

Housing Policy and Agreement

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General Policy

You have been assigned to a residential accommodation operated the Institution. All accommodations are regulated by city and local condominium/building ordinances, in addition to the housing regulations. This document will help tenants understand how to comply with all legal ordinances and it contains all procedural guidelines for which tenants are responsible.

Our housing policies are designed to protect our tenants, protect the property, and to abide by Italian laws and Institution regulations.

By accepting this Agreement, it is the tenant's intention to forever relieve the Institution, its officers, employees, agents and volunteers, of any duty to the tenant. The tenant 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 their use of, or presence in Institution housing.

Failure to abide by any of the rules, standards and regulations listed in this document will result in fines and/or disciplinary action (behavioral probation, housing expulsion, expulsion from the program).

Student Code of Conduct

All students are expected to adhere to the highest standards of behavior in order to maintain a safe, respectful, and productive environment. The following actions are strictly prohibited:

1. Disorderly, disruptive, or aggressive behavior that interferes with the general comfort, safety, security, health, and/or welfare of the community.
2. Harassment or abusive behavior toward any individual or group by any means, including electronic communication, for any reason.
3. Physical violence, whether actual or threatened, against any individual or group.
4. Engaging in or threatening to engage in any behavior that endangers the health or safety of another person, group, or oneself.
5. Use of illegal substances and/or excessive consumption of alcohol.
6. Vandalism or damage to personal or Institution property.
7. Theft or unauthorized use or possession of personal or Institution property.
8. Using internet connectivity in an illegal manner. This includes downloading and/or torrenting protected, copyrighted material. In Italy, the described conduct constitutes a criminal offense and may result in the suspension or termination of internet service by the accommodation's provider.
9. No audio or video recordings may be made during classes, meetings, or while manual work is being performed on the Institution's private properties by Institution personnel or their external contractors, unless the individuals concerned have given their explicit consent in accordance with Article 6 of the GDPR.
10. This Code of Conduct reflects and includes compliance with all applicable Italian laws and regulations.
11. The Institution is not liable for any lost, misplaced, or stolen items. Students are advised to take appropriate precautions to secure valuables at all times, both on and off campus.

Health and Safety Policy

It is against Institution 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 accommodation.
3. Smoke in any part of the accommodation/apartment/residence or building, including balconies and common areas such as hallways and elevators.
4. Bring illegal substances into the accommodation/building.
5. Start or cause a fire in any accommodation/building. This includes fireplaces, which are forbidden to use at all times.
6. Cause a false fire or safety alarm in any accommodation or building.
7. Possess weapons or items that resemble weapons.
8. Throw objects or any substance from, into, or onto accommodation/building windows, doors, terraces, ledges, roofs or other areas.
9. Bring unauthorized furniture into your accommodation 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 accommodation windows and entry doors open when not present in the accommodation and/or failure to double lock accommodation door at all times – both when present and when leaving the accommodation.
13. Enter without authorization, or contribute to unauthorized entry of another individual, into the accommodation. This includes fraudulent attempts (misrepresentation, using false identification, etc.), to enter or to allow another individual to enter any accommodation.
14. Fail to present a valid passport or properly identify oneself within 12 hours when entering the accommodation or when requested to do so by any authorized Institution staff member.
15. Keeping or caring for pets or animals in the accommodation.
16. Have overnight guests in the accommodation - only assigned tenants may stay after 10:00 PM or overnight.

17. Move to another accommodation or housing facility, within or outside Institution housing.
18. Qualified staff inspects every accommodation, ensuring that they are bedbug free before tenants' arrival. Therefore, if bedbugs are found in the accommodation, it is the responsibility of every tenant of the accommodation to pay for the total cost of inspection, fumigation, and/or further treatments for bedbugs of the entire accommodation. Given the highly invasive nature of bedbugs, the inspection, fumigation and/or treatments of the entire accommodation is required to properly irradiate the presence of bedbugs, regardless of the identified location of the bedbugs within a specific room and/or bed in the accommodation. The total cost of all necessary treatments is dependent on the size of the accommodation and the severity of the infestation.

