



**Florence University of The Arts – The American University of Florence**

**Housing Policy and Agreement**

**Multiple occupancy accommodation: FUA-AUF Residence**

**Verbale di assegnazione alloggio/servizi abitativi-posto alloggio**

Apartment/accommodation: Multiple occupancy accommodation: FUA-AUF Residence

Address in Florence: Via Ricasoli 21

Move in date: \_\_\_\_\_

First and last name: \_\_\_\_\_

Requirements for housing access (requisiti di accesso ai servizi abitativi. “posto alloggio”):

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## **FUA-AUF Residence Policies**

In addition to the policies cited elsewhere in the Student Code of Conduct, all resident students and are expected to adhere to the policies cited below.

### **Welcome to your housing in Florence**

You have been assigned to FUA-AUF Residence in Florence, operated by Florence University of the Arts – The American University of Florence. All FUA-AUF Accommodation options including FUA-AUF residence are regulated by city and local condominium/building ordinances, in addition to the FUA-AUF housing regulations. This document will help you understand how to comply with all City of Florence legal ordinances and contains all procedural guidelines for which students housed by FUA-AUF are responsible. It also provides you with information that will help you better understand how to live in an Italian apartment and acclimate to your new home.

FUA-AUF provides clean, comfortable and well-maintained shared apartments/residence in Florence. Your space will consist of a bed in either a multiple occupancy or double bedroom, a common area and shared kitchen, adequate hanging and folded storage for your clothing, at least one desk for every two people, a fully- equipped kitchen (refrigerator, sink, cooktop/stove and either a self-standing oven or microwave, cooking equipment and utensils, plates, glasses and dining utensils, and bathroom. You will also find an iron and ironing board, hangers and other standard equipment.

Every student who accepts accommodation in FUA-AUF housing accepts the responsibility of living in someone else's property and treating it as their own. Our housing policies are designed to 1) protect our students, 2) protect the property, and 3) to abide by Italian laws and FUA-AUF regulations.

While you are here you are, in many ways, an "ambassador" for your home country and you are expected to behave accordingly. Abiding by these policies will ensure that you fulfil this role while respecting your host country, your neighbors, and host property. We enforce these regulations strictly and apartment occupants must agree to abide by them. By signing this document, you agree to abide by these policies and acknowledge that failure to do so can result in penalties (fines and/or loss of security deposits), and can ultimately result in forfeiture of your living accommodations and all associated fees.

### **General Policy**

Students in FUA-AUF accommodations are expected to behave appropriately with roommates, neighbors and the community at large, in all respects. Violence or threats, sexual harassment, inappropriate behavior and loud noise are not tolerated, in accordance with FUA-AUF's Code of Conduct and will result in a warning or possibly immediate eviction. Excess noise may result in a fine or immediate eviction (consult fines on page 17 of this document).

Tenants are expected to treat their Florence apartment with respect and to leave it as they found it at departure. Tenants found in violation of this agreement may be asked to vacate the property, will not be due any refund of fees and may be responsible for administrative and legal penalties/subject to a fine.

By signing this Agreement, it is the student's intention to forever relieve FUA-AUF, its officers, employees, agents and volunteers, of any duty to the student and the student assumes the entire risk of any personal injury, damage, loss, harm, death, claim, medical expense and any other type of expense that might occur during or as a result of his/her use of, or presence in FUA-AUF housing.

You are required to provide us with a working cell phone number, either your home country cell phone or Italian cell phone. We would like to reach you to provide you with important information.

## **Health and Safety Policy**

It is against FUA-AUF regulations to:

1. Tamper with fire or other safety equipment.
2. Possess flammable items, appliances or other items that may be considered a fire hazard in any way, in FUA-AUF housing.
3. Smoke in any part of an FUA-AUF apartment/residence or building, including balconies and common areas such as hallways and elevators.
4. Bring illegal substances into the FUA-AUF housing /building.
5. Start or cause a fire in any FUA-AUF housing or building. This includes fireplaces, which are forbidden to use and extremely dangerous.
6. Cause a false fire or safety alarm in any FUA-AUF housing or building.
7. Possess weapons or items that resemble weapons.
8. Throw objects or any substance from, into, or onto FUA-AUF housing windows, doors, terraces, ledges, roofs or other areas.
9. Bring unauthorized furniture into your FUA-AUF housing or building or move home furniture like beds and armchairs.
10. Tamper with devices and furnishings, such as windows, shutters, cranks, stops, locks, and door closing devices.
11. Install an unauthorized lock on a bedroom, bathroom, or front door.
12. Leave FUA-AUF housing windows and entry doors open when not present in the FUA-AUF housing and/or failure to lock apartment door.
13. Enter without authorization, or contribute to unauthorized entry of another individual, into FUA-AUF housing. This includes fraudulent attempts (misrepresentation, using false identification, etc.), to enter or to allow another individual to enter any FUA-AUF housing.
14. Failure to present a valid passport or properly identify oneself within 12 hours when entering FUA-AUF housing or when requested to do so by any authorized University staff member.
15. Call FUA-AUF Emergency Number +39 347 376 9632 for anything other than a Real Emergency fine applies

### **Health and Safety Inspections**

FUA-AUF expects a certain level of cleanliness and a certain level of safety standards to be maintained in the residence. It is the responsibility of all residents to maintain a clean and healthy living environment. To ensure that this standard is met, the FUA-AUF resident assistant in cooperation with FUA-AUF SLD staff will conduct: Regular "walk-throughs" to make sure the common areas are kept in a safe and sanitary condition:

- Daily inspections of the common areas (including common bathrooms)
- Biweekly (every two weeks) inspections of rooms and in-room bathrooms
- Monthly in-depth inspections of rooms (including bathrooms, wardrobe spaces, beds, desks, etc.)

If a problem is noted in the room/common area, residents will be given a verbal/written request to rectify the situation by a specific date. At that time, the room/ common area will be re-inspected. Failure to correct a documented problem may result in sanctions or removal from FUA-AUF housing.

Excessive damage or a problem that produces an unsafe/unhealthy living condition may result in, but not limited to, housing probation, professional cleaning charges or the loss of FUA-AUF housing privileges.

### **Fire Safety Policies**

Fire safety equipment is installed on each floor of the building for the protection of the residents. This equipment is for emergency use only and the misuse of such equipment may result in the lack of protection in the event of an actual emergency.

FUA-AUF will take very strong action against students found in violation of any fire safety policy. Individual students found engaged in such behavior will be subject to severe disciplinary action up to and including expulsion from the FUA-AUF housing, and/or monetary fines.

If the particular individuals involved in damage to fire safety equipment cannot be identified, all tenants of the residence will be subject to the monetary charges on a pro-rated basis.

Building Fire Alarm Activation:

- First time violation: Euro 100
- Second time violation: Euro 300
- Third time violation: Euro 500

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

Failure to Evacuate:

- First time violation: Euro 200
- Second time violation: Euro 300
- Third time violation: Euro 500

Smoking in the Residence

Smoking and the use of electronic smoking devices (vaping) is prohibited within the residence and any of the FUA-AUF buildings. Regardless of alarm activation, if it is determined that smoking has occurred inside the residence and adjacent areas, all residents may be subject to the following sanctions:

First Violation

- Residence Probation - Duration based on severity of the incident and resident's judicial history
- Fine: Euro 100.00
- Educational sanction/referral
- Possible referral to the SLD Office

These are the minimal recommended sanctions for violations. Depending on the severity of the incident, students may also be suspended or removed from the residence and/or referred to the Dean of Students for additional sanctions outlined in the FUA-AUF's Code of Conduct Regulations.

### **Keys and IDs**

Residents will be given a set of keys that will provide access to the residence and their room. It is the resident's responsibility to carry their key and FUA-AUF ID Card at all times and present FUA-AUF ID.

Residents must report lost/stolen keys to the Resident Assistant and SLD office immediately. If necessary, a locksmith will change the locks on the door within a reasonable timeframe of the resident reporting the key lost or stolen. Please refer to specifics in this document for lost or misplaced keys and associated fees.

### **Lockouts**

Loss of Keys will result in a EUR 100 administrative fee\*, plus the actual cost of the replacement key.

Replacing Locks: In the case of a lock-out or any other situation that you have caused to require the use of a locksmith (such as inserting objects into doors, breaking doors or locks), you will be charged a) the full cost of the locksmith (this can be very expensive if we need to replace a lock), plus b) all costs of replacement items (locks, doors, keys). As Florentine locksmiths are notoriously expensive, please do not call one on your own.

