

# Service Guide

*Crocetta*

*residence hall*



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Fondazione  
Collegio  
Universitario

**Einaudi**



# Summary

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# 1. The Structure

The Crocetta residence hall, located in Corso Leone 24, consists of a building with six floors above ground, a basement and an annex in the courtyard, consisting of one floor above ground and one basement.

## MAIN BODY

The mezzanine floor of the building is reserved for common areas for the residents.

The first to fifth floors are reserved for rooms. The basement floor is reserved for technical rooms and common areas.

The building has:

- **183 single rooms** (of which 10 are equipped to accommodate students with disabilities) all furnished and with private bathrooms.
- **2 double rooms**, furnished and equipped with private bathroom, normally used for the guesthouse service reserved for the families of residents.
- **Spaces available 24 hours a day** throughout the opening period:
  - Relaxation area on the mezzanine floor
  - Common kitchens on floors 1 to 5
  - Editing room
  - Study rooms
  - Fitness room
  - Games room
  - Laundry
- **Spaces available throughout the opening period**, during reception operating hours:
  - Multimedia room

The multimedia conference room, located in the basement and air-conditioned, can accommodate up to 75 people (subject to social distancing). It is equipped with: video projector, audio and video system and laptops for multimedia workshop activities and Internet connection.

## MEZZANINE AND BASEMENT

The mezzanine floor of the building includes common areas for residents and 14 single rooms (3 of which are equipped to accommodate students with special needs), all furnished and equipped with private bathrooms, and 8 double rooms furnished and equipped with private bathrooms. The basement floor has 5 double rooms and 1 single room, as well as technical rooms and common areas.

## COURTYARD WITH GARDEN

In the courtyard there is an open area equipped with tables and chairs and bicycle racks.



The **environmental comfort** of the residence hall is ensured via:

- Adequate thermal comfort in the form of heat in winter and mid-season and air conditioning in summer in the study rooms;
- possibility of using electricity for domestic purposes relating to the student's stay in the facility;
- adequate room lighting.

The **services guaranteed** are as follows:

- hot water temperature 45-50° C
- winter room temperature 20° C (+2/-2) (from 15 October to 15 April)
- winter room temperature in common areas and toilets 20° C (+2/-2) (from 15/10 to 15/04)

### **Equipment of common areas:**

- 220V electrical sockets

The residence hall is open according to the academic calendar in the confirmation and new admissions notices (normally from the end of August to the end of July, excluding the Christmas holidays).

For the current calendar, please consult the admission and confirmation notices ([click here](#)).



## 2. Functional Services



**Single room with private bathroom**, fully furnished with:

- bed linen
- room cleaning accessories
- Wi-Fi Internet connection and Ethernet cable (not supplied)



**Double room with private bathroom**, fully furnished with:

- bed linen
- room cleaning accessories
- Wi-Fi Internet connection and Ethernet cable (not supplied)



**Reception and surveillance systems:**

- opening hours (unless otherwise specified):

**Monday to Saturday from 7 a.m. to 8 p.m.**  
**Sundays and midweek holidays from 8 a.m. to 8 p.m.**

During reception closing times, residents can access the hall by using a personal badge that opens the main entrance.

This badge is given to the student upon entry to the College. The issue of duplicate badges is subject to payment of a fee.



**Bicycle storage:**

racks available in the courtyard



**Cleaning and environmental sanitation of common areas:**

The service includes environmental cleaning and sanitation of the common areas of the residence, both inside and outside.

