

I AM A NEW TENANT



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USEFUL NUMBERS

- Condominium manager Phone: _____



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BOOKING AN APPOINTMENT

The offices receive by appointment only, which can be booked by logging on to **<https://prenota.acer.re.it>**.

To contact the offices by telephone, it is necessary to call the switchboard at **0522 236611** and select

- 1 for Public Residential Housing (ERP) services
- 2 for “Certificato di Idoneità dell’Alloggio” (CIA)
- 3 for Technical and Maintenance Service
- 4 for “Agenzia per l’Affitto” and student housing
- 5 for self-management and condominiums

Exclusively for serious maintenance emergencies, outside office hours, you can contact **348 3015475**.

The emergency number is active on:

- Mondays from 2 p.m. to 8 p.m.
- Tuesday from 5:30 p.m. to 8 p.m.
- Wednesday from 2 p.m. to 8 p.m.
- Thursday from 5:30 p.m. to 8 p.m.
- Friday from 2 p.m. to 8 p.m.
- Saturday, Sunday and holidays from 8 a.m. to 8 p.m.

Frame here to book your appointment



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GENERAL NOTES: Upon signing the contract, you will be given an envelope where you will find some documents needed to activate the utilities, such as the cadastral survey and the floor plan of the housing.

Once you have chosen the operator for your contract, you need the following documentation:

- valid identity document (residence permit in case of a foreign citizen)
- tax ID code
- active telephone number or email address
- rental contract
- POD code for electricity supply
- PDR code for gas supply
- IBAN coordinates to pay directly with banks

ELECTRICITY CONTRACT

In order to activate the service, it is necessary to call or go to the counter of the chosen company with identification documents, tax ID code, active telephone number or e-mail address, supply address, rental contract and the number of the counter of the assigned accommodation. It may also be useful to present the name of the previous tenant, especially in the case of a change of tenancy.

If you haven't a bill from the previous tenant, you can retrieve the POD code directly from the counter. Counters are usually located in common condominium rooms. By pressing the appropriate selector button, the display will show the POD code (14 characters made up of letters and numbers).



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GAS CONTRACT

To activate the service, you need to call or go to the counter of the chosen company with your identification documents, tax ID code, active telephone number or e-mail address, supply address, rental contract and PDR code or counter serial number.

It is necessary to specify whether the activation is only for domestic use (cooking and domestic hot water) or also for heating.

If you do not have a bill from the previous tenant, you can retrieve the PDR code directly from the meter. By pressing the appropriate selector key, you will see the PDR code (14 numbers) on the display.

In some cases there is a plate or label attached to the meter showing the PDR code.

DISTRICT HEATING

If the flat is connected to district heating with a centralised system, the condominium administrator will apportion the costs according to the consumption counted by the individual meters. The cost of the supply will then be charged to the condominium expenses.

If the flat is connected to district heating independently, it will be the tenant who will have to contact IREN to activate the service and will receive the bills directly from the operator.



WATER CONTRACT

Generally, flats in a condominium have a single water meter. If there are individual sub-metering devices, the administrator will divide the expenses according to the consumption recorded; if there are no sub-metering devices, the expenses are divided according to the number of occupants of the accommodation.

If the flat is equipped with an individual meter, it is necessary to activate the service by referring to the area manager by phoning or going to the counter with identification documents, tax code, active telephone number or e-mail address, supply address, rental contract and the last value of the water counter associated with the flat (it is better to take a photograph of the counter where the numbers are clearly visible).



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Rent bills are issued monthly within the first 10 days of the month and are delivered directly to the address of the assigned accommodation (it is possible, however, to agree with ACER Reggio Emilia to send them to a different address if necessary).

If the lease is signed within the first 10 days of the month, the entire month's rent will be due to ACER Reggio Emilia. If the contract is signed after the first 10 days of the month, the rent will be paid from the following month.

THE BILL

A security deposit of two months' rent for ERP and ERS accommodation is payable with the first bill issued, unless otherwise provided. For Student accommodation and accommodation rented through the "Agenzia per l'Affitto", there are different fees communicated when the contract is signed.

The security deposit paid at the time of signing the contract will be returned in full or in part upon termination of the contract after ACER Reggio Emilia has verified that all contractual obligations have been met.

The rent, for ERP housing, is recalculated in October each year; the tenant must update the ISE-ISEE certificate with a CAF by that date, which will be automatically acquired by the Company.

