

ALISEO STUDENT RESIDENCES DISPOSALS
Version 02/2023

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Introduction

1. The Ligurian Agency for Students and Orientation (ALiSEO) organises and manages the accommodation service, according to the criteria set out in these regulations.
2. The admission procedures, the period of allocation and the amount of the fees for the different types of accommodation are established annually in the Notice of Competition for the awarding of benefits related to the right to study and in the Notice of Competition for the allocation of paid accommodation and the possible application for summer accommodation.

Article 1 - Purpose of the Regulations

1. These regulations apply to all students accommodated in ALiSEO residences, regardless of the title under which they occupy them.
2. The following terms are defined as:
 - "Accommodated student" the student assigned an accommodation.
 - "ALiSEO" the Ligurian Agency for Students and Orientation.
 - "Residence Manager" the person in charge of the accommodation facility or of a complex of residences.
 - "Residence" the individual housing structure (University Residence, Student House, apartment and any other form of accommodation for University Students).
 - "Student Desk" the web procedure available for students for the enrolment and submission of applications to access to the various notices.

Article 2 - Access to Residences

1. Students may apply for the allocation of an accommodation, in the way and for the period foreseen by the respective Notices of Competition.
2. The Institution, on the basis of the ranking of successful applicants and following the criteria defined in the notice, shall proceed to convene the eligible students.
3. The awarding of the university residence takes into account the following criteria:
 - a) The distance between the university residence and the prevailing university location.
 - b) Balanced presence of the various ethnic, religious and cultural communities in order to favour opportunities for integration and aggregation among students.
4. The allocation of single rooms (unless otherwise required by the office) according to the availability of the latter, is carried out by giving priority to the criteria of:

- a) disability
 - b) seniority of stay in the Aliseo student residence
 - c) seniority of study course.
5. Students who have been assigned accommodation following the publication of the ranking lists for the relative Notices of Competition must appear for assignment by the deadlines and methods indicated, otherwise they will be excluded from the benefit.
6. The first check-in for the accommodation and the check-out at the end of the assignment period may only take place during reception or desk hours, or in any case during hours agreed with the Residence Management Service.
7. Upon entry, students must:
- a) Provide a suitable and valid identification document and the residence permit or the application for its issuance for non-EU international students (which must be the same as the one submitted in the online application).
 - b) Have paid the security deposit.
 - c) Be in possession of appropriate health insurance cover as provided for by current regulations.
 - d) Sign the deed of acceptance of the accommodation, declaring that they have read these regulations and also commit themselves to attending the informative meeting on protection and safety in the residences in accordance with the regulations in force, otherwise the assignment will be revoked.
8. Failure to sign the aforementioned deed implies the withdrawal of the accommodation for the relative academic year.

Article 3 - Room equipment and cleaning of allocated rooms

1. The standard equipment of each room consists of the furnishings generally consisting of a bed, bedside table, wardrobe, desk, bookcase and ergonomic chair.
2. The accommodation is also provided with all utilities (water, electricity, heating, and internet connection) and the use of shared areas.
3. In the apartment, in addition to the bedroom, students are provided with a living room and kitchen, the equipment for which may vary from property to property.
4. The maintenance of the cleanliness and functionality of the property provided to the student remains responsibility of the assignee.
5. ALiSEO provides students with room equipment (blankets, bedspreads, etc.) which must be returned in good condition upon check-out.

6. In the event of loss or damage caused by the student, the latter shall be liable for compensation.
7. All students are required to keep their room, bathroom, kitchen, terrace/balcony where provided, in good hygienic-sanitary conditions.
8. The Institution will carry out periodic checks through its appointed personnel to verify the state of hygiene and cleanliness. In the event of non-compliance with acceptable hygienic-sanitary standards, the student will be asked to intervene; if the student refuses or does not commit to the request, extraordinary cleaning will be carried out automatically and the student will face the consequent disciplinary proceedings.
9. If the students discover the presence of insect pests, they must immediately inform the staff on duty in order to prevent their spread.
10. If the presence of the above-mentioned insects is caused by poor hygienic conditions caused by the occupant of the accommodation, the student is required to pay 50% of the cost of disinfestation and cleaning (which will be quantified according to the type of intervention), but no more than the amount deposited as a deposit.
11. If pest control is necessary due to failure to report the infestation, 100% of the costs incurred will be shared. The accommodated student will not be able to make any claim for compensation and must comply with the pest control protocols and strictly respect the regulations.

Article 4 - Shared use of common areas

1. Accommodated students are required to co-operate in maintaining the cleanliness and tidiness of the common areas, including the shared kitchens and dining areas.
2. In the event of serious non-compliance, the Institution will ask the accommodated students to jointly intervene; if the student refuses or does not commit to the request, extraordinary cleaning will be carried out automatically, charging the burden to those students who are collectively or individually responsible.
3. In situations of proven necessity or for serious or repeated violations of these provisions, ALiSEO reserves the right to temporarily or definitively forbid access to the shared areas.
4. Generally, the use of the shared areas is allowed for students accommodated in the residence at all times, except for any restrictions that may be necessary at the discretion of the Institution, without affecting the interruption between 11.30 p.m.

and 8 a.m. of all activities that involve the diffusion of noise that disturbs other guests of the residence and the neighbourhood.

