



REGIONE AUTONOMA
FRIULI VENEZIA GIULIA



agenzia regionale
per il diritto allo studio
Friuli Venezia Giulia

REGULATIONS FOR THE USE OF THE HOUSING SERVICE IN THE STUDENT'S RESIDENCES



Trieste E1



Trieste E2



Trieste E3



Trieste E4



Trieste Gozzi



Gorizia Palazzo De Bassa



Udine Viale
Ungheria



Udine Rizzi



Udine Maria
Bambina



Gemona del
Friuli



Pordenone

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Art. 1 - Purposes and general principles

1. This regulation disciplines the housing service at the student's residences (hereinafter "residences"), as provided for by the regional law of November 14, 2014, n. 21 "*Rules on the right to university study*" and subsequent amendments and additions, and is an intervention falling within the competence of the Regional Agency for the right to study. Student residences are a common good; therefore, assignees must take care of the rooms, shared spaces, appurtenances and the environment in general responsibly, behaving according to the principles of tolerance, mutual respect and normal civil coexistence within the student community.

Art. 2 - Definitions

1. For the purposes of this Regulation:
 - a) ARDiS: Regional agency for the right to study;
 - b) beneficiary students: students who obtain the benefit of accommodation following participation in the relevant competition or as a result of a specific call;
 - c) temporary assignees: persons to whom accommodation is assigned in any case;
 - d) Assignees: beneficiary student and/or temporary assignee;
 - e) call: single call for the attribution of regional benefits issued by ARDiS for the academic year of reference;
 - f) Website: ARDiS institutional website.

Art. 3 - Residences and housing types

1. The residences, owned or managed by ARDiS, are primarily intended for the receptivity of students enrolled in higher education courses activated by universities, higher education institutes of university degree, institutions of higher artistic and musical training, with registered headquarters in Friuli Venezia Giulia, as well as students attending the higher technical institutes referred to in the Prime Ministerial decree of January 25, 2008 (Guidelines for the reorganization of the Higher Technical Education and Training System and the establishment of higher technical institutes), with registered headquarters in Friuli Venezia Giulia.
2. The accommodations made available by ARDiS can also be used:
 - a) by recent graduates of universities, higher education institutes of university level, higher artistic and musical training institutes with registered headquarters in Friuli Venezia Giulia, as well as graduates of higher technical institutes referred to in Presidential Decree D.P.C.M. January 25, 2008, with registered headquarters in Friuli Venezia Giulia, included in research projects, international mobility programs, job placement, up to the eighteenth month from the achievement of a degree or diploma;
 - b) International students and recent graduates of international mobility and research programs taking place on the regional territory;
 - c) researchers and professors from other Italian or foreign universities or research institutes in the context of international agreements, projects and collaborations with universities, higher technical institutes, higher education institutes of university degree, institutes of higher artistic and musical training and research institutes with registered headquarters in the regional territory.

3. Through the stipulation of agreements, ARDiS can also offer universities, local authorities, as well as public and private organizations the use of residences for cultural, recreational, sports and school tourism activities, compatible with internal users, and other purposes expressly authorized in accordance with the regional legislation in force on the subject.
4. Hospitality to the recipients referred to in paragraphs 2 and 3 is governed by Article 24 of this Regulation.
5. The residences include accommodation of different types, services and common areas. All residences also have rooms equipped for the accommodation of disabled students.
6. The opening and closing periods of the residences are established in the single call.

Art. 4 - Allocation of housing

1. Beneficiary students are entitled to accommodation within the various residences. The assignment is reserved exclusively to ARDiS, based on the best organization of the housing service, taking into account the available places, the location of the applicant's studies, the academic merit and, where possible, the preferences if indicated by the applicant.
2. Assignees are entitled to use the accommodation from the assignment date and for the entire established period.
3. All equipment, furnishings and facilities available in the accommodation, including the key and/or the magnetic access card, are entrusted to the assignees under their personal responsibility for the entire period of the assignment.
4. ARDiS provides a pillow, pillow cover, mattress, mattress topper, blanket and bedspread. Assignees provide sheets, pillowcases, towels and bath mats.

Art. 5 - Fulfilment at the time of assignment and delivery of the accommodation

1. Beneficiary students are required to present themselves for the accommodation assignment on the day and time established by ARDiS, under penalty of forfeiture of the right to the assignment itself.
2. At the time of assignment, to be admitted to the residence, the students must be equipped with:
 - a) a valid identification document. Non-EU students must present themselves with a passport;
 - b) a photocopy of an identification document;
 - c) a passport photo;
 - d) In case of first access to the residence, proof of payment of the security deposit in favour of ARDiS.