Tenants who do not update their ISE-ISEE certificate on time will be charged the provisional fee calculated on the basis of the housing characteristics only. The correct calculation will be applied starting from the month following the month in which the declaration is presented.

In no case will ACER Reggio Emilia return the surcharge applied to persons who have not presented the documentation in time.

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BILL PAYMENT

To pay the bulletin, simply go to any post office or authorised receipt office before the due date indicated on the bill.

It is also possible to make a bank transfer in favour of ACER Reggio Emilia at the Unicredit bank (funzione Enti) in Piazza Del Monte n.1 giving the following coordinates IT14B 02008 12834 000001913077. In the reason for payment it is necessary to indicate the month of reference and the user ID shown on the payment slip.

If you have a bank or postal account, you can make a direct debit from your account via SEPA. This solution, which is not compulsory and completely free of charge, allows you to avoid queues at post offices and not to forget to make your monthly payment. To pay by SEPA you must fill in the appropriate form available from ACER Reggio Emilia and downloadable from the website www.acer.re.it taking care to indicate your IBAN details.

If you choose to pay by direct debit from your current account, you will still receive a bulletin with the payment details for information purposes only.

If you do not receive the bulletin, simply contact ACER Reggio Emilia (0522 236611) and ask for the exact amount to be paid by bank transfer or request a reprint of the bulletin.



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HOW RENT IS CALCULATED

The Emilia-Romagna Region has established the criteria for determining the rent: the assessment is based on the household income (ISEE) and the objective value of the accommodation.

The minimum rent, in any case, cannot be less than € 44.00.

Rents are calculated according to the applicant's income bracket:

- Protection band: ISEE not exceeding € 7,620.00
- Access band: ISEE between € 7,620.01 and € 20.217,14
- Permanence band: ISEE between € 20.217,15 and € 28.304.30
- Forfeiture band: reached when the ISEE income of € 28.304,30 and total assets of € 57.749,44 are exceeded

Exceeding the maximum income values entails the termination of the lease agreement with the application of the agreed rent pursuant to Law 431/1998 and the commitment to vacate the property within two years of the declaration of forfeiture.



HOW TO READ THE BILL

ACER AZIENDA CASA EMILIA-ROMAGNA
DI REGGIO EMILIA
Comune di Villa Minozzo

Via Costituzione, 6
42124 Reggio Emilia
www.acer.re.it

Telefono: 0522 236611
Fax: 0522 236699
Partita IVA: 00141470351

BOLLETTA DEL MESE DI MARZO 2022

Cod.	Descrizione	Importo	Iva
1	Canone locazione alloggio	156,93 €	ES
4	Compenso amministrazione	4,50 €	22
7A	Autogestione gestita ACER	39,83 €	F2
B	Imposta di bollo	2,00 €	F2
C	Imposta registro	33,50 €	F2
D	Rec. bollo postale	0,60 €	F2
92	Iva 22% su € 4.50	0,99 €	-

2

Ubicazione: VIA ZAMBONINI 1
dell'immobile REGGIO EMILIA

Unità Immobiliare: 8888888888
Data Fattura: 03/03/2022
Numero Fattura: 2022A12689
ID Fattura: 12345678
ID Utente: 99999
Codice Fiscale Utente: RSSMR166F45H223J

4

I pagamenti sono regolari, grazie

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DA PAGARE ENTRO IL: **31/03/2022** TOTALE IMPORTO EURO: **238,35**

Imposta di bollo assolta in modo virtuale aut.n. 235/99 del 25.9.1999

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MARIO ROSSI
VIA ZAMBONINI 1
42100 REGGIO EMILIA

CONTI CORRENTI POSTALI - Ricevuta di Versamento - BancoPosta

ACER Sul C/C n. 12498424 di Euro 238,35

INTESTATO AL:
ACER REGGIO EMILIA CANONI LOC. ALIENAZ. ALL.
RESID. SERV. TES. - 42100 REGGIO EMILIA

Eseguito da: MARIO ROSSI
VIA ZAMBONINI 1 - REGGIO EMILIA

CONTI CORRENTI POSTALI - Ricevuta di Accredito - BancoPosta

Sul C/C n. 12498424 di Euro 238,35

TD 896

INTESTATO AL:
ACER REGGIO EMILIA CANONI LOC. ALIENAZ. ALL. RESID.
SERV. TES. - 42100 REGGIO EMILIA

316206861000000045

Eseguito da: MARIO ROSSI
VIA ZAMBONINI 1 - REGGIO EMILIA

BOLLETTA DEL MESE DI	SCADENZA	UTENTE	ID BOLLETTA
MARZO 2022	31/03/2022	99999	12345678

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- 1 Date by which payment must be made
- 2 Bill detail items
- 3 Payment reporting
- 4 Building, invoice and user data
- 5 Space dedicated to useful information
- 6 Bill recipient

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Condominium expenses are included in the bill only if the building is managed directly by ACER Reggio Emilia.

