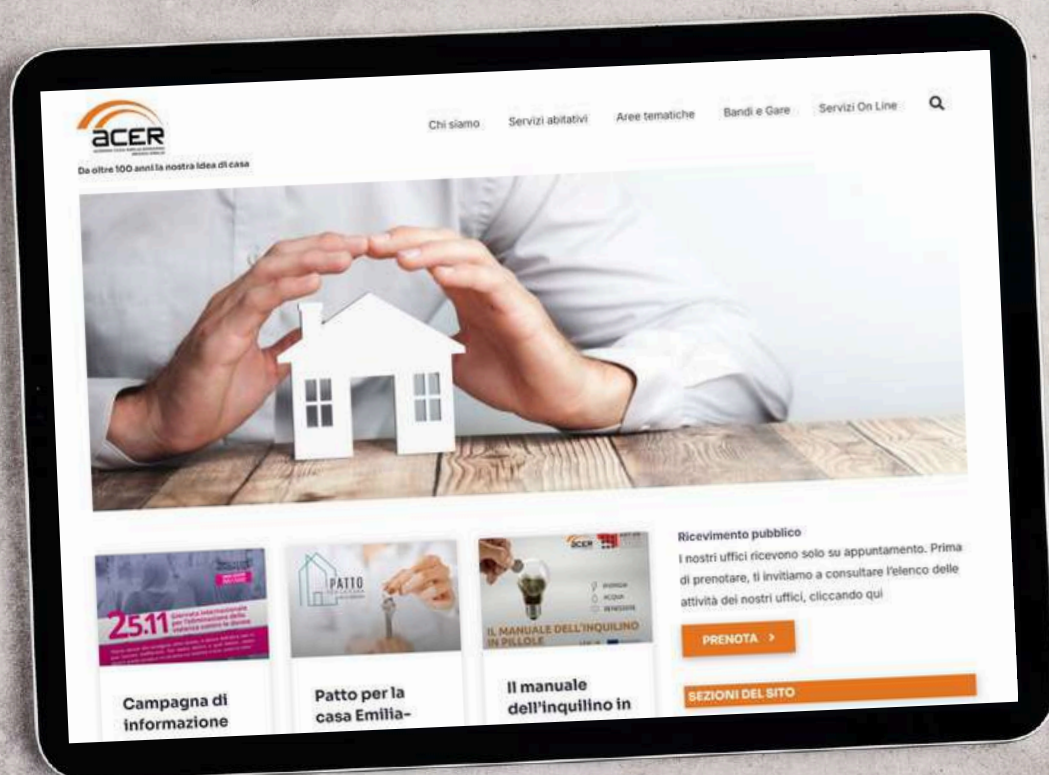


# CHARTER OF SERVICES



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## CHAIRMAN'S INTRODUCTION

*“Knowledge, participation,  
protection, control”*

The dialogue between Acer Reggio Emilia, its users and various local authorities is built every day through a dynamic exchange of very diverse information coming from rapidly evolving cities and towns, which bring with them new needs.

In this sense, the Service Charter is a valuable tool for knowledge, participation, protection and control. This document guides users of public housing services with the aim of informing, making services accessible and usable, spreading awareness of rights and duties, and promoting transparent administration, including through the definition of reference standards. It represents an important result of this dialogue.

Equality, impartiality, continuity, courtesy and flexibility, participation, hospitality, efficiency and effectiveness are the fundamental principles of Acer Reggio Emilia, which aims to always be clear and fair with its users and as prompt as possible in resolving any issues.

In order for public housing services to better achieve their objectives and consolidate their agreement with users, welcoming change with confidence, it is essential that the current complexity be addressed through transparency as a methodology, clarity of language as a resource, and a constant commitment to finding new ways of listening and communicating.

**Federico A. Amico**

President of ACER Reggio Emilia



## WHAT THE SERVICE CHARTER IS

With its *Service Charter*, ACER Reggio Emilia clarifies the commitments it intends to make to its users in order to improve the quality of the services it offers.

The Company undertakes to provide quality services in accordance with the principles set out in the *Charter* itself in order to meet the needs of citizens who are already beneficiaries or who aspire to become beneficiaries.

The *Charter* is valid throughout the province and will be updated based on any regulatory changes.

