

Your Student Handbook



COLLEGIATE

Milan North



Contents

1. Welcome	7
1.1. Nice to meet you!	8
1.2. General information	8
1.2.1. Cycle	8
1.2.2. Parking	8
1.2.3. Mail and Parcel	8
1.2.4. Public transports	9
1.3. We can fix it	10
1.3.1. Key loss	10
1.3.2. Maintenance issue	10
1.3.3. Emergency repair	10
1.4. Your Rent	11
1.4.1. Rent payment dates	11
1.4.2. Collegiate portal personal account to pay all services	11
1.4.3. Re-book	11
2. General contract information	13
2.1. Moving out	13
2.1.1. Changing room	13
2.1.2. Moving-out at the end of your accommodation	13
2.2. Extra charges for damage or cleaning	14
2.3. Personal apartment supplies	17
3. Your new community	19
3.1. Student offers & discounts	19
3.1.1. Public Transports	19
3.1.2. Museums	19
3.1.3. Mobile phones	19
3.1.4. New city information	20
3.1.5. Stay Up To Date	20
3.2. Collegiate community	20
3.3. Local amenities	20

4.	<i>The Property</i>	23
4.1.	Services and security	23
4.2.	Cleaning on-demand	23
4.3.	Internet	23
4.4.	On site facilities	23
4.4.1.	Swimming Pool, Spa & Wellness Suite: 09:00 - 20:00	23
4.4.2.	Outside Gym & Fitness Suite – open 24/7	24
4.4.3.	Dinner Party Rooms – 15/20 people capacity	24
4.4.4.	Cinema Theatre	24
4.4.5.	Workrooms – available 24/7	24
4.4.6.	Car park	24
4.4.7.	Bicycle storage	25
4.4.8.	Courtyard Garden	25
4.4.9.	Laundry Rooms	25
5.	<i>Rules & Behaviour</i>	28
5.1.	Important rules	28
5.2.	Top tips for getting on with your fellow neighbours	29
5.2.1.	Respect each other’s space	29
5.2.2.	Be considerate about noise	29
5.2.3.	Handling anti-social behaviour	29
5.2.4.	Your guests	29
6.	<i>Good housekeeping</i>	31
6.1.	Clean living	31
6.2.	Green living	31
6.3.	Good housekeeping tracker	32
6.3.1.	Your room & kitchen	32
6.3.2.	Your bathroom	32

7.	<i>Staying safe and secure</i>	34
7.1.	Our staff can help you!	34
7.2.	Health care in Italy	34
7.3.	Useful contacts	34
7.4.	General safety	35
7.5.	Fire safety and prevention	35
7.6.	Company's commitment	36
8.	<i>Equality and Diversity</i>	38
8.1.	Company rules	38
8.2.	Privacy	38
9.	<i>Complaints handling</i>	39
9.1.	Procedure	39
9.1.1.	Informal	39
9.1.2.	Formal	39
9.2.	Confidentiality	39
10.	<i>Harassment</i>	40



1. Welcome

Hello. Welcome to Collegiate Milan North.

You're about to find out everything you need to know about your fabulous new home here in Milano. Feeling a little nervous? Don't worry – we'll keep you safe.

We want your stay with Collegiate to be a memorable one, so we've built in loads of great features that we know you'll love. We've also made sure that Milan North is in a great location, so that you can get the very best out of Milano and your life at university.

Got any questions? Have a flick through this handbook to find out the answers. If there's anything you're still unsure about, our on-site staff will be happy to help.

The handbook also contains a couple of house rules. Don't worry – there's nothing too tedious. Just a few simple guidelines to ensure that you and your fellow residents at Milan North can feel free, safe and ready to enjoy your university years.

So, grab a cup of tea, settle down in your cosy new home and let us guide you through life at Milan North.

1.1. Nice to meet you!

You can get in touch with a member of the Accommodation Team by phone, WhatsApp, or email.

- Telephone: +39 320 6491542
- Email: milannorth@collegiate-ac.eu

The email address and the mobile phone used to book your room will be used to contact you regularly. We will also use your email to update you with all our fantastic activities. Please ensure you check your messages regularly.

If you'd like us to use a different email address or mobile phone, please let a member of our friendly Accommodation Team know and they will help you to update your account.

The main address is:

Collegiate Milan North
Via Frigia, 19
20126 Milano

1.2. General information

1.2.1. Cycle

Cycling is a great way to exercise and a cheap and enjoyable way to explore Milan. You can bring your bicycle to Collegiate Milan North, and we will keep it safe in our secure cycle store. Just speak to a member of the Accommodation Team and complete a form.

The Police recommend that you always leave your bike locked with two solid locks: one to secure the bike to a standby by the front or back wheel and the other to go through the remaining wheel and the frame. That way there's no chance of returning to find that all you have left is a wheel!

Please note we can't take responsibility for any loss or damage to bicycles left in the storage area. If there is a problem, please notify the police and the Accommodation Team.

1.2.2. Parking

Underground Parking is available at Collegiate Milan North. If you need a parking space, please contact the Accommodation Team for availability details and fees.

1.2.3. Mail and Parcel

Mail and parcel will be delivered to the main reception.

If your parcels need signing for, a member of the team will be happy to do this. Please ensure you use your full address including room number on all parcel delivered to us.

Please note that the Accommodation Team takes no responsibility for any loss or damage to parcels that have been signed for at reception.

