ENGLISH

# THE HOUSE IN ITALY

## Useful information
## for those who have recently arrived in Italy

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This series of orientation and information Guides for non-EU citizens was created by the Municipality of Florence with the aim of allowing a more in-depth knowledge of the Italian system of services, exploring in particular themes and topics that are of great practical interest for immigrant families, such as ISEE, the functioning of the Juvenile Court, the House and Council House ("Public Residential Housing").

The Guides have been partly financed by the European Union, partly by the Italian State to meet the needs of those who, as immigrants, must orient themselves in a world that can be very distant and different from the one they come from, but they can also be useful to Italian citizens.

The FAMI TEAMS project (2435) aims to improve the system of social and health services to adapt it to the presence of many citizens of Non-EU countries and to enable them to make full use of it.

This guide gives information to people who have recently lived in Italy on how to choose a house, how to buy or rent a house, the costs of maintaining a house (bills) and the rules for asking for and living in a council house.

These rules apply throughout the territory and for all municipalities.

In the text you will find specific links for each municipality in the area of Florence city and the North West Plain (Sesto Fiorentino, Campi Bisenzio, Scandicci, Lastra a Signa, Signa, Calenzano, Vaglia).

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# THE CHOICE OF THE HOUSE

## WHERE AND HOW TO FIND THE HOUSE

You can look for a house

ALONE:

Look at the advertisements of private citizens, on websites specialized in rentals or sales, or ask friends and acquaintances. These are cheap ways, however you can be scammed.

You can place an advertisement in the local newspaper or on specialized websites: in the advertisement, explain who you are, how many people live with you, the type of house you are looking for (the area, the size, how much you can pay ...).

THROUGH A REAL ESTATE AGENCY:

A real estate agency deals with houses for rent and for sale.

If you go to a real estate agency, you are more protected from scams and the agency helps you with everything you need but you have to pay the agency: a month's rent if you rent a house or about 3% of the price if you buy a house.

Choose the agency based on the feedback from other customers and find information on the value of the houses in the area where you are looking for the house.

## HOW TO CHOOSE THE HOUSE

Choose the area where you would like to live. The cost, both of the rent and the purchase, varies depending on where the house is located: a house in the centre usually costs more than a house in the suburbs. Sometimes the cost is high because the house is located near a shopping centre, shops, schools etc.

Choose if you want it **furnished**, that is, with furniture, or without furniture. If you don't have furniture or if you don't want to buy it, choose a furnished house: the price will be higher if there is already furniture in the house.

## WHAT TO DO BEFORE CHOOSING A HOUSE

Make an **inspection**, that is, go and see the house, preferably with an expert person and:

- ask the owner for information on the electrical system
- check the windows: if they are old you will spend more on heating and on cooling the house
- ask about the neighbours. In fact, you may prefer families or quiet people as neighbours
- ask about heating: is it independent or centralized? Does it heat all the rooms well?
- check the walls and see that there is no mould
- ask if the pipes are old and the material they are made of: it is good that they are not made of lead, because it is a toxic material

# THE HOUSE FOR RENT

## SOME EXPENSES TO CONSIDER BEFORE RENTING A HOUSE

Consider the extra costs that are added to the rent: the costs for cleaning the palace, for heating if independent, for the lift, etc. (Sometimes called: "ancillary charges")

## RENTAL CONTRACT (LEASE)
## RENTING A HOUSE

Renting a house means making a contract with the owner of the house in order to live there.

The correct term is "lease agreement", but "rental contract" is often used.

The owner who rents the house is called landlord. The person renting a house is called tenant or renter or lessee.

**Before signing the lease, read it carefully**. Important information is written on the rental contract: the type of contract, the amount to be paid each month (rent), the duration of the contract (how long you can live in that house), the rights and duties of the tenant, the extra expenses and those included in the monthly fee.

## IMPORTANT ELEMENTS OF THE RENTAL CONTRACT

- THE ENERGY PERFORMANCE CERTIFICATE (APE)

  The owner must show you the "**APE**", **energy performance certificate**, and deliver it to you when registering the contract. This document describes the building's energy performance level, i.e. the amount of energy needed each year for heating, cooling, hot water production ...

  When registering the rental contract, you must have the APE, otherwise you can be fined.

- CERTIFICATE OF OCCUPANCY

  In addition to the APE, energy performance certificate, the owner must also give you the **certificate of occupancy**. The certificate of occupancy is a document that proves that the house is safe and you can live in it. The certificate of occupancy is required for new houses, i.e. built after 30th June 2003. For houses built before this date, the occupancy certificate is only required if renovations or reconstructions have been made.

### DEPOSIT AND SECURITY DEPOSIT

The **deposit** is a sum of money that the person interested in renting a house pays to the landlord or to the real estate agency. This amount of money represents a guarantee for the landlord or for the real estate agency: with the deposit, in fact, the person guarantees that he will sign the rental contract, "blocking" the house.

The **security deposit** is a sum of money that the landlord requires the tenant and that he can use if the tenant does not respect the contract (does not pay the rent, does damage). This sum of money must be returned to the tenant at the end of the rent.

### REGISTRATION OF THE RENTAL CONTRACT

The owner or tenant must register the contract within 30 days from the signature. Without registration, the contract is invalid and you risk a fine.

Registration is **not** mandatory only if the duration of the contract does not exceed a total of 30 days during the year.

The rental contract must be registered with the **Revenue Agency**: you can go to the Revenue Office Desk or register it online from the Revenue Agency website.

The registration of the contract has a cost which is called **registration tax**.

If the registration was made by the owner, ask it to him and keep it. The contract registration data are required for many practices, including the application for residence or change of address, accommodation suitability and the request for authorization for family reunification.

For more information on registration of the contract

**SEE THE LINK**

**Attention**: you cannot pay a rent in black, that is, without having a rental contract registered with the Revenue Agency. Paying a rent in black is a crime.