After Hours Lock-outs: For lock-out calls that come in after working hours, students will be charged a EUR 200 administrative fee\* to open/un-lock doors plus any costs incurred for opening their door (locksmith and all related costs). Payment must be made within two working days (48 hours).

Key Return at Check-out: If you do not return your key at check-out the penalty is 100 euro plus the costs of the replacement key\* (and if applicable the electronic key).

### **Lounge & Common Spaces Policy**

Lounges and Common Spaces are provided for the use of the residents and their escorted guests. Residents are responsible for keeping all areas neat and presentable. It is a violation of FUA-AUF Housing policy to remove furniture or other provided equipment from building common areas. Lounge furnishings must remain in their designated areas. If lounge furniture is missing and attempts to locate it fail, the SLD office reserves the option to do a residence room search. Students who are found in possession of public area furniture will be subject to FUA-AUF disciplinary action. Any lounge furniture not accounted for will be assessed as a group billing.

### **Damages**

Students are responsible for any damages in their residence/room. In case the responsible party is not identified, all residence room residents will be charged in equal amounts for the total damage. BE SURE YOU CAREFULLY FILL OUT THE HOUSING DAMAGE REPORT FORM UPON YOUR ARRIVAL, indicating any damages you see. This form can be found in your personal area on MyFUA. Always immediately notify the FUA-AUF office of damages that occurs during your stay.

### **Utilities**

Act in a responsible manner with regard to the use of water, electricity and gas in the residence/room. Unreasonable utilities bills may result in additional cost to the residents of an apartment. Students are provided a utilities allowance of 50 euro per student, per month, which is generally adequate for normal living conditions. Utilities in Italy are VERY EXPENSIVE, and 50 euro presumes you will use electricity, hot water and gas MUCH MORE SPARINGLY than you would normally in your home country. Residence meters will be read after one month for information purposes. Students will be responsible for utility charges (divided equally amongst apartment occupants) for charges exceeding 50 euro / month / student. TURN OFF ALL LIGHTS WHEN LEAVING YOUR APARTMENT.

Tenant configuration in the residence: FUA-AUF reserves the right, for necessary maintenance, interpersonal relations or other reasons, to change the tenant configuration of the residence during the course of the academic year. Students may be assigned to bedrooms with empty attending shorter sessions. Students cannot occupy the extra bed for any reasons.

\*Please note that the final cost is subject to change.

### **FUA-AUF computers in the common areas**

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

### **Late Payments**

Failure to make payments may result in administrative action by FUA-AUF, which may include legal collections procedures, and/or the delayed release of academic records, or other sanctions.

### **Community Standards Policy**

The following behavior is in violation of FUA-AUF'S Code of Conduct:

- Disorderly, disruptive, or aggressive behavior that interferes with the general comfort, safety, security, health and/or welfare of the FUA-AUF community.
- Behaving in a way that causes annoyance to neighbors. Particularly, due to the Italian law, a noisy behavior is absolutely to be avoided during the day from 2:00pm to 4:00pm and at night starting at 11:00pm. As noise in many apartments can be heard clearly in adjacent apartments above and below, students are specifically cautioned against slamming doors, and wearing high-heel and other hard-soled shoes while at home.
- Hanging, displaying or leaving personal items such as clothes or food items outside of the residence, on balconies, or any other place that may be visually disturbing to your neighbors.
- Use of illegal drugs and/or excessive use of alcohol.
- Harassment or abusive behavior toward another individual or group by any means (including electronic), for any reason.
- Physical violence (actual or threatened) against any individual or group.
- Engaging in, or threatening to engage in, any other behavior that endangers the health or safety of another person, group or oneself.
- Vandalism or damage to personal or apartment property.
- Theft or unauthorized use or possession of personal or FUA-AUF property.