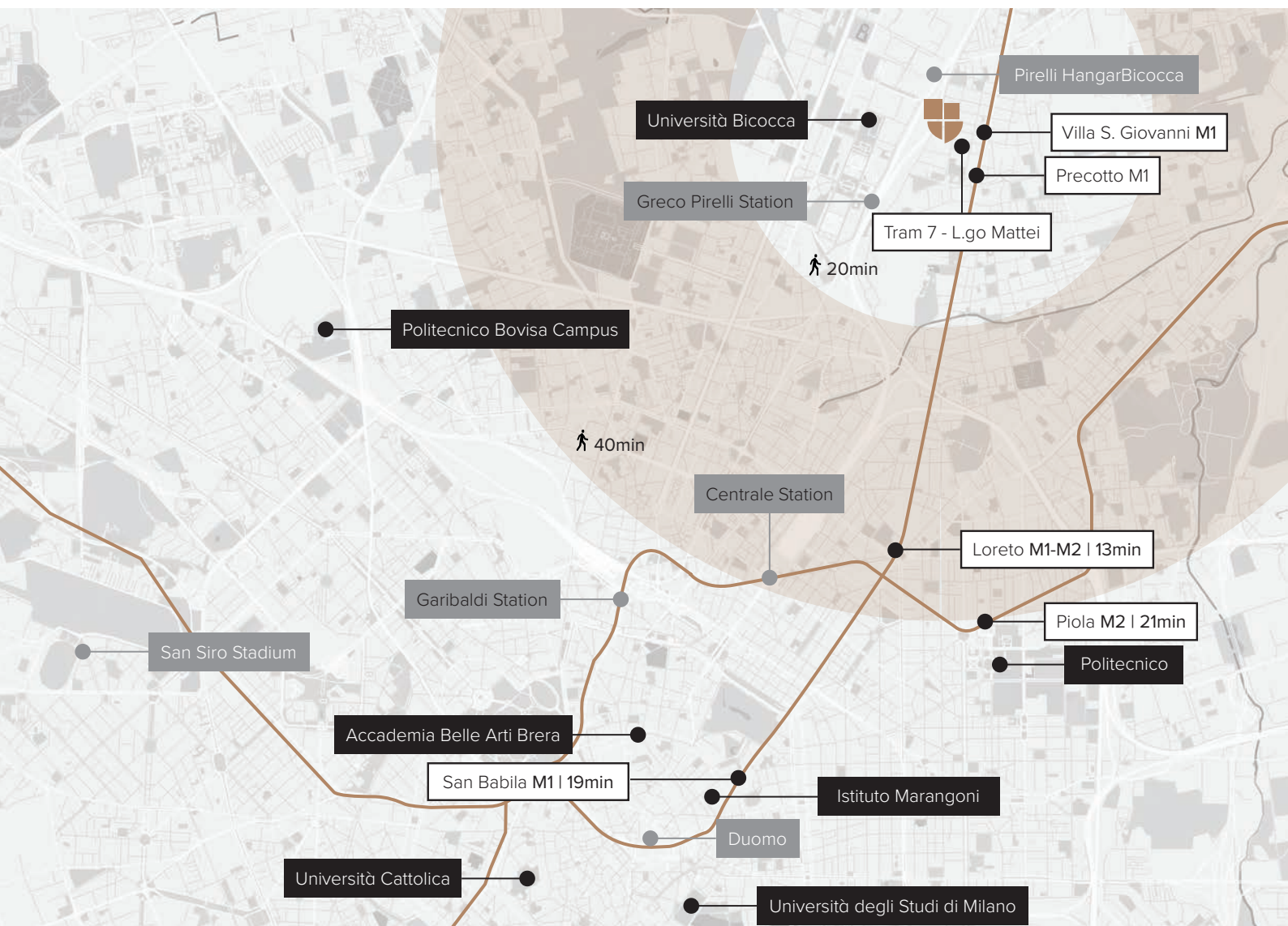
1.2.4. Public transports

Milan North nearest metro station is “Villa San Giovanni”, 5 min walk from your door. The Metro line 1 will connect you with the city centre and the main universities.

Alternatively, the following transportation are available within 10 min walk:

- Metro Line 1 (Red Line) Precotto
- Tram 7 Precotto
- Tram 7 Largo Mattei
- Bus 86 & 174 Largo Mattei
- Bus 81 Via Breda/Via Capelli

Here is the proximity to major universities in Milan:



1.3. We can fix it

1.3.1. Key loss

These things happen, so don't worry. We can help: if you lose your key/fob/key card, we can replace it for an additional fee. You just need to request a replacement from the Accommodation Office. If you've locked yourself out of your room, just pop along to the Accommodation Office and we will let you back in.

Key cards are important and costly to replace, so keep them safe and remember where you left them.

1.3.2. Maintenance issue

Things wear out and things get broken. It's part of life. But we want you to feel your smart Collegiate accommodation is always in tiptop condition, so that you can be proud of your home.

If something needs sorting out, simply open your portal and create your maintenance request on "MAINTENANCE" section, please be aware that the repair will be carried out in accordance with an agreed schedule of priorities. You will also be able to authorize or not authorize staff to enter your apartment in your absence, the intervention will be carried out according to a predetermined priority scheme, and once completed you will be sent a confirmation e-mail.

1.3.3. Emergency repair

If you have a maintenance issue, (whether it's an emergency issue, such as a burst pipe or a broken window, or a non-emergency maintenance issue, such as a defective fridge/freezer, a blocked drain and so on) please contact the Accommodation Team immediately.

1.4. Your Rent

1.4.1. Rent payment dates

For those residents paying in instalments, the rent payment dates are:

	Booking Fee	Payment in full - Due Date	Payment in INSTALMENT - Due Dates
12 months	500€	09/08/23	5 monthly rates 09/08/23 5 monthly rates 09/01/24 2 monthly rates 09/05/24
11 months	500€	09/08/23	4 monthly rates 09/08/23 4 monthly rates 09/12/23 3 monthly rates 09/04/24

These can also be found in your Accommodation Agreement.

Please note that we don't accept cash, card or cheque payments on site. Payments can only be made via your online portal account, with a debit or credit card (VISA or Mastercard) or with bank transfer (all the details in the portal under "PAYMENT" section).