The service is provided on weekdays from Monday to Friday between 07.30 a.m. and 3.30 p.m. and includes the following activities:

- emptying rubbish containers
- sweeping and mopping floors, stairs and landings
- washing glass access doors to the hall
- washing mirrors, equipment and machinery in the fitness area
- cleaning carpets, mats, runners, etc.
- dusting furniture, tables, chairs, radiators/furniture, windowsills
- washing reception box
- sweeping inner courtyard, pavements in front of the hall and walkways
- snow clearance with salt spreading during the winter season



**Cleaning and sanitation of common sanitary facilities:**

The service includes daily cleaning of the communal toilets (basement to 5th floor) on weekdays from Monday to Friday and involves the following activities:

- washing, disinfection and descaling of sanitary appliances



- washing and disinfection of accessories and mirrors
- washing and disinfection of taps and fittings
- toilet brush washing and disinfection
- emptying, washing and disinfection of waste bin
- supply and replacement of toilet rolls
- replenishing liquid soap dispensers
- supply of paper towels



### **Change of bed linen:**

The service includes the provision of flat bed linen with regular washing (fortnightly for sheets, weekly for pillowcases), normally on Tuesday mornings.

When changing the bed linen, the guest must strip the bed or remove the pillowcase from the pillow, leaving the unclean linen on the room floor.

The clean linen, which is delivered when the unclean linen is collected, must be free of stains, tears, etc.

The mattress can be replaced if there are stains that cannot be removed by washing or if the internal structure sags in the middle.



### **Laundry and ironing:**

The service is free of charge and includes the provision of two laundry/ironing rooms with equipment for washing and drying residents' personal laundry.

The laundries are equipped with a total of:

- 6 washing machines
- 6 dryer machines
- clothesline
- 3 ironing boards
- 3 irons



### **Kitchens: :**

Each kitchen is equipped with:

- 2 hobs with electric oven
- 2 sinks
- microwave oven
- tables and chairs
- 21" color TV
- containers for separate collection of: paper, plastic, glass

The daily environmental cleaning and sanitation service is carried out on weekdays from Monday to Friday and includes the following activities:

- sweeping and mopping
- washing hobs, sinks, steel cabinets and tiles
- washing tables and chairs
- thorough cleaning and washing (inside and outside) of electric and microwave ovens
- cleaning and washing of open shelving units
- cleaning kitchen windows, glass windows and doors



- cleaning windowsills
- cleaning extractor hoods and overhead fixtures
- emptying of waste collection bins, with distinction for separate collection (organic waste, paper, glass and cans, plastic)

## 3. Services for a better quality of life



### **Relaxation and reading room:**

The relaxation room is equipped with:

- tables and chairs
- newspapers and magazines (if the students opt to buy them in the referendum at the start of the academic year)



### **Refreshment area:**

The refreshment area is equipped with dispensers for hot drinks, snacks and cold drinks, at the expense of the residents.



### **Music room:**

Available at the nearby San Paolo residence hall, it is equipped with an acoustic piano.



### **Fitness area:**

The fitness area, which is also available to students from the nearby San Paolo residence hall, is equipped with gym equipment and space for floor exercises.



### **Games room:**

The games room is equipped with:

- table football
- ping pong table
- billiard table

and is also used for learning and/or leisure activities.



### **Guesthouse:**

The guesthouse service (2 rooms with two beds) is normally reserved for family members of the residents, including minors provided they are accompanied. Room reservations must be made at the reception desk.

The service is free of charge.

Guests of the guesthouse can, if they wish, make a donation to contribute to the work of the College (information in the brochure in the guesthouse room).

Guests staying at the guesthouse are required to pay the tourist tax, as established by the Regulations of the City of Turin.



## 4. Services to improve the quality of study



### Study rooms

Each air-conditioned study room is equipped with:

- tables and chairs
- blackboard



### Libraries

The Collegio's central library is located in the Po residence hall (via Maria Vittoria 39), although the Collegio's library holdings are also partly distributed in the other four halls, including the Crocetta residence hall.

All libraries are computerized in a single library system ([einaudi.erasmo.it](http://einaudi.erasmo.it)).

Access is possible, unless otherwise specified, during the following hours:

- generalist library in Po residence hall (air-conditioned): Monday to Friday from 2.00 p.m. to 11.00 p.m.
- specialist library in San Paolo residence hall (air-conditioned): open as a study room every day; open as a library Monday to Friday from 10.00 p.m. to 11.00 p.m. Book and e-book lending service, photocopier/printer are available.
- libraries in Crocetta and Valentino residence halls: loan is by online booking and delivery is handled by the residence hall Director.