In the event that the condominium is managed by external companies, condominium expenses and the relative payment methods are communicated directly by the condominium manager.

If the tenant is not up to date with his payments, the administrator will inform ACER Reggio Emilia of the unpaid amount, which will be added to the rent bill.

BILL DETAIL

The different items of expenditure are described precisely in order to have precise feedback from the tenant

Possible reasons are indicated below:

- Housing rent
- Garage rent
- Administration expenses
- Self-management by the tenant
- Self-management managed by ACER Reggio Emilia
- 22% IVA
- Stamp duty
- Registration tax (registration and extension by the "Agenzia delle Entrate"
- the expense is split 50% between the tenant and ACER Reggio Emilia)
- Postal charges
- Default interest (charged in case of late payment)
- Security deposit
- Recovery of judicial expenses (charged in case of eviction procedures)
- Temporary hospitality allowance
- Undeclared hospitality allowance

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SIMPLIFIED REGULATION

“*Having good neighbours
is like having a bigger house*”

Chinese proverb

Often the inappropriate behaviour of tenants is not due to bad intentions but is caused by a lack of knowledge of the condominium rules.

Knowing the rules of coexistence can foster positive relations with neighbours and help strengthen constructive relationships with other tenants.

The allocation of a flat opens up important opportunities to improve one's condition and quality of life; complying with the rules set out in the rental contract signed when the keys are handed over is the first step towards a positive experience for one's life.



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ASSIGNEES' OBLIGATIONS

Having a dwelling is a right, but with the allocation of housing also comes duties.

The rules to be observed are listed below:

- Make proper use of the rented accommodation.
- Take care of the flat and all the common areas (stairs, foyers, courtyards, gardens) and respect the cleaning rota of the common areas organised by the self-management, the condominium administrator or ACER Reggio Emilia.
- Use the flat only for living in it, unless they have written authorisation from ACER Reggio Emilia to use it otherwise.
- Do not use the cellar, garage or attic for work activities or, worse, as a dwelling. Each space has its own function: the garage is for parking cars, cycles and motorbikes; the cellar is for storing water, food or other material that is not potentially dangerous (flammable or toxic).
- Organise parties or meetings with neighbours only in common areas, taking care to respect the environment and not to create potentially dangerous situations for oneself and others. Everyone has an equal right to use the common areas; they cannot be used exclusively. It is important to respect the neighbours' rest by taking care not to make noise from 2.00 pm to 4.00 pm and from 10.00 pm to 7.00 am. On holidays, rest is extended until 9 a.m..
- Notify ACER Reggio Emilia if anything changes in the family status in order to regularise the situation. The birth of a child, the temporary hosting of a person, the departure of a member from the household or the death of a cohabiting partner must be notified to ACER Reggio Emilia as soon as possible.

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- Always turn off water and gas taps when they are not in use, especially if you leave the flat for a few days. If you cause damage to your own or your neighbour's flat through carelessness, you will have to compensate for the damage and pay for all repairs.
- Communicate news of common interest using the condominium notice boards or appropriate spaces.
- Ensure the proper operation and maintenance of the independent heating system by updating the system logbook.
- Carry out biannual cleaning of gas appliances and flues and annual cleaning of wood-burning stoves. Maintenance and cleaning must be carried out by a specialised technician.
- Carry out annual cleaning of drains and flues.
- Ensure the cleaning and maintenance of the common areas (foyers, stairs, gardens, courtyards...).
- Ensure the constant cleanliness of your accommodation.
- Avoid the formation of condensation and mould that can spoil and make the flat unhealthy. Useful advice can be found in this same guide on page 17.
- Respect the regulations and hygiene advice of electricity, gas, water and telephone companies and in general all advice given by public services.
- Respect all condominium and civil coexistence rules, even if not mentioned in this guide.