The students must also sign for acceptance:

- e) the admission document with the declaration of having read the regulation, with accountability in compliance with the rules contained therein;
- f) the (incoming) report, containing the relevant information on the status of the assigned accommodation, furnishings, equipment and movable property, in general, received in use, agreeing to report any anomalies and/or malfunctions found;
- g) any other certifications required from time to time for the purposes of health protection.

The incomplete presentation of the documentation referred to in this paragraph will be an impediment to the accommodation assignment until regularised.

3. Beneficiary students unable to take possession of the accommodation on the established days must send the postponed admission form in the manner provided for in the single call, available on the website, and, in case of first assignment, attach a copy of the deposit payment.
4. Failure to accept the assigned accommodation implies the forfeiture of the relative benefit for the academic year of reference.
5. A necessary condition for the effectiveness of the accommodation assignment is not to have debts towards ARDiS and not to have incurred revocation or expulsion measures concerning the accommodation assignment.

Art. 6 - Security deposit

1. Assignees are required to pay a non-interest-bearing security deposit. The amounts and the relative payment methods are defined in the single call or other measure issued by ARDiS.
2. The security deposit already paid is to be considered automatically reinstated for the following academic year, without prejudice to the need for any integration due to ascertained responsibilities of the assignees.
3. Failure to integrate the security deposit is a cause that prevents the reallocation of the accommodation.
4. The security deposit payment is not required of temporary assignees in case of a stay of less or equal to two months.
5. The security deposit is automatically returned to beneficiary students if they are not assigned for the following academic year, without prejudice to the provisions of Article 19 below.
6. The security deposit is returned within 60 days of receiving the appropriate written request to the beneficiary students who definitively renounce the accommodation by April 30 and who do not intend to apply for the assignment for the following academic year, without prejudice to the provisions of article 19 below.
7. The security deposit is returned to the temporary assignees within 60 days from the date of signing the (outgoing) allocation report, without prejudice to the provisions of Article 19 below.
8. The security deposit refund is arranged by bank transfer to the account in the name or joint name communicated by the interested party. The interested party will bear any bank charges.

Art. 7 - Bans

1. Assignees must not adopt any behaviour that constitutes a risk to themselves, to persons, damage to property or that constitutes a violation of laws or is contrary to current regulations, such as but not limited to:
 - a) Smoking inside the residences and outside where the prohibition is indicated;
 - b) make use of alcohol or any type of narcotic or psychotropic substance;
 - c) introduce weapons, including toy weapons or explosives into the residence;
 - d) gamble;
 - e) throw objects of any nature from the windows;
 - f) destroy, deteriorate, remove or render unusable, in whole or in part, appliances or other means intended for the prevention and extinguishing of fires, such as smoke detectors and fire extinguishers, fire doors, as well as safety installations and devices;
 - g) improperly use emergency exits;
 - h) place any kind of material that obstructs escape routes;
 - i) move fire extinguishers from their location or deposit materials in such a way as to prevent them being seen or made difficult to use;
 - j) place any object on the terraces and windowsills that may constitute a danger to the safety of passers-by or display unauthorized writings and banners;
 - k) tamper with or damage the electrical, hydraulic and computer system;
 - l) introduce improper materials into the water drains;
 - m) keep flammable materials and/or harmful substances;
 - n) provide for autonomous repairs or interventions on electrical or technological systems, which are the responsibility of the personnel in charge;
 - o) light fires inside the residence;
 - p) use open flame devices or candles;
 - q) use stoves of any kind for heating food, heating or lighting appliances in general electrically operated with visible resistance or powered by solid, liquid or gaseous fuels;
 - r) share or transfer, for any reason, the assigned accommodation to third parties;
 - s) transfer the access keys to the accommodation, shared spaces and residence, to others, even temporarily;
 - t) disturb the tranquillity, rest and study of the assignees; the use of radios, televisions, stereo systems, and the like must not be contrary to the rules of civil coexistence;
 - u) receive outsiders in their accommodation and shared spaces outside the hours provided for in Article 11;
 - v) exchange, the assigned accommodation with another assignee without authorization;
 - w) display notices, signs or anything else outside the specially reserved spaces;
 - x) introduce and/or keep animals in the residence and its appurtenances, except for guide dogs for the blind;
 - y) introduce furniture into the residence and its appurtenances, proceed with the

