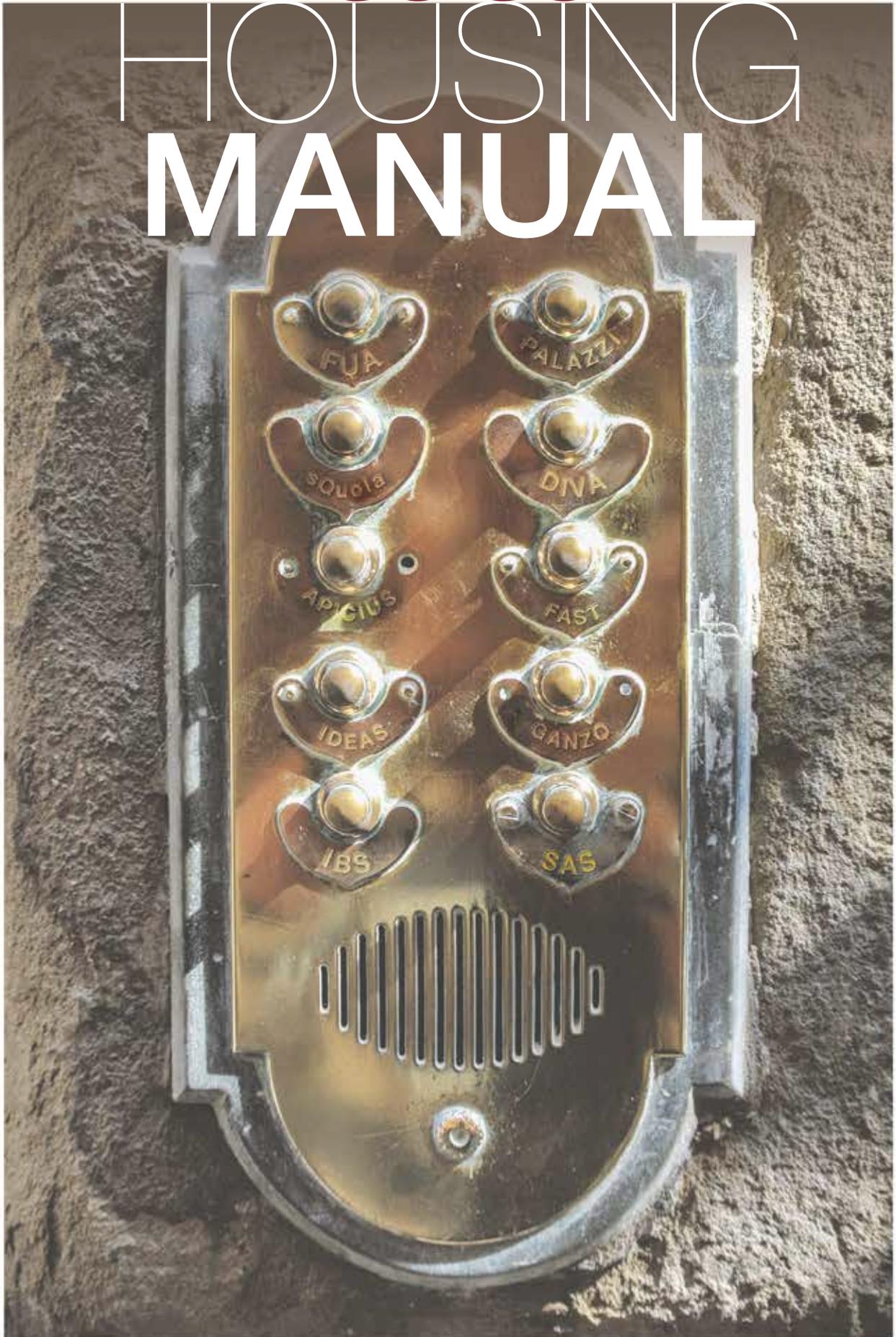


fua-auf

HOUSING MANUAL



WELCOME TO FLORENCE

Please carefully read through the following information. What is listed here is intended to help in your adjustment while living abroad in a new city and what to expect as a tenant of FUA-AUF housing. Accommodations provided through FUA-AUF may differ than the housing you are used to back in your home country, therefore, please be mindful of the possible differences and take the time to understand what can be done to enhance your living within the community. We want nothing more than for you to enjoy your time here in Florence and hope the following information will enable you to do so. For additional housing rules, please see Housing Policies section in the FUA-AUF Student Manual.