Article 5 – Services

The main services made available to students accommodated in the various ALiSEO student residences are listed below:

A) LAUNDRY SERVICE

1. ALiSEO provides a free washing, ironing and replacement service on a biweekly basis of the bed linen (sheets and pillowcases) available in the residences, in specific locations and on the dates established for each of them. When students return the set of dirty linen, they receive the complete washed and ironed set in exchange. Student are obliged to change the linen at least once a month.
2. Furthermore, a laundry service with fee is available for washing and drying linen and personal clothing. Any damage resulting from tampering with washing machines and dryers (where available), which is not attributable to specific individual students, will be charged to all students with access to the laundry. In case of repeated tampering, the service may be temporarily or permanently suspended.
3. The service referred to in subsection 1. is not provided in residences with flats equipped with washing machines, where two sets of bed linen will be provided for each student at the time of accommodation assignment, to be used for the duration of their stay.
4. If a washing machine is not installed or is out of order, the student will be given the opportunity to use the service for a fee as mentioned above in the nearest residence.

B) SHARED STUDY ROOMS

1. Shared study rooms may be used by students accommodated in the residence and, if the conditions of capacity, safety and accessibility are met, also by students from outside the residence, in the same way and times provided for by the specific regulations.
2. External students must comply with the established opening hours; in case of non-compliance, the sanctions set out in these regulations will be applied. The first issue of access badges to rooms equipped with this system is free of charge; the issue of a duplicate is conditional to the loss being reported to the police and the fee charged is €10.00.

C) SHARED KITCHENS - DINING AREAS

1. In some residences, shared kitchens equipped with pots and pans are available to accommodated student, excluding personal crockery or dining areas.
2. Guests may only stay as long as necessary to eat their meals in order to ensure turnover.
3. Guests must not leave while food is cooking, must not leave hotplates on during their absence, and must leave the kitchen clean and tidy after use. It is also forbidden to cook and pour liquids, including cleaning products, directly onto the hotplates.

D) INTERNET NETWORK (except in the Mele, S. Fede and Montagnola Residences)

1. Internet connection is generally provided via Wi-Fi, depending on the available network bandwidth.
2. Access is made available only to regularly housed and authorised users via username/password.
3. Users wishing to use the ALiSEO network are issued with an active account in the facility to which they belong. By means of username/password, each access to the network is associated with the natural person to whom the activity is attributed.
4. The access code is strictly personal and can only be used by the holder. Any irregular activity shall be imputed to the holder of the authorised account or client.
5. It is forbidden to use or install hacking programs (even if they are of public domain) and illegally copied software or other material that violates Italian and international laws on copyright and authors' rights or that infringes laws on the protection of personal data.
6. To this end, it is emphasized that ALiSEO adopts measures for the monitoring of the activities envisaged by Law no. 144 of 31 July 2005 published in the Official Gazette no. 177 of 1 August 2005 concerning measures to combat international terrorism and subsequent amendments and additions.
7. The user who obtains access to the network assumes full responsibility for the activities performed.
8. In the event of violations of the provisions set forth in the preceding paragraphs ALiSEO reserves the right to suspend the account for Internet browsing and/or to limit the bandwidth per user.

E) RESIDENCE MANAGER

1. The management of the residence or a group of facilities is entrusted to a person in charge, an ALiSEO employee, with the task of coordinating and regulating all related services and ensuring the smooth operation in general.
2. The person in charge is required to ensure compliance with all the regulations received, in addition to those reported here, is in contact with the students and collects the needs expressed, coordinates the work of all the staff, including external staff, involved in the management of the residences, collects and forwards reports of minor maintenance and liaises with the Service Manager.

F) GUARDIAN SERVICE

1. In the larger residences there is a guardian service (also operated by external staff) whose duty it is to ensure that the present regulations and in general any ALiSEO directives are observed.
2. The aforementioned staff shall be responsible for verifying and registering the identity and purpose of visitors and shall not allow access to those who refuse to indicate their purpose or document their identity.
3. Students may not ask these staff to carry out tasks outside their normal duties or behave in a disrespectful manner towards them.
4. Access to the residences is regulated by showing the guardians a valid identity document.

Article 6 - University Guesthouse

1. The University guesthouse service with fee is normally intended to host lecturers, researchers and students coming from other Italian or foreign universities as part of mobility programmes and/or on the occasion of conferences, seminars, masters courses or other events organised by the University of Genoa.
2. In order to be able to make use of the guesthouse service it is necessary to make a special request, at least one week prior, in accordance with the procedures set out in the relevant section of the institutional website, to which reference should be made.
3. The above-mentioned section of the website also lists the services made available to guests included in the tariff and how to have access to them.
4. Users of the guesthouse service are in any case bound to respect the present provisions and all the regulations in force.

