
Regulations

These Regulations apply to all tenants of USI Home student residence in Via Lambertenghi 1 in Lugano.
The residence is run by the Accommodation Service of the Università della Svizzera italiana.

1. Mutual respect and understanding are the guiding principles for all tenants. Please respect other tenants' privacy and right to quiet, refraining from excess noise, excess mess or uncleanliness, and strong or unpleasant odours.

Sharing a living space with others requires regular and proper personal hygiene.

Any dinners or invitations to outside guests should be agreed in advance with the other tenants.

2. Please immediately notify USI, the Accommodation Service, or the caretaker if you notice anything unusual in your room or in the building.

3. **Security**

For security reason, always lock your room door and close your windows during your absence. You are also strongly advised to do so when you sleep.
USI declines all responsibility for theft and for damages to persons and things.

In case of bad weather, close your windows and lower the blinds to prevent damage.

4. **Emergencies**

In case of emergency, call +41 58 666 4730. State your name and room number.

If the fire alarm is activated, the signal goes directly to Certas and the fire department.
Firefighters are dispatched immediately.

Any tenant who out of negligence gives a false alarm will be charged for the cost of the emergency response. Depending on the response, the minimum charge is approximately CHF 800 to 1'000.

If the perpetrator and/or the cause of a false alarm cannot be identified, the charge will be split evenly among the tenants of the floor where the alarm originated.

5. Cleaning and waste disposal

Please clean up after yourself immediately if anything you bring into or out of the building soils the premises.

The tenant must follow local waste disposal rules.

Use the official rubbish bags for solid waste and the sorting bags in the kitchen for recyclables, which you dispose of in the appropriate municipal disposal centre. Do not pour cooking oil and fat down the drain; these have to be taken to the disposal centre (ecocentro).

For more information, see the City of Lugano's website:

www.lugano.ch/citta-amministrazione/quartieri/lugano-centro/smaltimento-rifiuti.html

All tenants have access to the common areas and equipment and may take turns using them. After use, clean the area and equipment meticulously, clear the drains of anything that might block them, and close the doors and windows.

Kitchen

Please keep the other tenants in mind when you use and clean the kitchen. Wash and put away dishes and cutlery after every use. Do not leave behind any personal items or perishable food.

- **Kitchen appliances:** the cooktop, oven, microwave, tea kettle, etc. must be cleaned after use.
- **Cooktop:** clean and degrease the surface, removing all traces of food. Remove any encrusted remnants with appropriate cleansers and/or a scraper.
- **Sink:** leave the sink clean and free of grease, food and other waste.
- **Dishes and utensils:** plates, cups, glasses, cutlery, and other utensils must be washed after every use. Please put them away clean.
- **Pantry:** must be clean and free of food waste, splatters and rubbish.

Laundry room

Empty the washer and dryer when the cycle is finished and leave them neat and clean after every use.

Return to the laundry room, after every use, the drying rack, vacuum cleaner, iron, ironing board, and mop and bucket.

6. WiFi

To use the USI Home WiFi network, enter the EDUROAM credentials from your home university or the USI credentials you received at the start of your program.

If you have not yet received your USI credentials and do not have EDUROAM credentials, you can use the USIWelcome network until classes begin. Password: Welcome@USI. Coverage is only guaranteed in the common areas.

All use of the USI Home internet service must be legal, ethical, moral, and appropriate. The Accommodation Service reserves the right to cancel or limit internet access for any violation of these terms and conditions.

There is no guarantee that the USI Home internet service will be free from interruptions, delays, errors, malware or viruses.

For any problems, please e-mail ITsupport.lu@usi.ch. Please note that there is no on-call personnel and the matter will be resolved as quickly as possible.

USI is not responsible for the functioning or content of any website or service accessible through the USI Home WiFi network.

USI is in no way responsible for the loss of data, profits or income.

The tenant will have to reimburse USI for any loss or damage that may be caused by their use of the network.

USI reserves the right to suspend or deny access to the USI Home WiFi network due to:

- non-compliance with these terms and conditions;
- risk of harm to the image of USI or third parties;
- excessive use of data.

7. **Dont's**

The following are strictly prohibited:

- subletting in any form;
 - overnight guests;
 - smoking anywhere in the building;
 - throwing or dropping any object out the window or off the balcony.
Please note that there is a pensioners' association (GenerazionePiù) on the ground floor and the playground of a nursery school in the internal courtyard;
 - leaving any item unattended on the windowsills or balconies of the rooms and common areas;
 - allowing animals of any size anywhere in the building;
 - using or bringing into the building any illegal substances, as defined by law;
 - clogging toilets or sinks with any object. Specifically, do not put cotton buds/swabs, tampons, pads, or any item other than toilet paper in the toilets.
Any necessary plumbing work or repairs will be at the tenant's expense;
 - flushing cotton buds/swabs, tampons, pads, or any item other than toilet paper down the toilets;
 - hanging any item on the walls of your room (using screws, nails, tape, adhesive hooks, etc.) or the common areas;
 - musical instruments;
 - using the kitchen or bathroom other than as normally intended;
 - storing any object near the building's entrance, outside your door, or in the common areas. In particular, do not leave boxes, vases, skis, bicycles, pushchairs/strollers, shopping carts, umbrellas, etc.;
 - barbecuing food;
 - cooking in your room.
8. Once you have ended your stay, you may no longer access your room. If your planned departure (flight, train, car, etc.) is for a later time or date, you are solely responsible for organizing a hotel, hostel, Airbnb or other accommodation.