ACCOMMODATIONS

Just like any city, Florence consists of residential neighborhoods throughout. You will notice, most buildings in the city are built in a way that are close to one another. Unlike typical university style dormitories, FUA-AUF students may be placed above or below non-students. Many of FUA-AUF's accommodations are located in buildings housing local citizens and even families. Therefore, it is important to be mindful of activities within your apartment and general practices of the Florentine community. The city of Florence was built hundreds of years ago, with many of the foundations in their original condition. Though restorations have taken place to update and modernize many buildings, they may differ than what you are used to back home due to their age. Florence places importance on architectural sustainability by reusing buildings as opposed to demolishing and rebuilding them. This makes living in the city extremely unique, just be aware of the difference in standards. Many of the apartments are spread out among the historic center within popular neighborhoods. Generally speaking, Florence is considered small. Keep this in mind depending where your apartment is located. Though it may not seem close to the FUA-AUF campus your classes are held at, in reality, the entire city is walkable by foot. Give yourself between 15-20 minutes to get to your destination via walking. Students with housing through FUA-AUF are provided furnished apartments. Depending on your assignment, you will share the apartment with multiple students. Your bedroom will include multiple beds and the common areas are intended to be shared among roommates. Check your housing packet distributed during your arrival check-in for information specific to your assigned apartment.

EXPECTATIONS

The following is a list of what you might encounter within your university accommodations. Please note, all of these are typical of the Italian lifestyle.

No A/C

No dryer

No dishwasher

No microwave

No elevator

Limited heat in the winter

Quiet hours

No oven

(housing standards require either an oven or a microwave but not both)

Mosquitoes

(high season in the summer)

Frequent power outages

(caused by too many appliances being used simultaneously)



KEYS

IMPORTANT: Keys are the responsibility of the student. FUA-AUF does not have copies of apartment keys, therefore, lost or stolen keys **CANNOT BE CONSIDERED AN EMERGENCY.** This means, calling the off-hours emergency phone cannot solve this issue. Your options are to contact a roommate to let you in, or stay in a hotel until you replace the keys. Students are responsible for replacing lost or stolen keys. Since some keys are specialized, they may incur a hefty cost to replace. Remember to always know where you keep your keys and to never write your apartment address on them in the event of loss or theft. Be very careful when unlocking your doors, since some keys may take certain maneuvering, in order to prevent breaking them within the door of the building of your apartment. In the event that this may happen, it is important to contact the FUA-AUF Housing Department immediately, since this may prevent other residents from accessing the building.

€ **PLEASE NOTE:** Locksmith services will incur charges which students are responsible for paying, so take caution.



QUIET HOURS

Noise passes easily between walls and floors in Italian buildings, so always observe Italian laws as for the set "quiet hours". Remember to also be conscientious when in the stairwells late at night and be careful to take shoes off when inside the apartment, as is a common practice for Italians. Be a good neighbor and your new neighbors will be good to you. Italian law prohibits noisy behavior **from 2pm to 4pm and from 11pm to 8am**. It is not uncommon for building tenants to call the police if excessive noise is made during these times.

Examples of loud activities:

Appliances

(washing machines, hair dryers, etc.)

Washing dishes

Loud Skype calls

Walking around the apartment with hard-sole shoes

Showering late at night

(can be heard through thin walls)



APPLIANCES

Carefully read the instructions provided to you in your housing packet regarding your apartment's appliances. When using adapters, do not force anything (plugs, etc.). Check that the appliances and adapters you brought from home will work on Italian voltage before using (and damaging) them. This is important since you can permanently damage your electronic devices if too much power is put into them. In Italy, adapters power between 220-240 volts.