Article 7 - Permanence and exit in housing facilities

1. The assignee of an accommodation in any residence is responsible for the key and/or the access badge, and if he allows others to use them, he shall be liable to the sanctions set out in these provisions.
2. In case of theft or loss of the key/badge, the student must report it to the competent authority and give a copy of the report to the Residence Manager who will arrange for a duplicate key or replace the lock. In such cases, or in the event of deterioration, the competent office will charge the student a fee of €10.00 for issuing the duplicate.
3. If, students lose or forget their access badge or housing key, and they request a duplicate, this can only be done during the opening time of the relevant secretary's office.
4. Requests to stay in residences for periods other than those indicated in the respective notices, exclusively for study purposes, may be considered and possibly granted on the basis of the number of accommodation places that will be made available each year during the closing periods, also taking into account the needs of the Institution to carry out maintenance and/or extraordinary cleaning.
5. In the event that deficiencies or damages are found in the shared areas that are not attributable directly to the person responsible for them, all those accommodated in the facility shall be jointly and severally liable to pay a lump-sum reimbursement to cover the damage suffered by ALiSEO, established by formal request by the Manager of the Operational Management Service of the Residences, except in the case where an amount is due as shown by adequate documentation. In the event of non-compliance, the Administration shall recover the amount due, using the security deposit, if sufficient, with the obligation to reinstate the amount deducted within 10 days.
6. If students have contracted a contagious or infectious illness, they must immediately inform the Residence Manager and provide a medical certificate proving the nature of the illness and the possibility of staying at the residence; where if, on the basis of the medical documentation, it is not possible for them to stay, the students must leave the accommodation until they have recovered. The recovery must be proven by a medical certificate. In the event of non-compliance, the accommodation will be revoked.
7. At the end of each academic year, students must hand back the accommodation clean and free of all personal belongings.

8. On returning the accommodation, the student must agree with the staff member in charge to hand back the keys and/or badge and, in conjunction with the person in charge, check the state of the premises and furnishings. Failure to do so will result in the student still being considered to be present in the accommodation. Students will be charged for any damage, missing or alterations found and for any special cleaning that may be necessary.

9. Any personal belongings left irregularly in the accommodation will be removed and kept at the owner's disposal for ten days. After this period, ALiSEO disclaims all responsibility for the custody of such belongings and will dispose of them after registering a photographic documentation and a list of the items disposed of.

10. The graduate student may retain, upon payment of a fee, the accommodation for a maximum period of 20 days after obtaining the degree beyond the end of the last semester.

11. The assignees of accommodation are insured against accidents that may occur in the university residence by means of an appropriate insurance policy.

12. ALiSEO assumes no responsibility towards the accommodated students for valuables or money or anything else present in the assigned rooms and common areas.

Article 8 - Voluntary and ex officio transfer

A) VOLUNTARY TRANSFER

1. ALiSEO reserves the right to publish an appropriate notice for the concession of voluntary transfers of assignee students.

2. Assignee students, in the case of serious and documented reasons, may apply for a transfer to accommodation other than the one initially assigned.

3. Transfer applications must be submitted by writing to the Accommodation Service, using the appropriate format and in accordance with the procedures set out in the above-mentioned notice.

4. Requests shall be satisfied within the limits of the actual availability of places and according to the criteria set out in the notice.

B) EX OFFICIO TRANSFER

1. During the course of the academic year, the Institution reserves the right to proceed with an ex officio transfer, with a 7 days' notice, to the same facility or to

another facility, when the need arises to separate the assignees of the same room or apartment, due to ascertained incompatibility.

2. In addition to cases of incompatibility, an ex officio transfer may also be ordered in all other cases in which the Institution identifies this as a solution to avoid the repetition of conduct in breach of these Rules, without prejudice to the disciplinary sanctions provided for in these Rules.

3. The Institution shall also carry out ex officio transfers where it is necessary to change the type of apartment designation from male to female or vice versa, or for reasons of management streamlining.

4. Lastly, an ex officio transfer is carried out if it is necessary to assign specially equipped accommodation to disabled students.

5. In particularly serious cases and if non-programmable interventions are necessary that render the room or part of the residence unusable, the Institution may proceed with the ex officio transfer with immediate effect.

6. The transfer is ordered by reasoned decision of the Manager.

Article 9 - Absence in Student Residences

1. Students are required to stay in the residence for at least 10 of the nights of each month of the period of use of the accommodation service, otherwise their place will be withdrawn. In December, January, July and September, the obligation to stay is reduced to half of the nights (5 nights) of each month.

2. As an exception to the above, different provisions of the notice of competition, health and study reasons (documented by the competent body: National Health Service, universities) and justified and special situations agreed with the Institution, which in any case may not exceed 3 months, are excepted.

3. Whenever students are absent for more than 10 days from the residence where they are guests, they must notify the staff in charge by writing, also by e-mail, indicating the date of their return. In the event of unjustified absences of more than 20 days, the bed will be vacated by administration staff and the accommodation may be assigned to another student.

4. Failure to provide notice will result in the administration taking disciplinary measures against offenders, as set out in the specific article, unless justified and documented reasons are given.

Article 10 - Fees and Penalties on Payments

1. Accommodated students are required to pay the accommodation fee for the entire assignment period, according to the different statuses and amounts defined in the respective Notices.
2. Payment of the monthly fee shall be made from the 5th day of the reference month and by the 15th day.
3. For every late payment, a penalty of 5% of the fee due shall be charged, if payment is made within 5 days of the due date, and 10% if the delay is longer.
4. Delays in payment of more than two months shall result in the withdrawal of the assignment of accommodation, the activation of the credit recovery procedure and the notification of the University of Genoa to block the degree.