- Excessive noise as defined by Florence city ordinances or the FUA-AUF noise policy.
- Failure to maintain acceptable standards of personal hygiene or room/common areas cleanliness to the extent that such failure interferes with the general comfort, safety, security, health or welfare of a member or members of the FUA-AUF community.
- Keeping or caring for pets or animals in FUA-AUF housing.
- Unauthorized solicitation, recruitment for membership, subscription, polling, posting, canvassing or commercial sale of products, services or tickets in FUA-AUF housing.
- Smoking in any part of the FUA-AUF housing or building.
- Conducting any business for profit in FUA-AUF housing.
- Exhibiting or affixing any unauthorized sign, advertisement, notice or other lettering, flags or banners, that are inscribed, painted or affixed to any part of the outside of a building or the inside of a building.
- Attaching or hanging any projections (including television dishes or antennas, awnings, etc.) to the outside walls or windows of FUA-AUF housing.
- Gambling in FUA-AUF housing.
- Using internet connectivity in an illegal manner. (Downloading and/or torrenting protected, copy written material in Italy is a criminal offense; your internet provider may terminate your apartment's internet service as a result of such behavior. We will not be able to restart this service in the event of such an occurrence, thus affecting the ability of you and your apartment-mates to access the internet.)

#### **Cleanliness and Hygiene Policy**

All FUA-AUF apartments have been cleaned and checked before your move-in. If there are any inadequacies you must inform us within 48 hours of check-in using the provided forms. You are responsible for keeping your room and common areas hygienic and clean during the term.

- Do not leave any kind of garbage or food inside or outside the apartment/room/residence. Garbage must be collected and bags must regularly be thrown into the garbage collection bins, usually located on every street.
- FUA-AUF will inspect your room for cleanliness, as well as to ensure that excess electricity is not being consumed. If we determine your room is being maintained in a non-hygienic or substandard manner, FUA-AUF may opt to a) warn the residents or b) provide cleaning at its own initiative (for which it will bill the students the cost of cleaning and an administrative fee/fine).
- Specifically, be sure to dispose of all food in the residence and clean your oven and stove (and stove-top) after use. Leaving the oven and stove dirty will ruin them and you will receive a fine and/or lose a portion or even all of your security deposit.
- The space is sanitized and certified bed bugs free from a professional bed bugs control service before your check-in. If students find bed bugs in their room more than ONE WEEK after their arrival, they will be held responsible for any fumigation / extermination fees (beginning at 300 – 400 euros per student). FUA-AUF inspects every apartment and makes certain they are free of bedbugs before your arrival. Therefore, if bedbugs are found in the apartment after ONE WEEK of check-in, it is because students have brought them into the apartment. For a list of tips on how to avoid bedbugs, please consult with our student services team.
- For safety, sanitary, and aesthetic purposes, each resident is responsible for the cleanliness of their room and commonspaces:
  - Floor is to be clean as well as free of clutter.
  - Clothes are to be stored neatly in closets and drawers.
  - Room is to be clean and free of clutter.
  - Trash is not to be overflowing.
  - No food should be left in open containers.
  - No dirty dishes should be present.
  - Shared bathrooms are to be clean and free of clutter.

Any cleanliness violations will be noted by the staff and are to be corrected within 24 hours. Failure to correct the violations may result in referral to Student Life for disciplinary action.

#### **Laundry**

Laundry facilities are located in the basement of the FUA-AUF residence. Students are allocated one coin per week for the washing machine only. Additional coins, including coins for the dryers, may be purchased at the front desk at the price of euro 2 per coin.

### **Room Entry**

The FUA-AUF SLD and housing office reserves the right to authorize personnel to enter into any area of the residence in the absence of the resident. The authorized personnel include, but are not limited to: professional members of the SLD and housing office, repair/maintenance/cleaning personnel. Housing and Residence staff will inspect rooms during semester breaks and other times designated by the Dean of Students. If it is believed that an immediate danger exists in a bedroom or common space, the SLD and housing office will access the room immediately. The same procedure is prescribed if the danger involves assault or other acts constituting possible jeopardy to persons or property.

Staff may also enter into a resident's room to eliminate disruptive noise from electronic equipment which may violate an individual's right to sleep or study. This includes, but is not limited to, unattended stereos, televisions and alarm clocks.

Police officers and Public Safety can enter into a resident's room for purposes of investigation. This includes, but is not necessarily limited to, officers in possession of a valid search/arrest warrant, hot pursuit, a safety emergency, or when a police officer/security officer has probable cause to believe a felony, misdemeanor, or any other illegal activity is being or has been committed by the individual therein.