- movement, disassembly, modification or removal of the furniture, in the absence of specific authorization;
- z) destroy, disfigure, deteriorate, smear or tamper with parts of the property or movable property within the residence and its appurtenances;
 - aa) place material of any kind in shared spaces;
 - bb) deposit waste outside the appropriate containers;
 - cc) organize parties or convivial meetings, unless previously and expressly authorized

Art. 8 - Obligations

1. Assignees must:

- a) Immediately notify the health contact person if they should contract a contagious or infectious disease, and supply a medical certificate proving the nature of the disease and the possibility of staying at the residence; when, based on medical documentation, it is not possible to stay, the students must leave the accommodation until complete recovery, proven by a medical certificate;
- b) carry out the medical examinations requested by ARDiS to ascertain that the assignee's state of health will not affect life within the residence;
- c) use the premises and goods allocated with appropriate care and scrupulously respect their intended use in accordance with the procedures laid down in this Regulation;
- d) wear clothing appropriate to community life;
- e) compensate for damages caused and ascertained by ARDiS as well as the costs for extraordinary cleaning made necessary as a result of incorrect behaviour;
- f) empty the refrigerator of perishable foods in case of prolonged absence;
- g) lock the accommodation with the key/magnetic card at each exit;
- h) keep the accommodation, services and shared spaces in good sanitary conditions;
- i) carry out the separate waste collection in the accommodation using the containers supplied and provide for its regular removal;
- j) promptly report any damage, malfunction or failure of furniture, systems and equipment to the appropriate e-mail box indicated on the website;
- k) allow access to the personnel in charge for periodic checks on the state of the premises, cleaning activities, and for ordinary or extraordinary maintenance of the systems and furnishings;
- l) attend the training courses organized by ARDiS related to the management of emergencies in the field of first aid and fire prevention and protection and the evacuation methods from the residence in case of danger;
- m) participate in any information meetings organized by ARDiS of particular interest to the community;
- n) use only personal electrical equipment with low energy consumption, with European certification of compliance with safety regulations, subject to the written authorization of the ARDiS technical offices to be requested from the appropriate e-mail box indicated on the website;

- o) leave the accommodation tidy, clean and completely free from personal belongings at the end of the assignment period, on the date of exit for definitive renunciation, on the date indicated by ARDiS in case of relocation, forfeiture, revocation or expulsion;
- p) accept the transfer to other accommodation arranged by ARDiS in the cases provided for;
- q) maintain a polite and respectful behaviour towards the concierge staff, and in general towards all the administrative, technical or other staff in charge of the operation of the residence.

Art. 9 - Principles and behaviours recommended for sustainability

1. ARDiS promotes sustainable development, in line with the UN 2030 Sustainable Development Goals - SDGs.

It is therefore recommended to comply with the following principles:

- a) respect the norms that regulate the community and that favour civil, inclusive and peaceful coexistence;
- b) consciously participate in the community's direct democracy organizations and responsibly in public decisions, and those that have an impact on the life of the community, and constantly keep up to date through the website;
- c) protect the tangible and intangible heritage of the community, respecting legality, participation and solidarity;
- d) respect confidentiality, identity and personal and particular data;
- e) respect the relationships between people and between all the subjects belonging to the community through the construction of interpersonal relationships based on dialogue, mutual respect, recognition of one's own and others' rights;
- f) achieve healthy lifestyles to construct a sustainable society for health, psycho-physical well-being, security, equality, quality of education.

It is also recommended to adopt the following behaviours:

- g) use digital devices and web browsing ethically;
- h) turn off unnecessary lights and in any case when exiting the accommodation;
- i) maintain an adequate temperature in the room and close the heating devices in case of prolonged absence;
- j) prefer, if possible, the use of stairs to that of elevators;
- k) Use the kitchens and common equipment of student residences, responsibly avoiding energy and food waste;
- l) avoid the use of disposable bottles and containers, preferring reusable containers;
- m) preserve and not waste water;
- n) use washing machines carefully, adjusting the quantity of detergent and the washing cycle, when possible, washing at full load;
- o) access appropriate information on the proper disposal of waste;
- p) use ecological detergents for the ordinary cleaning of the accommodation and related services.