WASHING MACHINES

A typical load takes up to 2 hours to complete, sometimes even longer. Discussing possibly combining loads with your roommates may be a good option to save time and conserve detergent. Instructions for machines are located on top and under no circumstances should students force open the door of the washing machine. Once a load is complete, a few minutes are needed to

pass before the door will unlock. Forcing the door before this time can greatly damage the machine and students will be responsible for replacing parts or the entire unit. Dryers are not used in a typical Italian household.

Italian terms for washing clothes:

Colors **Colori**

Whites **Bianchi**

Washing Machine **Lavatrice**

Detergent **Detersivo**



Bleach (for whites)

Candeggina



Detergent for Delicates **Detersivo delicato**

(Handwash **Bucato**

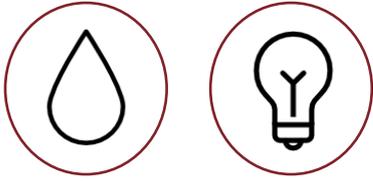
a mano)



Fabric Softener

Ammorbidente





UTILITES

Understanding the differences in lifestyle standards of where you are from can help you assimilate as best as possible to your new home in Florence. Below is information regarding utilities and what to expect.

CONSERVATION & ENVIRONMENTAL LAWS

Energy rates in Italy are expensive, therefore, Italians are very practical when it comes to saving their resources. Conservation affects electricity, water, heating, etc. This can be a challenging experience for you but try to regard it as a learning experience!

! *As a general rule, please remember to:* Turn off the lights when you leave the apartment or leave a room for a long time. Always close and lock all the windows when you leave the apartment. Close shutters/ drapes during the hottest part of the day to keep rooms cool in summer and to keep in heat during the winter. Make sure to take short showers as a common courtesy to your roommates, otherwise, you may consume all the hot water. 10 minutes is considered a long shower in Italy. The Italian method: Get wet - turn water off - soap/shampoo - rinse off.

ELECTRICITY

In Italy, a large share of electricity is imported, therefore, utilities can be very expensive and the amount of energy available is limited. Most apartments have a maximum amount of kilowatts that can be used at one time, and too many electric appliances working simultaneously can result in a power surge and inevitable circuit failure: in that case, you can restore the power by unplugging one of the devices and by flipping the circuit breaker in the main electricity box. Please also note that often there is a second circuit breaker inside the apartment that may need to be flipped up as well before electricity is restored. Never force power outlets into the wall, as this can call substantial damage.

€ **PLEASE NOTE:** If your usage is excessive, you may also be charged a supplement for the excess usage.

ELECTRICITY BOXES

Electricity output in Italy is 3000 watts. If you use more, the electricity will go out!

Example: Washing Machine uses 2000w + Oven uses 2000w = 4000w (BLACK OUT)

If this happens, TURN OFF the electrical appliances

being used and switch the apartment fuse on, found in the building's electric box. This box could be located either in the entrance of your building or inside of your apartment. Refer to your housing assignment information received upon moving in.

Apartment Electric Box



Building Electric Box



HEATING

In Italy the official heating season and temperatures are regulated by environmental laws; in Florence no heating is permitted from April 15th to November 1st, and the maximum allowed temperature for the thermostat is 20 C°= 68F°, for a maximum of 8hrs per day. During the hours when the heating is off, bundle up in order to keep yourself warm - wear a bathrobe or sweater and socks or slippers.

! **IMPORTANT:** Never touch the thermostat, if you feel the heater is not working properly, go directly to the FUA-AUF Student Life office and put in a maintenance request.

AIR CONDITIONING

Although AC is becoming increasingly more common in hotels, museums and stores in Italy, it is still very uncommon for private homes. Keep your apartment cool the Italian way and close all windows, curtains and shutters during the day to prevent the sunlight from heating your flat. After

sunset you can open the windows and let the summer breeze freshen the rooms.

! PLEASE NOTE: Regardless of the season, remember to always open all windows at least 10 minutes every day to let some fresh air in, as buildings are made of brick, not wood, as in homes in many other countries. It is important to remember to let air steam out of the bathroom or kitchen in particular in order to prevent mold from accumulating. Make sure that you never do this at a time when you are not at home and be careful to prevent slamming and breakage.

