



HOUSING SERVICE REGULATION

Art. 1 - Admission rules

1. Community life within the housing facilities and their use by the guests residing in them are governed by these Regulations.
2. The Agency for the Right to University Studies (hereinafter ADISU Puglia) guarantees the housing service in its own residential structures according to the provisions of the relative Announcement of Competition and in compliance with these Regulations.
3. ADISU Puglia establishes, with an annual announcement, the duration of the assignment of the accommodation place and the modalities of carrying out the Competition for the admission to the Residences.
4. The assignment of the accommodation place is made public with the posting of the ranking, formulated according to the modalities indicated in the relative Notice of Competition, at the "*Infostudenti*" desk of the Agency and on the website www.adisupuglia.it.
5. The relationship of hospitality arises at the moment of the assignment of the accommodation by ADISU Puglia, which is formalized through a report of delivery signed by the parties concerned.
6. After the allocation of the bed, the assignment of the residence will take place giving priority to the confirmations of the previous year and, secondarily, to the greatest number of years of enrollment at the University.

Art. 2 - Housing types

1. The type of residences is diversified with the offer of rooms also equipped for differently abled students.
2. For the location of the residences, their characteristics, the number of beds and other salient elements, consult the website: www.adisupuglia.it, in the section "Territorial Locations, Accommodations".

Art. 3 - Access to the residences

1. Access to university residences is reserved for students who meet the requirements set forth in the Notice “Benefits and Services” and who have accepted the accommodation within the terms set by each local office, or who are called upon to move up the list due to availability of free places. It is also possible to assign accommodation to students accredited by the University as participants in Erasmus projects or similar.
2. The student, upon receiving the keys to the assigned room, must present:
 - a) a valid identification document;
 - b) the receipt of payment of the security deposit according to the provisions of the Competition Notice, as well as the first monthly fee, if due;
 - c) the documentation issued by the competent A.S.L. (Local Health Authority) or by the attending physician, certifying the suitability for community life.
3. At the moment of admission, the student who has been assigned a place to stay, in the presence of the Residence Manager or a person appointed by him, must verify that the state of the room conforms to the description contained in the inventory sheets, which are posted inside the residence, in which there is a list of the furnishings present, and must sign the list for acceptance.
4. At the same time of admission, students must accept these Regulations through the appropriate procedure on the student portal.
5. Failure to provide the documentation indicated in paragraph 2, or the incomplete presentation of the same, does not permit the assignment of the room and results in the forfeiture of the benefit for the academic year in question.

Art. 4 - Security Deposit and Fees

1. A non-interest bearing deposit, equal to the amount established year by year by ADISU, must be paid by the student according to the methods indicated in the Announcement of Competition for the assignment of accommodation places or by bank transfer.
2. The return of the security deposit is subject to the absence of damage or breakdown to the property, facilities and furnishings of the Residences, as well as the charging of extraordinary cleaning costs for which the student is personally and/or jointly responsible.
3. In such cases, once the extent of the damage and the relative responsibilities have been ascertained, without prejudice to the adoption of any disciplinary measures and subject to written notice to the student concerned, the corresponding amount will be deducted from the deposit, if the same is not paid in advance and without prejudice, however, to compensation for any greater sums due. In the case of multiple rooms, the responsibility is divided equally among the occupants.

4. In the event that damage is caused to common areas, not directly attributable to a responsible person identified following the outcome of an internal investigation specifically initiated in the presence of a member of the student representation present in the college, the expense will be divided in equal parts among all the assignee students present in the residence hall and withheld from the security deposit, if the amount due is not paid directly.

5. The student who has been assigned a place to stay must pay ADISU Puglia the amount of the monthly fees by the 10th of each month, except in exceptional cases communicated promptly to the Head of Office or his/her delegate. The student who delays the payment of the fees, will keep the place upon payment of the late payment equal to 20% of the fees; in default, the accommodation will be revoked and the credit recovered.