Art. 10 - Temporarily leaving the residence

1. Assignees who leave the residence for a period of more than 24 hours are required to deposit the key/magnetic card with the concierge and fill in the appropriate form.
2. In case of non-fulfilment of the provision referred to in paragraph 1, ARDiS will deactivate the magnetic card.

Art. 11 - Access of outsiders to the residence

1. Unless otherwise prescribed by health reasons, assignees are allowed to host a maximum number of 2 adult visiting guests per accommodation, at a time between 8.00 am, and 12.00 am, in compliance with the crowding provisions provided for by safety regulations.
2. The above times are binding and visits cannot be extended beyond the scheduled time.
3. If the accommodation is shared with another assignee, they must consent to visitors' access. Assignees are required to welcome their guests at the concierge upon entry.
4. Visitors must leave a valid identity document with the concierge staff, which will be returned to them at the end of the visit. They will then receive a temporary magnetic card for entry.
Failure to hand in an identity document will make it impossible to access the residence.
5. Assignees are responsible for any damage caused by guests and for their non-compliance with this regulation.
6. Assignees are not allowed to leave the residence if guests are still there.
7. ARDiS reserves the right to prohibit access to visitors who have previously been responsible for violations of this regulation

Art. 12 - Access to the accommodation by ARDiS staff

1. The ARDiS staff in charge can access the accommodation, as a rule, upon notice, by telephone, in the presence of the assignees for the following reasons:
 - a) To carry out periodic checks;
 - b) following a request by the assignee;
 - c) during the assignment or return of the accommodation to draw up the relative equipment reports (incoming and outgoing).
2. Even in the absence of the assignees, access to the accommodation takes place for the following reasons:
 - a) to carry out inspections to verify the accommodation conditions and checks relating to the maintenance of the supplied appliances at the beginning and the end of the assignment period;
 - b) To carry out urgent interventions or repairs for safety reasons;
 - c) in case of prolonged absence of the assignees, if deemed necessary;
 - d) hygienic-sanitary inspections;
 - e) any other event worthy of immediate clarification.
3. The concierge is authorized to intervene and access the accommodation in case of danger, disturbance to the public peace or urgency, also with the help of the police if there is a well-founded reason to believe that the assignees are responsible for criminally relevant behaviour.

4. However, access to the accommodation by the cleaning staff is allowed, in the manner established by ARDiS.

Art. 13 - Transfer to other accommodation

1. In the presence of serious and documented reasons, assignees can submit a written request for transfer to another accommodation. The requests approved by ARDiS are met within the limits of the actual availability of places and in compliance with the provisions contained in the single call.
2. ARDiS may order the transfer to other accommodation for the following reasons:
 - a) organizational, functional or service needs;
 - b) serious and documented health reasons;
 - c) repairs which are incompatible with the presence of the assignees;
 - d) reasons of force majeure.

Art. 14 - Use of the kitchens

1. The use of the kitchens is reserved for the assignees, who can only access the premises in the residence to which they belong.
2. Persons interested in using the kitchen must present themselves to the concierge of the residence and sign the appropriate register to access the room.
3. The use of the kitchens is allowed from 06.00 am to 11.00 pm.
4. The maximum number of users who can access the kitchens simultaneously is displayed in the individual residences. It is defined based on the characteristics of the individual rooms in compliance with the safety regulations in force and the specific needs imposed by health reasons.
5. Meals can be consumed in the kitchens, as long as breakfast does not exceed 30 minutes and lunches or dinners 90 minutes.
6. It is forbidden to leave the pots unattended during cooking, and it is mandatory to check that the oven and hobs are turned off after each use.
7. At the end of each use, Assignees must clean the dishes, worktops and hobs carefully, and more generally, all the surfaces used. They are also required to remove the remains of food and drink, to remove the waste by depositing it in the appropriate bins for separate collection.
8. The control of the correct use of the premises is entrusted to the concierge and ARDiS staff.
9. In the case of repeated episodes of non-compliance with the rules for the use of the kitchens, ARDiS has the right to proceed with the closure of the relative premises.

Art. 15 - Use of the laundry room

1. The use of the laundry room is reserved for assignees who can only access the premises in the residence to which they belong.
2. ARDiS supervises the use and management of the premises in the most appropriate ways, even limiting access in the face of specific health needs.
3. The maximum number of users who can access the laundry room simultaneously is displayed

in the individual residences. It is defined based on the characteristics of the individual rooms in compliance with the safety regulations in force.