Furthermore, if the rent is in black, the rights of the tenant are not protected.

## TYPES OF CONTRACT

There are many types of rental agreements.

Based on the type of rental agreement:

- rights and obligations to be respected change
- change the amount to be paid for the rent

The main types of rental agreements are:

## UNREGULATED, FREELY NEGOTIATED TENANCY AGREEMENT

It is the most used type of rental contract. It can also be called a 4 + 4 contract because it has a duration of 4 years and is **extended** upon expiry, i.e. it is automatically renewed for other 4 years.

With this type of contract, the tenant and the owner can freely choose **the rent**, that is, the rental price, to be paid every month.

The owner can **withdraw from the contract**, i.e. interrupt it, only after the first 4 years and only for certain reasons, provided for by law: if the house must be renovated for safety reasons, if the house must be destroyed to build a new one, if the owner or his family need the house to go and live in it, to sell it. The tenant terminates the contract before the end of the first 4 years only if there are serious reasons. In this case he must communicate to the owner to withdraw from the contract by registered letter, with a 6 months' **notice** (i.e. to be sent at least 6 months before the day on which he will return the house to the owner).

At the end of the 8 years provided for in the contract, the owner and the tenant can:

- renew the contract with new conditions. If the owner wants to renew the contract under new conditions, he must notify the tenant. If the tenant wants to renew the contract under new conditions, he must notify the owner. You must make the communication within 6 months from the expiry of the contract, by registered letter.
- Renounce the renewal of the contract: in this case, the **cancellation** must be made. The cancellation of the contract must be sent to the owner by registered letter, at least 6 months before the expiry of the contract. Otherwise, the contract is renewed under the same conditions: 4 + 4 years.

In the unregulated, freely negotiated tenancy agreement, it is good to enter some information:

- the conditions of the house when it is rented
- the duration (which must be at least 4 years)
- the rent, that is the rental price
- Istat adjustment of the rent
- the division of extraordinary and ordinary maintenance costs between the landlord and the tenant
- the breakdown of expenses for accessory charges
- the delivery of the APE to the tenant
- any other agreement

**Tax deductions** are foreseen, i.e. tax discounts, for the tenant who has made this contract.

## REGULATED RENTAL CONTRACT

In the regulated rental contract, **the rental price is decided by the Municipality**. The rental price depends on the type of house and the area in which it is located: for example, a house in the centre usually has a higher price than a house in the suburbs. Usually, the agreed rent prices are lower than the free rent.

The regulated rental contract can be:

### REGULATED RENTAL CONTRACT

A regulated rental contract is also called 3 + 2 because it has a minimum duration of 3 years and is extended upon **expiry**, i.e. it is automatically renewed for another two years. You can choose to make the contract for a longer duration: 4 + 2, 5 + 2.

With this type of contract, the owner and tenant are entitled to **tax benefits**, i.e. tax discounts.

The owner can withdraw from the contract, i.e. interrupt it, only at the first expiry, i.e. at the end of the first 3 years (or the first 4 if the contract is 4 + 2 or the first 5 if the contract is 5 + 2), and only for certain reasons: if the building has to be renovated for safety reasons, if the house has to be destroyed to build a new one, if the owner or his family need the house to go and live in it, to sell it. The tenant can terminate the contract before the end of the first 3 years only if there are serious reasons. He must notify the owner of the withdrawal from the rental contract by registered letter, to be sent with a 6 months' notice (i.e. to be sent at least 6 months before the day he returns the house to the owner).

At the end of the 5 years provided for in the contract, the owner and the tenant can:

- renew the contract with new conditions. If you want to renew the contract under new conditions, it is necessary to communicate it to the other party. You must make this communication by registered letter to be sent at least 6 months before the contract expires.
- renounce the renewal of the contract: in this case, a cancellation must be made. The cancellation of the contract must be sent to the other party by registered letter, at least 6 months before the expiration of the contract. Otherwise, the contract is renewed under the same conditions for another 2 years.

### SHORT TERM LEASE CONTRACT

A short term lease contract must have a minimum duration of 1 month and a maximum duration of 18 months, non-renewable. At the time of expiration, the contract is automatically terminated.

This type of contract is chosen by those who have a reason to live in a house for only a short period.

It is usually chosen by students, seasonal workers, temporary workers, etc.

It is possible to renew a short term lease contract only if this reason continues to exist. For example: a transferee has rented a house with a short term use contract, because the company he works for has sent him to work in another city; at the end of the rental period, the company has not yet established his return to the city of origin, so the worker asks the owner to renew the contract.

The renewal request must be communicated to the owner by registered letter.

The owner can ask the tenant to renew the short term lease contract only if the tenant still has a reason to live in the house for a short period.

## RENTAL CONTRACT FOR UNIVERSITY STUDENTS

The rental agreement for university students is reserved for university students. It has a duration ranging from 6 months to 3 years. It is renewable on the first expiry. The renewal is automatic, for a duration equal to that of the first period.

The tenant can terminate the contract by making a cancellation, communicated at least 1 month before or, in some municipalities, at least 3 months before. With this type of contract the owner is entitled to tax discounts.

Regulated rental contracts must be made using specific forms.

For the form of regulated rental contract

**SEE THE LINK**

For the form of short term lease

**SEE THE LINK**

For the form of University Student Rental Agreement

**SEE THE LINK**

For territorial agreements on regulated rental price

**SEE THE LINK**

## RENTAL CONTRACT WITH REDEMPTION

The rental contract with redemption is also called a **rent to buy** contract, because it allows the tenant to choose to buy the house upon expiry of the rental contract.

The rental price is higher than a normal rent because it also includes the **down payment** on the final sale price, that is, a part of the final price you pay to buy the house. This contract can last up to ten years.

