



**Florence University of the Arts – The American University of Florence (FUA-AUF)**

**Housing Policy and Agreement**

**Verbale di assegnazione alloggio/servizi abitativi-posto alloggio**

Apartment/accommodation: \_\_\_\_\_

Address in Florence: \_\_\_\_\_

Apartment move in date: \_\_\_\_\_

First and last name: \_\_\_\_\_

Requirements for housing access (requisiti di accesso ai servizi abitativi - "posto alloggio": \_\_\_\_\_

\_\_\_\_\_

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## **Welcome to your Apartment in Florence**

You have been assigned to an apartment in Florence, operated by Florence University of the Arts – The American University of Florence (FUA-AUF). All FUA-AUF apartments are regulated by city and local condominium/building ordinances, in addition to the FUA-AUF housing regulations. **This document will help you understand how to comply with all City of Florence legal ordinances and contains all procedural guidelines for which students housed by FUA-AUF are responsible.** It also provides you with information that will help you better understand how to live in an Italian apartment and acclimate to your new home.

FUA-AUF provides clean, comfortable and well-maintained shared apartments in Florence. Your space will consist of a bed in either a shared or single bedroom (by request before arrival with a paid single room supplement only), a living space with soft seating and a dining table and chairs, adequate hanging and folded storage for your clothing, a fully-equipped kitchen (refrigerator, sink, cooktop/stove and either a self-standing oven or microwave, cooking equipment and utensils, plates, glasses and dining utensils, and washing machine) and bathroom. You will also find an iron and ironing board, a clothes-drying rack, hangers and other standard equipment.

**Every student who accepts accommodation in FUA-AUF housing accepts the responsibility of living in someone else's property and treating it as their own.** Our housing policies are designed to 1) protect our students, 2) protect the property, and 3) to abide by Italian laws and university regulations.

**While you are here you are, in many ways, an “ambassador” for your home country** and you are expected to behave accordingly. Abiding by these policies will ensure that you fulfill this role while respecting your host country, your neighbors, and host property. We enforce these regulations strictly and apartment occupants must agree to abide by them. By signing this document, you agree to abide by these policies and acknowledge that failure to do so can result in penalties (fines and/or loss of security deposits), and can ultimately result in forfeiture of your living accommodations and all associated fees.

### **General Policy**

Students in FUA-AUF accommodations are expected to behave appropriately with roommates, neighbors and the community at large, in all respects. Violence or threats, sexual harassment, inappropriate behavior and loud noise are not tolerated, in accordance with **FUA-AUF's Code of Conduct** and will result in a warning or possibly immediate eviction. Excess noise may result in a fine or immediate eviction (**consult fines on page 7 of this document**).

Tenants are expected to treat their Florence apartment with respect and to leave it as they found it at departure. Tenants found in violation of this agreement may be asked to vacate the property, will not be due any refund of fees and may be responsible for administrative and legal penalties/subject to a fine.

**By signing this Agreement**, it is the student's intention to forever relieve FUA-AUF, its officers, employees, agents and volunteers, of any duty to the student and the student assumes the entire risk of any personal injury, damage, loss, harm, death, claim, medical expense and any other type of expense that might occur during or as a result of his/her use of, or presence in FUA-AUF housing.

**Important: Please provide us with a working cell phone number, either your home country cell phone or Italian cell phone. We would like to reach you to provide you with important information.**

### **Health and Safety Policy**

**It is against FUA-AUF regulations to:**

1. Tamper with fire or other safety equipment.
2. Possess flammable items, appliances or other items that may be considered a fire hazard in any way, in your apartment.
3. Smoke in any part of a FUA-AUF apartment or building, including balconies and common areas such as hallways and elevators.
4. Bring illegal substances into the apartment/building.
5. Start or cause a fire in any FUA-AUF apartment or building. This includes fireplaces, which are forbidden to use and extremely dangerous.