Community Standards Policy

The following actions are prohibited by institutional regulations:

1. Excessive noise as defined by City ordinances and/or behaving in a way that causes annoyance to neighbors. Excessive noise is absolutely to be avoided during the day from 2:00pm to 4:00pm and at night starting at 10:00pm. Excessive noise includes but it's not limited to: slamming doors, walking with high heels, loud music/conversation.
2. Hanging, displaying or leaving personal items such as clothes or food outside of your accommodation, on balconies, or any other place that may be visually disturbing to your neighbors.
3. Unauthorized solicitation, recruitment for membership, subscription, polling, posting, canvassing or commercial sale of products, services or tickets in the accommodation.
4. Conducting any business for profit in the accommodation.
5. Gambling in the accommodation.
6. 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.
7. Attaching or hanging any projections (including television dishes or antennas, awnings, etc.) to the outside walls or windows of the accommodation/building.
8. Occupy a housing space assigned to another tenant or change roommates.
9. Sublet a room, suite or accommodation, or allowing an individual to reside in the accommodation without authorization.

Cleanliness and Hygiene Policy

All accommodations are cleaned and checked before check-in day, and any issues identified upon arrival must be reported to the Housing Department within 48 hours using the designated housing check-in form.

1. Tenants are responsible for keeping their individual room and common spaces hygienic and clean. Failure to maintain acceptable standards of personal hygiene or room/accommodation cleanliness to the extent that such failure interferes with the general comfort, safety, security, health or welfare of a member or members of the community is considered a violation of the Cleanliness and Hygiene policy.
2. Twice monthly, Institution staff may inspect your accommodation for cleanliness, as well as to ensure that excess electricity is not being consumed. Tenants will be informed of such Health and Safety inspections at least 24 hours in advance. If Institution staff determine your accommodation is being maintained in a non-hygienic or substandard manner, the Institution may opt to either warn the tenants or provide cleaning at its own initiative, for which tenants will incur charges covering cleaning expenses and/or an administrative penalty.
3. All expired and/or expired food must be disposed of effectively.
4. Garbage, both in personal and common spaces, must be collected and thrown out daily.
5. Do not dispose of any waste or debris through sinks or drains. When using the toilet, flush only toilet paper to prevent blockages.
6. Each tenant is responsible for the cleanliness of their room and common spaces:
 - Common spaces floor is to be clean and free of clutter.
 - Trash is not to be overflowing.
 - No food should be left in open containers.
 - Dirty pots, pans and dishes should be cleaned right after every use and not left out/in the sink.
 - Rooms are to be clean and free of clutter.
 - Clothes are to be stored neatly in closets and drawers.
 - Shared bathrooms are to be clean and free of clutter.

Inspections will be conducted periodically throughout the session, and should any damages exceeding normal wear and tear be identified, you will be notified by the Housing Department and provided with instructions for rectification or reimbursement, as applicable.

Maintenance Policy

The housing check-in form must be filled out within 48 hours of check-in, including all requested information regarding the condition of the accommodation and reporting any existing issues to ensure proper documentation. The Institution provides maintenance services for your accommodation and is responsible for repairing the things that are not in alignment with Institution standards. However, you're living independently in an accommodation, and as such you're responsible for routine accommodation upkeep and sanitation tasks, such as:

1. Purchasing garbage bags, toilet paper and other routine cleaning supplies.
2. Keeping your accommodation clean and tidy.
3. Airing out your accommodation twice a day, while at home.
4. Maintain cleanliness of drains, kitchen and bathroom(s) alike, to prevent blockages or backups.

To request any maintenance intervention, tenants can refer to the Housing Troubleshooting form in the My Profile section of the Institution's student portal. All requests are reviewed daily during office hours, and you will receive a response within 48 working hours.

Note: Only requests submitted through the designated online form will be processed. The Institution is not responsible for any maintenance issues reported through other channels.

Tenants are not required to be present during maintenance work or visits. The institution and employed external contractors/agencies retain keys to all accommodations. Institution staff and maintenance personnel may visit or inspect the apartment with prior notification to the tenants. The institution reserves the right to enter any accommodation without prior notice in the event of serious or emergency issues.

Emergencies and Institutional Response

Institution on call staff is available 24/7 to respond to emergencies.

Emergencies are defined as: fire, flooding, gas leaks, break-ins, or situations involving law enforcement, or any other circumstance that poses an immediate threat to your health, wellbeing, or personal safety.

If you find yourself in an emergency situation, take the following steps:

1. First, call the police, fire department or other relevant authority by dialing 112 – general Italian emergency number.
2. Call the Institution Emergency Number.

Important: the emergency number is to be used only for situations classified as emergency, as defined above. Improper use of the emergency line for none of the above-mentioned situations, may be treated as a violation and could result in fines or disciplinary action.

Penalties and Violations

If a tenant breaches any of the policies established by the Institution, they will be notified of the violation via email, and a formal procedure will follow to issue a warning and/or apply sanctions.