### **Maintenance Policy**

FUA-AUF provides maintenance service for your apartment/residence and is responsible for repairing the things that go wrong. If your apartment/room requires repairs, we'll fix them as soon as possible. However, you're responsible for a number of items. Here's a list of things that we're not responsible for (and that you'll need to do on your own):

- Purchasing garbage bags and other routine cleaning supplies.
- Removing garbage bags and spoiled food on a regular basis.
- Cleaning your dirty pots, pans and dishes.
- Keeping your apartment/room/residence clean and tidy.
- Purchasing toilet paper, cleaning products, and other personal items.
- Airing your room and common spaces frequently, while you are at home.
- Clearing your kitchen and drains and preventing blockage/back-up (we do not have garbage disposals in Italy).
- Monitoring what goes down your toilets, never disposing of anything other than toilet paper.
- Replace light bulbs

In order to report a standard maintenance item, YOU MUST go to the troubleshooting form in your MyFUA account. We review all maintenance requests daily during our office hours, and we'll respond within 48 working hours of receiving yours. We can generally take care of most maintenance issues within one or two working days. Remember, though, that you're living in a country where Customer Service does not mean 24-hour availability of repair people. Nonetheless, we'll keep you informed as to the progress we're making.

NOTE: We are not responsible for maintenance reports that do not come through our online request form. You are not required to be in the apartment during maintenance work/visits. The agencies maintain keys to all apartments. FUA-AUF reserves the right to enter any apartment with or without notice (for serious/emergency issues), though we do attempt to set-up visits and repairs with adequate notice.

Contacting us and Emergencies: You can contact FUA-AUF 24 hours a day via our troubleshooting form.

If you have an emergency during office hours 8:30am – 8:30pm please contact our office at +39 055 244664. If you have an emergency outside of office hours please contact our ER number +39 347 376 9632. Keep in mind that we work Mon-Thu 8:30am – 8:30pm and Friday 8:30am – 6:00pm, we will not respond to email or outside of these times.

### **Emergencies**

We are available 24 hours a day for "Real Emergencies". "Real Emergencies" are: Fire, Flood, Gas Leak, Break-in (or any time that the police are in your apartment). If you have a "Real Emergency," TAKE THE FOLLOWING STEPS:

- Call the police, fire department or other relevant authority (DO THIS FIRST) by dialing 113 from Italian phone for the police or 115 for the fire department.
- Call YOUR PROGRAM Emergency Number: +39 347 376 9632

PLEASE NOTE: If you are calling and it is NOT a "Real Emergency" (see above), we will treat it as an INFRACTION OF THESE REGULATIONS that will be subject to disciplinary action.

### **Guest/Visitor Policies**

The right of a student to live in reasonable privacy takes precedence over the privilege of his or her roommate or residence mates to entertain a guest in their room or common spaces. A guest is any individual who is present in FUA-AUF housing at the invitation of a resident. This definition includes FUA-AUF students, family, and friends.

No guests are allowed overnight or after 8:30PM. Hosting or attempting to host overnight guests is a violation of Italian anti-terrorism laws, as well as FUA-AUF housing rules. We are happy to provide recommendations for inexpensive nearby hotels and/or hostels for visiting friends and family members. Guests that are disruptive or involved in a policy violation of any kind may be asked to leave the residence immediately and may be banned from returning.

All residents are requested to be aware of unescorted guests on the floor and to report their presence to the RA or the. You are responsible, along with the staff, for maintaining a safe living environment. Please Note:

1. The host is responsible for ensuring that the guest(s) follows FUA-AUF rules and regulations. The host assumes the consequences for the violations committed by the guest(s).
2. The guest must be escorted by the resident at all times.

### **Storage of personal belongings**

In entryway bathrooms, personal belongings are to be left only in the designated storage units or on installed shelves. Such belongings may not block the emergency exit doors connected to other rooms. Students are responsible for cleaning their own bathrooms and for requesting necessary repairs or other maintenance.

### **Quiet Hours & Courtesy Hours**

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

In addition to courtesy hours, specific quiet hours are as follows:

- 10:00 p.m. to 9:00 a.m. on Sunday through Thursday
- 11:00 p.m. to 9:00 a.m. on Friday and Saturday During quiet hours, residents are requested to refrain from congregating in the hallway or HUB areas; loud talking or laughing, pounding, running; playing loud music, radios, television, or musical instruments. Quiet hours pertain to the interior and surrounding areas of the residence including, but not limited to, the HUB area and the areas immediately surrounding all residence. During midterm and final exams weeks, quiet hours will be 24-hours a day.