## WHAT IS IT FOR

The *Service Charter* is a tool for:

- informing citizens about the services offered;
- promoting participatory processes;
- protecting citizens from any non-compliance;
- guaranteeing quality.

## WHO IS IT AIMED AT

The *Service Charter* is aimed at current and prospective tenants of public housing and social housing.

## CONTENTS OF THE CARD

### *The Service Charter*

- illustrates the quality standards of the services offered;
- identifies the tools for protecting assignees;
- defines the timing of service provision;
- clarifies the validity period and methods of dissemination of the *Charter*.

## HOW TO USE IT

In the event of failure to comply with the commitments contained in the *Charter*, citizens may protect their rights by submitting a complaint to ACER Reggio Emilia.

All contributions and suggestions will be carefully analysed and evaluated by the Company.

## WHERE FIND IT

### *The Service Charter*

- is provided to all new assignees together with the contract documentation;
- it can be viewed and downloaded from the website [www.acer.re.it](http://www.acer.re.it);
- it is provided to applicants by front office staff.



## FUNDAMENTAL PRINCIPLES

### **EQUALITY**

The services provided to citizens are based on the principle of equality without discrimination on grounds of sex, race, language, religion or political opinion. Equality should be understood not so much as uniformity in performance but as the prohibition of any unjustified discrimination.

The Company undertakes to take all necessary measures to adapt the way in which the service is provided to the needs of socially disadvantaged users or those with disabilities.

### **IMPARTIALITY AND CONTINUITY'**

In providing the services for which it is responsible, the Company is guided by criteria of objectivity, impartiality and fairness and guarantees the regularity and continuity of the service, undertaking to minimise inconvenience to users in the event of irregular operation.

### **COURTESY AND FLEXIBILITY**

Helpfulness, courtesy and flexibility are the principles that guide the Company's relations with its customers.

### **PARTICIPATION**

To ensure the best possible service, the Company encourages and guarantees user participation, both individually and collectively. Participation is understood as the right to information and transparency and as the opportunity to make suggestions and recommendations aimed at improving the service.

### **EFFICIENCY, EFFECTIVENESS AND CONTINUOUS IMPROVEMENT**

The Company aims to achieve efficiency and effectiveness objectives and offers the best possible service in relation to the resources available.

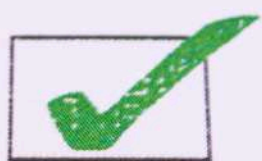
We pursue continuous and constant improvement in the services we provide.