4. In the case of repeated episodes of non-compliance with the rules for the use of the laundry room, ARDiS has the right to proceed with the closure of the relative premises.

Art. 16 - Use of the study rooms

1. Access to the study rooms inside the residences is reserved primarily for the assignees and, secondly, for their guests.
2. Silence should be observed in the study rooms, or in any case, a tone of voice that does not disturb the study and concentration of other users.
3. The use of laptops, tablets and other computer devices operated by battery or connected to the electrical outlets located in the area is permitted in the study rooms.
4. Mobile phones can be kept on. They must be used in silent mode, avoiding conversations even in a low voice that extend beyond what is strictly necessary.
5. Access or lingering in the study rooms for reasons other than studying is not permitted.
6. ARDiS reserves the right to limit and/or prohibit access to the study rooms for justified reasons.

Art. 17 - Termination of the right to housing.

1. Assignees must leave the accommodation by 9.00 am on the day following that indicated in the admission form.
2. The right to use the accommodation is lost in the cases identified by the single call or following forfeiture, revocation or expulsion measures, referred to in articles 20, 21 and 30 below.
3. Assignees can renounce the accommodation in advance and definitively by sending the appropriate form, available on the website, with a notice of at least 15 days with respect to the exit date from the accommodation.
It is understood that until the communication of the definitive renunciation, the interested party is considered in any case assignee and therefore is required to pay the relative fee.
4. In case of exit from the accommodation after the 15th day of the reference month, assignees must pay the full monthly amount of the fee. In case of exit from the accommodation before or coinciding with the 15th day of the reference month, assignees must pay half of the monthly amount of the fee.
5. With regard to the month of July, beneficiary students enrolled in years subsequent to the first are required to comply with the provisions of the single call.
6. In case of graduation during the academic year, assignees must give prompt notification in the manner referred to in paragraph 3 of this article. Assignees can also request to keep the accommodation until the 15th day following the graduation date, continuing to pay the same fee.
For documented study purposes, assignees who obtain a degree before the end of the accommodation assignment period can request to continue to use the accommodation itself until that deadline. If accepted by ARDiS, the request can be satisfied within the limits of actual availability; in this case, the fee applied is that provided for a temporary assignee.
7. In case of irrevocable renunciation of studies or transfer to another university location, beneficiary students lose the right to housing and must leave the residence by the date on

which the renunciation or transfer becomes effective.

8. Assignees who forfeit the benefit or incur a revocation or expulsion order must leave the residence by the date communicated by ARDiS.

Art. 18 - Return of accommodation

1. When leaving the accommodation, assignees are required to inspect the state of the premises and furnishings with the staff. They must also sign the relative equipment report (outgoing).
In the event of the absence of assignees, ARDiS proceeds to carry out the aforementioned checks. Any damages, shortages or need found for extraordinary cleaning are contested to the assignees, even if they fail to sign the report.
2. Assignees are required to hand over the key/magnetic card to the concierge or staff at the time of the final exit. If the concierge is absent, assignees agree with the staff on how to deliver the key or card.
3. ARDiS is not liable for belongings left in the accommodation by assignees after their final exit.

Art. 19 - Compensation for damage and extraordinary cleaning

1. In the event of damage or missing items with respect to the state of the accommodation and related services, resulting from the (incoming) equipment report signed at the time of delivery, assignees are required to compensate the equipment by paying the relative amounts upon written dispute and notified by hand or by e-mail to the e-mail address provided by the students.
Students have the right within 7 days to submit their written counter-arguments.
In the case of the assignee's ascertained responsibility, the relative payment must be made within 30 days from the assessment date, according to the procedures communicated in writing.
If the amount to cover the ascertained damage is not paid, it will be withheld from the security deposit up to the amount of the damage itself. In case the security deposit does not cover the ascertained damage, without prejudice to the mandatory reintegration of the deposit within 15 days, assignees must pay the remaining amount within 30 days of the relative communication.
2. Assignees are also required to respond for any damage or missing items caused in the kitchens, laundry rooms and shared spaces.
The damage claim takes place in the manner referred to in paragraph 1.
3. If the obligation to keep the accommodation, related services and shared spaces in good sanitary conditions are not respected, assignees are required to compensate the expenses incurred by ARDiS for carrying out extraordinary cleaning, in the manner referred to in paragraph 1.