TAP WATER

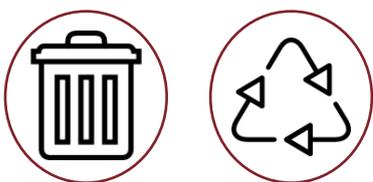
The tap water in Florence is perfectly safe to drink and is subject to strict quality controls, as mandated by legislative decree n. 31 (2001) under the categories of microbiology, chemical, indicators and accessories; the quality of the water distributed by Publiacqua continuously and fully satisfies the requirements set forth by this law. The city offers free high quality purified water fountains where you can fill up your own clean bottles with water, and in some cases, even sparkling water (frizzante). For a list of fountains please visit <http://www.publiacqua.it/fontanelli/dove-sono/comune-di-firenze>.

PLUMBING SYSTEM

The buildings in Florence are very old! Though many bathrooms and kitchens have been updated, the infrastructure is still old. Do not flush anything down the toilet except toilet paper. Any other materials, such as feminine hygiene products, razor blades, or paper towels will clog the septic tank. This also applies to all school and public buildings. The same applies to the kitchen sink: Italian kitchens are not equipped with garbage disposals in Italy, so remember to remove any food bits before you wash your dishes, otherwise you will clog the pipes. You will be held responsible for any cost for damages.

ROOFTOPS

Florence is famous for its beautiful red-tile rooftops. However, they cannot be stepped on. Under no circumstances may you go onto the roofs – ever!



GARBAGE & RECYCLING

Italian apartments do not have residential garbage bins, but rather, common bins that are for the neighborhood that usually include recycling bins as well. It is your responsibility to dispose of your garbage daily. A great way to get to know your neighborhood is to take a walk around to locate the garbage bins closest to your building. Never leave any garbage in the apartment stairwell,

or on the sidewalks, as this is in strict violation with the cohabitation rules in your host city and can result in a fine! The city of Florence recycles paper, plastic, aluminum, glass and in some areas organic matter for compost.

The following containers can be found in most neighborhoods in Florence:

Blue lid dumpsters and containers for garbage that cannot be recycled



Yellow lid dumpsters and containers for paper, boxes, newspaper, office paper, etc.



Blue bell shaped containers for 'multimateriale' such as glass bottles, plastic bottles, plastic bags, styrofoam, nylon, aluminum and tin cans, tetra-pak (milk cartons, juice packs, etc).



Brown lid container with green sticker for organic food matter of animal or vegetable provenance, garden waste, etc.



 **PLEASE NOTE:** Soiled paper and paper with plastic layers cannot be recycled. Within the historical center, domestic paper recycling is collected door to door on a given day of the week. To find out on which day of the week paper collection is being carried out in your area, please visit <http://www.quadrifoglio.org>.

Not all areas will have all of these bins.

Some areas in the historical center now have underground garbage bins. For further information on recycling in Florence, please see http://en.comune.firenze.it/city/environment/waste_and_recycle.html.



VISITORS

It is uncommon behavior for Italians to invite new acquaintances to their home and would never expect to be invited to the home of someone whom they just met. It is important to be aware of the intentions of people you meet to ensure the safety of yourself and your roommates. Letting unauthorized people into the apartment, due to the anti-terrorism Italian law, is not allowed. Due to the same law, overnight guests are not permitted. Tenants found in violation of this agreement may be asked to vacate the property and may be responsible to pay any police fine.



IMPORTANT: If you ever suspect strange behavior outside of your apartment, immediately call **112** or **113** to report it to the police.



NEIGHBORS & COMMUNITY

Since you will be living in close proximity with local Italian citizens and families, it is extremely important to respect their standards of living, such as obeying quiet hours as previously listed. If your neighbors were to ever contact the police to complain on your behalf, be sure to have your passport and visa on you, be respectful, and be aware that under Italian law, no search warrant is required to enter and search your apartment.

A few tips on friendly cohabitation with locals:

Don't be afraid to greet your local neighbors. "Salve" is the safest greeting during all times of the day that can be used formally or informally. (For additional tips on speaking basic Italian to locals, see the Formality/ Informality section in the FUA-AUF Student Manual).