## LEASE CONTRACT OF WORK

Sometimes in the employment contract it is written that the worker can live in a house given by the employer. This is the case of the doormen of an apartment building, of domestic workers or of palace attendants.

The house is given to the worker because he does a job for the owner. In this case, a **lease contract of work** is made. When the employment relationship ends, the worker must leave the house.

## FREE OF CHARGE LOAN FOR USE

The free of charge loan for use is different from the rental contract. In fact, the loan for use is free, that is, you do not have to pay the monthly rent.

The person who has a house on free loan is called the **bailee**. Upon expiry of the contract, the bailee must leave the house.

Even the free loan agreement, like the rental agreement, must be registered with the Revenue Agency.

## SUBLEASE OR SUBLET AGREEMENT

If you have rented a house, you can rent part of the house to others (**sublease** or **sublet**) if:

- the rental contract does not prohibit it;
- the subletting concerns only a part of the house: it is possible to sublet the whole house only if the owner expressly authorizes you with a specific clause contained in the contract;
- communicate by registered letter to the owner that you have rented the house to others, informing him of who is the person who has sublet the house, how many rooms are sublet and the duration of the sublet agreement.

It is not possible to sublet a house in the event of a **short term rental agreement** or a **rental agreement for university students**.

The duration of the sublet agreement cannot exceed the duration of the rental agreement made with the owner.

## ASSIGNMENT OF THE CONTRACT TO OTHER PEOPLE (ASSIGNMENT AND TAKE OVER)

**Assignment** occurs when the landlord or tenant is replaced in the rental contract by another person: for example, if the tenant decides to move to another house and agrees with the landlord to be replaced in the contract by a his friend.

There is an **assignment** even when the house is rented to several people and one of this decides to move, leaving the house to the others.
There is **take over** when the lease is given to others for unintended causes: for example, when the tenant dies and the contract passes to his heir.

You must communicate these changes of the contract to the Revenue Agency.
In the event of assignment, a tax must be paid. In the event of a takeover, no taxes are paid.
For clarifications on **cancellation**, **withdrawal**, **termination of the rental contract**, see the glossary.

## RENEW THE CONTRACT AFTER THE FIRST MANDATORY PERIOD (CONTRACT EXTENSION)

The extension is the prolongation of the contract beyond the mandatory period.

For example: in the 4 + 4 contract, at the end of the first 4 years the extension is made, i.e. the renewal of the contract for another four years.

The extension must be communicated to the Revenue Agency within 30 days from the expiry of the contract. A fee has to be paid.

4 + 4 or 3 + 2 contracts renew automatically. Automatic renewal means that a new contract does not have to be signed: the extension must still be made, unless the dry coupon has been chosen.

For information on assignment and takeover, termination and extension of the contract

**SEE THE LINK**

## DRY COUPON

It is a method of paying taxes on rental agreements. If you choose the dry coupon you do not have to pay the tax for the registration of the contract, the interruption and extension of the contract

For more information on the dry coupon

**SEE THE LINK**

## QUERY ON RENTAL CONTRACT

Query on rental contract is a procedure that is carried out at the Revenue Agency.

It serves to have all the important information about the contract: the number, place and date of registration of the rental contract, if you have chosen the dry coupon, the validity of the contract and any extensions.

On querying the contract, you will find data on the owner and tenant, assignments or takeover.

## THE CONDOMINIUM

The **condominium** is a building consisting of two or more houses with different owners.

The owners of the apartments of an apartment building are called condominiums.

In the condominium there are **condominium parts**, that is "in common". These common areas can be used by all the people who live in the building. They are condominium parts: the stairs, the entrance door, the elevator, the facades of the building, the roof, the courtyard, the centralized gas systems, etc. The condominium parts must not be damaged or soiled.

All the interventions necessary for the operation and maintenance of the condominium parts have costs that are called **condominium expenses**. In general, it is not possible to renounce the use of these parts to have a reduction in condominium expenses. The condominium is managed by the **condominium administrator**, chosen by the condominium assembly. The **condominium assembly** is the set of condominiums, which meet to decide the important things for the condominium, for example: choosing the condominium administrator, carrying out work on the building (such as the renovation of the facades) etc.

The tenant has the right to use the condominium parts. In fact, the owner is obliged to communicate to the condominium administrator that the rental contract has been stipulated and that another person (the tenant) and his family will be living in the property.

In general, the management of the condominium is the responsibility of the owners. The tenant participates, for example, in decisions regarding heating and cooling systems.

The owner and the tenant can make an agreement on the payment of condominium expenses: this agreement must be written on the contract. If there is no agreement on the division of expenses, the tenant must pay the **ancillary charges**, that is the extra expenses to the rental contract, for example: the expenses for the operation and ordinary maintenance of the lift, the expenses for heating, water, costs for cleaning wells, costs for the effective use of common areas, etc.

## THE REGISTERED LETTER AND THE PEC

### The registered letter with return receipt A/R (with acknowledgment of receipt)

The registered letter A / R is a letter that must be sent by the post office.

It is used when you want to prove that your letter has been delivered. After you have sent a registered letter with return receipt, in fact, a receipt arrives at your home (acknowledgment of receipt).

The registered letter has a cost that varies according to the weight of the envelope.

### PEC (certified e-mail)

PEC is an e-mail that is used to send and receive important documents.

When you use PEC, you are sure that the e-mail reaches the person you sent it. It has the same value as a registered letter with acknowledgment of receipt.

# THE EVICTION

Eviction is a procedure used by the owner to take back the house and to recover the months of rent that the tenant has not paid. It is a judicial measure, that is, a court decision: with this decision, the judge obliges the tenant to leave the house. There are several types of eviction:

## EVICTION FOR TERMINATION OF THE LEASE

If the rental contract has expired but the tenant does not want to leave the house, the owner can ask the Court for an eviction for termination of the lease.