### **Room Change Policy and Procedures**

Residents may not change rooms without the prior approval of the Office of SLD and Housing. Residents requesting room changes may contact the RA who will submit the request to the SLD and Housing office. The SLD and Housing office will evaluate the request/s and might request more information on the reason for the request/s.

Any student changing rooms without the written approval of the SLD and Housing office may be subject to FUA-AUF disciplinary action and disapproval of any subsequent requests to change rooms.

- FUA-AUF reserves the right to consolidate those students who are in a room that is currently housing less than the capacity of said room.
- FUA-AUF reserves the right to make administrative room changes which are believed to be in the best interests of those involved and FUA-AUF.
- When problems with roommates occur, students are encouraged to make an effort to resolve their conflicts.

Upon approval, rooms must be inspected by the SLD and Housing office prior to the move. Residents who are changing rooms are responsible for making arrangements to be properly checked out of his/her room, including room inspection by the SLD and Housing office. NO ROOM CHANGE MAY BE INSTITUTED WITHOUT FOLLOWING PROPER PROCEDURES OR WITHOUT THE RESIDENT ASSISTANT'S APPROVAL.

#### **Mandatory Residence Meetings**

During the semester, certain residence meetings will be designated as "mandatory" by the Housing and SLD office. Residents must attend mandatory residence meetings with their Resident Assistant and/or SLD Office staff. Failure to attend these meetings could result in missing out on valuable information and it will be the responsibility of the resident to get the information. Residents will be held accountable for any information disseminated. Many meetings are not mandatory; however, it is highly recommended that residents attend all meetings so that they are aware of all information that is being provided for their benefit.

#### **Room Decorating**

Residents may not damage any surfaces of furniture when decorating their room. The room and furnishings may not be painted or permanently altered in any way. Nails and hooks are prohibited in the residence space. If the room or furnishings are damaged in any way, the resident will be billed and may be subject to student conduct action. Residents MUST use exclusively the board present in their bedrooms

#### **Smoking**

Smoking is prohibited in the FUA-AUF residence. This includes the following but not limited to cigarettes, cigars, electric cigarettes, aromatic cigarettes, herbal cigars, hookahs and burning incense.

#### **Solicitation**

Solicitation and sales of any service or product in a is prohibited. Commercial sales will not be allowed from individual resident rooms or other areas within the FUA-AUF residence. Residents may not use FUA-AUF residence rooms as a place of business or for the purposes of solicitation or for any purpose other than as a residence. Advertisement, sale or solicitation of alcoholic beverages is not allowed in the residence.

#### **Penalties for Housing Policy Violations**

Should any student violate any of the housing policies established by FUA-AUF, the student will be notified via their email account of the violation and a procedure will ensue to warn and/or sanction the student. If a student violates any of the aforementioned rules and regulations the following penalties will apply:

- Should this violation fall under the jurisdiction of maintenance of the residence/room, its furniture, or other physical object related to the rental of the apartment, the violation will be handled by the FUA-AUF Administrative Staff and may result in a warning and/or a FINE (see fine table page 17).

<b><u>VIOLATION DURING TERM</u></b>	<b><u>FINE: LEVIED DURING TERM</u></b>
Repeated warnings from building personnel of hanging items from windows/balconies or placing/leaving items in hallways (trash, shoes or any other item).	€ 100 (per apartment per offense)
Trash not thrown out daily (accumulation of trash).	€ 100 (per apartment per offense)
Placing living room and bedroom furniture, mattresses, sofa cushions etc. on balconies or in hallways or outside.	€ 100 (per apartment per offense)
Modifying or tampering with routers, internet or telephone outlets and/or modems.	€ 100 (per apartment, plus any costs incurred)
Clogging plumbing – toilets, drains or sinks with food items or items that do not belong in pipes or plumbing.	€ 100 (per apartment, plus any costs incurred, per offense)