In the event that you accidentally spill something within the building's common area, immediately clean it up.

Be mindful of residents coming up or down the stairs at the same time, as some stairwells are smaller than others.



CLEANLINESS & DAMAGES

All apartments are cleaned and checked by the housing department prior to check-in. Please abide by the following regulations during your session:

Do not leave any kind of garbage outside the apartment. In Italy, garbage bags must be thrown into the proper garbage bin, located in every street at a reasonable distance from each other. Separate collection of garbage is appreciated, since paper bins (the yellow ones) and glass-plastic-cans bins (blue ones) are very easy to find.

Close all the windows when you are not in

and when it is raining, or predicted to rain.

Do not move the furniture in the apartment without first checking with the landlord or housing department. The Housing Coordinator will do random house checks for cleaning (24 hours notice is given to residents).

Interventions due to a lack of daily maintenance by students will be subject to a fee.

If students find bed bugs after arrival, they are responsible for any fumigation/extermination fees (aprox. 300/400€).

This is due to the fact that bed bugs are not common in Florence and usually are brought back after traveling to other countries, especially if staying in hostels, riding on trains, cargo-holds on planes and even from some nice hotels.

**Tips to prevent bed bug infestation: do not travel with your own pillow, never put your suitcase on your bed after returning, it is wise to insert your suitcase into a large trash bag and tie it closed for 24 hours to kill the potential bedbugs in your belongings, after this, it is suggested to wash your clothes from the suitcase in warm water and air dry before putting them away in your closet or dressers.*

€ **IMPORTANT:** Students are responsible for paying all housing damages incurred. Unpaid fees will result in account holds and FUA-AUF official transcripts will not be released.



MAINTENANCE SERVICES

In the event that you need something fixed or replaced, please fill out the Housing Troubleshooting form found on myfua.fua.it, or stop by Student Life on the ground floor of Corso Tintori, 21 to discuss the issue with an advisor and to fill out a maintenance request form. You will be requested to describe your matter in detail and list what hours of the day you will be available to let the maintenance crew in, since FUA-AUF does not have copies of apartment keys. It is

wise to inform the housing department of any requested maintenance services as soon as issues arise. Waiting until the last minute or close to the weekend may delay issues from being resolved.



PLEASE NOTE: Some maintenance services may incur charges. This depends on the issue and if any damages to university property have taken place. For more information on what maintenance services may incur charges, please email the FUA-AUF Housing Coordinator at **sld-housing@fua.it**.



COMMON NON-EMERGENCY SITUATIONS, AND SOLUTIONS

Please refrain from calling the FUA-AUF emergency line in the event of common situations that can only be addressed during office hours.

The School has no control over possible temporary interruptions of the supply of water, gas or electricity. We will use our best efforts to solve these or other technical problems that may arise during your stay.

BLACKOUT/ NO POWER

If suddenly you have no power, it might be due to:

1. an extra-charge of electricity - too many electric appliances working at the same time (hairdryer, iron, washing machine, etc.)
2. an external reason - harsh thunderstorm, city-wide blackout.

SOLUTION: Try restoring the power on your own by flipping the switch that went off within the apartment's electricity box (see photos under "electricity boxes" section). It has a small plastic window covering and the switches are located within the covering on the wall, usually near the entrance door.

If there is still no power after you've checked your apartment's electricity box, downstairs the building's central circuit breaker ("contatore") is located - with one box for each apartment. You can identify yours by the same name of your doorbell. If it is off, you can simply turn it on again by flipping the switch to an 'up' position.



IMPORTANT: It is not possible for FUA-AUF to resolve power outages outside of regular office hours. Calling the off-hours emergency phone cannot solve this, since the problem falls on the electric company.

 **PLEASE NOTE:** If you keep using too many electric devices at the same time, the blackout will happen again.

LACK OF HOT WATER

Please consider that in Italy, particularly in old buildings, the standard pressure of water is not very strong, nor is its availability in terms of quantity. Also, before water comes out hot, you might have to let it flow for a few minutes before it heats up. Lack of water supply altogether, is not something we can assist with.

