

Service Guide



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a.y. 25/26



Fondazione
Collegio
Universitario

Einaudi



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1. The Facilities

The Collegio Universitario di Torino Renato Einaudi has **5 Residence Halls located in the heart of the city of Turin** and close to the university buildings. In particular, the Residence Halls are characterized as follows:

Residence Hall	Po	Mole Antonelliana	San Paolo	Crocetta	Valentino
Address	Via Maria Vittoria 39, Torino	Via delle Rosine 3, Torino	Via Bobbio 3, Torino	Corso Lione 24, Torino	Via Galliari 30, Torino
Building Characteristics	Five floors above ground and a basement	Five floors above ground and a basement	Six floors above ground and a basement	Six floors above ground, a basement, and a courtyard annex with one floor above ground and a basement	Five floors above ground and a basement
Room types	<p>150 single rooms (8 of which are equipped for differently-abled students) with private bathroom, complete furnishings, and refrigerator;</p> <p>1 double room usually available for the families of resident guests</p>	<p>144 single rooms (8 of which are equipped for differently-abled students) with private bathroom, complete furnishings, and refrigerator;</p> <p>3 double rooms with private bathroom, complete furnishings, and refrigerator;</p> <p>1 double room usually available for the families of resident guests.</p>	<p>182 single rooms (10 of which are equipped for differently-abled students) with private bathroom, complete furnishings, and refrigerator</p> <p>2 double rooms usually available for the families of resident guests</p>	<p>Main building:</p> <p>183 single rooms (10 of which are equipped for differently-abled students) with private bathroom, complete furnishings, and refrigerator;</p> <p>2 double rooms usually available for the families of resident guests</p> <p>Annex:</p> <p>15 single rooms (3 of which are equipped for differently-abled students) with private bathroom;</p> <p>13 double rooms with private bathroom and furnishings.</p>	<p>138 single rooms (7 of which are equipped for differently-abled students) with private bathroom, complete furnishings, and refrigerator;</p> <p>3 double rooms with private bathroom and complete furnishings;</p> <p>2 triple rooms usually available for the families of resident guests.</p>



Sezione	Po	Mole Antonelliana	San Paolo	Crocetta	Valentino
Common Areas (accessible 24/7 unless otherwise communicated)	<ul style="list-style-type: none"> - Shared kitchens on each floor - Relaxation area - Editing room - Study rooms - Fitness room - Game room - Laundry room -Multimedia room 	<ul style="list-style-type: none"> - Shared kitchens on each floor - Relaxation area - Editing room - Study rooms - Music room - Fitness room - Game room - Laundry room - Multimedia room 	Same as Residence Hall Mole Antonelliana	Same as Residence Hall Mole Antonelliana	Same as Residence Hall Mole Antonelliana
Open spaces	An internal courtyard equipped with bicycle racks	An internal courtyard equipped with bicycle racks		A large open area equipped with tables, chairs, and bicycle racks	A large open area equipped with tables, chairs, and bicycle racks

The environmental comfort of the residence halls is guaranteed through:

- Adequate thermal comfort, in the form of heat in the winter period and in mid-seasons and air conditioning in the summer period in the study rooms/other common spaces;
- Possibility of using electricity for domestic purposes connected with the stay in the facility as agreed upon and defined in the Guest Regulation document;
- Adequate lighting of the rooms.

The air conditioning of the rooms that provide it could undergo variations in response to the 'energy crisis' in response to internal and/or external context.

The guaranteed performances are as follows:

- Domestic hot water temperature 45-50° C;
- Winter room temperature 20° C (+2/-2) (from 15 October to 15 April), or in any case compliant with specific municipal ordinances both from the point of view of temperature management and switch-on periods;
- Winter ambient temperature of common areas and toilets 20° C (+2/-2) (from 15/10 to 15/04), as per Presidential Decree. 412/93 and for 14 hours per day - the City of Turin is in climate zone A), or in any case compliant with specific municipal ordinances both from the point of view of temperature management and switching periods;



Cleaning and sanitization of rooms and services at the end of the year and with every new entry

The service includes cleaning of the room at the end of the academic year, with the following interventions being carried out:

- Preventive treatment with disinfectant
- Sweeping and floor washing
- Internal/external washing: window glass, windows, window sills
- Internal/external washing of windows
- Washing internal/external of the windowsills
- Washing of the internal side roller shutters
- Washing of the bedroom door (internal/external)
- Dusting and washing (internal/external) of all furnishings including the refrigerator
- Change of room cleaning equipment (broom, dustpan, rubbish bin)
- Change of bed linen (mattress cover, pillow cover, blanket, bedspread)
- Washing, disinfecting and descaling of sanitary appliances
- Washing and disinfecting of accessories and mirrors
- Washing and disinfecting of taps
- Washing and disinfecting of toilet brushes
- Emptying, washing and disinfection disinfecting of waste bin
- Provision of n. 1 roll of toilet paper.