Art. 20 - Forfeiture of the benefit

1. Assignees forfeit the benefit of the accommodation in the cases provided for in the single call and when the following situations occur:
 - a) failure to accept the assigned accommodation on the day and time established by ARDiS, if no postponed admission form has been submitted;
 - b) graduation;

- c) definitive renouncement to accommodation;
- d) irrevocable renouncement of studies or transfer to another university.

Art. 21 - Revocation of the housing allocation

1. The allocation of accommodation is revoked in the following cases:
 - a) lack of the required registration requirements, merit, income and assets, following checks carried out by ARDiS or reports received from the educational institute of reference or the Guardia di Finanza;
 - b) issuing false statements or submitting false documentation;
 - c) Missed payment of 3 accommodation fees, even non-consecutive;
 - d) failure to participate in the safety courses referred to in Article 8, paragraph 1, letter l) of this regulation.
2. The single call governs the revocation procedure.

Art. 22 - Representation of assignees in residences

- 1) One or more representatives elected by the assignees are appointed in each residence to establish a closer and more continuous link with the assignees.
- 2) The number of representatives per residence must not exceed the total sum of the floors of the building where the residence itself is located.
- 3) The election must take place by December 1 of each year, and a special report must be drawn up.
- 4) Representatives have advisory functions on general or specific issues concerning life within their respective residences and may make proposals and suggestions to improve the quality of the services provided. Representatives may also propose, organize and carry out cultural and recreational activities in agreement with ARDiS and authorized by ARDiS.
- 5) For organizational reasons, the representatives' coordinator of the residences is established in each city where a residence is located. The coordinator's appointment takes place through direct election by the other representatives elected in the residences of the same city. The election must take place by December 15 of each year, and a special report must be drawn up. Given the experience required, the coordinator must be a student of a higher year than the first.
- 6) With the approval of the other representatives, the coordinator shall be obliged to appoint a deputy coordinator to replace and assist the coordinator in his/her duties. If the coordinators or deputy coordinators fail to fulfil the responsibilities deriving from their respective roles, they may be removed by vote by all the other representatives of the residences of the same city and with consequent evaluation by ARDiS.
- 7) In the event of serious non-compliance of one of the elected representatives, they may be removed on the proposal of the coordinator subject to the evaluation of ARDiS.

Art. 23 - Accommodation fee and payment methods

1. The accommodation fee to be paid by the assignees and the related payment methods are established by the single call.
2. The monthly fee is deducted directly from the scholarship for students benefiting from accommodation and scholarships.

In case of revocation of the scholarship, students are required to pay the fee for the period of occupation of the accommodation.

3. In other cases, the fee must be paid by the 5th day of each month; the fee for the first month after admission must be paid within 5 days from the date of admission.
4. If the accommodation is assigned before the 15th day of the month, the fee must be paid in full; in case of accommodation allocation after the 15th day of the month, half the fee must be paid.

In case of renouncement of the accommodation before the 15th day of the month, half the fee must be paid; in case of allocation of accommodation after the 15th day of the month, the fee must be paid in full.

Art. 24 - Guesthouse service

1. A paid guesthouse service is set up at the residences to meet the housing needs of the recipients referred to in Article 3, paragraphs 2 and 3.
2. The granting of guesthouse places is governed by special agreements and is in any case subject to the actual availability of housing, to be verified after the relative request of capable and deserving students, partially or totally lacking means referred to in Article 3, paragraph 1.
3. The rates of the guesthouse service are determined by decree of the General Manager of ARDiS and published on the website or established by the agreements referred to in paragraph 2.
4. Users of the service are required to comply with the provisions of this regulation.

Art. 25 - ARDiS charges

1. According to the established procedures, ARDiS guarantees adequate conditions of well-being within the residences and specifically:
 - a) ordinary and extraordinary maintenance of buildings and related systems;
 - b) the replacement of worn goods;
 - c) the cleaning service of the buildings;
 - d) the concierge service;
 - e) the supply of bedding;
 - f) internet connections in the rooms and study rooms;
 - g) the protection of safety conditions.

Art. 26 - Disclaimer

1. ARDiS assumes no responsibility towards assignees and their guests for loss, damage or theft of money kept in the residence, caused by negligence or behaviour contrary to this regulation, or for damage to assignees or third parties caused by themselves as a result of behaviour contrary to this regulation or the rules of civil coexistence.