Article 11 - Rules of conduct

1. The guests are committed to:
 - use the assigned movable and immovable property with proper care (they are responsible for any damage caused to their room).
 - Ensure the proper use of all movable and immovable property in common use, including equipment and furnishings, accepting, together with the other guests, personal and joint liability for damage caused to the shared parts of the building that directly relate to the full benefit of the assigned accommodation (furniture, equipment, facilities, halls, corridors, stairs, recreational areas, etc.), in accordance with the criteria established by the rule set out in Article 1588 of the Civil Code even if the author of the damage cannot be identified.
 - Turn off the lights, turn off the water and gas and lock their room every time they leave; in the event of absences exceeding 7 days, the guest is also required to empty, defrost and leave the refrigerator clean if it is provided.
 - Maintain the hygiene and decency of the allocated accommodation.
 - Always use and keep clean their own bed linen or that provided by ALiSEO, in order to keep the provided mattress in good condition.
 - Periodically check the efficiency of the equipment and furnishings, as well as of the systems (with particular regard to water and gas pipes or taps) in operation at the flat and/or room, ensuring that any breakdown or malfunctioning is promptly reported to the Residence Manager.

2. Guests must interrupt between 11.30 p.m. and 8 a.m., both in their rooms and in the shared areas, all activities that involve the spreading of noise that disturbs the other guests of the residence and the neighbourhood.
3. Any furnishings or electrical equipment that is not included in the standard equipment of the accommodation may only be brought in if authorised in advance, provided that it complies with standards and is positioned in such a way that it does not obstruct escape routes. Fans, electric coffee machines, kettles, personal computers (including printers and scanners), tablets, smartphones, radios, stereos, TVs, small electrical appliances for personal care and multi-socket power strips may therefore be allowed in the rooms. The equipment must be CE marked with a declaration of conformity. In any case, ALiSEO may temporarily or permanently ban such equipment due to the absorption to the electricity network.
4. In the Residences it is mandatory to comply with the safety regulations that are posted in the premises. Damage, displacement or removal of signs or any other element relating to safety in the Residences (warnings, lights, fire extinguishers, signs, etc.), unless individual responsibility is proven, shall result in all occupants of the residence being charged with the costs incurred by the Institution for restoration.
5. The use of dining areas, where available, is only allowed in the areas equipped for this purpose in the set-out ways and terms.
6. The student is required to comply with municipal and ALiSEO regulations concerning waste separation.
7. Upon admission, students must inform themselves about the procedures to be followed in the event of emergencies and fire prevention. Students must commit themselves to taking part in the training and information activities organised for the purpose of protection and safety in accordance with the relevant regulations in force and as required by the relevant bodies. Unjustified non-participation in such activities by guests will result in the application of the sanctions set out in these provisions.
8. In the event of an emergency, guests staying in structures equipped with a 24-hour guardian service must contact the staff directly. Students accommodated in facilities not equipped with a 24-hour guardian service, in the event of an emergency, must contact the emergency telephone numbers listed on the notice boards of the residences or on the ALiSEO website.

Article 12 - Restrictions

1. Behaviour that is improper or otherwise harmful to safety and/or to peaceful and civilised liveability in the residences is not allowed. The staff of the Operative Management Service of the residences shall monitor the residences, detect any infractions or behaviour that is not allowed, even if not expressly provided for in these regulations, and any other facts that may be harmful to the correct and regular community life, and shall promptly report them by writing to the competent Managers.

2. It is forbidden to bring drugs into the residences and to possess weapons, explosive material, inflammable materials, and gas bottles, otherwise the assignment of accommodation will be immediately withdrawn.

3. It is forbidden to use heaters of any kind, gas or electric ovens and household appliances in general, including microwave ovens, unless expressly authorised by the Service.

4. The following constitute prohibited conduct, purely by way of example and not exhaustively:

- assigning to third parties the occasional or continued use of the accommodation (in this case, pending the conclusion of the disciplinary procedure, the accommodation access badge shall be immediately disabled).
- Host for any reason, outside the permitted hours, persons from outside the residence
- Introducing personal furniture and/or equipment into the accommodation without the prior authorisation of the Residence Manager.
- Behaving in one's own room and/or in the shared areas in such a way that disrespects the normal and civilised way of living together, or in any way that may disturb or endanger the other guests in the facility.
- Entering the residences without respecting the regular access control points.
- Use the common areas for one's own exclusive use.
- Organise parties or meetings in the common areas or rooms without the prior authorisation of the Residence Manager.

5. It is also forbidden to:

- bring into the residence any electrical equipment such as: electric and gas cookers, toasters, ovens, irons, fryers, steamers, air conditioners electric or heating devices. These will be collected and kept until the end of the guest's stay in the residence and

will lead to disciplinary actions.