The service also includes the cleaning of the rooms during the academic year due to a change of guest.

Opening period

The Sections are normally open from the end of August to the end of July, excluding the Christmas holidays. The actual calendar can be consulted in the admission and confirmation notice documents for the academic year in question ([click here](#)).



2. Residential Services



Single Room with Private Bathroom, fully furnished and includes:

- Bed linens
- Room cleaning accessories
- Internet connection via Ethernet cable (not provided) and/or Wi-Fi
- Phone for internal and emergency communications



Double Room with Private Bathroom, fully furnished and includes:

- Bed linens
- Room cleaning accessories
- Internet connection via Ethernet cable (not provided) and/or Wi-Fi
- Phone for internal and emergency communications



Check-In/ Check-out Procedures

The first check-in must be done within two months from the start date indicated in the Hospitality Contract:

- from Monday to Friday (8:00 am to 7:00 pm)
- Saturdays (8:00 am to 11:00 am).

Sundays are outside of the defined schedule and are not available for check-ins

At arrival, the guest receives instructions for room access and the room handover form at the reception. The signed check-in form detailing any observations on the room and furniture condition must be returned to the reception within 48 hours

Final or temporary check-out (for those leaving for the summer break or mobility initiatives) must be scheduled at least three working days in advance. A joint inspection of the room will be conducted, and the guest and the Collegio delegate (Residence Hall Custodian) will sign the check-out form..

Reception Hours (unless otherwise specified)

- **Monday to Saturday: 7:00 am to 8:00 pm**
- **Sunday and holidays: 8:00 am to 8:00 pm**



Access to the **Po** and **Mole Antonelliana** residence halls is granted via a **personal badge**. To ensure the secured access to the residence, an individual and personal badge will be provided at check-in to be exclusively used by the individual during their stay. The issuance of duplicate badges is subject to the payment of a fee.

Access to the **Crocetta**, **San Paolo**, and **Valentino** residence halls is available through the dedicated **Airkey application**, which must be installed on the student's smartphone and provides 24/7 access to the facility. Registration of the device and the issuance of access credentials must be completed at the residence reception. Further details regarding device compatibility can be found at the [following link](#).

Surveillance Services

- 24/7 video surveillance at entrance doors
- Night-time external patrol service (2:00 am to 7:00 am), contactable 24/7
- Automatic emergency call system in case of fire



Cleaning and Sanitization of Common Areas

Cleaning and sanitization of both internal and external common areas on weekdays (Monday to Friday, 7:30 am to 3:30 pm), including:

- Emptying trash bins;
- Sweeping and washing floors, stairs, and landings;
- Cleaning glass entrance doors;
- Cleaning mirrors, equipment, and machines in the fitness area;
- Cleaning carpets, doormats, window and door tracks, etc.;
- Dusting furniture, tables, chairs, radiators, window sills.



Cleaning and environmental sanitation of common toilets

Daily cleaning and sanitization on weekdays, including:

- Washing, disinfecting, and descaling of sanitary fixtures;
- Washing and disinfecting of accessories and mirrors;
- Washing and disinfecting of taps;
- Washing and disinfecting of toilet brushes;
- Emptying, washing, and disinfecting of waste bins;
- Supply and replacement of toilet paper rolls;
- Replenishment of liquid soap dispensers;
- Supply of paper towels where provided



Bedding Change

Regular supply and washing of bed linens (biweekly for sheets, weekly for pillowcases), usually on Tuesday mornings. Guests are responsible for stripping the bed or removing the pillowcase and leaving dirty linens on the room floor. Clean linens provided should be free of stains, tears, etc.



Laundry and Ironing

Laundry/ironing rooms equipped with washing machines, dryers, drying racks, ironing boards, and irons are available for guests' personal laundry.



Floor Kitchens

Shared kitchens on each floor, equipped with electric or induction hobs, ovens, microwaves, and refrigerators. Kitchens should be kept clean and tidy by the users and may be closed for cleaning and maintenance if necessary.



Daily cleaning and sanitization service

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

- weeping and washing floors;
- Washing stoves, sinks, steel cabinets, and tiles;
- Washing tables and chairs;
- Thorough cleaning and washing (inside and outside) of electric and microwave ovens;
- Cleaning and washing open shelves;
- Cleaning kitchen windows, windowpanes, and doors;
- Cleaning windowsills;
- Cleaning exhaust hoods and lights above the hoods;
- Emptying waste containers, with separate collection for recycling.