6. Cause a false fire or safety alarm in any FUA-AUF housing or building.
7. Possess weapons or items that resemble weapons.
8. Throw objects or any substance from, into, or onto FUA-AUF housing windows, doors, terraces, ledges, roofs or other areas.
9. Bring unauthorized furniture into your FUA-AUF apartment or building or move home furniture like beds and armchairs.
10. Tamper with devices and furnishings, such as windows, shutters, cranks, stops, locks, and door closing devices.
11. Install an unauthorized lock on a bedroom, bathroom, or front door.
12. Leave apartment windows and entry doors open when not present in the apartment and/or failure to lock apartment door.
13. Enter without authorization, or contribute to unauthorized entry of another individual, into FUA-AUF housing. This includes fraudulent attempts (misrepresentation, using false identification, etc.), to enter or to allow another individual to enter any FUA-AUF housing.
14. Failure to present a valid passport or properly identify oneself within 12 hours when entering an apartment or when requested to do so by any authorized University staff member.
15. Call FUA-AUF Emergency Number +39 347 376 9632 for anything other than a Real Emergency fine applies - see fine chart on page 7).

### **Guest Policy**

No guests are allowed overnight or after 11PM in any FUA-AUF apartment. Hosting or attempting to host overnight guests in any apartment is a violation of Italian anti-terrorism laws, as well as FUA-AUF housing rules. We are happy to provide recommendations for inexpensive nearby hotels and/or hostels for visiting friends and family members.

### **Administrative Policy**

#### **You may not:**

1. Move to another apartment or housing facility without authorization, or change roommates.
2. Occupy a housing space assigned to another resident.
3. Sublet a FUA-AUF room, suite or apartment, or allowing an individual to reside in FUA-AUF housing without authorization.
4. Fail to properly complete and comply with the check-in/out procedure.
5. Modify or paint any room in your apartment.
6. Hang posters or other photographs using tape, nails and/or tacks that can damage walls.

**Loss of Keys** will result in a EUR 100 administrative fee\*, plus the actual cost of the replacement key.

**Replacing Locks:** In the case of a lock-out or any other situation that you have caused to require the use of a locksmith (such as inserting objects into doors, breaking doors or locks), you will be charged a) the full cost of the locksmith (this can be very expensive if we need to replace a lock), plus b) all costs of replacement items (locks, doors, keys). As Florentine locksmiths are notoriously expensive, please do not call one on your own.

**After Hours Lock-outs:** For lock-out calls that come in after working hours, students will be charged a EUR 200 administrative fee\* to open/un-lock doors plus any costs incurred for opening their door (locksmith and all related costs). Payment must be made within two working days (48 hours).

**Key Return at Check-out:** If you do not return your key at check-out the penalty is 100 euro plus the costs of the replacement key\* (and if applicable the electronic key).

**Damages:** Students are responsible for any damages in their apartments. In case the responsible party is not identified, all apartment residents will be charged in equal amounts for the total damage. **BE SURE YOU CAREFULLY FILL OUT THE HOUSING DAMAGE REPORT FORM UPON YOUR ARRIVAL**, indicating any damages you see. This form can be found in your personal area on MyFUA. **Always immediately notify the FUA-AUF office of damages that occurs during your stay.**

**Utilities:** Act in a responsible manner with regard to the use of water, electricity and gas in your apartment.

Unreasonable utilities bills may result in additional cost to the residents of an apartment. Students have a utilities allowance of 50 EUR per student per month, which is generally adequate for normal living conditions. Utilities in Italy are VERY EXPENSIVE, and 50 EUR presumes you will use electricity, hot water and gas MUCH MORE SPARINGLY than you would normally in your home country. All apartment meters will be read after one month for information purposes. Students will be responsible for utility charges (divided equally amongst apartment occupants) for charges exceeding 50 euro / month / student. TURN OFF ALL LIGHTS WHEN LEAVING YOUR APARTMENT.

Tenant configuration in an apartment: FUA-AUF reserves the right, for necessary maintenance, interpersonal relations or other reasons, to change the tenant configuration of an apartment during the course of the academic year. Students may be assigned to bedrooms with empty attending shorter sessions. Students cannot occupy the extra bed for any reasons.

*\*Please note that the final amount due is subject to change.*

**Late Payments:** Failure to make payments may result in administrative action by FUA-AUF, which may include legal collections procedures, and/or the delayed release of academic records, or other sanctions.