- Smoking in all rooms and shared areas inside the residence.
- Bringing flammable materials, non-fireproof furnishings (e.g. curtains, blankets), explosive materials, and flammable materials, including those in common use, into the residence and keeping them in the room if they are not properly stored.
- Keeping animals of any kind in the rooms of the accommodation facilities and in the external areas connected to them, with the exception of guide dogs for the visually impaired people.
- Disassembling, modifying or adapting furnishings in the rooms and common areas; removing furniture or equipment from shared areas.
- Use and/or setup computer equipment that may alter the functionality of the internet network (modems and/or routers) unless expressly authorised upon reasoned request.
- Apply permanent stickers or posters that cause damage directly on walls, doors or furniture; display notices, placards or anything else outside the properly designated spaces.
- Use the common areas as parking for cars or motorcycles and vehicles in general of internal and external guests;
- Tampering with the protected switches, smoke detectors and any other devices installed in the residence.
- Carrying out any kind of action or prank that may cause damage to other residents, staff on duty, bystanders, neighbours, the building, and the property in it.
- Throwing parties in rooms, on floors or other spaces other than those indicated by the Administration, or in the designated spaces without the required authorisation;
- Cooking in residence rooms and, in general, in locations not equipped for this purpose.
- Leaving leftover food and drink in shared areas (including kitchens).
- Storing perishable foodstuffs in the rooms (they must be properly stored in shared fridges where available). Where necessary and appropriate, ALiSEO will dispose of them, charging any costs.
- Throwing or depositing rubbish or waste outside the appropriate containers. In the event of failure to comply with the municipal and ALiSEO regulations on waste collection, any administrative sanctions will be charged to the liable student, or jointly and severally to all the guests of the facility.

- Placing on the external windowsills of rooms and corridors and on the railings of the balconies any object whose fall could cause damage to persons or property either directly or indirectly.
 - Use power strips, except for CE-marked power strips, with a switch, without additional adapters.
 - Leaving lights and electrical appliances switched on, as well as leaving power sockets of electrical appliances (hairdryers, battery chargers, coffee makers, kettles) plugged in or water taps turned on when leaving the room.
 - Leave the flats' autonomous heaters in heating mode beyond the period and times permitted by the regulations in force.
 - Laying out clothes outside the rooms and shared areas designated for this purpose in each residence.
 - Wandering around the residence in a state of drunkenness or in indecent clothing.
6. Non-accommodated students who are responsible inside the ALISEO residence for behaviour not allowed by the present regulations will be banned from entering all the residences and, in the case of repeated or particularly serious violations, the revocation of any ALiSEO benefits.

Article 13 – Parties

1. Accommodated students may, with prior authorisation, use shared rooms for cultural or leisure events organised by them.
2. The event organisers must be guests of the ALiSEO residences and shall be responsible for the smooth running of the event, the observance of the rules, the behaviour of the guests, compensation for any damage caused to the property of the Institution, and the cleaning and tidying up of the spaces after the event.
3. ALiSEO reserves the right not to authorise the event if the student organisers do not provide adequate guarantees of compliance with the rules or if they have already violated them in previous events.
4. The request for use must be addressed to the residence Manager at least 48 hours before the scheduled event.
5. The Residence Manager, taking into account public safety regulations, authorises the event, detailing any prescriptions that must be observed.
6. The authorisation may be revoked or suspended at any time following ascertained violations of the established agreements.
7. The organisers must agree to:

- comply with the legal sound exposure limit, measured outside the building, throughout the course of the evening. Otherwise, after prior warning, appropriate action will be taken.
 - Take responsibility for the cost of additional staff required for supervision if the facility manager deems it necessary, as well as the cost of equipment and services for the party.
 - Provide for the original condition of the venue to be restored and take on the responsibility for the extraordinary cleaning of the location and the area in front of it should it become necessary.
 - Ensure the normal running of the party with the obligation to enforce the rules of these regulations and assume responsibility for any facts in breach of them;
 - register external participants at the reception of the residence where present or in a special written list at the charge of the organizers leaving in both cases a copy of an identity document;
 - prevent access to other rooms besides the one where the event is held by participants who are not guests of the facility in which the event is held;
 - conclude the parties by the time stipulated in the permit;
 - to be responsible for the good preservation of the rooms and property had in use;
 - also be responsible in case of intervention of the public security authorities by providing them with their personal details in case of occurred and disputed violations.
7. Any kind of initiative must end by 11:30 p.m. so as not to disturb other guests and the public peace. Any exceptions to the time must be authorized in advance by the Residence Manager.

Article 14 - Visitors and Hospitality

A) VISITORS

1. The accommodated students may receive guests (who are of legal age), during the periods indicated by AliSEO (published on the institutional website), in accordance with the following rules:

- visitors are only allowed to stay in the residence from 8 a.m. to 10 p.m. each day, except in residences where the guardian service closes at an earlier time, with the approval of any co-tenants of the accommodation, and within the overall limits imposed by safety regulations.
- Visits are allowed only in the assignee's presence and only inside the assigned room, in the shared rooms and study rooms, excluding the laundry room and the gym.

- It is not generally allowed to receive more than 2 guests at a time.
 - Up to 5 visitors per day can be allowed with the authorisation of the facility manager.
2. In all cases in multi-bed rooms, the approval of all occupants of the room is required.
 3. In shared areas, including kitchens, the number of guests must not in any way affect the use of these areas by residents who are the primary users. Otherwise, external guests must immediately make the rooms available. Access for minors is allowed when they are part of the host's household or when they are accompanied by adults who are responsible for them.
 4. The staff may deny entry to persons who have been banned from entering, have been reported or are known to have failed to observe polite behaviour based on mutual respect in the use of the accommodation facilities and in relations with guests and staff on duty at the facility.
 5. For security reasons, with particular reference to the maximum capacity of the facility or individual parts thereof, staff may restrict the access of visitors or dismiss them from the residence.