The tenant is called to Court for a **hearing**: this means that he must appear in Court. If the tenant does not agree, a Court procedure begins to decide whether the eviction is valid. In case of validation, i.e. confirmation, of the eviction, the judge informs the tenant of the date by which he must leave the house. If the tenant refuses to leave the house, a **forced eviction** is made. Forced eviction means that the tenant is forced to leave the house, with the intervention of the police.

## EVICTION FOR ARREARS

If the tenant does not pay the rent, he becomes **in arrears**.

To become in arrears, it is sufficient not to pay a monthly payment, that is, not to pay the rent even for just one month. In this case, the owner can ask for eviction for arrears, by contacting the Court. The tenant is called to Court for a hearing: this means that he must appear in court.

If the tenant pays the rent, the judge cancels the eviction.

In some cases the tenant can oppose the eviction: for example, by saying that he has already paid the rent requested by the owner.

In this case a procedure begins in Court to decide if the eviction is valid. In case of validation, i.e. confirmation, of the eviction, the judge informs the tenant of the amount to be paid and the date by which he must leave the house.

If the tenant refuses to leave the house, a forced eviction is made. Forced eviction means that the tenant is forced to leave the house, with the intervention of the police.

## EVICTION OF THE EMPLOYEE

When the employment relationship, in which the worker used the house for service reasons, ends, the worker must leave the house. If the worker does not leave the house, the employer can ask for eviction.

The worker can oppose the eviction if he thinks that the employment relationship has not ended. In this case, the judge checks whether the employment relationship has ended. If the judge decides that the employment relationship has really ended, he executes the eviction.

# ECONOMIC AIDS FOR ACCOMMODATION

## ECONOMIC AIDS IN THE EVENT OF INNOCENT ARREARS

It may happen that you have no money to pay the rent.

When the rent is not paid, the owner can ask for eviction, that is, forcing us to leave the house. When this happens for reasons that do not depend on our will, we speak of innocent arrears, that is, when you are unable to pay the rent because:

- you have been fired;
- your working hours have been reduced, so your salary has been reduced;
- you are on layoff, therefore your salary has been reduced;
- your employment contract has not been renewed;
- you had a business activity but this was interrupted for reasons that do not depend on your will;
- your family is forced to spend a lot of money to treat a family member who has become seriously ill or has had a serious injury;
- your family's income has decreased a lot due to the death of a family member.

In this case it is possible to ask for a contribution, that is an economic aid, from the Municipality where the house is located. The municipality pays the rent that the tenant was unable to pay directly to the landlord.

For more information on the contribution for innocent arrears:

Municipality of Florence
SEE THE LINK

Municipality of Campi Bisenzio
SEE THE LINK

Municipality of Sesto Fiorentino
SEE THE LINK

Municipality of Scandicci
SEE THE LINK

Municipality of Lastra a Signa
SEE THE LINK

Municipality of Bagno a Ripoli
SEE THE LINK

Municipality of Calenzano
SEE THE LINK

Municipality of Signa
SEE THE LINK

Municipality of Vaglia
SEE THE LINK

## RENT CONTRIBUTION

Rent contribution is an economic aid that is given by the Municipality to people who ask for it.

Every year the Municipality says who can ask for it and what documents are needed to ask for this economic aid, through an annual call for tenders.

The call for tenders for rent contribution is a public document on which the requirements, documents, the period of time during which it is possible to apply for the contribution, how to submit the application and other important information are written.

Here are some **conditions usually necessary** to get this economic help:

- be holders of a rental contract, registered with the Revenue Agency of Florence;
- have the registered residence in the house for which the rental contract was stipulated;
- not be the assignee of a house of the Municipality (Public Residential Building, ERP accommodation);
- not to have properties in Italy or abroad that have an overall value that exceeds the sum established by the annual call for tenders;
- do not already have other municipal, regional or state economic aid for the payment of the rent;
- not to have a total assets greater than the sum established by the annual call for tenders. The total assets are the set of properties (houses, garages, shops ..) and movable assets (bank accounts, savings accounts ...) owned by the family unit;
- have an **ISEE** and an **ISE** lower than the amount established by the annual call for tenders; these two economic values are reported on the ISEE certificate. The ISEE certificate must be valid, that is, made in the year in which the request for a rental contribution is submitted.

Usually, the application can also be submitted by a family member living with the holder of the rental contract, that is, by a person having registered residence with the holder of the rental contract and is part of his family unit;

You have to apply online, on the website of the Municipality where the house is located. When you apply you must indicate the **IBAN code**, that is the code of the bank account on which the rent contribution will be paid.

Foreign citizens must have a residence permit that has not expired and, if it has expired, the receipt of the application for renewal of the permit.

For more information on the rent contribution:

Municipality of Florence

SEE THE LINK

Municipality of Campi Bisenzio

SEE THE LINK

Municipality of Sesto Fiorentino

SEE THE LINK

Municipality of Scandicci

SEE THE LINK

Municipality of Lastra a Signa

SEE THE LINK

Municipality of Bagno a Ripoli

SEE THE LINK

Municipality of Calenzano

SEE THE LINK

Municipality of Signa

SEE THE LINK

Municipality of Vaglia

SEE THE LINK

## SOLIDARY LIVING AND OTHER SUPPORTIVE HOUSING PROJECTS

**What can I do if I have financial problems to find a home?**

There are home projects for people with financial problems. These projects aim to find solutions for those who cannot pay the rent of a house.

They are very varied projects and each one is aimed at specific categories of people.

For more information

SEE THE LINK

## UNIONS OF TENANTS

**What can I do if I have problems with the landlord regarding the rental contract?**

You can ask a tenant union for help. Tenant unions are organizations that are concerned with enforcing the rights of tenants.

You can also contact these organizations for help in making a rental contract.

# THE PURCHASE

The contract to buy a house is called **deed of sale**. The person who buys the house is the **buyer**, the person who sells the house is the **seller**. The **notary** is the person to whom one turns to make a sales contract.