If a tenant violates any of the rules and regulations outlined above, one or more of the following penalties will apply:

- Maintenance-related violations: if the violation concerns the maintenance of the accommodation, its furniture, or other physical property related to the rental, it will be handled by the Institution's Housing Department and may result in a warning and/or a fine (see the fine table in the dedicated section of this document).
- Conduct-related violations: if the violation involves student conduct it will be handled by the Institution's Student Affairs Committee in consultation with the Dean of Student Affairs.

In both cases, Student Affairs personnel will inform the other party of the violation and the sanction associated. The Institution's sanction procedure is as follows:

1. First violation: a first warning will be issued. The situation will be reviewed, discussed, and documented. Depending on the circumstances, this may result in partial or full suspension of housing privileges, fines, or, in extreme cases, expulsion from housing.
2. Second violation: a second warning will be issued. The severity of the violation will be assessed and

- documented. Consequences may include suspension of housing privileges, fines and/or expulsion from housing and will be applied accordingly to the severity of the violation.
3. Third Violation: a third warning will be issued. The situation will be carefully reviewed and documented. Depending on the seriousness of the case, consequences can include fines and immediate removal from the accommodation. While expulsion from housing is the anticipated outcome at this stage, it will not be imposed automatically and will be subject to review based on the specific circumstances of the violation.
 4. No refunds will be issued for loss of housing or eviction resulting from violations of the Institution's policies. Tenants will be required to vacate their accommodation within 48 hours of notification. All costs associated with the removal and/or forfeiture of housing are the sole responsibility of the tenant.

The following table summarizes the fines associated with the Institution Housing violations. Fines are levied either per person or per accommodation, during the term or after check-out, as indicated below**

Please note that a minimum charge fee of 10 euro is applied. Each individual or collective damage charge includes transaction and payment fees.

Violation	Fine
Bringing any animal in the accommodation	€100 (per person)
Clogging plumbing - toilets, drains or sinks with food items or items that do not belong in pipes or plumbing	€100 (per accommodation)
Failure to be out of the accommodation by 10 am on the designated check-out day	€100 (per person)
Failure to properly clean bathroom when checking out (bathtub, shower, and sink)	€100 (per person)
Failure to clean oven (excessive grease and crumbs) and stove (stove-top), leaving them dirty with food or liquid	€100 (per accommodation)
Failure to clear all common areas when checking out (bathroom, kitchen, living room and any communal closets)	€100 (per person)
Failure to clear bedroom and common area of all personal items when checking out	€100 (per person)
Failure to double lock the accommodation front door at all times	€100 (per person)
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 person)
Failure to close all windows tightly (lock if possible), turn off all appliances (including air conditioning), lights, and fans when leaving the accommodation at all times	€100 (per person)
Failure to properly complete and comply with the check-in/out procedure	€100 (per person)
Failure to remove all food (perishable and nonperishable items) and to wipe down and clean out the refrigerator when checking out	€100 (per person)
Failure to return key at check-out	€100 (per person, plus cost of replacement)

Failure to take off bed linens (including mattress pad, comforter, blankets, and pillow) and leave them in a pile next to the bed when checking out	€50 (per person)
Failure to take out trash daily or leaving trash on the apartment landing, in the building or in the street	€100 (per person)
Failure to wash and put away all dishes when checking out	€50 (per person)
Failing to adhere to quiet hours or non-adherence to condominium rules	€100 (per person)
Failing to promptly notify the Housing department of any mildew creating in the accommodation	€100 (per person)
Hang posters or photographs using tape, nails, or tacks that can damage walls	€100 (per room per offense)
Locksmith intervention	€100 (per person)
Lockout during working hours	€100 (per offense, plus cost of key replacement if needed)
Lockout outside working hours	€200 (per offense, plus cost of key replacement if needed)
Modifying or tampering with routers, internet or telephone outlets and/or modems	€100 (per accommodation)
Modify or paint any room in your accommodation	€100 (per room per offense)
Non-hygienic or substandard accommodation condition	€100 (per person)
Placing living room and bedroom furniture, mattresses, sofa cushions, etc. on balconies or in hallways or outside	€100 (per accommodation per offense)
Referring to external parties to modify or act on the accommodation in any way (locksmith, mason, plumber, etc.)	€100 (per person)
Repeated warnings for hanging items from windows/balconies or leaving items in hallways	€100 (per accommodation per offense)
Staining or damaging the bed, mattress or bedding permanently	€100 (per person)
Smoking in any part of the accommodation	€100 (per person)
Trash not thrown out daily (accumulation of trash)	€100 (per accommodation per offense)
Use of vacant beds/rooms in the accommodation	€100 (per person)
Use of vacant towels and bedding	€100 (per person)
Utility charges for exceeding €50/month/tenant	€100 (per person)

***The above chart lists some of the most common violations and fees, however, each tenant is subject to additional fees not listed above upon assessment by Institution authorized personnel. Please note that the costs are subject to change depending on the extent of the damage.*

Check-out Policy

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

The accommodation must be left clean and in the same condition as it was found. The below measures must be taken before you leave your accommodation.