Please make sure that payments are completed before due date.

1.4.2. Collegiate portal personal account to pay all services

You will be able to manage all payments directly from our portal using a card of your choice.

Additional services such as Lifestyle Packs or cleaning services will also need to be paid through your personal account on the Collegiate Portal.

You can access your account here: <https://euportal.collegiate-ac.com>

1.4.3. Re-book

We would be love you to re-book your apartment or another type of room in the residence for next academic year. Our accommodation team will inform you in priority as soon as reservations are open.



2. General contract information

Your contract with us is legally binding so please make sure you're clear on its terms and conditions. Here's an overview of some of the key facts:

- You are bound to the full contract period – if you leave before the contract ends you will not receive a reduction in rent
- You must pay your accommodation fees on the due dates stated on your contract – outstanding debts will eventually be passed on to an external debt collecting agency. Once your debt has been passed on to the agency, you will be liable for all legal charges
- The Collegiate team may need access to your room for room inspections, maintenance and repairs, as well as for showing prospective students around during open days. We'll always give you at least 24 hours' notice (unless it is impractical to do so)
- Collegiate does not accept liability for the loss or damage to any resident's property, whatever the circumstance. Contents insurance is not covered by your accommodation agreement
- If you're unsure of your full legal obligations, please double-check your contract agreement and let us know if you have any queries

2.1. *Moving out*

2.1.1. **Changing room**

We want to ensure you are 100% happy during your stay with us, so if for any reason you're unhappy with your studio, you can contact us at the Accommodation Office. Please bear in mind that we cannot guarantee to change your room as almost all our flats are occupied or allocated to residents. Instead, bear with us and try to settle in and get to know your new flatmates and home. Be aware that in case it will be possible, we charge an admin fee of 50€ for a room change, including the drawing up of a new contract.

We've found that most students settle in within the first few weeks, make friends and then don't want to move, but if you really felt you would like to change studios, let the Accommodation Team know and we'll do our best to find you a more suitable studio as soon as we can.

2.1.2. **Moving out at the end of your accommodation**

We are always sad to see our residents leave, but we know that all accommodations have to end at some point.

As a condition of your contract, you'll need to book and meet a member of the team for a check-out inspection. There are a few requirements for your last day:

- Your room needs to be clear of all belongings by 12 noon
- Please return all keys to reception
- Please make sure your room is clean before you leave

2.2. Extra charges for damage or cleaning

Here is a rundown of charges for any damage to items or additional cleaning necessary due to a resident's behaviour:

Code	Description	Price per Item
Bedroom Area	1 Bed frame with two drawers 1000 x 2000mm	527,25 €
	2 Bed frame with two drawers 1200 x 2000mm	701,50 €
	3 Bed frame with two drawers 1350 x 2000mm	738,75 €
	4 Bed with wide headboard and side shelves (W1200 x H1000 x D150mm)	281,75 €
	5 Bed with wide headboard. Side and front shelves (W1200 x H1000 x D150mm)	265,75 €
	6 Bed headboard (W1000 x H1100 x D30mm)	77,75 €
	7 Bed headboard (W1200 x H1100 x D30mm)	83,75 €
	8 Bed headboard (W1350 x H1100 x D30mm)	88,75 €
	9 Hung wall bookcase (W1000 x H250 x D400mm)	112,75 €
	10 Hung wall bookcase (W1200 x H250 x D400mm)	119,75 €
	11 Hung wall bookcase (W1350 x H250 x D400mm)	126,00 €
	12 Rubbing board (1900 x 280cm)	80,75 €
	13 Rubbing board (1900 x 240mm)	76,75 €
	14 Bedside table (W350 x D350 x H540mm)	88,00 €
	15 Mattress 1000mm wide	230,00 €
	16 Mattress 1200mm wide	290,00 €
	17 Mattress 1350mm wide	310,00 €
	18 Club Room Desktop (W2950 x D600 x H750mm)	264,75 €
	19 Club Room Plus Desktop (W2900 x D600 x H750mm)	262,75 €
	20 Mini Studio Desktop (W2800 x D600 x H750mm)	257,75 €
	21 Premium Studio Desktop (W2750 x D600 x H750mm)	254,75 €
	22 Double Desktop (W2400 x D500 x H750mm)	247,25 €
	23 Luxury Studio Desktop (W2300 x D550 x H750mm)	262,50 €
	24 Luxury Plus & Premium Accessible Desktop (W3610 x D600 x H750mm)	333,50 €
	25 600mm deep Set of Drawers	206,63 €
	26 500mm deep Set of Drawers	198,63 €
	27 550mm deep Set of Drawers	202,63 €
	28 Over desk vertical bookcase with 2 shelves	163,75 €
	29 Over desk vertical bookcase with 3 shelves	177,75 €

Bedroom Area	30	Over desk horizontal bookcase (W1400 x D300 x H500mm)	181,75 €
	31	Over desk horizontal bookcase (W1250 x D300 x H500mm)	174,75 €
	32	Over desk horizontal bookcase (W1150 x D300 x H500mm)	169,75 €
	33	Over desk horizontal bookcase (W1800 x D300 x H500mm)	209,00 €
	34	Over desk horizontal bookcase (W2000 x D300 x H500mm)	219,00 €
	35	Pin board (W1400 x H870mm)	137,75 €
	36	Pin board (W1250 x H870mm)	127,75 €
	37	Pin board (W1150 x H870mm)	121,75 €
	38	Pin board (W680 x H870mm)	90,75 €
	39	Media Unit (W1200 x D250 x H720mm)	204,75 €
	40	Media Unit (W1500 x D250 x H720mm)	233,00 €
	41	Anti-slip Desktop Matt A2 size	19,25 €
	42	40" TV	360,00 €
	43	TV wall bracket	59,75 €
	44	Task chair	157,00 €
	45	1300mm Wide wardrobe (W1300 x D600 x H2200mm)	656,50 €
	46	1200mm Wide wardrobe (W1200 x D600 x H2200mm)	609,50 €
	47	140mm Wide wardrobe (W1400 x D550 x H2200mm)	694,25 €
	48	1000mm Wide wardrobe (W1000 x D550 x H2200mm)	561,00 €
	49	1950mm Wide wardrobe (W1950 x D570 x H2400mm)	967,50 €
50	Single Couch Sofa	179,50 €	
51	Twin Couch Sofa	323,75 €	
52	Coat hooks	9,00 €	