6. The student is required to reconstitute the deposit amount originally deposited within 10 days of receiving the written communication referred to in paragraph 3. Failure to comply with this provision will result in the application of the sanctions provided for by article 17 of these regulations.

7. If the student leaves the Residence definitively due to non-confirmation of resident status, completion of the course of study, renunciation, abandonment or revocation, notifying the administrative offices of the Agency at least 10 days prior to departure with written notice, the Agency will refund the amount deposited within 60 days or the part of it remaining following any charges pursuant to this article.

Art. 5 - Record of delivery. Keys.

1. At the beginning and at the end of the period of stay, the student holder of the bed will have to sign, in the presence of an ADISU representative, the handover report containing information on the state of the places and the furnishings present in the assigned rooms as ascertained at the moment of the handover and the release.

2. Failure to sign the handover report does not allow the allocation of the bed.

3. The student will be held responsible for all modifications and/or damages not recorded on the entry report, except for deterioration or consumption resulting from the normal use of the assigned goods. In the event of damage or shortages, the student must compensate ADISU Puglia.

4. Together with the signing of the handover report, the student will receive the room keys, the duplication of which is forbidden.

5. The keys must always remain at the porter's lodge of the Residence, even if at the exclusive disposal of the assigned student. Every time the student leaves the Residence he/she must deposit them at the reception desk.

6. It is forbidden to install locking devices for the rooms other than the existing ones.

7. In case of theft, robbery or loss of the keys, the student must report the theft to the competent authority, giving a copy to the Residence Management, who will arrange for a duplicate or replace the lock at the expense of the guest.

Art. 6 - Permanence in housing facilities

1. The benefit of the accommodation place implies the effective presence in the Residence. The ADISU Puglia residences are open from 6.30 am to 3.00 am and on Saturday nights until 4.00 am.
2. The student is required to stay at the Residence, for each month, for a period of no less than 2/3 of the useful days, under penalty of forfeiting the benefit and the status of “Non Resident” student. The days from Monday to Friday are considered as such, excluding holidays and vacations according to the academic calendar.
3. Students who leave their accommodation are obliged to communicate their departure to the staff in charge. The absence for only one night, even if justified, must be communicated to the staff in charge. The Agency will take disciplinary measures against those who repeatedly fail to communicate their absence, as specified in art. 17.
4. These forms of sanction do not apply to students who, for the month of July only, leave early, vacating their room and informing the reception of the residence, in writing, of the exact period of their absence. The assignment of the vacant place will take place according to the chronology of availability and request.
5. The assigned student has the right to use the room from the moment of authorization by ADISU Puglia until 30 September of the academic year of reference, with the exception of the Christmas period and the month of August. On 31 July, the student must clear the room of personal belongings and hand over the keys. He/she may return to the room on the first of September of each year.
6. Absences will be considered excused for:
 - a) suitably documented illness: the certificate attesting to the illness must be sent, by e-mail, to the direction of the college to which the student belongs, within 2 days from the occurrence of the event and delivered in original form upon returning to the residence. If the illness lasts more than 10 days, the student must present, upon returning to the residence, an additional medical certificate attesting to the suitability for living in the community;
 - b) serious family reasons duly documented (bereavement for relatives within the second degree and relatives-in-law within the first degree can be self-certified);
 - c) other circumstances of an exceptional nature assessed by the Head of the Territorial Office.
7. A student who is already a resident and who is not awarded a bed for the following academic year must vacate the accommodation by 30 September.

8. During the course of the academic year, the Agency reserves the right to proceed with an ex officio transfer to another room or residential facility, should reasons of service functionality and/or cohabitation arise.

Art. 7 - Prohibition of bed transfer

1. The bed is reserved exclusively for the student who has been assigned it and who may not transfer its use, even temporarily, to third parties. Therefore, it is explicitly forbidden to:

- a) give up the assigned bed for any reason;
- b) allow the use of the bed of the other assignee during his/her absence;
- c) accommodate during the night people other than the assignees of the room.

2. Failure to comply with this provision shall result in the immediate revocation of the benefit referred to in Article 17, letter c).