LACK OF GAS

If you do not have gas, it might be that the main gas valve has been left in the security position (closed), especially when you first move into the apartment. The gas valve is usually a stainless steel lever or valve located on the wall near the kitchen gas range. Try to rotate it. Unfortunately, FUA-AUF has no control of gas supply to buildings, therefore, this is not something calling the off-hours emergency line can solve.

NOISE

Coming from the street or from neighbors.

LOCKED OUT (KEYS LEFT INSIDE, LOST, BROKEN OR STOLEN)

If it happens during the office hours you can contact the housing coordinator in order to have your keys replaced. Outside of regular office hours, this is not considered an emergency. Please see "KEYS" section for more information.



EMERGENCY SITUATIONS

 Please call our 24/hrs emergency line if:

An emergency is something that is endangering the health and safety of you and your roommates and cannot be postponed to the following day and that allows you to ask for help at any time (day/night/weekdays/weekend). "First or initial reaction" is the appropriate behavior to be adopted while asking for assistance and while waiting for the proper help to come.

FIRE

 First reaction: exit the apartment immediately and call the fire department emergency number **115**.

GAS LEAK

 First reaction: do not turn the lights on; exit the apartment immediately and call the fire department emergency number **115**. Please note that in the case of a serious gas leak, it may be dangerous to open the windows, even if this seems like the logical first step

WATER LEAK

 First reaction: close the main water valve. If you are unable to find it, try to use a bowl or any other large container to collect as much water as possible and call the fire department emergency number **115**.

For emergency situations ONLY, outside of office hours, please contact the FUA-AUF Health and Safety Emergency number: **347-3769632**.

After office hours calls should be only for emergency purposes, any abuse will incur monetary charges.



IMPORTANT PHONE NUMBERS

FUA-AUF SLD Office: **055 244664**

FUA-AUF Emergency off-hours: **347 376 9632**



POLICE/FIRE/DEPARTMENT/AMBULANCE: **112**



TAXI: **055 4390**

or **055 4242**



HOUSING CHECKOUT PROCEDURES

It is mandatory to leave the apartment neat and tidy by removing all of your personal items, and disposing of all garbage - this includes empty bottles. You must leave your set of keys on the kitchen table, preferably with an identification of which key belonged to which person (a piece of paper with your name attached to the keys is fine, or you can put them in an envelope with your name on the outside). Make sure not to take the keys back to your home country, or else you will be charged a fee. Upon leaving, remember to turn off all lights.

CELL PHONES

You will need to return the phones individually

to the Student Cells store at Corso Tintori, 29/r. *HOUSING AND FUA-AUF ARE NOT RESPONSIBLE FOR PHONES LEFT INSIDE THE APARTMENTS*, no phones will be accepted at any of the FUA-AUF buildings at any time. The regular operating hours at Student Cells are 10am – 5 pm (Mon-Fri). Be sure to return everything you received, including the phone charger and the small, clear plastic pouch the phone came in. Should you need to speak with either Sandro or Stefano, the phone number of the store is **055 234 5322**.

APARTMENT DETAILS

While you don't have to do a thorough cleaning of your apartment, please make every effort to leave it in the same condition as it was when you arrived. The apartment will be cleaned upon your departure, and if it's found to be in need of an extensive cleaning, unfortunately those charges will be passed on to you. So be sure to throw away all unwanted personal belongings (including bathroom and kitchen products), clean up after your final days in the apartment, and make all necessary steps to ensure you leave the living space as tidy as possible. Should you have any questions or concerns regarding any check out procedures, please don't hesitate to contact Luciana at the Student Life Office, or email sld-housing@fua.it.

PACKING

We understand that you may have accumulated more items during your stay in Florence. Please note that the airlines have a strict luggage limit policy. Most allow international travelers to check-in a maximum of 2 luggage (approximate weight: 22kg/48lbs) + 1 carry-on (purse not included). As the requirements vary per airline, please verify with your airline before departure. For additional luggage, the airline charges an extra fee payable at the airport (approximately **100€-150€**).

SHIPPING OPTIONS

You may decide to send your extra items home via mail shipping services.