B) HOSPITALITY

Hospitality is provided at certain times of the year, identified by ALiSEO and communicated on its institutional website.

1. A visitor may be accommodated and stay overnight in the residence, if places are available, following a request made directly to the Residence Manager, or sent to the residence's e-mail address at least five working days before the guest's arrival.
2. Places reserved for hospitality are usually assigned in rooms temporarily vacant by assignees, for that reason there may be no availability during the academic year.
3. Hospitality is provided to the accommodated student in compliance with the following rules:
 - hospitality may be requested by the student during the entire academic year, for a maximum of 7 nights, not necessarily consecutive.
 - Check-in must take place by 12.00 p.m. on the day of arrival and check-out by 10.00 a.m. on the day of departure.
 - For service reasons, check-ins and check-outs are not possible on Saturdays, Sundays, and weekdays holidays.

- Payment of the fee shall be made in advance and is non-refundable and is equal to the daily guesthouse rate. The guest is required to register on the Student webdesk and make payment via PagoPA platform.

4. In the case of minor guests, they must be part of the household of the accommodated student and share the double room with a supervising adult.

C) GENERAL RULES

1. Visitors or guests, while staying at the residence, are also required to comply with the internal rules and regulations in force and with these regulations.

2. The host students are responsible in every aspect for the behaviour of their guests and are liable for any inconvenience, damage or problems caused by them. The accommodated student is therefore jointly and severally liable for any damage caused to the Institution and/or for any breach of these regulations by third party visitors or guests.

3. The staff of the Operative Management Service of the residence or the guardian service staff expressly authorised for this purpose by ALiSEO will verify the identity and purpose of the visitors, denying access, with specific reference to facilities with a guardian service, to those who refuse to indicate their purpose and/or prove a valid identity document.

4. For all ALiSEO facilities, in the event of repeated violations, the visitor will be considered to all intents and purposes an unwelcome person, with a consequent permanent ban to enter the facilities, without any prejudice, however, to the possibility for ALiSEO staff to request the intervention of the Public Security Authorities.

5. The presence of unwelcome persons on the premises and in the facilities shall entitle the Institution and its staff to report them for trespassing.

Article 15 - Monitoring and inspections

1. ALiSEO keeps copies of the access keys to the rooms and accommodation in general.

2. ALiSEO Personnel, including operators, officials and/or external technicians appointed by ALiSEO, are entitled to have access even in the absence of the guests, in the following cases and respectively for:

A) WITHOUT PRIOR NOTICE

- a) periodic checks during the period of assignment, also to verify compliance with these regulations.
- b) Request by the guests or at least one of them.
- c) Proven violations of these Regulations.
- d) Urgent interventions or repairs or requested by the accommodated students, if they are not present despite the agreed appointment;
- e) Extended absence of the guest.
- f) An accommodation for which there are reports of undue occupation by outsiders.
- g) After the date of termination of the accommodation period or the date specified in case of withdrawal or transfer ex officio, if the guest has not returned the keys to the guardian service and/or has not cleared the accommodation of his/her personal belongings.

B) WITH NOTICE OF AT LEAST 24 HOURS:

- a) inspections to verify the conditions of the accommodation, at the beginning and at the end of the assignment period or as part of the monitoring aimed at verifying the hygienic and maintenance conditions, including the correct management of waste collection on the basis of municipal regulations.
- b) In case of planned maintenance work on buildings, furnishings, and installations.
- c) Updating or checking the inventory situation of the furnishings or equipment available.

3. If the Institution have reasonable grounds to believe that violations of these regulations and/or states of emergency or danger to the building are taking place, the officials in charge and the residence staff may carry out any kind of inspection, also by making use of the Public Safety Authorities.

Article 16 - Representative

1. In order to foster a closer relationship between ALiSEO and accommodation assignees, the latter shall elect their own representatives at the beginning of the academic year, divided by accommodation facility.

2. The following are eligible for election:

- up to 2 representatives for residences with more than 100 beds.
- 1 representative for residences with a lower number of students.

Residences with 40 or fewer beds, all located in the same area, may be grouped together for the purposes of electing representatives, as specified in the Determination of Election referred to in comma 4.

3. For each residence, anyone who is assigned an accommodation for the current academic year, whether a scholarship student or a fee-paying student, is a voter and is eligible for election.

4. By decision of the Director of the Right to Study Sector, the elections of the student accommodation representatives are called. They are called by November 15th each year, at least 30 days before the date set for the elections. The Executive Notice indicates the representatives to be elected and the relative number of those eligible, the voting schedule, the requirements for the right to vote, the procedures for submitting candidacies, the place, date and time for filing the names of candidates, the locations at which the elections will be held, the voting procedures and anything else necessary for the approval of the elections.

5. The elected Representatives shall hold office for one year, provided that the place of accommodation in the elected residence is maintained; otherwise, the first non-elected shall take over, with the same obligations and duties.

6. a student who is not in compliance with payments and, more generally, with the provisions on the modalities of use of the Student Residences shall also be declared disqualified ex officio and shall be replaced with the first of the non-elected in the ranking list

7. It is the duty of the Representation to make observations on the quality of services of the Residence and community life, as well as to promote and organize, upon authorization, cultural-sports activities and also propose solutions to improve community life.