Kitchen Area	53	Base cabinet under sink	127,88 €
	54	Waste bin hung on sink floor cabinet door	27,25 €
	55	Wall cabinet above sink	135,00 €
	56	W600 x D600 x H750mm Base cabinet for built in fridge	60,00 €
	57	Wall Cabinet for Microwave with storage above	112,00 €
	58	Base cabinet for built in dishwasher	49,40 €
	59	Wall cabinet above dishwasher	122,10 €
	60	Base cabinet for oven with fixed panel below. (no drawer)	147,85 €
	61	Wall cabinet for extractor	135,93 €
	71	W1100 x H100mm Plinth	22,63 €

Kitchen Area	72	W1700 xH100mm Plinth	28,63 €
	73	W2300 x H100mm Plinth	44,40 €
	74	W2600 x H100mm Plinth	48,00 €
	75	Base cabinet under sink (Accessible)	129,63 €
	76	400mm wide Base cabinet (Accessible)	127,25 €
	77	Column unit for in built fridge, oven, microwave,storage above & end panel	270,25 €
	78	400mm Wide wall cabinet	118,38 €
	79	1000mm Wide wall shelving unit (Accessible)	158,88 €
	86	L1100 x 600mm Kitchen worktop (Club room)	322,00 €
	87	L2700 x 600mm Kitchen worktop (Club room Plus & Mini Studio)	506,75 €
	88	L3050mm Curve table kitchen worktop - Collegiate design P shape (Premium Studio)	629,75 €
	89	L2600 x 600mm Kitchen worktop (Double studio)	511,75 €
	90	L2300 x 600mm Kitchen worktop (Luxury room)	471,75 €
	91	L2500 x 600mm Kitchen worktop (Accessible)	504,75 €
	92	Triangle-shaped Breakfast table (1220 x 750mm)	110,75 €
	93	Triangle-shaped Breakfast table (W1400 x D600 x H870mm)	137,75 €
	94	Breakfast bar leg- Bitter chocolate colour	52,75 €
	95	Breakfast bar stool	135,00 €
96	1m x 1m Fire blanket	11,75 €	
97	W600 x H100mm Plinth	17,63 €	

Kitchen Appliances	98	400/450mm Under mount stainless steel sink	80,00 €
	99	Sink mixer tap	73,63 €
	100	Integrated under counter fridge with freezer tray	315,00 €
	101	Fitted standing Microwave (H378mm x W560mm x D340mm)	190,00 €
	102	3 Rings induction hob	290,00 €
	103	Under counter built in full oven (H595mm x W595mm x D551mm)	270,00 €
	104	Integrated Dishwasher (H820mm x W600mm x D570mm)	320,00 €
	105	Built in extractor unit	120,00 €

Electrical	106	Feature pendant Lamp	75,00 €
	107	LED strip under upper kitchen cabinets (separately switched) 1100mm	32,88 €
	108	LED strip under upper kitchen cabinets (separately switched) 1700mm	41,88 €
	109	LED strip under upper kitchen cabinets (separately switched) 900mm	29,88 €
Accessories	110	Soap Holder	96,52 €
	111	Towel Holder	46,55 €
	112	Paper Holder	41,06 €
	113	Bathroom Mirror	65,00 €
	114	Hook	81,70 €
	115	Room Mirror	52,00 €
	116	Wall Light In Bathroom	65,00 €
	117	Divisory Glass Partition	1.304,85 €
	118	Shower Glass Doors	1.030,17 €
Artwork	119	Club Room 900 x 2820	182,73 €
	120	Club Room 900 x 3200 (4 th Floor)	207,36 €
	121	Club Room Plus 1200 x 700	60,48 €
	122	Courtyard Room 2000 X 700	100,80 €
	123	Luxury Room 900 x 2820	182,73 €
	124	Luxury Room 900 x 3200 (4 th Floor)	207,36 €
	125	Mini Studio 1200 x 700	60,48 €
	126	Premium Accessible 1200 x 2820	243,64 €
	127	Premium Accessible 1200 x 3200 (4 th Floor)	276,48 €
	128	Premium Room 1200 x 2820	243,64 €
	129	Premium Room 1200x 3200 (4 th Floor)	276,48 €

2.3. Personal apartment supplies

You can bring small furniture or other furnishings only if they are authorized by the Management/Accommodation Team. Please ask the Accommodation Team if you want to bring any additional item in your room.



3. Your new community

Milan is an ideal place to be a student: from its friendly people and fantastic music scene to its vibrant green spaces and buzzing centre. Best of all, Milan is the perfect size, offering all the excitement of a big city packed into an area you can easily explore by public transport or by bike from your base at Collegiate Milan North.

There are plenty of local retail outlets close to Collegiate North, as well as restaurants, cafés and takeaway food outlets.

Milan is a fast-paced, dynamic and modern metropolis. It is home to a year-round programme of events, festivals, music and clubbing venues, restaurants and shops. From the city centre to the mountains nearby, this lovely city has something for everyone.

Please feel free to chat to our friendly team who will be more than happy to tell you their recommendations for restaurants, nightspots, shopping, and cheap tasty eats.

3.1. Student offers & discounts

The City of Milan heartily welcomes all domestic and international students who decided to study in Milan schools and universities. Check your university's website for specific discounts.