Non-hygienic/substandard apartment condition: If FUA-AUF determines, after first warning/first imposed cleaning, an apartment is continuing to be being maintained in a non-hygienic or substandard manner.	€ 50 (per person, per apartment, plus the cost of cleaning and administration)
Loss of a key(s) during the session.	€ 100 (per person, plus costs of replacement). After-hours lockout will incur an additional €100 euro charge
<b><u>VIOLATION AT DEPARTURE</u></b>	<b><u>FINE: LEVIED AFTER CHECK-OUT</u></b>
Failure to be out of the apartment by 10 am on the designated check out day.	€ 100 (per person)
Failure to return key at check-out.	€ 100 (per person, plus costs of replacement)
Failure to clean oven (excessive grease and crumbs) and stove (stove-top), leaving them dirty with food or liquid.	€ 100 (per apartment plus any replacement costs incurred if appliance is destroyed)
Failure to remove tape, nails and other wall attachments.	€ 100 (per room plus any replacement and/or repair costs incurred if wall(s) is damaged)
Failure to take out trash or leaving trash on the street.	€ 50 per resident
Failure to wipe down and clean out the refrigerator (throw away all remaining food).	€ 50 per resident
Failure to remove all food (perishable and nonperishable items).	€ 50 per resident
Failure to wash and put away all dishes.	€ 50 per resident
Failure to clean bathroom (bathtub, shower, and sink).	€ 50 per resident
Failure to clear bedroom and common area of all personal items.	€ 50 per resident
Failure to take off bed linens including the mattress pad, comforter, blankets and pillow) and leave them in a pile on the floor next to the bed.	€ 50 per resident
Failure to place all furniture in original position.	€ 50 per resident
Failure to leave a sheet of paper with your full name on your mattress so that we know which bed and room were yours.	€ 50 per resident
Failure to clear all common areas (bathroom, kitchen, living room and any communal closets).	€ 50 per resident
Failure to open all curtains, close all windows tightly (lock windows if possible) turn off all appliances (including air condition), lights, fans, and appliances.	€ 50 per resident
Failure to close the front door firmly behind you (double check that the apartment door is closed. You will be responsible for any damage/ theft if the door is not properly closed after all residents have left. If upon leaving you have any issues with closing the door, please call at the front desk Corso Tintori 0552460916 or email FUA-AUF to notify us immediately).	€ 50 per resident

- Should the violation fall under the jurisdiction of student conduct and behavior towards other students, violence, harassment, or other such issues, the violation will be handled by the Student Life Office and the Dean of Student Affairs at FUA-AUF. In both cases, Student Affairs personnel at FUA-AUF will inform the other party of the violation and the sanction associated. FUA-AUF's administrative sanction procedure is as follows:
- For a first violation, an assessment of the violation and solutions will be discussed and documented. A warning may be issued, which can lead to the removal of partial or total housing privileges, FINES, or in extreme cases a permanent eviction. Fines and/or damage repair amounts to apartments must be

paid immediately and according to the fine chart on page 17 of this document.

- In the case of additional violations, student(s) will receive a 2nd warning. The severity of the violation will be discussed and documented. Penalty will be determined by the severity of the violation, up to removal from the apartment without refund of fees. Any damage, repair, or fine must be paid immediately by those responsible.
- A third violation is grounds for immediate removal from FUA-AUF housing. The student(s) will be notified that any additional violations will result in their removal from FUA-AUF housing. Any damage, repair or fine must be paid immediately by those responsible.
- Please note: Physical / verbal abuse is NEVER tolerated in FUA-AUF housing and can lead to FUA-AUF disciplinary action in accordance with FUA-AUF's Code of Conduct. Any such act will result in immediate removal from housing.
- **THERE WILL BE NO REFUNDS FOR LOSS OF HOUSING/EViction DUE TO VIOLATIONS.** The student will be given 48 hours to evacuate their housing. **THERE ARE NO EXCEPTIONS.** All expenses related to dismissal and/or forfeiture of housing are the sole responsibility of the student.

This table summarizes the FINES associated with FUA-AUF housing violations. Fines are levied either per person or per apartment, during the term or after check-out, as indicated below\*\*

Please note: Students are responsible for payment of all fines and for any housing damages incurred during a term. Fees for fines or damages must be paid directly at the Student Life Office within 48 hours of receiving notice. Unpaid fees will result in account holds and delay the release of official transcripts.

\*\*The above chart lists some of the most common violations and fees, however, each student is subject to additional fees not listed above upon assessment by FUA-AUF authorized personnel. Please note that the costs are subject to change.

#### **Financial Policies**

All required payments under this agreement are due by the date specified and communicated by FUA-AUF. Students are responsible for understanding these deadlines, and FUA-AUF will not necessarily issue reminders. Failure to make payments may result in combined administrative action by FUA-AUF, which may include legal collections procedures, and/or the delayed release of academic records, or other sanctions.