### **Community Standards Policy**

**The following behavior is in violation of FUA-AUF'S Code of Conduct:**

1. Disorderly, disruptive, or aggressive behavior that interferes with the general comfort, safety, security, health and/or welfare of the FUA-AUF community.
2. Behaving in a way that causes annoyance to neighbors. Particularly due to the Italian law, a noisy behavior is absolutely to be avoided during the day from 2:00pm to 4:00pm and at night starting at 11:00pm (As noise in many apartments can be heard clearly in adjacent apartments [above and below], students are specifically cautioned against slamming doors, and wearing high-heel and other hard-soled shoes while at home.
3. Hanging, displaying or leaving personal items such as clothes or food items outside of your apartment, on balconies, or any other place that may be visually disturbing to your neighbors.
4. Use of illegal drugs and/or excessive use of alcohol.
5. Harassment or abusive behavior toward another individual or group by any means (including electronic), for any reason.
6. Physical violence (actual or threatened) against any individual or group.
7. Engaging in, or threatening to engage in, any other behavior that endangers the health or safety of another person, group or oneself.
8. Vandalism or damage to personal or apartment property.
9. Theft or unauthorized use or possession of personal or FUA-AUF property.
10. Excessive noise as defined by Florence city ordinances or the FUA-AUF noise policy.
11. Failure to maintain acceptable standards of personal hygiene or room / apartment cleanliness to the extent that such failure interferes with the general comfort, safety, security, health or welfare of a member or members of the FUA-AUF community.
12. Keeping or caring for pets or animals in FUA-AUF housing.
13. Unauthorized solicitation, recruitment for membership, subscription, polling, posting, canvassing or commercial sale of products, services or tickets in FUA-AUF housing.
14. Smoking in any part of the FUA-AUF apartment or building.
15. Conducting any business for profit in FUA-AUF housing.
16. Exhibiting or affixing any unauthorized sign, advertisement, notice or other lettering, flags or banners, that are inscribed, painted or affixed to any part of the outside of a building or the inside of a building.
17. Attaching or hanging any projections (including television dishes or antennas, awnings, etc.) to the outside walls or windows of FUA-AUF housing.
18. Gambling in FUA-AUF housing.
19. **Using internet connectivity in an illegal manner.** (Downloading and/or torrenting protected, copy written material in Italy is a criminal offense; your internet provider may terminate your apartment's internet service as a result of such behavior. We will not be able to restart this service in the event of such an occurrence, thus affecting the ability of you and your apartment- mates to access the internet.)

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## Cleanliness and Hygiene Policy

**All FUA-AUF apartments have been cleaned and checked before your move-in. If there are any inadequacies you must inform us within 48 hours of check-in using the provided forms. You are responsible for keeping your apartment hygienic and clean during the term.**

1. Do not leave any kind of garbage or food inside or outside the apartment. Garbage must be collected and bags must regularly be thrown into the property's garbage collection bins, usually located within your building's courtyard or on every street.
2. One time each month, FUA-AUF may inspect your apartment for cleanliness, as well as to ensure that excess electricity is not being consumed. We will inform you of such inspection at least 24 hours in advance. If we determine your apartment is being maintained in a non-hygienic or substandard manner, FUA-AUF may opt to a) warn the residents or b) provide cleaning at its own initiative (for which it will bill the students the cost of cleaning and an administrative fee/fine).
3. Specifically, be sure to dispose of all food in your apartment and clean your oven and stove (and stove-top) after use. Leaving the oven and stove dirty will ruin them and you will receive a fine and/or lose a portion or even all of your security deposit.
4. If students find bed bugs in their apartment more than ONE WEEK after their arrival, they will be held responsible for any fumigation / extermination fees (beginning at 300 – 400 euros per student). FUA-AUF inspects every apartment and makes certain they are free of bedbugs before your arrival. Therefore, if bedbugs are found in the apartment after ONE WEEK of check-in, it is because students have brought them into the apartment. For a list of tips on how to avoid bedbugs, please consult with our student services team.

## Maintenance Policy

FUA-AUF provides maintenance service for your apartment and is responsible for repairing the things that go wrong. If your apartment requires repairs, we'll fix them as soon as possible. However, you're living independently in an apartment, and as such you're responsible for a number of items. **Here's a list of things that we're not responsible for (and that you'll need to do on your own):**

1. Changing light bulbs (unless the bulb is a halogen type and/or not a simple screw-in socket)
2. Purchasing garbage bags and other routine cleaning supplies.
3. Removing garbage bags and spoiled food on a regular basis.
4. Cleaning your dirty pots, pans and dishes.
5. Keeping your apartment clean and tidy.
6. Purchasing toilet paper and other personal items.
7. Airing out your apartment frequently, while you are at home.
8. Clearing your kitchen and drains and preventing blockage/back-up (we do not have garbage disposals in Italy).
9. Monitoring what goes down your toilets, never disposing of anything other than toilet paper.