3.1.1. Public Transports

To travel within the urban area of Milano (Milan 1 zone) you can choose from these 2 options:

- monthly pass for under 27: € 22 (valid for unlimited journeys during the month of validity)
- annual pass for under 27: € 200 (valid for unlimited journeys for one year)

3.1.2. Museums

Museums like Casa-Museo Boschi di Stefano, Hangar Bicocca, Museo del Risorgimento, Musei del Castello Sforzesco e Pietà Rondanini di Michelangelo, Galleria d'Arte Moderna di Milano, L'Acquario Civico di Milano, Raccolte storiche di Palazzo Morando have generally free admission or present discounts for students.

3.1.3. Mobile phones

Mobile phones are cheap to buy, but expensive to use, so be careful not to accidentally run up a big bill by spending hours on the phone to another country.

If you choose a contract, the phone will be cheap or free, but make sure you check the required permanency, monthly payment and call charges before signing and remember that there's often a compulsory monthly charge. You will need an enrolment letter from your university to take out a phone contract.

Pay-as-you-go is the no-contract, no credit check, no-commitment, no-monthly bills way to get a mobile phone.

However, you always pay a lot more to buy the initial phone and calls are generally more expensive than on contract mobile phones. On the plus side, you don't need to provide a proof of enrolment letter from your university.

3.1.4. New city information

Milan is internationally recognized as one of the world's most important fashion capitals, but it also has a wealth of interesting museums and things to see and do. Milan offers all the advantages of a large city, but it is relatively small, thus making it perfect to visit, as tourists can get to most of the city's attractions and museums by foot.

Some of the city's most beautiful attractions include Duomo di Milano, Teatro alla Scala - an impressive Opera House -, Castello Sforzesco - a striking castle -, ancient churches and a great variety of museums and art galleries.

For those that also want to get away from the hustle and bustle of the city life, you can hire a car or take the train to one of the prettiest landscapes of northern Italy, the Italian lakes. Its green hills and crystal-clear lakes make it a perfect summer destination.

3.1.5. Stay Up To Date

To stay up to date on events and happenings in Milan, we recommend the city's official municipal website: www.yesmilano.it. The site is available in English and contains a detailed guide to the best attractions.

3.2. Collegiate community

Communal student living is all part of the university experience. At Collegiate we think we've arranged things to ensure that you have a great environment, friendly people and a real sense of community. At the same time, you also have your own space. We want you to enjoy your time at university to the full and to look back at it fondly when the time comes to move on.

Want to make the most of your time here? Our accommodation team will arrange events throughout the academic year to help you get to know your flatmates, relax and have a good time.

3.3. Local amenities

Within walking distance of the residence, you will find many useful services for your daily life such as:

Lidl - Supermarket selling food and household products at discount prices.

Located in Viale Monza, 244, 20128 Milano MI, which is 8 min walking distance.

Opening hours:

Monday to Saturday: 8:00 – 21:30

Sunday: 9:00 – 21:00

Bennet di Viale Monza – supermarket

Located in Viale Monza, 267, 20126 Milano, which is 8 min walking distance.

Opening hours:

Monday to Saturday

8:00 – 20:30

Sunday

9:00 – 20:00

Lloyds Farmacia Milano N. 83 – pharmacy

Located in Viale Monza, 226 20128, Milano, which is 7 min walking distance.

Opening hours:

Monday to Sunday

8:00 – 20:30

Brico IO – DIY, home decor

Located in Viale Monza, 314 - 20128 - Milano, which is 10 min walking distance.

Opening hours:

Monday to Saturday

8:30 – 19:30

Tigotà – store for cosmetics and household products

Located in Viale Monza 289 – 20126 Milano

Opening hours:

Monday – Saturday

9:00 – 19:30



4. The Property

4.1. *Services and security*

Our experienced and friendly Accommodations Team will be happy to help you with any questions about the city, transport, and entertainment. We will keep you updated on future events and social gatherings to enjoy to the fullest in our common areas.

In the Residence you will have:

- High-speed broadband and Wi-Fi throughout the building – stay connected all the time
- Secure electronic access and CCTV – let us keep you safe and sound
- All-inclusive rates, including heating, lighting, and water – makes budgeting simple

In Milan North we offer a 24/7 staffed building that includes a concierge service during the evenings and weekends. Please feel free to visit the reception and speak to our Accommodation Team.

4.2. *Cleaning on-demand*

You can request room cleaning service (excluding kitchen). Once the service is confirmed, the Accommodation team will tell you the day and time when the cleaning of your accommodation will take place. Room cleaning is an additional service and is not included in the room rate.

The cleaning service can be ordered online from the Collegiate Portal.

4.3. *Internet*

Broadband and Wi-Fi is available throughout the building 24/7, so you can stay always connected.

Wired connections are available via an Ethernet cable connected to the wall socket in your room – simply open your web browser and follow the instructions.

For wireless connections, search for the ASK4 WiFi network. You can enjoy base speeds of up to 30Mb/s.

4.4. *On site facilities*

4.4.1. Swimming Pool, Spa & Wellness Suite: 9:00 am - 8:00 pm

Soak up the sun after a long day of study, or just hang out with your friends. Remember to pick up swimming pool access card at the front desk.

You can take a dip in our exclusive on-site swimming pool, which is conveniently located in our lower floor courtyard. Don't forget your towel and remember we have changing rooms available in the basement for your convenience.

4.4.2. Outside Gym & Fitness Suite – open 24/7

Milan North private gym, open 24/7 and equipped with state-of-the-art equipment, is exclusively available to our residents.

Would you like to organize a Zumba class in our outdoor gym? Or is your passion yoga? Well, talk to Management, they can help you arrange a class.

The gym is always monitored by CCTV cameras, but remember that when you work out, your safety is first and foremost your responsibility.