Art. 8 - Rules of conduct

1. Guests, during their stay in the Residence, must maintain a correct behaviour based on mutual respect, correctness, education and civil coexistence, collaborating with other guests and with the staff.

2. The maintenance of the quality of the environment and services is entrusted not only to the Residence staff, but also to the responsibility and decorum of the students.

3. Students must stop, between 11 pm and 7 am and between 1 pm and 4 pm, both in their rooms and in the common areas, all activities that involve the diffusion of noise that disturbs the neighbours and the other guests of the Residence.

4. It is forbidden to:

- a) introduce and use in the residence any equipment with electric resistance (electric and gas cookers, toasters, ovens, irons, fryers, stoves, electric blankets), except for the use of the equipment provided in the kitchenette which, where available, may be used exclusively as a food warmer and for easily prepared food, but not for dishes for which it is necessary to bring water to a boil or oils to high temperatures;
- b) smoke in all the rooms of the Residence;
- c) bring into the Residence and keep in the room flammable materials, non-fireproof furnishings, weapons, explosives as well as harmful substances, narcotics or psychotropic substances for non-therapeutic use;
- d) keep animals of any kind in the premises of the housing facilities and in the external areas connected to them;

- e) carry out displacements, modifications or adaptations of the furnishings in the rooms, remove or introduce furniture or equipment from the common areas in the rooms, proceed to dismantle, modify or otherwise in the furnishings;
- f) introduce equipment (TV, stereo, furniture, "flip-flops" etc.) or furnishings and fittings without authorisation. The use of triple electrical adapters is allowed;
- g) apply stickers or posters directly on walls, doors or furnishings; display notices, signs or anything else outside the specially reserved areas;
- h) park outside the designated areas;
- i) tampering with the protected switches and any device supplied to the residence;
- j) carry out any kind of actions or jokes which, due to their dubious taste and dangerousness ("gavettoni", tampering with safety and service systems, rooms and equipment for common use available to students, etc.), may cause damage to other guests or staff on duty, to passers by and neighbours, or to the structure and the goods present in it;
- k) carry out parties or meetings in the room, on the floors or in other premises other than those indicated by the Residence Manager, or in the premises provided without the prescribed authorisation;
- l) receive visits to the premises and common services other than those indicated by the Residence Manager;
- m) leave food and drink leftovers in the kitchen and common areas. The costs deriving from extraordinary cleaning operations will be charged to the student responsible; in the absence of identification of the latter, these costs will be charged in equal parts to all the guests of the residence and deducted from the deposit;
- n) throw or deposit garbage or waste outside the appropriate containers. In case of non compliance with the municipal regulations concerning the separate collection of rubbish, any administrative sanctions will be charged to the student responsible;
- o) placing on windowsills any object whose presence may constitute a danger to the safety of passers-by or is prohibited by current municipal regulations;
- p) throw objects of any kind out the window;
- q) leave the internal lighting and water supply points on when leaving the room;
- r) hang up your own clothes outside of the designated areas;
- s) make use of noisy instruments and disturb the tranquility of the residence;
- t) play gambling games;

u) throw materials into the drains of washbasins, toilets, etc. that could block the pipes.

5. Failure to comply with the provisions contained in this article will result in the application of the sanctions set forth in art. 17.

6. After consultation with the Prevention and Protection Service Manager, the use of hairdryers and personal hair straighteners is allowed if they are not present in the residences, provided that they are intact and bear the CE marking attesting to their conformity with the health and safety requirements of European directives. The responsibility deriving from an improper, negligent, imprudent and careless use of the equipment remains with the user who will sign a specific assumption of responsibility. Any equipment that does not meet the requirements described above will be removed by the residence's staff in the event of an inspection.

7. In case of contagious illness or illness that may compromise the coexistence with the other assignees of accommodation, ascertained by a doctor, the student is obliged to seek hospital assistance, informing the Residence Manager at the same time.