**In order to report a standard maintenance item, YOU MUST go to the troubleshooting form in your MyFUA account. We review all maintenance requests daily during our office hours, and we'll respond within 48 working hours of our receiving yours. We can generally take care of most maintenance issues within one or two working days.** Remember, though, that you're living in a country where Customer Service does not mean 24-hour availability of repair people. Nonetheless, we'll keep you informed as to the progress we're making.

**NOTE: We are not responsible for maintenance reports that do not come through our online request form.**

**You are not required to be in the apartment during maintenance work/visits.** The agencies maintain keys to all apartments. FUA-AUF reserves the right to enter any apartment with or without notice (for serious/emergency issues), **though we do attempt to set-up visits and repairs with adequate notice.**

**Contacting us and Emergencies: You can contact FUA-AUF 24 hours a day via our troubleshooting form.**

If you have an emergency during office hours 8:30am – 8:30pm please contact our office at **+39 055 244664**. If you have an emergency outside of office hours please contact our ER number **+39 347 376 9632**. Keep in mind that we work daily from 8:30am – 8:30pm, we will not respond to email or outside of these times.

**EMERGENCIES**

**We are available 24 hours a day for “Real Emergencies.” “Real Emergencies” are: Fire, Flood, Gas Leak, Break-in (or any time that the police are in your apartment).**

**If you have a “Real Emergency,” TAKE THE FOLLOWING STEPS:**

1. Call the police, fire department or other relevant authority (DO THIS FIRST) by dialing 113 from Italian phone for the police or 115 for the fire department.
2. **Call YOUR PROGRAM Emergency Number: +39 347 376 9632**

**PLEASE NOTE:** If you are calling and it is NOT a “Real Emergency” (see above), we will treat it as an INFRACTION OF THESE REGULATIONS that will be subject to disciplinary action.

**Penalties for Housing Policy Violations**

Should any student violate any of the housing policies established by FUA-AUF, the student will be notified via their email account of the violation and a procedure will ensue to warn and/or sanction the student. If a student violates any of the aforementioned rules and regulations the following penalties will apply:

- Should this violation fall under the jurisdiction of maintenance of the apartment, its furniture, or other physical object related to the rental of the apartment, the violation will be handled by the FUA-AUF Administrative Staff and may result in a warning and/or a FINE (see fine table p7).
- Should the violation fall under the jurisdiction of student conduct and behavior towards other students, violence, harassment, or other such issues, the violation will be handled by the Student Life Office and the Dean of Student Affairs at FUA-AUF.

In both cases, Student Affairs personnel at FUA-AUF will inform the other party of the violation and the sanction associated. FUA-AUF’s administrative sanction procedure is as follows:

1. For a first violation, an assessment of the violation and solutions will be discussed and documented. A warning may be issued, which can lead to the removal of partial or total housing privileges, FINES, or in extreme cases a permanent eviction. Fines and/or damage repair amounts to apartments must be paid immediately and according to the fine chart on page 7 of this document.
2. In the case of additional violations, student(s) will receive a 2nd warning. The severity of the violation will be discussed and documented. Penalty will be determined by the severity of the violation, up to removal from the apartment without refund of fees. Any damage, repair, or fine must be paid immediately by those responsible.
3. A third violation is grounds for immediate removal from FUA-AUF housing. The student(s) will be notified that any additional violations will result in their removal from FUA-AUF housing. Any damage, repair or fine must be paid immediately by those responsible.
4. Please note: Physical / verbal abuse is NEVER tolerated in FUA-AUF housing and can lead to FUA-AUF disciplinary action in accordance with FUA-AUF’s Code of Conduct. Any such act will result in immediate removal from housing.
5. THERE WILL BE NO REFUNDS FOR LOSS OF HOUSING/EVICTION DUE TO VIOLATIONS. The student will be given 48 hours to evacuate their housing. THERE ARE NO EXCEPTIONS. All expenses related to dismissal and/or forfeiture of housing are the sole responsibility of the student.