4.4.3. Dinner Party Rooms – 15/20 people capacity

Exclusively designed for the residents of Collegiate Milan North, our chic and elegant club lounges provide an enjoyable and relaxing space for you to socialize and unwind after a long day of study.

We are happy to inform you that we have our Dinner Party Rooms on the ground floor, that can be personally booked out for you and your group of friends. Please be considerate when using this room and ensure that you leave it the same way you've found it. This fabulous dining room with fully fitted kitchen for you and your friends to cook and enjoy an evening dinner overlooking our incredible courtyard. All you need to bring along is you, your friends, food & drinks.

4.4.4. Cinema Theatre

We think you'll love our cinema theatre. We've included the latest state-of-the-art, high-quality audio-visual equipment, including a large screen and accessories, so you can hook your laptop up. Please be considerate when using the cinema room and ensure the equipment is not misused or damaged in any way. Recline in style for one of our movie nights or settle down in comfort to watch a sporting event. The choice is yours. Just sit back and relax in the best seats in the house.

4.4.5. Workrooms – available 24/7

Your room comes complete with desk area for hitting the books in privacy, with a notes board and a TV for linking your electronics, if you fancy a change of scene then why not catch up with your fellow residents in the workrooms.

Share and test your knowledge, go through your textbooks and other materials, and discuss any problems – the workrooms are your space to study flexibly to meet your needs. The generously sized rooms are available 24/7, so you can study there any time of day or night.

Please remember that others might like to work quietly while you are using the workrooms, so be aware and respectful of others while you are using the facilities.

4.4.6. Car park

We also offer a parking spot for your car at our parking spaces available on demand for an additional monthly cost.

4.4.7. Bicycle storage

If you like to travel mainly by bicycle you have a spot for it where you can keep it locked for 24 hours a day.

4.4.8. Courtyard Garden

Have some fresh air and enjoy the tranquil courtyard garden where you can read a book, relax with your friends or to make the most of the sunshine. Remember that it is very important to leave the spaces as clean and tidy as you found them, so that other residents can also enjoy the shared spaces.

4.4.9. Laundry Rooms

If you have dirty laundry, you take your basket and use one of the two laundry facilities available. They are equipped with washing machines and dryers and can be used any time of the day.

How to get started with your laundry?

1. Scan the QR code below or visit cclean.app
2. Download the app on your smartphone
3. Register and verify your e-mail
4. Pay for your washing / drying session, choose the temperature and press Start

Detergent and softener are included in every wash.

Brera Laundry Room



Babila Laundry room



Need help? support.it@cclean.app

Please remember

- Do not overload the dryers. You should never fill the dryer more than halfway with wet clothes
- Follow the washing instructions on clothing labels
- Separate colours from whites



5. Rules & Behaviour

5.1. Important rules

At Collegiate Milan North there are a few simple rules that the guest should commit to follow to ensure your well-being as well as the well-being of fellow residents. Please note that failure to comply with any of the obligations set out below and, in your contract, will allow the Manager to terminate the Contract under article 1456 of the Civil Code or to seek specific legal action and/or to claim for financial compensation.

For you to enjoy the common areas to the fullest, we ask you to keep your apartment as clean and in good condition as possible, that you do not alter any fixtures or furnishings, nor drill holes or affix anything to the walls, ceiling, and floors (pictures, posters, or other items), except on spaces specifically designated for this purpose.

For your safety, please do not leave the apartment with the door open and when you leave, lock the door and check that you have closed the window.

At Collegiate we provide excellent maintenance service, so please do not try to carry out repairs or maintenance work, simply contact our Accommodation Team, they will be happy to help you.

The apartment is fitted with all necessary furnishing and appliances. Additional appliances such as refrigerators, freezers, storage heaters, fan heaters, convection heaters or similar items other than those provided by our Residence will not be allowed.

It is not permitted to hang or affix anything from/to windows, windows recess or balconies, or to any external element of the facade, nor to the interior of the apartment if visible from the outside. Any flags or similar elements that constitute a statement of support, regardless of its purpose (political, sportive, or other) or that may be considered offensive or discriminatory in any respect are strictly forbidden.

To respect a perfect balance between study time and relaxation, we recommend you make sure that television, hi-fi system, radio, musical instrument, or other sound-producing equipment are not audible outside the apartment between 9 pm and 9 am and to respect the privacy and tranquillity of your fellow residents outside these hours in any case.

Do not engage in any commercial, professional, or business activity in or from the apartment and use the room as a single private residence occupied exclusively by the Client.

Finally, please note that smoking or vaping is prohibited within the premises. Smoking / vaping is only allowed in the smoking spot which can be found in the courtyard in assigned places.

5.2. Top tips for getting on with your fellow neighbours

We want to ensure that everyone enjoys their time at Collegiate Milan North, so we ask everyone to stick to a few simple guidelines.

5.2.1. Respect each other's space

The communal kitchen (Club Room & Superior Club Room types) is your most important communal area and everyone in your flat should feel comfortable using it. Wash up and wipe up after yourself to keep the cooking area, sink and dining area clean and clear for your flatmates – leave it as you would like to find it. Remember that the kitchen is for you and your flatmates only, so guests should be occasional.

Similarly, leave communal areas (i.e. study room, bar, lounge, dining room, gym, or swimming pool) in the same condition as you have found them.

5.2.2. Be considerate about noise

Not everyone shares the same taste in music as you do, and even in the event that your roommates love the music you play, the person who lives downstairs and is perhaps trying to study may not appreciate the din coming from upstairs. Try to keep noise to a minimum; if you arrogate to yourself the right to listen to music outside your room, chances are that others will do the same.

Please note that from 11:00 p.m. it is forbidden to use any music amplifier inside the residence (including the garden).