The purchase usually has 3 stages:

- the **purchase proposal**: it is the declaration with which the buyer undertakes to buy the house at a certain price. It is not binding, that is, it does not oblige the seller to sell you the house. If the seller accepts your purchase proposal, he undertakes to sell you the house;
- **preliminary contract**: it is also called promissory contract. The preliminary contract is a document with which the buyer and seller undertake to conclude the sale by a certain date, before the notary. Anyone who does not respect this agreement can be brought to court. The preliminary contract must be registered within 20 days from the signature (within 30 days if signed by the notary), with the Revenue Agency. Registration has to be paid.
- the **deed** or **deed of sale**: it is the document that formalizes the transfer of ownership from the seller to the buyer. It is signed in front of the notary. The notary records the deed of sale. Usually, the house keys are also delivered at the time of the deed of sale.

## SOME IMPORTANT THINGS TO KNOW BEFORE BUYING A HOUSE

- Ask the owner for the certificate of conformity of the systems: it is a document that guarantees the good condition of the systems (electricity, gas, plumbing ...)
- Check that there is no mortgage on the house. Mortgage on the home means that the home has been used to cover debts. For example, to buy a house you usually ask for a mortgage from the bank. The mortgage is a cash loan. When you ask for a mortgage, you owe the bank. The bank may request that the mortgage be placed on the house. This means that if the mortgage is not paid, the bank can take the house. The mortgage does not end in the event of the sale of the house, but passes to the new owner.

To find out if there is a mortgage on the house, you need to make a land registry search of the house at the Revenue Agency. The land registry search is a document on which a lot of important information about the house is written.

## TRANSFER OF PROPERTY / DECLARATION OF HOSPITALITY FOR NON-EU CITIZENS

When you move, that is, you go to live, even temporarily, in someone's home, the communication of transfer of property must be made.

The communication of transfer of property is a form with which the tenant or owner communicates to the public safety authority that a person has moved to his home.

The tenant or owner must communicate the transfer of property to the Police or to the Carabinieri station in the area where the house is located, within 48 hours from when the person came to live in the house.

If the communication of transfer of property is not presented or is presented late, a fine can be imposed.

The communication of transfer of property must be presented even if you are hosting family members. If the Italian or EU citizen has rented a house and the lease contract has been registered, it is not necessary to communicate the transfer of property. If you are hosting Italian or EU citizens, you must communicate the transfer of property only if the hospitality will exceed thirty days.

In any case, however, the obligation to communicate the transfer of property is confirmed when the house is transferred to a non-EU citizen.

If the guest is:

- a **non-EU citizen** (European Union), communication must always be made;
- an **Italian citizen** or a **EU citizen**, the communication must be made only if the stay exceeds 30 days.

For the transfer of property form

**SEE THE LINK**

For more information

**SEE THE LINK**

## RESIDENCE

Residence is the registration in the **Registry of the Municipality** in which you live.

Registering your residence means communicating the address of the house in which we live to the Municipality.

Registering your residence is a right and a duty of all people who live permanently in a house.
Residence allows you to have many **services**, such as having a family doctor, enrolling children in the nursery, etc. Residence is also used to obtain a **long-term residence permit** and to apply for Italian citizenship.
After you have registered your residence, you can also ask for an identity card.
In order to have the economic contributions of the state, you usually have to be resident.
To find out what it is required to ask for residence, **ask the Registry of the Municipality** in which you live.

For the Municipality of Florence: non-EU citizens who want to apply for residence in the Municipality of Florence can ask for information at the Immigration Desk of the Municipality of Florence. At the Immigration Desk of the Municipality of Florence you can apply for residence to the Registry Office by e-mail.

Non-EU citizens who want to apply for residence in the Municipality of Campi Bisenzio can go to the Reception Desk of the Municipality of Campi Bisenzio.

For more information on residence:

Municipality of Florence

**SEE THE LINK**

Municipality of Campi Bisenzio

**SEE THE LINK**

Municipality of Sesto Fiorentino

**SEE THE LINK**

Municipality of Scandicci

**SEE THE LINK**

Municipality of Lastra a Signa

**SEE THE LINK**

Municipality of Bagno a Ripoli

**SEE THE LINK**

Municipality of Calenzano

**SEE THE LINK**

Municipality of Signa

**SEE THE LINK**

Municipality of Vaglia

**SEE THE LINK**

## CERTIFICATE OF SUITABILITY FOR ACCOMODATION

The certificate of suitability for accommodation is a document that reports how many people can live in a house. This document also says that the house you live in has the **health and hygiene requirements** established by law, that is, the house is safe for the health of the people who live there. This document must be requested from an office of the municipality where the house is located (usually the Home Office). It usually takes some time to get it.

The certificate of suitability for accommodation is required for non-EU citizens to:

- make a residence contract for subordinate work;
- have the authorization for family reunification (attention: the certificate is not needed if only one child under the age of 14 is reunited)
- have a EU residence permit for long-term residents if you have dependent family members;
- have a residence permit for family reasons (through reunification in derogation or family cohesion) or the renewal of the residence permit for family reasons for the adult child still dependent on the parent.

To find out which documents and forms are needed in the various Municipalities, see:

Municipality of Florence

**SEE THE LINK**

Municipality of Campi Bisenzio

**SEE THE LINK**

Municipality of Sesto Fiorentino

**SEE THE LINK**

Municipality of Scandicci

**SEE THE LINK**

Municipality of Lastra a Signa

**SEE THE LINK**

Municipality of Bagno a Ripoli

**SEE THE LINK**

Municipality of Calenzano

**SEE THE LINK**

Municipality of Signa

**SEE THE LINK**

Municipality of Vaglia

**SEE THE LINK**

## DECLARATION OF RENEWAL OF HABITUAL RESIDENCE

The declaration of habitual residence is a document in which you say that you always live in the same house in which you reside.