**The following table summarizes the FINES associated with FUA-AUF Housing violations. Fines are levied either per person or per apartment, during the term or after check-out, as indicated below\*\***

<b><u>VIOLATION DURING TERM</u></b>	<b><u>FINE: LEVIED DURING TERM</u></b>
Repeated warnings from building personnel of hanging items from windows/balconies or placing/leaving items in hallways (trash, shoes or any other item).	€ 100 (per apartment per offense)
Trash not thrown out daily (accumulation of trash).	€ 100 (per apartment per offense)
Placing living room and bedroom furniture, mattresses, sofa cushions etc. on balconies or in hallways or outside.	€ 100 (per apartment per offense)
Modifying or tampering with routers, internet or telephone outlets and/or modems.	€ 100 (per apartment, plus any costs incurred)



Clogging plumbing – toilets, drains or sinks with food items or items that do not belong in pipes or plumbing.	€ 100 (per apartment, plus any costs incurred, per offense)
Non-hygienic/substandard apartment condition: If FUA-AUF determines, after first warning/first imposed cleaning, an apartment is continuing to be being maintained in a non-hygienic or substandard manner.	€ 50 (per person, per apartment, plus the cost of cleaning and administration)
Loss of a key(s) during the session.	€ 100 (per person, plus costs of replacement). After-hours lockout will incur an additional €100 euro charge
<u>VIOLATION AT DEPARTURE</u>	<u>FINE: LEVIED AFTER CHECK-OUT</u>
Failure to be out of the apartment by 10 am on the designated check out day.	€ 100 (per person)
Failure to return key at check-out.	€ 100 (per person, plus costs of replacement)
Failure to clean oven (excessive grease and crumbs) and stove (stove-top), leaving them dirty with food or liquid.	€ 100 (per apartment plus any replacement costs incurred if appliance is destroyed)
Failure to remove tape, nails and other wall attachments.	€ 100 (per room plus any replacement and/or repair costs incurred if wall(s) is damaged)
Failure to take out trash or leaving trash on the street.	€ 50 per resident
Failure to wipe down and clean out the refrigerator (throw away all remaining food).	€ 50 per resident
Failure to remove all food ( perishable and nonperishable items).	€ 50 per resident
Failure to wash and put away all dishes.	€ 50 per resident
Failure to clean bathroom (bathtub, shower, and sink).	€ 50 per resident
Failure to clear bedroom and common area of all personal items.	€ 50 per resident
Failure to take off bed linens ( including the mattress pad, comforter, blankets and pillow) and leave them in a pile on the floor next to the bed.	€ 50 per resident
Failure to place all furniture in original position.	€ 50 per resident
Failure to leave a sheet of paper with your full name on your mattress so that we know which bed and room were yours.	€ 50 per resident
Failure to clear all common areas (bathroom, kitchen, living room and any communal closets).	€ 50 per resident
Failure to open all curtains, close all windows tightly (lock windows if possible) turn off all appliances (including air condition), lights, fans, and appliances.	€ 50 per resident
Failure to close the front door firmly behind you (double check that the apartment door is closed. You will be responsible for any damage/ theft if the door is not properly closed after all residents have left. If upon leaving you have any issues with closing the door, please call at the front desk Corso Tintori 0552460916 or email FUA-AUF to notify us immediately).	€ 50 per resident

Please note: Students are responsible for payment of all fines and for any housing damages incurred during a term. Fees for fines or damages must be paid directly at the Student Life Office within 48 hours of receiving notice. Unpaid fees will result in account holds and delay the release of official transcripts.

*\*\*The above chart lists some of the most common violations and fees, however, each student is subject to additional fees not listed above upon assessment by FUA-AUF authorized personnel. Please note that the costs are subject to change.*

## **Financial Policies**

All required payments under this agreement are due by the date specified and communicated by FUA-AUF. Students are responsible for understanding these deadlines, and FUA-AUF will not necessarily issue reminders. Failure to make payments may result in combined administrative action by FUA-AUF, which may include legal collections procedures, and/or the delayed release of academic records, or other sanctions.

All FUA-AUF students are obligated to leave a credit card number as a security deposit for their apartment. FUA-AUF DOES NOT PRE-CHARGE ANY DEPOSIT but will proceed to do so in case of damages and/or other violations per this document.