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BANS

Mutual respect is fundamental to living in harmony with neighbours. The following are some rules to be observed:

- Do not shake or beat carpets, mats and blankets from windows facing the street or on stair shelves. It is possible, however, to beat them from balconies or windows facing the yard or in the spaces provided for this purpose if the dirt does not fall onto the neighbours' shelves. However, it is necessary to check that this is permitted by the urban police regulations.
- Do not install curtains, clothes hangers or various equipment on windows, balconies or terraces without having written permission from ACER Reggio Emilia, the self-management company or the condominium.
- Do not leave bicycles, mopeds, cars, tools or other bulky materials, even if only for a short time, in the common areas. Park your car in the spaces provided. ACER Reggio Emilia will have cars or other material left in the common areas without permission removed and the expenses for the removal will be charged to the responsible owners; if the owners are not identified, the expenses will be equally divided among the inhabitants of the condominium concerned.
- Do not break wood or other material on stairs, landings, corridors, balconies or attics.
- Do not flush toilets or sinks with materials that could damage or clog them (tsampons, nappies, cat litter, etc.).
- Do not keep malodorous substances, flammable or explosive materials or anything potentially dangerous to your own or others' safety.
- Do not keep cylinders of methane gas, LPG or other flammable material beyond the quantity strictly necessary for domestic use. This material must be used and stored in accordance with all safety regulations.
- Do not leave doors and gates of common areas open to prevent strangers from entering the building.
- Do not leave rubbish or rubbish in the courtyard or in other common areas, along the street or in its vicinity; the bins must be used, respecting the instructions for separating waste.

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- Do not overload floors, balconies, attics, roofs with excessive weights.
- Do not disturb neighbours with loud noises or annoying sounds.
- Do not deposit tools, utensils or other materials in common areas, balconies, windows and terraces. Pots must be secured to prevent dangerous falls. Care must be taken when watering to prevent water and soil from soiling the common areas or neighbouring flats.
- Do not keep animals that disturb, damage or are potentially dangerous. Animals must be accompanied and all safety measures taken. All hygiene rules must be observed so that animals do not soil the landings. Appropriate excrement bags must be provided if the communal garden is used.
- Do not violate the traffic regulations and the regulations on parking cars, motorbikes and bicycles. You must also follow the regulations for washing cars. It is only possible to park in the spaces provided during the self-management meeting, by the condominium or assigned by ACER Reggio Emilia.
- Do not alter the aesthetics of the building or install systems in the common parts of the condominium without written authorisation from ACER Reggio Emilia.
- Not to plant, fence or cut down plants, grow vegetables and flowers in the common areas without written authorisation from ACER Reggio Emilia. Any damage will be compensated by the person responsible and if he/she cannot be identified, the expenses will be equally divided among the condominiums.
- Do not install radio, television or satellite antennas, air conditioners or other systems without authorisation. It is advisable to check that the systems installed do not interfere with the reception of neighbours' TV sets.

The complete regulations can be found at www.acer.re.it



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Living in a well-ventilated, mould-free environment is important for people's health. Excessive humidity can cause the onset of illnesses such as bronchitis, respiratory diseases, rheumatism and arthrosis.

Before contacting ACER Reggio Emilia to complain about the presence of mould and dampness, it is best to ensure that you have applied all the management rules described in this guide. The company cannot intervene and is not responsible for the formation of mould caused by bad habits.

HOW TO PREVENT MOULDS

There are frequent reports to the maintenance office about the presence of mould even in recently built flats. In almost all cases, the presence of mould is not due to structural defects in the dwelling but to bad housekeeping habits.

The appearance of mould is favoured by the humidity that is created inside the home by the presence of plants, vapours from the kitchen and bathroom, and by the inhabitants themselves: a family of four, for example, produces almost 12 litres of water a day through the natural perspiration of the skin alone.

It only takes a few simple measures to counteract the formation of condensation and humidity that favour the appearance of mould.

1 - Encourage air recycling: Open doors and windows regularly to encourage the dispersion of damp, stale air. Airing the rooms for 5/10 minutes 2/3 times a day is sufficient. If doors and windows are kept open during cleaning, it is preferable to switch off the heating to avoid unnecessary waste.

2 - Air particularly humid rooms often: It is advisable to air the kitchen and bathroom after each use. Just opening the doors of these rooms is not effective because the steam is dispersed in the house but not eliminated; opening the windows is the only solution to restore the right level of humidity. Bedrooms are also rooms with a high degree of humidity and should be aired every morning when waking up.

WRITE HERE YOUR NOTES

Lined area for writing notes.

TO DO

Lined area for writing to-do items.



AZIENDA CASA EMILIA-ROMAGNA
DELLA PROVINCIA DI REGGIO EMILIA
P.I. 00141470351

VIA DELLA COSTITUZIONE 6
42124 - REGGIO EMILIA

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