All FUA-AUF students are obligated to leave a credit card number as a security deposit for their apartment. FUA-AUF DOES NOT PRE-CHARGE ANY DEPOSIT but will proceed to do so in case of damages and/or other violations per this document.

As noted above, students are responsible for living within their utilities allowance. Unless otherwise agreed, any overages will be divided amongst all apartment residents equally. Please be aware of your use of electricity and gas, and always turn off lights when you leave a room or the apartment.

All damages, including that to walls, doors, furnishings and equipment, are also the residents' responsibility and will be assessed independently of any fines levied (as shown in the chart on page 17). To the extent possible we'll assess these damages with you during our checkout. If we are unable to determine which student is responsible for specific damage, the damage charges will be shared by all apartment (or bedroom, as the case may be) residents, equally. In the event that damages exceed the security deposit, students will be billed for the excess amounts. Unpaid fees will result in account holds and delay the release of official transcripts.

All fine notices, for fines to be levied during the term, will be sent to the individual student via their personal email. Fees must be paid directly at the Student Life Office within 48 hours of receiving the fine notice. For fines levied after check-out, students will receive notice via email and fines will then be charged to the credit card submitted upon check in. Unpaid fees will result in account holds and delay the release of official transcripts.

### **Check-out Policy**

Your room/residence must be left clean and as you found it. The below measures must be taken before you leave your apartment.

- Clean your room and common spaces prior to departure: remove trash, clean bathroom, kitchen and common areas (if you would like to schedule a pre-departure cleaning please contact us).
- Empty cupboards and refrigerator, clearing of all personal items and food, and remove them from your apartment.
- All sheets and linens should be stripped from beds and left on beds. Towels should be left on beds as well.
- All personal belongings must be removed from the apartment.
- All furniture must be left as you found it.
- All keys must be left in apartment on your dining room table in an envelope with your name on it, at check out (extra fine for lost keys or failure to return keys will apply; see fine chart on page 17).
- If there are broken items or damages to the apartment, these must be reported to FUA-AUF.

Failure to follow check-out procedures is considered a check-out violation and will result in a fine (as listed in the fine chart on page 17). Check-in / Check-out Check-in and check-out dates can be consulted at the academic calendar:<http://fua.it/Utility/academic-calendar-detail.html>

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

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### **Housing Agreement**

1) I, (name) \_\_\_\_\_, the undersigned, herewith accept the terms and conditions of FUA-AUF's Housing Policy, as stated above.

Date \_\_\_\_\_ Signed \_\_\_\_\_

2) I, \_\_\_\_\_ (name) apartment, have received 1 full set of keys for the duration of the session I am enrolled in

Date \_\_\_\_\_ Signed \_\_\_\_\_

### **Housing Deposit/Damages Form**

We would like inform you that all students will be required to complete a Housing Deposit/ Damages Form during Orientation. You will need to complete a housing deposit/damages authorization form upon arrival. You will need to provide your credit/debit card information giving FUA-AUF authorization to charge the card for any damages that you cause to your apartment. Your deposit will be 250 euro.

Please note: your information will be kept on file and will ONLY be charged if there are damages.

Inspections will be conducted throughout the session. The final inspection will take place the last week of the session. If any excessive damages (beyond normal wear& tear) are found, your credit/debit card will be charged. You will be notified by the Housing Department of any damages. If the damages exceed the initial 250 euro you will be informed and charged.

It is important that you ALWAYS report any problems through the MyFUA maintenance form immediately to eliminate any future disputes or issues.

Remember to treat your apartment and roommates with respect. If you have further questions, please contact sld-housing@fua.it.

### **PLEASE COMPLETE THE DETAILS BELOW: PRINT CLEARLY**

I, (print full name) the undersigned, give authorization to Palazzi on behalf of FUA-AUF to charge my credit/debit card for the amount of 250 euro for the housing deposit/damages fee.

Your contact phone in home country: \_\_\_\_\_

Card type (Master, Visa, Amex) Card number: \_\_\_\_\_

Expiration date: \_\_\_\_\_

Security code (3-digit code on the back): \_\_\_\_\_

Billing address: \_\_\_\_\_

E-mail: Card holder signature: \_\_\_\_\_

Date: \_\_\_\_\_