As noted above, students are responsible for living within their utilities allowance. Unless otherwise agreed, any overages will be divided amongst all apartment residents equally. Please be aware of your use of electricity and gas, and always turn off lights when you leave a room or the apartment.

All damages, including that to walls, doors, furnishings and equipment, are also the residents' responsibility and will be assessed independently of any fines levied (as shown in the chart on page 7). To the extent possible we'll assess these damages with you during our checkout. If we are unable to determine which student is responsible for specific damage, the damage charges will be shared by all apartment (or bedroom, as the case may be) residents, equally. In the event that damages exceed the security deposit, students will be billed for the excess amounts. Unpaid fees will result in account holds and delay the release of official transcripts.

All fine notices, for fines to be levied during the term, will be sent to the individual student via their personal email. Fees must be paid directly at the Student Life Office within 48 hours of receiving the fine notice. For fines levied after check-out, students will receive notice via email and fines will then be charged to the credit card submitted upon check in. Unpaid fees will result in account holds and delay the release of official transcripts.

## **Check-out Policy**

Your apartment must be left clean and as you found it. The below measures must be taken before you leave your apartment.

- Clean your apartment prior to departure: remove trash, clean bathroom, kitchen and common areas (if you would like to schedule a pre-departure cleaning please contact us).
- Empty cupboards and refrigerator, clearing of all personal items and food, and remove them from your apartment.
- All sheets and linens should be stripped from beds and left on beds. Towels should be left on beds as well.
- All personal belongings must be removed from the apartment.
- All furniture must be left as you found it.
- All keys must be left in apartment on your dining room table in an envelope with your name on it, at check-out (extra fine for lost keys or failure to return keys will apply; see fine chart on page 7).
- If there are broken items or damages to the apartment, these must be reported to FUA-AUF.

**Failure to follow check-out procedures is considered a check-out violation and will result in a fine (as listed in the fine chart on page 7).**

## **Check-in / Check-out**

Check-in and check-out dates can be consulted at the academic calendar:

<https://FUA-AUF.it/Utility/academic-calendar-detail.html>

Check-out for all students is by 10:00am on the designated check-out date.

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## **Housing Agreement**

1) I, (name) \_\_\_\_\_, the undersigned, herewith accept the terms and conditions of FUA-AUF's Housing Policy, as stated above.

Date \_\_\_\_\_ Signed \_\_\_\_\_

2) I, (name) \_\_\_\_\_, have received 1 full set of keys for my apartment at \_\_\_\_\_ for the duration of the session I am enrolled in.

Date \_\_\_\_\_ Signed \_\_\_\_\_

### Housing Deposit/Damages Form

We would like inform you that all students will be required to complete a Housing Deposit/ Damages Form during Orientation. You will need to complete a housing deposit/damages authorization form upon arrival. You will need to provide your credit/debit card information giving FUA-AUF authorization to charge the card for any damages that you cause to your apartment. Your deposit will be 250 EUR.

Please note: your information will be kept on file and will ONLY be charged if there are damages.

Inspections will be conducted throughout the session. The final inspection will take place the last week of the session. If any excessive damages (beyond normal wear and tear) are found, your credit/debit card will be charged. You will be notified by the Housing Department of any damages. If the damages exceed the initial 250 EUR you will be informed and charged.

It is important that you ALWAYS report any problems through the MyFUA maintenance form immediately to eliminate any future disputes or issues.

Remember to treat your apartment and roommates with respect. If you have further questions, please contact [slid-housing@FUA-AUF.it](mailto:slid-housing@FUA-AUF.it).

PLEASE COMPLETE THE DETAILS BELOW: PRINT CLEARLY

I, (print full name) \_\_\_\_\_ the undersigned, give authorization to Palazzi on behalf of FUA-AUF to charge my credit/debit card for the amount of 250 EUR for the housing deposit/damages fee.

Your contact phone in home country: \_\_\_\_\_

Card type (Master, Visa, Amex) \_\_\_\_\_

Card number: \_\_\_\_\_

Expiration date: \_\_\_\_\_

Security code (3-digit code on the back): \_\_\_\_\_

Billing address: \_\_\_\_\_

E-mail: \_\_\_\_\_

Card holder signature: \_\_\_\_\_

Date: \_\_\_\_\_