible, maintenance staff will be accompanied by University staff or Management.
- c) For any urgent, documented, special repairs, access to the room shall be permitted to authorised personnel without notice, and in the absence of the occupant.
- d) Generally, room inspections take place three times a year, and are performed by University and/or Management staff. Compliance inspections, and inspections on furniture/systems/equipment may take place at any time, without notice.

Art. 12 - Assignment and redelivery of the accommodations

- a) Upon moving in, the guest will sign the instant Regulations in full and unconditional acceptance whereof.
- b) Upon moving in, the guest must pay a non-interest-bearing security deposit. The deposit amount is set from year-to-year by the University of Milan Central Division.
- c) At the end of their stay, the guest must redeliver the sleeping space in the same condition as at move-in, normal wear and tear excepted.
- d) The guest must provide at least seven (7) days' notice of their intent to vacate the room in order to allow for a joint guest-staff inspection.



- e) Should any damages be noted, the University reserves the right to withhold all or a portion of the security deposit, without prejudice to their right to seek greater damages at law.
- f) Should any damage be discovered following an act of vandalism by an unknown party, all guests on scene when the damage is discovered will be immediately jointly liable for paying for the same.
- g) Guests may have their accommodation rights revoked due to payment default, lapse, and disciplinary reasons;
- h) Guests must promptly vacate the room should they no longer have the right to a sleeping space due to graduation, transfer, or revocation of their rights to an accommodation; should they fail to do so, they will be charged the daily lodging rate from the date of their ineligibility until the day they vacate the room.
- i) Any guest who no longer has a right to the sleeping space must remove his/her personal effects from the room, once the privilege over the same pursuant to Art. 2760 of the Civil Code has been exercised. Authorised staff may retrieve any items left behind, which may be picked up by the owner for up to one (1) year thereafter. Following such expiry, the items will be deemed abandoned, and neither the University nor the contractor may be held liable for their safekeeping. A representative from the contractor and the University will prepare a report of such abandonment, along with the opening of any cabinets or drawers.

Art. 13 - Disciplinary provisions

Violations of any kind shall give rise to those penalties established hereunder, up to and including revocation of the sleeping space, without prejudice to University's right to report the event to the authorities.

Should the guest assigned a sleeping space fail to abide by the rules set forth herein, act inappropriately, or damage any property or building belonging to the University, the Hall manager shall promptly report the event to the Director of the Student Registry Division through the Director of the Accommodation Office, who will then write up the student, providing a copy of the report to the student. Any student subject to write-up may file their responses within five (5) days of the report being made.

If the Director of the Student Registry Division, having reviewed the report and the student's response, does not believe any infraction has occurred, the report will be dismissed.



On the other hand, if an infraction is found, a disciplinary proceeding will be instituted, where the matter will be heard by a disciplinary committee appointed by order of the Rector.

The Disciplinary Committee shall be made up of a minimum of three (3) members, including the student representative for the Hall where the incident occurred.

Disciplinary sanctions include:

1. **Citation:** consisting of a written report.
2. **Temporary suspension from the Hall:** the right to an accommodation may be suspended for up to sixty (60) days.
3. **Expulsion from the Hall:** the guest's right to a sleeping space is permanently revoked; this is used for any egregious violation of the code of conduct causing serious damage to the Entity or to any third party, or following more than one suspension.

Art. 14 - Temporary suspensions

For any particularly serious incident, the student-guest may be subject to immediate suspension prior to adjudication by the disciplinary committee.

Such pre-disposition suspensions must be authorised by the Rector of the University of Milan.

Students who, following the investigation, are found not to be responsible for the incident, shall have their benefits restored; no other rights as against the University or its contractor shall attach.

Art. 15 - Student residential association

- a) In order to establish closer working ties, on an ongoing basis, with students lodging in the Halls of Residence, each facility shall allow for the election of representatives to a Student Commission.
- b) The representatives for each Hall (up to a maximum of two student-recipients of a sleeping space under an education incentive programme, and a maximum of one incoming Erasmus student) shall be elected once a year by the Student Assembly for those students with a right to a sleeping space for the particular Hall. Elections must be held no later than November. Within ten (10) days following the Assembly, the Representatives designated by the same must report their appointment to the Accommodation Office.



- c) The students' assembly must also nominate a contact person to act as a safety deputy for each floor. The University reserves the right, at its sole discretion, to appoint such parties from amongst the Hall residents, should the assembly fail to do so. Any refusal to accept such appointment may be subject to disciplinary sanctions hereunder.
- d) Each member of the Student Committee shall have the right to submit suggestions and reports of issues in their Hall to the Observatory for the Right to an Education, which shall respond to the same within ten (10) days.

Art. 16 - Rules specific to short-term student housing

Short-term stays may be permitted on a weekly or monthly basis. Students who are not yet enrolled, but who intend to enrol at the University, may lodge for up to seven (7) days. Extensions may be granted once the student has perfected his/her enrolment.