8. The Representatives of the students guests of the Residences may be convened by the institution when this should be considered useful in order to acquire elements on the performance of the services and to collaborate in the formulation and implementation of proposals for improving the services themselves.

Article 17 - Liability and Damages

1. The students are responsible for the proper maintenance of the premises and property assigned to them for use.

2. Students are required to pay compensation for any damage caused by themselves or their visitors and/or guests to the assigned property; if they fail to pay within 10 days from the request, the specific provisions for non-payment shall be applied.
3. Where the damage/tampering relates to security installations, the Public Security Authorities shall be notified.
4. In the case of multi-bed rooms, liability for any damage shall be shared among all occupants unless individual liability is proven.
5. Liability for damage to or loss of property in shared rooms shall be apportioned among all occupants of the facility unless individual liability is proven; in facilities consisting of several buildings, liability shall be apportioned to the occupants of the building in which the event occurred.

Article 18 - Disciplinary proceedings and related sanctions

1. The following disciplinary sanctions will be applied in the event of breaches or violations of the rules set out in these regulations, or of others that have been previously disclosed, which are aimed at ensuring the rational and efficient management of the facilities, as well as at protecting the peaceful and polite liveability of guests:
 - a) verbal warning;
 - b) written warning;
 - c) financial penalty;
 - d) suspension of the accommodation;
 - e) withdrawal of accommodation and eviction;
 - f) withdrawal from the benefits of the right to study.
2. The facts subject to disciplinary sanctions (excluding verbal warnings) are notified to the student by written communication via email, which may be preceded by a telephone call if deemed indispensable. Within three working days of receipt of the notification, the student may submit a written counter-argument.
3. The aforementioned disciplinary measures are given respectively:
 - lett. a) Residence Manager and/or of the Operational Management Service;
 - lett. b) Manager of the Operational Management Service;
 - lett. c) and d) Director of the Right to Study Sector;
 - lett. e) and f) General Manager of ALISEO.
4. All communication from ALiSEO concerning any disciplinary action will be made through the email address provided by the student on the personal data page on the

"Student webdesk", where the assignment request was filled in; these communications have legal value to all intents and purposes, in place of postal correspondence.

5. If the student does not provide for the registration of the change of email address or if it is incorrect, the communication from ALiSEO is considered valid for all purposes if notified to the last email address on the "Student webdesk".

6. Students who lose the right to an accommodation in the residence (withdrawal, loss of benefit, non-renewal of benefit) are required to pay for the nights unduly used.

Article 19 - Written warning

1. A written warning is given by formal communication to the e-mail registered in the procedure and to the student's digital file.

2. The warning may also involve the application of a penalty payment corresponding to the breach committed.

3. The application of a second warning for the same breach during the same academic year will lead to the application of a maximum penalty of €150.00, regardless of the type of breach committed.

Article 20 - Penalties

1. The penalty, on the motion of the Manager in charge of the Operational Management of the Residences, shall be applied by motivated decision of the Director of the Right to Study sector and notified by sending it to the e-mail registered in the procedure and to the student's digital file.

2. The amount of the penalty is set at a range between €25.00 and €150.00 depending on the gravity of the violation committed.

3. The penalty must be paid within 10 days from receipt of the written notice.

4. Payment of the penalty, if it exceeds €100, may be paid in instalments in up to four instalments and in any case by the date of exit from the residence.

5. The application of penalties during the same academic year totalling €200.00 or more may lead to the suspension of benefits as regulated in the specific article.

6. Should students fail to pay the amount of the penalty within 10 days, this shall entail the related withholding of the deposit and the suspension for a period ranging from a minimum of 5 days to a maximum of 3 months depending on the amount of the unpaid penalty.

7. Any failure to pay the amount of the penalty at the end of the academic year will lead to exclusion from the benefit for the following academic year without prior reinstatement of the deposit.

Article 21 - Suspension of the accommodation

1. Suspension of the accommodation, upon the proposal of the Manager of the Operational Management of the residences, is enforced by means of a justified decision of the Director of the Right to Study Sector.
2. Depending on the gravity of the breach or non-payment of the penalty, the student may be suspended for a minimum of 5 days and a maximum of 3 months.
3. The disciplinary action of a three-month suspension shall lead to the loss of the right to re-enter the following year's ranking list.
4. The suspended students shall in any case be required to pay the residence fee, if any, for the period of suspension.

Article 22 - Withdrawal of accommodation and eviction

1. The following cases shall lead to the automatic withdrawal of the accommodation assignment:
 - a) transfer to strangers of one's accommodation or of another temporarily empty room, even if only temporarily.
 - b) Refusing to leave the accommodation in case of disciplinary suspension.
 - c) Refusing to be transferred ex officio.
 - d) Introducing harmful or inflammable substances for non-domestic use into the accommodation.
 - e) Any violation of these regulations likely to cause serious damage to the Institution, third parties or other users.
 - f) Tampering with the residence installations and use of equipment and household appliances, including those belonging to students themselves, with carelessness, negligence or in any case with behaviour that is likely to expose them to fire hazards.
 - g) Seriously misbehaving towards Aliseo employees, guardians or other students;
2. The withdrawal of the accommodation assignment, upon proposal of the Director of the Right to Study Sector, is imposed by order of the Director General for the violations mentioned in the previous paragraph or for other serious violations with due motivation.