### Editing room



Air-conditioned, it is equipped with a PC workstation with an A4 B/W printer and scanner: holders of study places can print up to 100 pages per academic year free of charge.

### Internet connectivity



In addition to a 24-hour broadband connection from every room, the Collegio offers a Wi-Fi network throughout the Collegio; the editing room is equipped with a PC connected to the Internet, laser printer and scanner.

The Wi-Fi network is called CUTRE-TPS.





## 5. Use of services (also provided by the students)

### RESIDENCE HALL DIRECTOR

The Residence Hall Director can be contacted on the mezzanine floor of the main building from Monday to Friday from 2.00 p.m. to 9.30 p.m., on Saturdays from 9:00 a.m. to 2.00 p.m.

- Telephone: 011 - 38 51 922

### Information, assistance, coordination and verification:

- Information on how to use the residential and learning services offered
- Information on the internal rules for study place holders and their application
- Receiving students, by appointment, to analyze requests, reports or complaints
- Management of tourist tax collection for guests required to pay it (guest rooms, visiting rooms, etc.).
- Supporting dynamics and relationships within the student community
- Presiding over the provision and use of services in accordance with the prerogatives of the role as set out in the Collegio Regulations for Study Place Holders.

### RECEPTION

The services listed below are provided in various ways: in person, by telephone or via email, from 7.00 a.m. to 8.00 p.m. from Monday to Saturday and from 8.00 a.m. to 8.00 p.m. on public holidays, unless otherwise specified. In order to provide this service, the Collegio makes use of its own staff or, where necessary and in accordance with agreements with the two Turin universities, it makes use of students who have volunteered for this purpose (see paragraph 2.2 of the Introduction to the Guide). When the service is provided by students, the times and mode of delivery will be compatible with the students' priority study requirements.

**Receptionists can be contacted** during the above hours at the following numbers:

- on the mezzanine floor of the main building
- Telephone: 011-38 51 922
- Email: [sez.crocetta@collegioeinaudi.it](mailto:sez.crocetta@collegioeinaudi.it)

### Information and assistance:

- Reception and registration of residents and guests in guest rooms (for check in and check out times: ask at reception when booking a place to stay)
- Information about the facility, the services provided and how to use them

### Caretaker services:

- Sorting incoming calls to the switchboard
- Collection and sorting of incoming mail to residents
- Collection and delivery of badges and room keys
- Delivery and collection of keys to common areas: laundry, fitness area, PC room, games room, music room
- Supply of tokens for laundry service



- Delivery and collection of guest room keys

### **Requests, reports, complaints:**

- Complaints to the residence hall Director
- Forwarding requests for maintenance work

### **Surveillance services:**

- Controlling access to the residence for non-resident guests
- Requesting and collecting valid identification documents from non-resident guests when entering the facility, which are returned when the guest leaves the facility
- Monitoring of respect for peace and quiet in the evening/night-time hours (until the service closes at 20.00)
- External surveillance service with night-time passage (from 8 p.m. to 7 a.m.)

### **ASSISTANCE AND SUPPORT**

The services listed below are provided in person, by telephone or by email from 7.00 a.m. to 1.00 p.m. and from 2.00 p.m. to 3.00 p.m. on weekdays from Monday to Friday and from 7.00 a.m. to 12.00 p.m. on Saturdays, unless otherwise specified.