For all matters not covered by the preceding provisions, all allottees are required to comply with the provisions of the law and, in particular, the regulations of urban police and public safety, as applicable, to maintain a civil conduct and to comply with the provisions of these regulations.

Art. 9 - Meetings and parties

1. Students staying at the Residence can organize small meetings which can only take place in specific rooms indicated by ADISU. In the presence of external guests, the formal authorization of the Director of the territorial seat is necessary.

2. The request for permission must be submitted at least 5 days prior to the event.

3. The student organisers are responsible for the behaviour of the participants and for any damage caused to the furniture, equipment of the Residence and the premises, except in cases where the person(s) responsible are identified.

4. All meetings shall not extend beyond 2:30 a.m., unless exceptions are granted by the Head of Office.

5. If the Residence is equipped with an event room, it is also possible for guest students to organize parties, previously authorized at least 5 days in advance, with the participation of people according to the number allowed by the accident and fire prevention regulations of the room. In this case, the student or the organizing committee must sign the request declaring the assumption of any consequent responsibility in the respect of the timetables agreed with the Head of the Territorial Office.

6. The consumption and distribution of alcoholic substances is not permitted. Violation of this provision will result in the application of the sanctions set forth in art. 17 of these regulations.

7. The assignees of ADISU Puglia residence, upon request, will be able to hold meetings and conferences of a cultural, scientific and formative nature in the appropriate premises, with the authorization of the Agency. Such requests must be received by the Direction of the territorial seat at least 5 days before the date fixed.

Art. 10 - Visits

1. Students staying at the Residence may receive visitors from 8.00 a.m. to midnight in the common areas, unless otherwise indicated by the Head of the Territorial Office.

2. In order to enter the Residence, visitors must be registered at the reception desk, showing an identity document to the concierge staff, who will register it and ask for the consent of the recipient of the visit.

3. Visits are allowed only inside the guest room, in the hall and in the common areas indicated by the Residence Management.

4. It is not possible to receive in the room more than two guests at a time in the time slot between 9.00 a.m. and 11.00 p.m.; in rooms with more than one bed, the consent of the other occupants is required.

Visitors are allowed in the lobby and common areas according to the number allowed by the fire and accident prevention regulations of the premises.

5. Access by minors is allowed when they are part of the guest's household or when they are accompanied by adult family members. The responsibility for any acts attributable to the minor lies with the visiting family member.

6. The Management reserves the right to deny entry to persons who have been reported for particularly serious offences or for not having observed civil behaviour based on mutual respect in the use of the accommodation facilities and in their relations with guests and with the staff working at the facility.

7. For security reasons, the staff reserves the right to restrict visitor access.

8. The student assignee is civilly and personally responsible for any damage caused to the facilities and/or violations of these regulations by third party visitors.

Art. 11 - Equipment and cleaning of assigned rooms

1. The maintenance of the decorum and functionality of the property made available to the student is the responsibility of the assignee.

2. ADISU does not assume any responsibility towards the assignees for any valuables or money or anything else they may have in their room/accommodation or in the common areas.
3. The Agency will periodically provide for the cleaning of the rooms and the common areas as well as for the change of the linen.
4. ADISU provides students with room equipment (blankets, bedspreads, etc.) which must be returned in good condition when the room is vacated. Damaged or stolen linen will be charged to the student at cost price.
5. The periodic supply of linen (sheets, towels, etc.) is also guaranteed. On the day and at the time indicated, students must allow access to their rooms for cleaning and linen change, vacating the room by 9.00 a.m. on the days indicated.
6. The linen must not be used improperly.
7. In case of loss or damage caused the student is obliged to pay compensation for the damage.
8. After consulting the technician in charge of renewing the Fire Prevention Certificate (*CPI*) the use of towels and sheets made of cotton or terry cloth is permitted. All synthetic materials are forbidden. In this case, students must wash them themselves.
9. Failure to comply with the provisions contained in paragraphs 1, 5 and 6 of this article will result in the application of the sanctions set out in article 17.