3. In case of withdrawal from the assignment of accommodation and for particular reasons Aliseo reserves the right to proceed with the withdrawal of the catering service as well.
4. The withdrawal of the accommodation assignment shall lead to the suspension of the accommodation assignment for the following academic years.

Article 23 - Withdrawal of benefits

1. The following cases shall lead to the automatic withdrawal of benefits (scholarship, accommodation and catering service, including those at a reduced rate):
 - a) tampering with alarm, security and surveillance devices.
 - b) Particularly serious behaviour that causes serious damage to the property of the Institution or to the Institution itself and/or puts third parties in serious danger.
 - c) Introducing or possessing in the residences weapons of any kind, narcotics, inflammable or explosive materials and any other dangerous or potentially harmful material or equipment.
2. In the event of particularly serious violations of the regulations, ALiSEO reserves the right to proceed with the immediate withdrawal of all benefits for the current year.
3. Withdrawal from benefits, upon the proposal of the Director of the Right to Study Sector, is imposed by order of the General Manager for the violations referred to in paragraph 1 above or for other serious violations with due motivation.
4. The student receiving a scholarship that has been withdrawn shall be required to pay the residence fee for the nights unduly used.

Article 24 - Loss of accommodation assignment

1. Students shall lose their assigned accommodation in the following cases:
 - a) for having graduated
 - b) for being transferred to another university location;
 - c) for having definitively withdrawn from further studies;
 - d) for definitive withdrawal from the accommodation.
2. The assignee is required to give written notice to the Accommodation Service within 5 working days from the occurrence respectively of:
 - a) graduation
 - b) Transfer to another university seat.
 - c) Interruption of studies.
3. If the assignee fails to reply to the expression of interest or to the request for admission within the deadline set, the assignee shall be deemed to have definitively

renounced the accommodation and shall automatically lose the right to be assigned the accommodation.

Article 25 - Communications to the Student

1. During online registration the student is asked to fill in an e-mail address. It is recommended that this address is directly identifiable to the student and not to any other person and that it is directly managed by the student, as any communication from ALiSEO will be made through this e-mail address. The student must be aware that not reading communications from ALiSEO does not constitute acceptable reason for any dispute. Any variation of the e-mail address must be made by the student through the appropriate procedure available on the student's personal page " Student Desk ".

2. All ALiSEO communications are made through the email address provided by the student during registration on the student's personal page " Student Desk" and/or through publication on the institutional website. These communications have full legal force and effect and replace postal correspondence.

3. If the student does not notify the change of e-mail address or if it is incorrect, the communication from ALiSEO (including that relating to the assessments and the withdrawal of benefits) is considered valid for all purposes if notified to the last e-mail address communicated to the Institution by the student.

Article 26 - Privacy Policy

1. The data will be processed in accordance with EU Regulation 2016/679 and Legislative Decree no. 196/03 as amended by Legislative Decree no. 101/18. In the application, students must sign the acknowledgement of the information notice; the disclosure of personal data as well as the declaration of acknowledgement of the information notice is mandatory for participation in the assignment of accommodation.

2. The data requested (personal details, address, e-mail address, enrolment data, etc.) will be used for all the operations carried out, normally by electronic and automated means and paper files, suitable for ensuring maximum security and confidentiality, aiming at all types of operations connected to the assignment of scholarships, admission and accommodation in the residences, with reference to the regional regulations on the right to study. The legal basis for the data processing is the act of exercising a right envisaged by Regional Law no. 15/2006 and Regional Law no. 25/2018. The images on the entry and accommodation badges in the residences

are intended for facility security purposes; the common areas of the university residences are subject to video surveillance.

3. The data may be disclosed to Regione Liguria, the University of Genoa, the AFAM Institutions, the Revenue Agency (Agenzia delle Entrate), the Ministry of Education, University and Research, the Ministry of the Interior, the Ministry of Defence, the National Association for the Right to Study bodies, as well as other public or private entities for control, statistical or research purposes. Video surveillance images, as well as other processed data, may be disclosed to the Judiciary Authority in case of potential criminal offences.

4. Unless otherwise decided by the Region or the Ministry of Education, University and Research, the data will be kept for ten years. Video surveillance images will be kept only for the time provided for by the regulations in force.

5. Data subjects are granted the rights set out in Articles 15 et seq. of the EU Regulation 2016/679; the data subject is also allowed to file a complaint with the Data Protection Authority.

6. The data controller is ALiSEO, (Agenzia Ligure per gli Studenti e l'Orientamento), with registered office in Via S. Vincenzo 4, Genova; Aliseo has appointed, pursuant to art. 37 of Regulation (EU) 2016/679, Mr. Sofia Piermattei, Personal Data Protection Officer, who may be reached, also for the purposes of exercising the rights of the data subjects, at the email address: privacy@wslegal.it or by post at the address DPO c/o Aliseo in Via San Vincenzo n. 4, Genova.

7. The extended information notice is available on the ALiSEO website www.aliseo.liguria.it within the application form for accommodation in ALiSEO residences.