Receptionists can be contacted during the above hours at the following numbers:

- on the mezzanine floor of the main building
- Telephone: 011-38 51 922
- email: [sez.crocetta@collegioeinaudi.it](mailto:sez.crocetta@collegioeinaudi.it)

### **Information and assistance:**

- Information on the services available in the facility and how to use them
- Information and clarification of the content of this Service Guide
- Information on the status of ongoing or planned maintenance work

### **Requests, reports, complaints:**

- Collection and forwarding of maintenance requests
- Collecting and forwarding complaints and reminders to the Collegio Management

### **MANAGING REQUESTS, PETITIONS, COMPLAINTS**

- Verbal requests that do not require investigation by specific offices of the Collegio are handled by the residence hall Director.
- Written requests: maximum time for first reply by the competent office: 5 days. If necessary, inspection: 9 days
- Requests and complaints: maximum time for first response by the competent office: 7 days. Where necessary, inspection: 12 days
- Maximum time for removing any inefficiencies or irregularities found: 3 days. Where technical interventions are necessary: 5 days

### **COMMUNICATION AND INFORMATION**

Residents are promptly informed about news and initiatives promoted by the Collegio, about the procedures and deadlines for enrolment in the various activities and about the deadlines for the payment of fees by means of the following communications:

- website [www.collegioeinaudi.it](http://www.collegioeinaudi.it)



- intranet
- social (Facebook, LinkedIn, Instagram)
- newsletter
- paper notices on notice boards.

## CHECK-IN / CHECK-OUT

The **student's first entry** into the residence hall at the beginning of the academic year (check-in) must be carried out from Monday to Friday from 8.00 to 19.00 and Saturday from 8.00 to 11.00.

On arrival, the student receives the room keys and the room handover form at reception. Within 48 hours, the student must return the signed check-in form to the reception desk, detailing any observations on the state of the room and its furnishings.

The **definitive check-out** (for those who give up their place of study and/or have finished their studies) or temporary check-out (for those who leave the Collegio for the summer break, or during the year for mobility projects), is carried out by appointment (to be made at the reception desk according to the availability of the residence hall Caretakers and cleaning staff), at least three working days before the day of departure from the Collegio. After joint verification of the state of the room, the student and the delegate of the Collegio (residence hall Caretaker) sign the room handover form, which is essential for activating the deposit refund procedure in the event of the student permanently abandoning the facility.

If at the time of check-out the student is not present at verification of the state of the room, please note that this is planned according to the organizational requirements of the Collegio Staff, the notes made in the minutes by the Collegio delegate will be taken as proof: in this case, no objection to any charges will subsequently be accepted.

The **deposit** will be refunded:

- 1) by 30 September, for students who have left the Collegio by 31 July;
- 2) by 31 January, for students who have left the Collegio during the Christmas break;
- 3) by the end of the month following departure, for students who have left the Collegio at any other time.

In order for the Collegio to be able to reimburse the deposit within the above timeframe, students must communicate their bank details when leaving the Collegio via the Student Portal accessible from the Collegio website.

The Collegio will not be liable for any delay in payment if the bank details are not provided as above. In addition, the Collegio provides the use of rooms for students requesting temporary storage of their personal belongings. In accordance with the last paragraph of art. 20 and paragraph 6 art. XV of the Regulations for holders of study places, the Collegio does not assume any duty of custody, either within the room or within the common areas, regarding valuables and/or money belonging to the student, including those delivered to the reception by couriers.

Please note that due to the summer closure of the Collegio, some residential services may be changed or reduced in the last week of opening.



## MAINTENANCE

Routine maintenance work is carried out Monday to Friday from 8 a.m. to 6 p.m. Urgent or emergency maintenance work is carried out 24 hours a day, every day of the week, including public holidays. Requests for routine maintenance should be submitted to the reception desk at the following address:

- on the mezzanine floor of the main building
- Telephone: 011-38 51 922
- Email: [sez.crocetta@collegioeinaudi.it](mailto:sez.crocetta@collegioeinaudi.it)

The following table shows the priority ranking and intervention times for routine maintenance work requested at reception or by email.