Try to be quiet coming in and out of your flat as well, especially at night when others might be sleeping. Remember that all doors in building are fire doors – so if you don't close them quietly, they will close themselves with a loud thud!

5.2.3. Handling anti-social behaviour

If other residents are behaving in ways that cause you concern, then in most cases the most effective way in dealing with the problem is to speak to them yourself, perhaps with others who are affected. If you don't find this helps, then you should speak to any member of the Accommodation Team to take the matter further.

If it's anti-social behaviour that you believe warrants police action then please call the police when the incident occurs. Police Operation Centre: 02.02.08

5.2.4. Your guests

All guests need to be signed in at reception. Overnight guests are allowed in your room for a maximum of six nights per month. All rooms are designed to accommodate one person, so having an overnight guest should be something that happens occasionally.

The behaviour of any person you invite into your building, apartment or room is ultimately your responsibility. You'll be held accountable if there are any complaints from your flatmates, or any damages caused by your guest(s), so make sure they behave as well as you do!



6. Good housekeeping

6.1. Clean living

None of us like domestic chores, but it's important that your kitchen is kept clean. We'll be making regular checks (don't worry, we'll let you know beforehand when they will be) and we'll let you know if your kitchen or bathroom fails any inspection.

6.2. Green living

We can all do more to make the planet a greener place, starting with how we behave in the home. Please help us make Milan North a greener place by ensuring we're more energy efficient around the development.

- Lights – always switch off if you're not using a room
- Recycle – recycle as many waste items as you can, such as glass, plastics, and cardboard, by using the recycling bins on site
- Heating – if you open your window the heating / AC in your room will turn off automatically
- Water – turn off the tap while brushing your teeth to conserve water. And when boiling a kettle, save electricity and water by never boiling more water than you need
- Reuse paper – before you throw away that page you printed by mistake or that paper covered in editing marks, how about using the other side to take notes in class, or chop it up to use as shopping lists and reminder notes?
- Turn off your computer – reduce your energy consumption by turning off your computer when you're not using it
- Spend less time in the shower – cut down your shower time by just two minutes to save water and electricity. It also means you can enjoy an extra two minutes in bed every morning!
- Go paperless – save trees by going online and changing your bank account and any credit cards to paperless billing
- Reuse your bags – avoid plastic bags by purchasing a couple of reusable shopping bags. They can be used for everything, from food shopping to carrying your lunch, books or even a laptop
- Wash clothes at a cooler temperature – modern washing powder means that 30 degrees should be plenty warm enough for your clothes. You'll save electricity and your clothes will last longer due to the reduced heat damage that they suffer

6.3. *Good housekeeping tracker*

6.3.1. Your room & kitchen

It's up to you to keep your room clean. Our regular checks are to ensure that they meet our health and safety standards. If they fall below standard, you'll have 24 hours to clean them up or risk a charge.

Please remember:

- Do not use abrasive products
- Do not post photos or posters anywhere except on the bulletin board

6.3.2. Your bathroom

It is important that you regularly clean and disinfect your shower head. This helps to control and manage the risk of exposure to legionella. You can find bathroom friendly detergents and disinfectants from any shopping stores. Descale your showerhead every few months to keep your shower working to the best of its ability. Also please don't forget that you should not use hair or clothes dryers in the bathroom as it will stain the shower pods!



7. Staying safe and secure

7.1. *Our staff can help you!*

We want you to enjoy living at Milan North to the full. We don't just provide first-class accommodation but also a first-class service. Our experienced-on site Accommodation Team is here to offer all the support you need – and a member of the team is available 24-hours a day.

7.2. *Health care in Italy*

The national health service in Italy, Servizio Sanitario Nazionale (SSN), provides residents with free or low-cost healthcare that includes access to general practitioners (GPs), treatment at public hospitals, subsidized medicines, lab services, ambulance services and certain specialist care.

Although the SSN is a socialized system, regional governments oversee managing it on a provincial level, with the result that the standard of treatment isn't uniform throughout the country. As a result, expats may prefer to be treated in a major city such as Milan in emergency cases.

Private healthcare allows expats to avoid the queues and complications of the public system. It also enables provisions for more comforts and personal choice when it comes to doctors and facilities. For these reasons, although public healthcare in Italy is free for both expat residents and Italians, most foreigners and many Italians still opt to utilize private healthcare if they can afford to.

Private procedures vary in cost, although the Ministry of Health sets a minimum charge for all operations in this sector, which means it can get awfully expensive and health insurance is a must. In many cases, employers are obligated to finance health insurance for their employees but, if not, expats should organize it themselves.

At the following site you can find a list of all hospitals, private and public, in the Milan area: www.citydoormilano.it

7.3. *Useful contacts*

In the event of a medical emergency in Italy the number to call is 118. However, expats may struggle to find an English-speaking operator, in which case they should make use of the general EU emergency number, 112.

Emergency services in Italy tend to be responsive and reliable. Expats should be aware that waiting times for ambulances may be longer in rural areas. It is also advisable that visitors and expats have the number of their home country's embassy or consulate on hand in case of emergency.

7.4. *General safety*

Follow these simple tips to ensure that you and your belongings are kept safe and sound.

- Close your windows and lock your doors when you go out. Make sure that the door to the building and the door to your studio is kept always locked – even when you're in. When you're out, keep your studio door locked to protect your possessions.
- Never tamper with, cover, or move any fire safety equipment. Doing so puts yourself and others at risk. Anyone caught doing this will face eviction, so don't stand by and let others do things that put you at risk if you see someone else interfering with fire safety equipment. Make sure you know what to do in case of fire and that you comply with any other health and safety regulations.
- Keep the main entrance doors always locked and do not prop them open.
- Be aware of any strangers on the premises. It will take a while for you to recognize all tenants in the building, but if someone is acting suspiciously, let the accommodation team know. Don't let anyone into the building that you don't know or don't recognize. If they're tenants at Collegiate Milan North, then they'll have their own fob to let themselves in and if they've forgotten their fob, they can call the accommodation team. We advise this for everybody's safety and security.
- If your studio is at ground level, do not leave your window open when you're not there, always make sure that you put any valuables out of sight and close your venetian blinds so that people can't see in.
- Always carry your keys and fob with you and never pass them to anyone else. If you're worried about your safety or any security on site, please speak with a member of the accommodation team during office hours or the police.