You must make this declaration within 60 days of renewing the residence permit at the Registry of the Municipality in which you reside.

If you don't do it, the Municipality will cancel you from the civil registers: this means that you will no longer be a resident. Continuity of residence (i.e. having always had a place of residence) is necessary to apply for Italian citizenship.

For more information on the declaration of habitual residence:

Municipality of Florence

**SEE THE LINK**

Municipality of Campi Bisenzio

**SEE THE LINK**

Municipality of Sesto Fiorentino

**SEE THE LINK**

Municipality of Scandicci

**SEE THE LINK**

Municipality of Lastra a Signa

**SEE THE LINK**

Municipality of Bagno a Ripoli

**SEE THE LINK**

Municipality of Calenzano

**SEE THE LINK**

Municipality of Signa

**SEE THE LINK**

Municipality of Vaglia

**SEE THE LINK**

# DOMESTIC UTILITIES (BILLS)

This chapter is about house, water, electricity, gas, waste, telephone and internet expenses.

**Domestic utilities** are services for the home and for spaces connected to the house (for example the garage).

Domestic utilities are:

- Gas
- Electricity
- Water
- House phone and internet
- Waste disposal

Domestic utilities are paid for. When you take a house (rented or bought), you have to activate the domestic utilities: to do this, you have to make a **supply contract**.

The "supply contract" is the contract with the company that provides you with electricity, gas, water, telephone line and internet connection.

To activate the waste disposal service it is necessary to fill the specific ALIA form in (downloadable on the website **www.sportellotariffa.it** and forward it via registered letter with return receipt / fax / pec to the following addresses (fax: 055/7339205):

- by registered letter with return receipt A/R: Alia Servizi Ambientali S.p.A. – UFFICIO TARI - Via Baccio da Montelupo, 52 50142 Florence;
- by pec: **tariffa1@pec.aliaserviziambientali.it**

or directly at the counters open to the public (see days and times on the website **www.sportellotariffa.it**)

## THE SUPPLY CONTRACT
## HOW DO YOU ACTIVATE A DOMESTIC UTILITY?

To activate a domestic utility, you must make a **supply contract**.

The "supply contract" is the contract with the **supplier**, that is the company that gives you electricity, gas, water, telephone line and internet connection.

The supplier activates the meter. The **meter** is an instrument that records **consumption**, i.e. the amount of electricity, water and gas you use.

It is important to carefully evaluate the offer proposed by the various suppliers to choose the most convenient one.

If the utilities in your home are already active, you must **change the holder of the contract**, that is, the name of the holder of the utility. This procedure is called **transfer**.

If, on the other hand, the user is not active because the previous owner of the house had interrupted the supply, you must reactivate the meter. This procedure is called **take over**.

With the transfer and take over, you become the **holder of the contract**. This means that the contract will be **made out to you**, that is **in your name**. You will become the owner of the utility and you will have to pay the bill. If you don't pay your bill, the provider stops providing the service.

## THE BILL

The bill is the account of how much you have to pay for using electricity, gas, water, the waste disposal service, etc.

Your bill shows your consumption (**how much** electricity, gas, water you used), how much you have to pay and the expiry date of the bill, i.e. the date by which you have to pay.

It is important to pay your bill by the due date. If you pay late you have to pay more.

## THE METER

The meter is an instrument that counts your consumption inside the house, that is, the amount of electricity, gas and water used. There is a meter for gas, one for electricity and one for water.

## SELF-READING

Self-reading is your periodic reading of electricity, gas and water meter data.

You have to send the data to your supplier and this allows you to pay for what you have effectively consumed rather than receiving estimated consumption bills from your supplier.

You must communicate the self-reading to your supplier before they send you the bill.

Each supplier has different ways to send the self-reading and these are written on the bill.

## ELECTRICITY AND GAS
## HOW THE SUPPLY OF GAS AND ELECTRICITY WORKS

**Electricity** is used for light and electrical appliances in the home.

**Gas** concerns cooking and heating.

To activate these utilities, it is necessary to choose the type of supplier with which to enter into a contract.

### What is the distributor?
The distributor is the company that distributes electricity and gas to homes. The local energy and gas distributor manages the distribution network and owns the meters. The local energy and gas distributor changes from one municipality to another.

### What is the supplier?
The supplier is the company that sells the service to people, its customers.

### What is the service?
The service is the supply of electricity and gas. You cannot choose the distributor. You can only choose the supplier.

The utility of electricity and gas is activated by choosing a supplier in the free electricity and gas market, so you can choose from many offers that vary both in price and in the provision of additional services.

You can also choose to make a "**higher protection**" contract: this type of contract provides electricity and gas at economic conditions set by the state. A higher protection contract can be stipulated until January 2022, after which you have to choose an offer on the free market.

For more information

**SEE THE LINK**

## HOW TO ACTIVATE THE SUPPLY OF ELECTRICITY AND GAS

When you move house, there can be several situations:

- there is no connection, that is, there is no link of the house to the gas and electricity network and meters. To make the connection, it is necessary to make the supply contract. To activate electricity, it takes about 7 days. It takes about 12 days to activate gas.
- there is a connection, but the utility is not active: to activate it you have to make a supply contract, which activates the meter. If the meter is not active because the previous tenant or owner of the house had interrupted the supply, you must reactivate the meter (take over).