Degree of priority	Activity Description	Intervention time for carrying out the inspection and/or taking charge of the intervention	Maintenance start and end times
<b>High</b>	Situations in which continuation may compromise the optimal conditions for staying in the facility (e.g., microclimatic conditions, infiltrations and/or leaks, lack of electricity, etc.).	During ordinary working hours: within 15 minutes  Outside working hours: within 60 minutes	According to Table 2 and depending on whether the intervention can be carried out by the internal maintenance service or by external specialist suppliers
<b>Medium</b>	Situations that do not affect the normal use of the room, facility and/or use of the service.	Monday to Friday from 8.00 a.m. to 5.00 p.m. - same day  Outside the above-mentioned working hours - first working day	According to Table 2 and depending on whether the intervention can be carried out by the internal maintenance service or by external specialist suppliers
<b>Low</b>	All other cases	Within 24 hours (Monday to Friday from 8 a.m. to 5 p.m.)	According to Table 2 and depending on whether the intervention can be carried out by the internal maintenance service or by external specialist suppliers

Table 1: Routine maintenance - how to classify the degree of priority and intervention times applied in the facility

Following the inspection, maintenance work is planned, based on the priority identified.

The following table shows the average execution times for maintenance work classified according to priority.



Degree of priority	Maintenance start and end times
<b>High</b>	<p>a) <b>If possible, carry out the intervention through the Collegio's Technical Office: At the same time as the inspection</b>, also with provisional solutions to mitigate the fault found and limit the related damage, subsequently planning the final remedial intervention.</p> <p>b) <b>If external supplier intervention is necessary</b> or spare parts have to be found: <b>At the same time as the inspection</b>, the external supplier will be contacted immediately for emergency intervention, which will be immediate in the event of risk to the safety of residents (e.g., lift stoppage).</p>
<b>Medium</b>	<p>a) If possible, the intervention should be carried out by the Collegio's in-house maintenance team: Within 5 days. (Monday to Friday)</p> <p>b) If external supplier intervention is necessary or spare parts have to be found: The external supplier will be contacted immediately after the inspection by the internal maintenance technician and the work will be carried out within 5 working days.</p>
<b>Low</b>	<p>Interventions can be carried out within a period of 7 days from the date of the inspection. In the event of spare parts procurement, depending on the timing of their supply (usually maximum 30 days).</p>

Table 2: average execution times of interventions classified according to priority level, applied in the structure

## EMERGENCY INTERVENTIONS

Namely:

- in the case of risk to the safety of the residents;
- in the case of absence of electricity, hot water or heating inside the residence hall

An on-call service is available from the Technical Office, which can be activated via the reception desk (from 7 a.m. to 8 p.m.) or via the external security service (from 8 p.m. to 7 a.m.).

## LAUNDRY AND IRONING

Each resident can book a maximum of 2 free shifts/washing sessions per week using an electronic form accessible by means of a QR code displayed on the notice board on the mezzanine floor and at reception.

For the use of an iron and ironing board, please ask for the key to the room at reception during opening hours.

## CONNECTIVITY/EDITING

On entering the Collegio, the resident hall's system assistant creates access credentials for the Collegio's IT services, which are indispensable for using all the ICT services made available to residents (access to the Intranet, printing from the editing room, etc.).

Wi-Fi coverage is guaranteed in all areas of the Collegio.

## CLEANING AND SANITIZING ROOMS AND FACILITIES AT THE END OF THE ACADEMIC YEAR

The service provides for the cleaning of the room at the end of the academic year, with the following



interventions:

- preventive treatment with disinfectant
- sweeping and mopping floors
- interior/exterior washing: window panes, frames, windowsills
- interior/exterior window washing
- internal/external washing of windowsills
- washing roller shutters on the inside
- room door washing (internal/external)
- dusting and washing (inside/outside) of all furniture including the refrigerator
- change of room cleaning equipment (broom, dustpan, dustbin)
- change of bed linen (mattress cover, pillow cover)
- washing, disinfection and descaling of sanitary appliances
- washing and disinfection of accessories and mirrors
- washing and disinfection of taps and fittings
- toilet brush washing and disinfection
- emptying, washing and disinfection of waste bin
- 1 roll of toilet paper provided

## **CLEANING AND SANITATION OF ROOMS AND FACILITIES DURING THE ACADEMIC YEAR**

The service provides for the cleaning of rooms during the academic year for changes of residents, with the following interventions:

- sweeping and mopping floors
- dusting and washing (inside/outside) of all furniture including the refrigerator
- change of room cleaning equipment (broom, dustpan, dustbin)
- change of bed linen (mattress cover, pillow cover)
- washing, disinfection and descaling of sanitary appliances
- washing and disinfection of accessories and mirrors
- washing and disinfection of taps and fittings
- toilet brush washing and disinfection
- emptying, washing and disinfection of waste bin
- 1 roll of toilet paper provided



## 6. Modulation of services in the event of a health emergency

### WHAT HAPPENS IN THE EVENT OF A MEDICAL EMERGENCY

The above changes to the services offered will be applied in the event of a medical emergency. The occurrence of such a situation will be immediately communicated to place holders by publication on Collegio Einaudi communication channels.

Residents will be required to comply fully with the emergency regulations issued by the Authorities, remembering the primary need to respect the health of other Residents and of the Workers present in the Collegio.

If a Resident is required to self-isolate, they must spend the entire period in their own room (with a dedicated toilet) without being able to use the communal areas.

If, unfortunately, a Resident's conduct is such as to endanger the health of other Residents or staff, the judicial authorities will be informed.

If the Resident intends to return to his or her home, he or she must agree on the time and method with the Director of the Residence Hall to which he or she belongs. It is up to the Residence Hall Director to evaluate, taking into account the seriousness of the emergency, the conditions of the room and of the entire Residence Hall, the date on which the Resident intends to return to his/her home, and whether the Resident must provide for the total removal of his/her belongings.

### FUNCTIONAL SERVICES

The opening hours of the functional services offered by the Collegio may be modified.

The environmental cleanliness and hygiene of the premises and communal toilets will comply with contingent needs, in accordance with the standards established by the authorities.

For residents in self-isolation, linen will be changed as needed. At the end of the self-isolation period, the room will be cleaned and sanitized (as per resident change).

The kitchen service on the floor may be discontinued or partially restricted in terms of the times and/or number of accesses allowed; self-isolating residents may have their meals delivered to their rooms at their own expense.

### SERVICES FOR A BETTER QUALITY OF LIFE

Common areas (such as libraries, editing room, classrooms - study rooms, fitness room, games room, laundry room) and related services may only be used by residents according to an access regulation that will be drawn up when the emergency arises.

The guesthouse service reserved for the residents' families may be discontinued.

Access to the Collegio by third parties who are not residents (or possibly resident in other Halls) will be prevented or limited as required, according to assessment at the discretion of the General Management (even in the absence of limiting regulations).

Outside their own room, residents will be obliged - if established by the regulations drawn up by the Collegio at the time of the emergency - to apply specific hygiene measures and to use face masks and any other PPE (gloves, etc.) that may be appropriate, even if only optional. The provision of PPE will be the exclusive responsibility and expense of the Resident.





## **CHECK-IN E CHECK-OUT**

If the first entry into the Residence Hall occurs in a health emergency, the Collegio reserves the right to ask the resident for health documentation and/or other special precautions (such as the result of a molecular/antigen swab, health green pass, vaccination certificate, etc.), as well as to prohibit entry if national and/or regional regulations provide for travel restrictions.

The Collegio has this right even if the resident has left the Collegio before or during the emergency period and intends to return within the period of validity of the accommodation contract. The Collegio will temporarily deactivate the badge of all residents not present at the Collegio when a health emergency occurs.

If, as a result of the emergency, Residents intend to leave their room and return to their home without returning to the Collegio during the current academic year, they will be required - in the absence of national and/or regional legislation establishing travel restrictions - to collect all their belongings left at the Collegio at their own expense by 20 July.

## **TRAINING ACTIVITIES**

Training activities planned to be held in person may be cancelled, rescheduled, reorganized or delivered (wholly or partly) in virtual mode, as necessary.

In the latter case, students will access the Collegio's audio-video communication platform using their own hardware, software and telematic resources.