Study rooms

Each air-conditioned study room is equipped with tables, chairs, and a blackboard.



Libraries

The Foundation's unique and comprehensive book collection is available to all students across its five sections, covering both general and multidisciplinary subjects. Students can access this collection through our central library system (einaudi.erasmo.it), conveniently through the Residence Hall's website.

Logistically, it is transported and shared between the various sections through the internal inter-library loan service. The book consultation and loan service is normally active from October to July.



Editing room

Air-conditioned and equipped with two PC stations with an A4 black-and-white printer and a scanner. Students can print up to a maximum of 100 pages per academic year.



Internet Connectivity

The Residence Hall offers, in addition to the 24/7 broadband connection from each room, a Wi-Fi network extended to all areas of the Residence Hall. Upon entering the Residence Hall, the residence's system administrator creates the credentials to access the IT services of the Residence Hall, essential to use all the ICT services available to guests.

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



Relaxation and Reading Room

Equipped with tables and chairs or sofas.



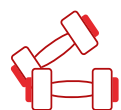
Refreshment Area

This area provides dispensers for hot and cold drink as well as various snacks. Please note, students cover the cost of these refreshments



Music room

Equipped with a piano (at the San Paolo section), drums and piano (at the Mole Antonelliana section), electric drums and electric piano, mixer, and amplifiers (at the Valentino section).



Fitness Area

Equipped with gym equipment and space for free body exercises; this space is shared between the Po and Mole Antonelliana sections, and between the San Paolo and Crocetta sections. The Valentino section has its own area.



Game Room

Equipped, depending on the sections, with: foosball, ping-pong table, pool table and is also used for training and/or recreational-sports activities, or - with prior authorization - for organizing small celebrations.



Guesthouse

The guesthouse room(s) is/are usually available for the relatives of the guests (1st degree relatives), including minors as long as they are accompanied. Each student can benefit from this service for a maximum of 7 nights per academic year. Room reservations must be made at the residence's reception.

Priority in booking is given to graduating students. The terms of use of the service are available at the reception. Guesthouse guests are required to pay the tourist tax, as established by the Regulations of the City of Turin.



Bicycle Storage

Racks are available in the basement (San Paolo section) or in the inner courtyard (all other sections).



3. Training and Development Services

The training and development services offered by Collegio Einaudi to its resident students include:

- **The offer of integrative training activities** defined with the support of the Scientific Committee and articulated in the following areas:

- * **Arts, Culture & Technology**
- * **Wellness & Sport**
- * **Active Citizenship & Community**
- * **Personal Growth & Soft Skill Competencies**
- * **Professional Guidance**

whose purposes include:

- Develop awareness of one's individual characteristics, strengths, and areas for improvement;
 - Develop one's individual potential;
 - Develop self-efficacy and psycho-physical well-being;
 - Develop curiosity and the ability to engage in discussions on emerging and current issues;
 - Acquire tools through useful experiences to effectively perform service activities for the benefit of the community with a perspective of systemic innovation, resource sharing, and cooperative regeneration;
 - Interpret different cultural contexts, valuing their differences from an inclusive perspective;
 - Develop citizenship values and attention to the common good;
 - Develop awareness of social, environmental, and economic phenomena with a strong impact on future society;
 - Use foreign languages to engage with different cultures.
- **Individual development and orientation services**, whose purpose is to acquire transversal skills and a higher level of self-awareness, personal resources, and individual goals.
 - **Community learning projects** as experiences of sharing and community growth based on the expressed needs of the community.



4. Support Staff

Community Manager

The Community Manager can be contacted at the office located within the section, shared with the Training Design Expert, on the days and times posted at the section reception.

The functions of this role include:

- Designing a growth path together with resident students, guiding them through the multitude of resources and opportunities offered by the Residence Hall;
- Supporting the exercise and consolidation of soft/relational skills;
- Helping students relate to the various roles within the Residence Hall community;
- Encouraging and listening to community proposals and assisting in their implementation in collaboration with resident students;
- Providing guidance, and information on how to use the residential and community services offered;
- Providing information on the internal regulations that apply to all students;
- Through individual meetings, receives reports and complaints;
- Collecting and examining any proposals from the student community regarding initiatives and/or events to be organized within the Residence Hall.

Training Design Expert

The Training Design Expert can be contacted at the office located within the section, shared with the Community Manager, on the days and times posted at the section reception.

The functions of this role include:

- Providing guidance and information on how to use the training services offered;
- Accompanying and defining the Personalized Training Plan (PTP) to support resident students of the section;
- Coordinating tutors' activities for monitoring the training provided by the Residence Hall;
- Enhancing career orientation resources to support students nearing the completion of their university studies.