## HOW DO YOU READ YOUR ELECTRICITY BILL

The first page of the bill contains this information:

1. The name of the supplier
2. The date of activation of the supply, the type of contract, etc.
3. The customer number (also called customer code): is a number consisting of 9 digits
4. The POD code: which indicates the geographical position of the utility. The POD and the customer number are used to make a new supply contract, both in case of takeover and transfer
5. The period to which the bill and the calculated consumption refer
6. The amount to be paid and the date by which it must be paid
7. Summary of costs:
   - Cost for energy raw material: includes, for example, energy price, network losses and other items.
   - Costs for the transport and management of the meter: includes transport costs and energy distribution, for the management and reading of the meters, for the management of the reading data (i.e. the reading of the data communicated or transmitted periodically).
   - Expenses for system charges: these amounts are used to finance the production of energy from renewable sources and other important interventions concerning the electric system. System charges are paid by everyone, regardless of the supplier and contract signed.
   - Total taxes and VAT
8. The cost of **TV license** (television license fee)
9. Consumption summary and reading data: the electronic / digital light meter automatically transmits the consumption reading:
   - Annual consumption: the sum of consumption over the last 12 months
   - Consumption detected: i.e. the consumption resulting from the readings detected by the distributor or from the self-readings
   - Consumption billed: the consumption billed according to the rate applied.

## HOW IS THE SELF-READING OF ELECTRICITY DONE?

If the meter is mechanical, to make the self-reading just read the numerator, inside the dial. The electronic meter has a display in the front part.

Below or to the right of the display there is the reading button. By pressing the meter reading button several times, you can read all the useful information on consumption: the customer number of the meter, the POD code, the instant power (i.e. the current consumption), consumption based on time bands, etc.

The meter is therefore a useful tool to consume electricity in a conscious way.

## HOW TO READ THE GAS BILL

On the first page there are two codes (series of numbers) that are used to make new contracts or to change the holder (transfer), they are:

- The DPR Code: which indicates the geographical position of the utility
- The REMI or PDC Code: it is sometimes requested in the forms to be filled in to activate the meter

## HOW GAS SELF-READING IS DONE

To do the self-reading you have to press the power button several times until you see the consumption. You must indicate only the numbers to the left of the comma. Usually, the local gas distributor takes care of the reading and communicates it to the supplier. However, this happens once a year, maximum two: this means that often the amount of the bill, that is the amount to be paid, refers to consumption estimated on the basis of previous readings.

## WATER AND WATER SERVICE
## HOW TO ACTIVATE WATER SUPPLY

You cannot choose the supplier for water supply. In Tuscany the only water supplier is Publiacqua.

When you move house, if water supply is not active, you must activate it.

There can be several situations:

- there is no connection, which is the connection of a house to the aqueduct network and the installation of the water meter. To make the connection you must contact the area manager, that is the company that deals with the management of public water (for Tuscany Publiacqua). The manager will send a technician to your home who will make an estimate, that is, the calculation of the costs for the connection work. After installing the meter, you must activate it. For activation, you must make a water supply contract with the area manager: so you have carried out the necessary operations to activate water in the house. Sometimes water utility is condominium, that is, registered to the Condominium: in this case, to activate water you need the decision appointing the administrator, who becomes the holder of the utility..
- there is a connection but the utility is not active: to activate it you have to make a supply contract with the area manager, who activates the meter. If the meter is not active because the previous tenant or home owner had requested the supply termination, you must reactivate the meter (take over).

For more information, including bills and reading

**SEE THE LINK**

## HOW WATER SELF-READING IS DONE

Water consumption is indicated in cubic meters. Rarely, water consumption can be indicated in litres. The meter can be digital or mechanical. The digital meter is easy to read: it immediately indicates consumption in cubic meters.

The mechanical water meter, on the other hand, has a shape that resembles that of a clock or a compass. On it there are several dials, with black or red hands that rotate indicating various values. The black hands indicate the cubic meters consumed, while the red hands indicate the decimals and are not used for reading the meter.

Each dial indicates a value of cubic meters (x1000, x100, x10, x1). To make the reading, you must first check the hand of the value x1000, then that of the value x100, x10 and x1.

## THE BOILER

The boiler is the tool used to heat water and the house. It is assembled by specialized technicians.

It is mandatory to overhaul the boiler, because if it does not work it can release toxic gases and be extremely dangerous. Doing the overhaul means that specialized technicians check that the boiler is working well. Usually, the overhaul of the boiler must be done every year. Each boiler has a booklet in which the mandatory checks are recorded.

After carrying out the check, the specialized technicians put a blue stamp (a sticker) on the boiler. For more information on the overhaul, please contact the company that installed the boiler.

## TELEPHONE AND INTERNET NETWORK

Fixed telephone home utility is activated by choosing a fixed-line telephone provider, so you can choose from many offers that vary both in price and in the supply of additional services. Domestic utility which provide fixed line often also include internet.

A new telephone line can be activated in three ways: by calling the customer service of the chosen supplier, by going to a point of sale or by making a request on the operator's website.

## HOW TO READ YOUR PHONE BILL

Usually on the first page of the bill this information is written:

1. Name, surname and address of the user;
2. Customer code: it is a code that is used for all practices on the telephone service. In the event of a breakdown, for example, it must be communicated to the operator of the company;
3. The period to which the bill and the calculated consumption refer;
4. The amount, i.e. the amount to be paid and the due date for making the payment

The summary of costs is usually written on the second page.

## WASTE: WASTE COLLECTION AND DISPOSAL SERVICE

In the central Tuscany area, waste collection and disposal service, street cleaning and care of the environment in which we live are managed by the company Alia Servizi Ambientali Spa. These services are paid for, so every time you move home, you have to register to waste tax (TARI) and every time the number of people living in your home changes, you must report it to Alia Office for TARI. All practices on TARI can be done at Alia offices, regardless of the municipality in which the utility is located.

Each year you will receive letters with payment notices by post. If you have signed up for Tari but have not received payment notices, contact Alia as there may have been problems with delivery to your address

For more information

**SEE THE LINK**

### WHAT IS SEPARATE COLLECTION?

When you throw away your waste, you have to do separate collection. Doing separate collection means separating the materials that can be recycled from those that cannot be recycled. The materials that can be recycled are those that can be reused to produce new objects or new materials: paper, glass, aluminium, plastic, etc. Each municipality has different rules for separate collection, but there are some general rules.