- Poste Italiane: Using the regular postal system is the easiest and least expensive way. Located on Via Pellicceria 3 You should send it via boat (mare). They sell packing supplies.

-Mailboxes Etc: offers shipping services. Please visit a local office for prices and details.

HOTELS

In the event that your flight back to your home country is scheduled for a date later than your FUA-AUF housing checkout date, here are some suggestions for the hotels in Florence you can stay at until your flight.

*Hotel Cellai <http://www.hotelcellai.it> Via 27 Aprile 14, 52/R Tel. +39.055.489291 Fax +39.055.470387 info@hotelcellai.it

*Albergo Firenze <http://www.hotelfirenze-fi.it> P.za Donati, 4 (Via del Corso) 50122 Florence

Italy Tel.: 055.268301 - 055.214203 Fax: 055.212370 Email:info@albergofirenze.net

*Hotel Centro - via dei Ginori 17. Tel. +39 055 2302901

*Guesthouse Locanda Gallo <http://www.locandagallo.com> -locandagallo@locandagallo.com- cell. +39 3496184075

*Plus Florence Hostel, Via S. Caterina D'Alessandria 15, 50129 Florence



GETTING TO THE AIRPORT

When departing from Italy to return to your home country, your flight may be leaving from one of the many airports not located in Florence. Below are instructions on how to reach these different locations.

ROME AIRPORT

There is regular train transportation from the Florence Station (Santa Maria Novella) to the Rome Airport. First, you must take a train to the Roma Termini station, for which you can purchase a ticket at the station or any travel agency. Eurostar trains depart every hour, and take about 1 hour and 40 minutes to arrive in Roma Termini. The ticket cost for this portion of the trip is **€55**. Once in Rome you will change trains and catch a direct train from Termini Station with arrival 30 minutes later directly at the airport. This train is called Leonardo, and runs every 30 minutes with a cost of **€11**.

FLORENCE AIRPORT

Call a TAXI using the following numbers: **055 4390** or **055 4242**. A car will come directly to the address you provide, and will escort you to the Florence airport. The ride will cost you around **€25**, and will take about 10-15 minutes from anywhere in the centre, depending on the hour of day (rush hour, early morning, etc.) If you share the cab, the rate is lowered. Keep in mind that luggage space becomes limited with a higher number of passengers. We recommend booking your cab the day before. Another option is the shuttle to the airport. The service is called Vola in Bus, and is convenient for those travelling with light luggage. The pick up point is adjacent to the Santa Maria Novella train station. This service costs **€6** and tickets may be purchased at the shuttle terminal or directly from the driver. We recommend taking a taxi to the train station for the shuttle. To call a taxi, dial either 055 4390 or 055 4242. Once in the car, request with the driver to be left by the Sita bus station/Airport

shuttle service stop.

PISA AIRPORT

There is regular train transportation from Santa Maria Novella to Pisa Aeroporto. A train leaves every hour, and will arrive directly to the Pisa airport 1 hour and 30 minutes later. You can take either the direct airport train, or a train to the Pisa central station and from there another train to the airport. Tickets may be purchased at the train station for **€5,60**. Another option is Terravision, the direct shuttle bus which connects Santa Maria Novella to the Pisa airport in approximately 1 hour and 20 minutes. To see the schedule or purchase tickets, please visit the website: http://www.terravision.eu/florence_pisa.html Tickets are around **€10**. The pick up point is located in front of the train station, on top of the large staircase by the garden, behind the construction and wire fencing. We recommend taking a taxi to the train station (either for the shuttle bus or train to Pisa) To call a taxi, dial either **055 4390** or **055 4242**. Once in the car, specify with the driver to be left by the Terravision bus stop. Consider booking the bus ahead of time. *IF YOU KNOW THE DEPARTURE TIME AND DATE, YOU SHOULD BOOK IT ASAP!* and your cab the day before. The ride from your apartment to the station will take about 5-7 minutes, with a cost of approximately **€10**.

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Office of Student Life Department & Housing
Corso Tintori, 21 | Ground Floor
sld-housing@fua.it
055 244664



www.fua.it