Receptionist

To provide this service, the Residence Hall uses staff employees or, where necessary and in accordance with agreements with the two Turin universities, it relies on students who have made themselves available for this purpose (see paragraph 2.2 of the Introduction to the Guide). When the service is provided by students, adherence to the schedule and the methods of implementation will be secondary to their study needs. Receptionists can be contacted during the indicated hours at the following contacts or directly at the reception located on the mezzanine floor of the section:

Po Residence Hall	011-81 26 853	sez.po@collegioeinaudi.it
Mole Ant. Residence Hall	011-81 26 853	sez.moleantonelliana@collegioeinaudi.it
Crocetta Residence Hall	011-38 51 922	sez.crocetta@collegioeinaudi.it
San Paolo Residence Hall	011-38 51 944	sez.sanpaolo@collegioeinaudi.it
Valentino Residence Hall	011-24 52 404	sez.valentino@collegioeinaudi.it

The functions carried out by this figure include:

Reception and information:

- Reception and registration of resident guests and guest rooms;
- Information about the structure, the services provided, and the related methods of use;
- Collection of any guest room booking requests and indications regarding the terms of use.

Custodial services:

- Sorting of incoming phone calls to the switchboard;
- Collecting and sorting incoming correspondence from guests;
- Collection and delivery of badges and room keys where applicable;
- Delivery and collection of common room keys;
- Delivery and collection of guest room keys and collection of tourist tax.

Requests, reports, complaints:

- Reports of requests/complaints to the Community Manager/Training Design Expert regarding community life or training activities;
- Reporting requests/complaints to the Technical Office staff regarding requests for maintenance interventions or inefficiencies related to the structure;
- Collecting and forwarding complaints and reminders to the College Management.

Surveillance services:

- Access control to the residence of non-resident guests;
- Request and collection of valid identification documents for non-resident guests upon access to the facility, returned upon the guest's exit;
- Control of compliance with the peace in the evening/night hours (until the reception service closes).



5. Internal Communications

Students are periodically informed about news, deadlines and initiatives promoted by the College, by the network of national and international partners and on the proposals of the City of Turin.

The tools through which the College communicates with students are the following:

- [Student Portal](#);
- Internal Newsletter (sent weekly);
- Paper Notices on the noticeboards of each section;
- Intranet (mainly for administrative practices, regulations, etc.);
- Telegram;
- Social Networks (Instagram, Facebook, LinkedIn);
- Website: www.collegioeinaudi.it.

Management of requests, instances, complaints

- Verbal requests that do not require further investigation by specific College offices are handled by the Community Manager;
- Written requests: maximum first response time from the competent office is 5 days; where an investigation is necessary, the maximum time is 9 days;
- Requests and complaints: maximum first response time from the competent office is 7 days; where an inspection is necessary, the maximum time is 12 days;
- Maximum time for removing any inefficiencies or irregularities found is 3 days; where a technical intervention is necessary, the maximum time is 5 days.

Manutenzione

Ordinary maintenance interventions are carried out from Monday to Friday from 8.30 to 17.00. Urgent or emergency maintenance interventions are carried out 24 hours a day, every day of the week, including holidays. Routine maintenance requests must be submitted to reception.

The following table shows the methods of classification of the level of priority and the intervention times relating to the ordinary maintenance interventions requested at the reception.



Nella tabella seguente sono riportate le modalità di classificazione del grado di priorità e i tempi di intervento relativi agli interventi di manutenzione ordinaria richiesti alla reception.

Degree of priority	Activity Description	Intervention time for carrying out the inspection and/or taking charge of the intervention	Maintenance start and end times
High	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
Medium	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
Low	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
High	<p>a) If possible, carry out the intervention through the Collegio's Technical Office: At the same time as the inspection, also with provisional solutions to mitigate the fault found and limit the related damage, subsequently planning the final remedial intervention.</p> <p>b) If external supplier intervention is necessary or spare parts have to be found: At the same time as the inspection, 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>
Medium	<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>
Low	<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

Interventions in case of urgent maintenance

In case of urgency, or:

- in case of risk to the safety of guests;
- in the event of a lack of electricity, domestic hot water or heating within the section.

An availability service is available from the Technical Office which can be activated through the receptions (from 07.00 to 20.00 from Monday to Saturday and from 08.00 to 20.00 on public holidays, unless otherwise specified) or through the external security service (at outside reception hours).



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 Community Manager of the Residence Hall to which he or she belongs. It is up to the Residence Hall Community Manager 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 & 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.