Bookings, which must be made online, must be received at least seven (7) days prior to the date of their proposed stay.

If a space is available, the student will be notified via email. Upon receiving the booking confirmation, the student must pay the accommodations fee in advance, either on a pro-rated basis for the month (for stays under one month) or the first-month's rent (for month-to-month stays).

Payment must be made in accordance with University payment terms.

Once the Accommodation Office has verified the payment, notice will be sent to the student via email.

No refund shall be made for no-shows.

No refund will be made for any period not used, or for any early check-out.

The cost of the first month's rent, or any pro-rated portion, shall be charged to the student if they fail to cancel at least fifteen (15) days in advance.

The cost of lodging for the pending month shall be charged to any student who checks out early.

Art. 17 - Rules specific to short-term instructor housing



Booking methods

Booking requests must be submitted by the hosting Department at least three (3) business days before the start of the instructor's stay. Please fill out the online form available at www.unimi.it - Statale@work - Instructors - Visiting Instructor Housing (<http://sites.unimi.it/foresterie/foresterie-docenti/>) noting:

- a) Full name of the contact person and the hosting department / office within the University, including telephone number
- b) Identifiers (first name and surname) for the visiting instructor / researcher
- c) Number of nights (check-in / check-out dates)
- d) Payor (guest or Department)

For multiple bookings, please submit a rooming list. Booking confirmations will be sent via email. Should any booking-modification be required, please notify the Accommodation Office as soon as possible, providing: guest name, early/late arrival date, early/late checkout date, cancellation, change of room type (double to single or vice versa), additional night(s).

Cancellations may be made without penalty up to seven (7) days in advance.

Once the booking is made, any cancellation made within seven days of arrival and any no-shows will be subject to one-night's charge, regardless of the reason for the cancellation or no show.

On the check-in date, the guest must present a valid passport or other ID to the front desk. Check-in is 12 p.m.

Check-out is 10 a.m. on the check-out date; keys must be returned to the front desk.

Art. 18 - Gap-filling provisions

For anything not expressly provided for herein, please see the Annual Education Incentive Programme Competitive-Procedure for Housing Assignments rules, rules regarding shared-living spaces, and University regulations, insofar as applicable.

Art. 19 - Transitional rules relating to flats

Students assigned a sleeping space in a flat must comply with the rules established *supra*, as well as the rules established in the instant article.



Students duly assigned a sleeping space in University flats may exercise their collective-representation rights through the Halls' Student Assemblies. Each flat shall be assigned, based on its location, a reference Hall.

Students in University flats may use the common areas and services located in the University Halls of Residence.

Utility expenses (electricity) relating to all acceptable uses of the assigned lodging shall be included in the room rate. For any excessive (with respect to average utility costs for similar lodging) utility costs be discovered, systematic inspections to determine the cause of the same, and to take all reasonable steps relating thereto (including charging such costs back to the guest in instances of negligence) shall be taken.

Telephone charges, as well as any expenses to install or remove a land line, shall be borne by the guest.

If no *Eduroam* connection is present, the guest will be provided access to the system through an alternative mobile-connection system.

The University shall apply data rates to traffic on that line pursuant to the *Eduroam* WiFi connection policy.

Any equipment needed to ensure connectivity (mobile device and SIM data) shall be provided at move-in, whereupon the student shall be solely liable for the safekeeping thereof pursuant to Art. 1768 of the Civil Code. Equipment shall be deemed fixtures of the flat; their use shall be at the assigned student's own risk. Any mobile connection will be provided so that the student might study in their assigned accommodation. Such connection is strictly personal; any improper use, for reasons other than study, is prohibited, and shall be at the student's own risk.

The device may not be used outside the lodging; the student must safeguard the device within the lodging, and refrain from making any hardware/software change to the same.

Upon moving in, the assigned student will receive, along with the device, all information needed for the mobile connection. Such instructions must be kept confidential, and in the user's possession (i.e. WiFi password for the device).

Guests shall be responsible for cleaning their bedroom and bathroom within the flat. Management shall provide cleaning service once per fortnight, which shall include: dusting counters and furniture; mopping; glass and door/window cleaning; cleaning and disinfecting the bathroom fixtures. Management will provide a linen change at every cleaning.



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The guest agrees to use a normal standard of care for all assigned furniture. He/she shall be responsible for any damages to his/her room, any negligent use of assigned material, and any damage of any kind caused to the building or the lodging.

Guests may not modify or adapt any fixture in the lodging, remove or add furniture, install any appliance if unauthorised (authorisation must be requested in writing from the University). Guests may also not install any locking mechanism for the flat distinct from the one provided.

Guests shall be required to comply with applicable law and any public-safety regulations insofar as applicable, and condominium rules.

Guests must always, without exception, show common courtesy toward their neighbours within the building where the assigned flat is located. Nuisances, noise, and other disturbances to neighbours, especially in the evening or overnight, are prohibited.