Art. 12 - Use of common areas

1. Guest students are obliged to respect the cleanliness and decorum of the common areas.
2. In the event of serious non-compliance, the Headmaster will arrange for an extraordinary clean-up and charge the students responsible for it.
3. The Agency will provide for the appropriate disinfection and extraordinary cleaning of all rooms during the summer closure. For this reason the rooms and all the common areas must be completely free from any object.

In the latter case, students may store limited quantities of objects in special rooms indicated by the Agency, subject to written request and subsequent formal authorisation.

Art. 13 - Services

1. The following services are normally available in the Residences:

- Concierge

Available to residents for:

- reporting faults and/or problems regarding the rooms and common areas of the Residence;
- receipt and distribution of mail;

- telephone communications;
- useful information on how the various services work;

- Laundry and ironing

The Residences, where compatible with their structural characteristics and management needs, are equipped with special rooms with washing machines, dryers and ironing equipment, to be used for adequate quantities of linen, which must be removed at the end of each washing cycle.

Ironing equipment must be returned after use.

It is forbidden to use these services on behalf of people who are not assigned a place in the Residence.

- Computer and printer service

The Residences, where compatible with their structural characteristics and management needs, are equipped with computer rooms, access to which, together with the use of the equipment present, is governed by special rules, the text of which will be delivered at the time of signing the application to be able to use them.

- Other services

Guests, upon request, can have access to equipped rooms (gym, games room, audio-video rooms, etc.) and use any other newly activated services; access to and use of these facilities is governed by special rules, the text of which will be delivered at the time of signing the application form in order to use them.

2. Guests are required to comply with these regulations, under penalty of exclusion from the service.
3. Breakdowns of systems (electricity, water, lifts) and equipment for common or individual use must be reported immediately to the Residence Manager or to the concierge.

Art. 14 - Controls and inspections

1. The concierge staff of the Residences shall have a copy of the room access keys. If necessary, the Agency may carry out checks in order to detect any infringements or behaviour that does not comply with the provisions of these Regulations.

In this case the student will be notified in advance and will be able to attend the inspection. The results of the inspection will be reported to the Headmaster for the adoption of any measures.

2. In case of unavoidable checks on the installations or if extraordinary and urgent interventions are necessary for safety, maintenance and hygiene reasons, the access to the rooms is allowed to the personnel in charge even in absence of the room's assignees.

Art. 15 - Representation

1. In order to promote a closer relationship between the students who are assigned accommodation and the Agency, the students themselves may elect, by 31 December of each academic year, their own representation composed of a number of students - varying from a minimum of three to a maximum of seven according to the number of accommodation units in the residence - through elections based on the principle of democracy.
2. The manager of each territorial office, for at least three times during the academic year, will convene these representatives, who have an advisory function and act as a responsible link between the students of the university residences and the ADISU bodies, to discuss problems pertaining to the internal life of the community.

Art. 16 - Responsibility

1. The student is responsible for the good preservation of the premises and property assigned to him/her for use, including temporary use, which must be returned at the end of the stay in the same condition as when they were delivered, except for normal wear and tear.
2. The student is obliged to pay compensation for any damage caused personally or by visitors to the goods he/she has used.
3. In the case of rooms with more than one bed, the responsibility for any damage is jointly and severally between all occupants, unless there is individual responsibility.
4. The responsibility for the damage caused to the goods located in the premises used for common services and/or for their removal is jointly attributable to all the guests of the structure, if individual responsibilities have not been established. If the damage and/or theft concerns goods located in the premises used for common services, the use of which is recorded in special registers available at the reception desk, the responsibility is jointly attributable to all those who have used the goods in the 24 hours preceding the ascertainment of the damage and/or theft, when there is no individual responsibility; the student, at the time of use, is required to report to the concierge staff any damage or malfunction found.
If it is not possible to ascertain individual responsibility, the dispute addressed to all the guests of the structure will be made by posting appropriate notice at the reception of the Residence.
5. The Agency assumes no responsibility for facts or crimes perpetrated by third parties to the detriment of the guests of the Residences.