Art. 27 - Closure of residences

1. Unless otherwise decided by ARDiS, the residences remain closed during the summer period and according to the calendar set year to year by the single call.

2. One residence is scheduled to stay open during closed periods; assignees may still request to extend their stay to these periods. The request must be sent by e-mail to the competent offices, complying with the procedures made known with appropriate notices on the website. The correctly sent applications are satisfied in chronological order of arrival until the available places are exhausted. The rate applied is indicated in the appropriate notices.
3. ARDiS can still order the closure of one or more residences in case of emergency or, more generally, for justified reasons.

Art. 28 - Luggage deposit

1. During the closed periods, a luggage storage service is carried out according to the methods and timing communicated on the website.

Art. 29 - Absence of the beneficiary student due to participation in mobility programs

1. Beneficiary students who participate in mobility programs renounce accommodation for the period of the mobility itself according to the procedures indicated in the single call. In this case, ARDiS does not withhold the fee from the scholarship for the period of the actual duration of the mobility and can allocate the student's accommodation to another assignee.

Art. 30 - Disciplinary measures

1. Disciplinary sanctions are inspired by the principles of gradation, proportionality, justice. Disciplinary measures have an educational purpose and tend to strengthen the sense of responsibility and the restoration of correct relationships within the student community.
2. The sanctioning measures shall be commensurate with the degree of infringement.
3. Assignees who contravene the prohibitions laid down in Article 7 and the obligations laid down in Article 8 of this Regulation as well as other directives aimed at ensuring the safety, proper functioning of residences and civil coexistence, shall be subject to the following disciplinary sanctions, listed in order of increasing seriousness:
 - a) Oral reminder;
 - b) Written reminder;
 - c) Expulsion from the accommodation.
4. The oral reminder is the responsibility of the Director-General and is communicated in writing to the interested party through the relative e-mail address provided by the interested party.
5. The written reminder provides for the written communication of the objections to the interested party. The objections shall be notified to the interested party by registered letter by hand or, if not possible, by the e-mail address provided by the interested party. The dispute must substantiate the facts constituting the infringement, specify the regulatory rule infringed and set a deadline for submitting written counter-arguments by the interested party.

Within 30 days of receipt of the counter-arguments, the Director-General shall order the sanction of the written reminder or the closure of the disciplinary proceedings.

The imposition of three written reminders entails the automatic expulsion from the accommodation.
6. The Director-General carries out the expulsion sanction from the accommodation in accordance with the decision taken by the appropriate Disciplinary Commission, referred to in paragraph 9 below.

The objections shall be notified to the interested party by registered letter by hand or, if not possible, to the e-mail address provided by the interested party.

The dispute must substantiate the facts constituting the infringement, specify the regulatory rule infringed and set a date for the convocation before the Disciplinary Commission for the defence procedure.

In case of impediment, the interested party may send a written statement to the Director-General before the date of convocation. Based on the defence counter-arguments made in person or through the written statement, the Disciplinary Commission decides on the imposition of the sanction within 30 days.

7. In case of expulsion, the interested party must leave the accommodation within 3 days from the notification of the measure.
8. If the circumstances so require, for precautionary reasons, the student may be removed from the residence with immediate effect, pending the investigations.
The Director-General shall notify the decision to the interested party by registered letter by hand or, if not possible, by the e-mail address provided by the interested party.
9. The Disciplinary Commission, appointed by the General Manager and chaired by him/her or by a Manager of ARDiS delegated by him/her, is composed of:
 - a) an ARDiS Manager or delegate;
 - b) an ARDiS official;
 - c) the coordinator of the residence to which the person concerned belongs;
 - d) a member of the Student Committee chosen by the Committee itself.

Art. 31 - Video surveillance and access recording systems

1. There is an external video surveillance system and an automatic or manual recording of access to protect security at each residence.

Art. 32 - Processing of personal data

1. Pursuant to Article 13 of EU Regulation no. 2016/679 (General Data Protection Regulation - GDPR), the general information on the processing of personal data can be consulted in the appropriate section of the website.

Art. 33 - Referral rules

1. For anything not expressly provided for in this regulation, please refer to the Civil and Criminal Code laws, to the laws, regulations, and customs in force on the subject.

Art. 34 - Final provisions

1. This Regulation repeals and replaces the previous regulations concerning the use of the housing service at residences managed by the Agency.

Art. 35 - Effective date

1. This regulation shall be effective on the day following its publication in the Official Notice of the Region.