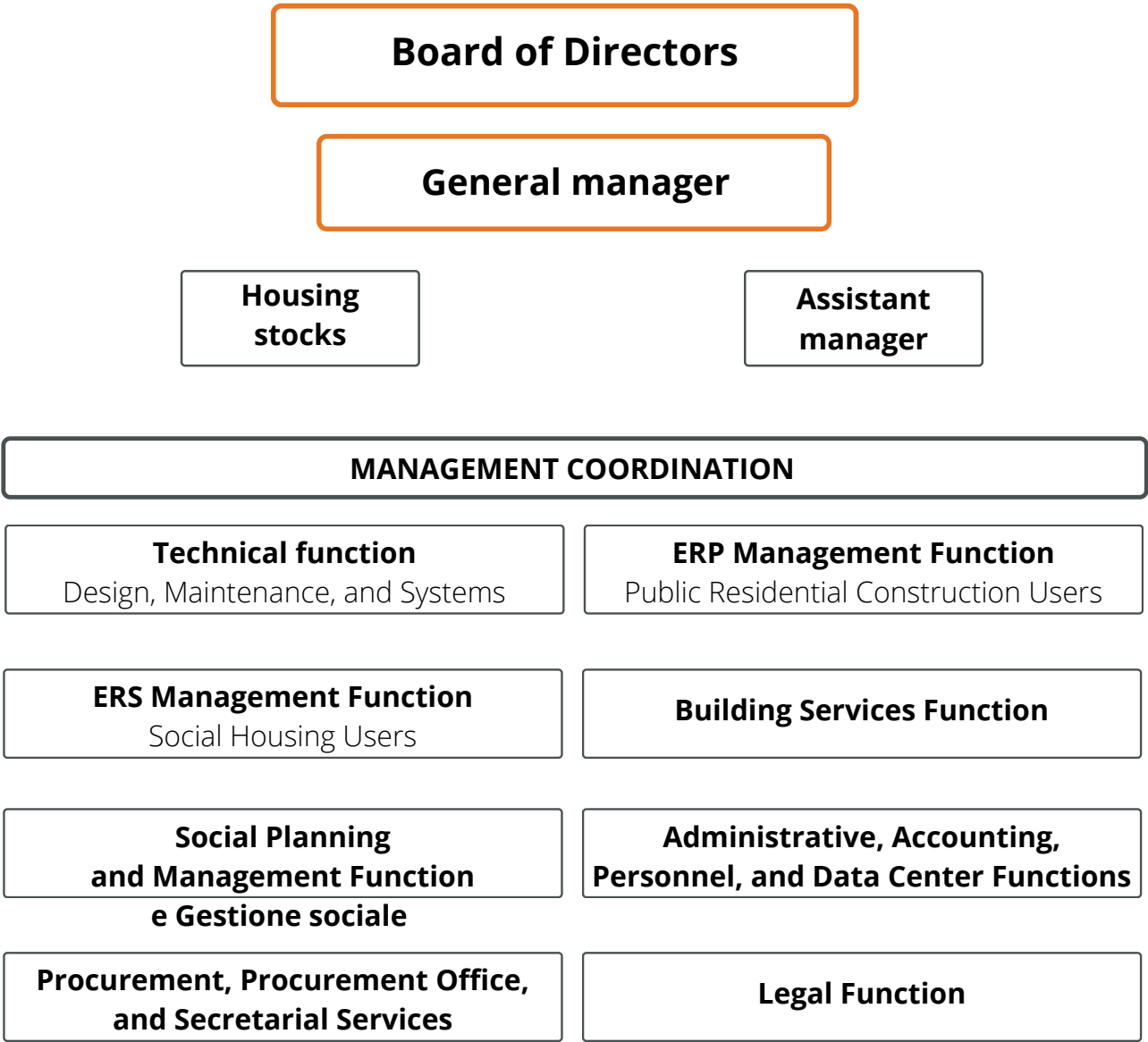
## QUALITY STANDARDS

The reference standards are indices used by ACER Reggio Emilia to assess the level of services provided and to verify that they comply with the provisions of its Articles of Association, which can be consulted at [www.acer.re.it](http://www.acer.re.it).

ACER Reggio Emilia is a company certified to the current edition of ISO 9001.

The company is required to offer a service that complies with the quality standards set out in the certification obtained in implementation of the “quality policy” established by the Administration and illustrated in the *Service Charter*.





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## BOOK AN APPOINTMENT

The offices are open by appointment only, which can be booked at **prenota.acer.re.it**.

To contact the offices by phone, call the switchboard at **0522 236611**, follow the instructions given by the automated response system, or wait for an operator to answer.

## PUBLIC RESIDENTIAL CONSTRUCTION

- Information on rent bills
- Rent recalculation
- Termination of lease agreement
- Change of accommodation
- Change of accommodation registration
- Expansion of family unit
- Assignment of garages
- Installment payments for unpaid rent
- Information relating to ISE-ISEE certificates
- Signing the lease agreement
- Co-habitation for care reasons
- Temporary accommodation
- Reports of illegal occupation of accommodation

Through **prenota.acer.re.it**, you can make appointments for Monday mornings, Tuesday afternoons, Wednesday mornings, and Friday mornings.

**Tel. 0522 236902**

**Email: [erp@acer.re.it](mailto:erp@acer.re.it)**

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## AGENCY FOR RENTALS, STUDENTS, AND SOCIAL HOUSING

- Information and contracts Rental Agency (private homes)
- Information and subsidized rent contracts (non-ERP)
- Information and contracts for off-campus student housing

Through [prenota.acer.re.it](http://prenota.acer.re.it), you can make appointments for Tuesday mornings and Thursday mornings.

**Tel. 0522 236901**

**e-mail: [ers@acer.re.it](mailto:ers@acer.re.it)**

## BUILDING SERVICES, SELF- MANAGEMENT AND CONDOMINIUMS

- Explanation of budgets for self-management and direct management
- Clarifications on condominium arrears in bills

Through [prenota.acer.re.it](http://prenota.acer.re.it), you can make appointments for Tuesday mornings and Thursday mornings.