1. Clean your room and common areas prior to departure: remove trash, clean bathroom, kitchen and common areas.
2. Empty cupboards and refrigerator, clearing of all personal items and food, and remove them from your accommodation.
3. All sheets and linens should be stripped from beds and left on beds. Towels should be left on beds as well.
4. All personal belongings must be removed from the accommodation.
5. All furniture must be left as you found it.
6. All keys must be left in the accommodation 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 in the dedicated section of the document).
7. If there are broken items or damages to the accommodation, these must be reported to the Institution.

If you would like to arrange a pre-departure cleaning service to ensure the accommodation is properly cleaned before you leave please get in touch with the Housing Department directly via the dedicated email address.

Failure to follow check-out procedures is considered a check-out violation and will result in a fine (as listed in the fine chart in the dedicated section of this document).

Financial Policies

All notices for fines and/or damages to be levied during the term or after will be sent to the tenant via the email provided.

During the term fees must be paid directly at the Student Life Office within 48 hours of receiving the notice. For outstanding fines levied after check-out, tenants will receive notice via email and will be required to pay via the payment link provided by the Institution. Unpaid fees may result in account holds and delay the release of official transcripts.

Tenants are responsible for all damages, including walls, doors, furnishings, and equipment, which will be assessed separately from fines. If responsibility for specific damages cannot be determined, the charges will be shared equally among all tenants of the accommodation (or bedroom, as applicable).

All payments under this agreement are due by the dates specified by the Institution. Tenants are responsible for understanding and meeting these deadlines. Failure to make payments may result in administrative action, which may include legal collection procedures, delayed release of academic records, or other sanctions.

RICASOLI DORM SECTION

Health and Safety Inspections

It is the responsibility of all tenants to maintain a clean and healthy living environment. To ensure that this standard is met, the Institution appointed resident assistant in cooperation with Student Life Department (SLD) staff may conduct:

- Regular walk-through to make sure the common areas are kept in a safe and sanitary condition
- Daily inspections of the common areas (including common bathrooms)
- Biweekly inspections of rooms and in-room bathrooms
- Monthly in-depth inspections of rooms (including bathrooms, wardrobe spaces, beds, desks, etc.)

Fire Safety Policies

Fire safety equipment is installed on each floor of the building for the protection of the tenants.

This equipment is for emergency use only and the misuse of such equipment may result in fines and/or disciplinary actions, including expulsion from Institution housing.

Violation Type	1st Offense	2nd Offense	3rd Offense
Building fire alarm activation	€100 per person	€300 per person	€500 per person
Failure to evacuate	€200 per person	€300 per person	€500 per person

If the fire department visits the residence following the emergency alarm activation, additional fees might apply.

Lounge & Common Spaces Policy

Lounges and common spaces are provided for the use of the tenants only. It is a violation of Institution Housing policy to remove furniture or other provided equipment from building common areas. Lounge furnishings must remain in their designated areas.

Institution Computers in the Common Areas

Tenants may access Institution owned computer terminals located in the common areas. Tenants must take care not to damage the terminals and to use them responsibly. Tenants may be held responsible for any damage.

Laundry and Garden Access

Laundry facilities are located in the ground floor of the Institution residence. Tenants are allocated two coins per week. Additional coins, including coins for the dryers, may be purchased at the front desk at the price of Euro 1 per coin.

Please note that access to the laundry room and the garden is authorized only during Fedora opening hours.

Storage of Personal Belongings

In entryway bathrooms, personal belongings are to be left only in the designated storage units or on installed shelves. Such belongings may not block the emergency exit doors connected to other rooms.

Quiet Hours & Courtesy Hours

Tenants are members of a community and are expected to act responsibly and not to interfere with the rights, comfort, or safety of their roommates and housemates. Excessive noise and disorderly behavior will not be tolerated, courtesy hours are in effect 24-hours a day.

During quiet hours, tenants are requested to refrain from congregating in the hallway or HUB areas; loud talking or laughing, pounding, running; playing loud music, radios, television, or musical instruments. Quiet hours pertain to the interior and surrounding areas of the residence including, but not limited to, the HUB area and the areas immediately surrounding all residence. During midterm and final exams weeks, quiet hours will be 24-hours a day.