6. In the event that guest students are responsible for the aforementioned facts or offences, the disciplinary measures referred to in art. 17 will be applied against them without prejudice to civil or criminal action.

Art. 17 - Disciplinary measures

1. Infringement of the provisions contained in these regulations will result in the application of the following penalties to offenders:

- a) written warning;
- b) suspension of the benefit, following the second written warning, consisting in the removal from the facility for one month;
- c) immediate revocation of the benefit of the accommodation place assigned and for the entire duration of the university career; the revocation will be imposed with the third written warning in the cases provided for by these regulations or following an act considered seriously damaging to the safety and security of the other guests of the residence.

2. The sanctions mentioned in letters a) and b) will be inflicted by the Director of the territorial office, while the revocation falls under the exclusive competence of the General Manager of ADISU Puglia, who provides for it, on the proposal of the Director of the office.

3. The Head of the Territorial Headquarters or the General Manager, depending on the disciplinary measure to be applied, after ascertaining the facts and the relative responsibilities, also, where considered appropriate, in discussion with the interested parties, will notify the charges in writing. If it is not possible to ascertain individual responsibility, the charges are notified to all the guests in the structure or building.

4. Against the measures taken by the Director of the territorial office, an appeal can be made to the General Manager within 5 days of the communication, while for the revocation measures only, within 5 days, an appeal can be made to the President of ADISU Puglia, who will make the final decision, after consultation with the Board of Directors (“*Consiglio di amministrazione*”).

5. The system of sanctions referred to in this article shall be referred to the student's entire university career.

6. The Director of the Territorial Office may order the temporary prohibition of access to the facility for external guests who behave in violation of the provisions of these regulations.

Art. 18 - Insurance coverage

1. The assignees of accommodation are insured against accidents that may occur in the university residence with a special insurance policy.

2. The Agency assumes no responsibility in case of theft of personal effects and/or valuables of the assignees or damage to them.

Art. 19 - Forfeiture of benefits

1. The student forfeits the bed/room in the following cases:

- a) for having a college degree;
- b) for late, omitted or incomplete submission of the required documentation;
- c) failure to submit for accommodation assignment according to the calendar indicated by ADISU, unless there is a proven impediment;
- d) for transfer to another university seat;
- e) for irrevocably renouncing further education;
- f) for permanent renunciation of accommodation.

2. The assignee is required to give written notice to the Management of the Residence of:

- a) graduation;
- b) the transfer to another university seat;
- c) the interruption of studies;
- d) participation in the Erasmus programme.

3. In the case in which materials and personal effects belonging to students no longer assigned, deposited in the Residence, are not collected by the interested parties, the Agency will give written notice to the guest at the last known address, setting a peremptory term for the collection of the goods. Once this deadline has expired, they will be permanently removed.

Art. 20 - Privacy policy for guests

The data declared, as well as those contained in the documentation requested at the time of the assignment of the accommodation, are used for all operations aimed at the assignment of the relative benefits.

The processing of data is governed by current legislation on the protection of privacy (Legislative Decree no. 196 of 30 June 2003 "Code on the protection of personal data") and by Regulation (EU) No 2016/679.

For security reasons it is authorized to install, near the entrance of each residence, an electronic system to detect the presence of guest students; they will be provided with a personal badge, which must be used at the entrance and exit.

The Agency is also authorized to install in the common areas of the residences, in compliance with and within the limits provided by the legislation on privacy, video surveillance systems that allow viewing and recording of images.

Such data may be communicated to the Public Administrations in charge of veracity and conformity checks, to the competent Universities and Institutes of University level and to any other subject entitled by law.

The owner and person responsible for the processing of the personal data collected is the manager in charge of the territorial reference office of ADISU Puglia.

Art. 21 - Final Provisions

1. Upon acceptance of the place, the student is obliged to accept the Regulations on the Student Portal and undertakes to comply strictly with the provisions laid down.
2. For anything not covered, please refer to the provisions of the Notice "Benefits and Services" and the relevant regulations.