**Tel. 0522 236906**

**e-mail: [condomini@acer.re.it](mailto:condomini@acer.re.it)**



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## MAINTENANCE OFFICE

- Request for maintenance work
- Key delivery for accommodation assigned by the Housing Office
- Authorization for work to be paid for by the user
- Complaints regarding maintenance work charged on the bill
- Request for cadastral data

Appointments can be made for Monday mornings and Tuesday afternoons via [prenota.acer.re.it](http://prenota.acer.re.it).

**Tel. 0522 236903**

**e-mail: [manutenzione@acer.re.it](mailto:manutenzione@acer.re.it)**

## HOUSE SUITABILITY CERTIFICATES

Through [prenota.acer.re.it](http://prenota.acer.re.it), you can make appointments for Tuesday afternoons, Wednesday mornings, and Friday mornings.

**Tel. 0522 236904**

**Email: [idoneita@acer.re.it](mailto:idoneita@acer.re.it)**

## HOUSING STOCK

- Extinction of preemptive rights
- Deeds
- Sales

Appointments for Monday mornings can be made via [prenota.acer.re.it](http://prenota.acer.re.it).

**Tel. 0522 236632**

**Email: [patrimonio@acer.re.it](mailto:patrimonio@acer.re.it)**

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The activities carried out by each office are briefly described below. For further information or to make an appointment, please call the switchboard on 0522 236611 or visit the website [www.acer.re.it](http://www.acer.re.it).

## **ERP USER MANAGEMENT OFFICE**

The Office manages rental contracts for public housing (ERP); it prepares contracts for new assignments and changes of accommodation, and recalculates rent for each individual assignee in accordance with current legislation.

## **ERS USER MANAGEMENT OFFICE**

The Office manages rental contracts for social housing (ERS); in particular, it manages rental contracts through the Rental Agency, housing allocated through permanent rental rankings, student housing, and other non-ERP properties, both publicly and privately owned.

## **BUILDING SERVICES OFFICE**

The Office is responsible for verifying the work of administrators, auditing financial statements, ensuring the smooth running of activities, recovering condominium arrears through billing, and liaising directly with assignees and administrators. Where the property is 100% publicly owned and ACER Reggio Emilia is the legal representative, the Office acts as the building administrator with the associated responsibilities.

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## **HOUSING STOCKS**

The Office deals with all aspects of real estate relating to ACER's property portfolio and that managed on behalf of the municipalities of the Province of Reggio Emilia or other affiliated bodies.

## **TECHNICAL OFFICE, DESIGN, MAINTENANCE AND SYSTEMS**

The Office provides design and construction management services for the construction of rental accommodation for the elderly, students, young couples, people with disabilities and workers on mobility schemes. The conservation and maintenance of the accommodation is aimed at maintaining and improving quality standards through routine and extraordinary maintenance programmes within the budget allocated by the owner organisations.

## **DESIGN AND SOCIAL MANAGEMENT OFFICE**

The Office works to improve the sense of community and belonging, foster positive relationships between residents, create new models of living and recover unpaid rent through a series of actions that take into account the economic and social difficulties of households. In collaboration with local councils and neighbourhood associations, the Service guarantees its presence in the area by promoting the development of educational and training projects and activities in residential contexts.

# **15**

## **ADMINISTRATIVE OFFICE, ACCOUNTING, PERSONNEL, CED**

The Office manages the Company's administrative procedures, including those relating to personnel in service, ensures the development and security of the IT architecture (hardware and software) and coordinates information and related flows to the owner entities and assignees.

## **CONTRACTS, SUPPLIES AND SECRETARIAL OFFICE**

The Office handles secretarial activities in support of ACER's administrative and management bodies, procurement procedures for works and supplies, and liaises with all offices for the necessary legal and administrative assistance. The Office is also responsible for ensuring compliance with regulations regarding quality and transparency verification processes.

## **LEGAL OFFICE**

The Office handles the management of the Authority's legal matters, in the pre-litigation and extrajudicial phases at every stage and level of proceedings. Its specific task is to manage arrears owed by assignees and former assignees and to initiate enforcement proceedings where necessary. The Office also supports the Company by providing opinions aimed at the timely resolution of any external disputes, preparing communications and attending office and sector meetings.



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[WWW.ACER.RE.IT](http://WWW.ACER.RE.IT)

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