7.5. *Fire safety and prevention*

- It's vital that you know how to prevent fire and what to do if one happens. Please refer to the fire evacuation procedure notice located on notice boards in Milan North.
- When you arrive in your new room make sure you know where the nearest fire exit is. Read the fire notices dotted around the building so that you know your escape route from other areas as well.
- Make sure you know where the evacuation assembly point is – details of this are located on the building information boards and in reception.
- Make sure you know where the fire extinguishers are and how to use them – instructions are on the fire notices around the building. Only use them if you are competent and confident. In all cases follow your on-site evacuation procedure.
- The assembly point is outside the building front fence.
- If you notice any obstruction to fire exits, please let a member of the team know. Bicycles must not be kept in your room or in the way of an escape route.
- Refer to your evacuation procedure.

- Do not use the lifts. Make your way to the evacuation assembly point – located on Frigia Street
- If you have left the building, do not attempt to re-enter until a member of the team or fire brigade has given you permission to do so.
- If the fire alarm activates then you MUST evacuate the building regardless of time of day. You MUST go immediately to the fire evacuation assembly point.
- Do not misuse any firefighting/prevention equipment, this equipment is there for your safety and the safety of others in the building. It is essential that it is always in full working order. The equipment in your studio will be checked once a week by the Accommodation Team.
- Do not bring furniture into your studio that has not been pre-approved by the Accommodation Team. This is to ensure that it complies with Health and Safety standards. Do not prop open fire doors.
- There is no smoking in any part of the building. Please do not smoke next to the front entrance where people regularly walk past or next to someone's window. Always put your cigarette ends in the bins provided.
- Do not let combustible waste build up in your studio. The following items are not permitted due to being a fire hazard:
 - Chip pans
 - Deep fat fryers
 - Halogen lights
 - Candles and oil burners
 - Fireworks
 - Barbeques
 - Incense burners
 - Other naked flames

7.6. Company's Commitment

If you would like to know more about Collegiate's commitment to equal opportunities, please contact us by emailing milannorth@collegiate-ac.eu



8. Equality and Diversity

8.1. *Company rules*

Managers of Collegiate's premises will ensure that all accommodation allocation procedures comply with applicable equal opportunities policies.

Where no equal opportunities policies exist, managers will ensure that no person or group of persons is discriminated against or unfairly treated because of their race, colour, ethnic or national origin, gender, disability, appearance, age, marital status, sexual orientation, social status, or any other factor.

As part of its commitment to assisting persons with disabilities, Collegiate will ensure that charges for rooms adapted for use by students with disabilities do not exceed the standard room rate for the building in which they are located.

8.2. *Privacy*

Your personal data will be processed in full compliance with article 13 of the European regulation number 2016\679.

The data subject is also entitled to lodge a complaint with the Italian Data Protection Authority, following the procedure available on its website, www.garanteprivacy.it

The Provider, in compliance with art. 19 of the Privacy Regulation, shall inform any recipient to whom the personal data have been communicated of any rectification, cancellation or limitation of processing requested, where possible.

Your personal data may be transferred outside the European Union only according to the provisions provided by the Privacy Regulation.

In case of privacy issues, please contact the following address: dpt@collegiate-ac.eu

9. Complaints handling

9.1. Procedure

Collegiate is responsive to the needs of our students and visitors and welcomes comments and complaints as a means of improving services. We won't necessarily be able to change the things in the way that you would like or always meet your needs, but we will always be able to give you an explanation of how a decision has been made. Collegiate will always be professional and courteous in dealing with complaints and we will try to be as quick as we can in responding to you.

Collegiate is a large community and it is inevitable that from time-to-time complaints arise. This procedure explains:

- How to make a complaint
- How you can expect us to deal with it
- What you can do if you are unhappy with our response

9.1.1. Informal

If you have a complaint, in the first instance please discuss this with a member of the Accommodation Team in person or with the Collegiate central management team to try and resolve the matter swiftly. If you do have a complaint, you should let us know as soon as possible and within eight weeks of the event or lack of action, about which you are complaining. Your complaint will normally be acknowledged within 48 hours (excluding weekends, public holidays and official University holidays) and responded to fully within five working days of the receipt of the complaint. If circumstances mean a full response is likely to take longer, we will inform you and keep you informed of the process.

9.1.2. Formal

If you are unhappy with the response received at Stage 1 then you may appeal to the Residence Director stating the reason why you are unhappy with the initial response. You will receive an acknowledgement within 48 hours (excluding weekends and holidays) from receipt of the appeal and a full written response within 10 working days. If you are still not happy with the response you have the right to ask for your complaint to be taken to review.

9.2. Confidentiality

All complaints will be dealt with confidentially though enquiries may have to be made to investigate the matters that are the subject of the complaint. The effectiveness of any complaint's procedure depends on Collegiate being able to collect appropriate information from the parties involved to investigate the matter properly. For this reason, anonymous complaints will not be dealt with.

10. Harassment

Collegiate seeks to create a residential environment which is free of harassment, and which protects the dignity of students and staff irrespective of their gender, sexual orientation, racial or ethnic background, religion, or disabled status. It regards sexual, racial or personal harassment very seriously and requires all students and staff to observe its policy in this area.

Students who believe they are experiencing harassment within their accommodation are advised to raise this with their warden in the first instance. You can also contact the Equality and Diversity Office, or the University Advice Centre.



Collegiate Milan North

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