If you do not do or do not do separate collection well, you can be fined

For more information

**SEE THE LINK**

## TV LICENSE FEE

TV license fee is the tax on the TV. The holder of the home electrical utility must pay it, if he has a television set, or a device that is in any case capable of receiving digital terrestrial signals.
If you have more TV sets, you will not pay more: the amount you pay does not change for the number of TV sets you have. The TV license fee is charged to you in your electricity bills. In fact, if you are the holder of an electrical utility, it is considered that you also have a TV set.

### WHEN DO I NOT HAVE TO PAY TV LICENSE FEE?

- If you are over 75 and have an income of less than 8,000 euros and you live with other people who have their own income (if you live with domestic helpers, maids or carers, their income is not considered)
- If you don't have a TV

To ask not to pay TV license fee, you must fill forms in and send them to the Revenue Agency.

For more information

**SEE THE LINK**

# SOCIAL BONUSES

## SOCIAL BONUS FOR ECONOMIC HARDSHIP

Social bonus for economic hardship is a discount on gas, electricity and water bills for families with economic problems and large families:

- Electricity bonus for economic hardship: it is a discount on the electricity bill
- Gas bonus: it is a discount on the gas bill
- Water bonus: it is a discount on the water bill

To get a social bonus you must:

- Have an ISEE that does not exceed € 8,265

or:

- Have a large family (more than 3 children) with an ISEE that does not exceed € 20,000

or:

- Belong to a family that receives a citizenship income or citizenship pension

To have a social bonus, one family member must be the holder of an electricity, gas or water supply contract.

It is also possible to ask for a bonus also in the case of a condominium gas or water supply. Often, in fact, contracts for gas or water are made out to the Condominium: this means that the person does not receive the bill, because the costs of the supply are included in the condominium expenses.

Each family is entitled to only one type of bonus per year.

Social bonus is given automatically. This means that **you do not have to apply** to the Municipality or a CAF. It is enough to make the Single Substitute Declaration (DSU) every year, which is needed to get ISEE.

For more information

**SEE THE LINK**

## ELECTRICITY BONUS FOR PHYSICAL DISCOMFORT

Electricity bonus for physical discomfort can be requested when a person has a serious illness that forces him to use **electro-medical instruments**, that is electronic instruments that are essential to keep the patient alive.

To request an electricity bonus for physical discomfort, a specific **ASL certification** is required.

Attention: you cannot use other forms of certification of the disabling situation, such as disability certificates.

The certification issued by ASL must certify:

- serious illness;
- the need to use electro-medical instruments to keep the person alive;
- the type of equipment used;
- how many hours a day the instruments are to be used;
- the address of the house where these instruments are present.
- the identity document and tax code of the person making the application;
- the identity document and tax code of the sick person, if different from the person making the request;

You also need some information that can be found on the bill or in the supply contract:

- the POD code;
- the committed or available power of the supply.

Bonus for physical discomfort does not need to be renewed every year. This bonus, in fact, is given until you stop using electro-medical instruments. When you stop using these instruments, you must notify the company that provides the electricity. If the holder of the electricity supply does not do so, he continues to have the bonus without being entitled to it, and is obliged to return this sum of money.

This Bonus continues to be given without interruption even if you change the contract (company and supply conditions) or if you change the holder of the contract, provided that this is resident with the sick person. On the other hand, if the contract is made out to a person who does not live with the patient, bonus ends.

Electricity Bonus for physical discomfort is to be requested to the Municipality of residence of the holder of the electricity supply (even if different from the patient) or to affiliated CAF.

For more information on electricity bonus for physical discomfort

**SEE THE LINK**

For more information on electricity bonus for physical discomfort

Municipality of Florence

SEE THE LINK

Municipality of Campi Bisenzio

SEE THE LINK

Municipality of Sesto Fiorentino

SEE THE LINK

Municipality of Scandicci

SEE THE LINK

Municipality of Lastra a Signa

SEE THE LINK

Municipality of Bagno a Ripoli

SEE THE LINK

Municipality of Calenzano

SEE THE LINK

Municipality of Signa

SEE THE LINK

# ISEE CERTIFICATION

**ISEE certification** (which means: Equivalent Economic Situation Indicator) is a necessary document to have economic bonuses and discounts on services. It is the document that certifies the overall economic situation (the degree of "wealth") of your family divided by the number of family members.

To do ISEE, for information and compilation, you can go to a CAF - Tax assistance centre, or you can do it by yourself from INPS website. There are various types of ISEE: ordinary ISEE, ISEE minors, ISEE for social and health services, etc. ISEE certificate is valid until January 15 of the following year.

To apply for ISEE, you must submit the Single Substitute Declaration (DSU). Income, bank deposits, proof of ownership of cars and motorbikes of the whole family are required. You can indicate rent, mortgage and other expenses.

The "**current**" **ISEE** allows you to update the ISEE value when the work or economic situation has worsened compared to that of two years earlier. To access the current ISEE, there must have been a change in self-employment or employee activity (or in welfare, social security or indemnity treatments, including IRPEF exempt) or a change in the overall income of the family unit of more than 25%

# ERP - PUBLIC RESIDENTIAL HOUSING (PUBLIC HOUSING)

**This chapter is about Casa Popolare, that is, houses that the Italian state reserves for its citizens, Italians and foreigners, who need help to have a home. Public housing is called Public Residential Housing (ERP).**

The chapter also explains **how to ask for public housing** and **the rules** to be respected once you have it.

## CALL FOR TENDERS AND APPLICATION

The Municipalities periodically make "Bandi" that is public competitions, to assign Public Housing. The Municipalities, alone or with other Municipalities, publish, at least every 4 years, a call for public competition.

These are the people who can apply for public housing:

- persons applying for public housing for the first time (ERP accommodation);
- people already in the ranking who want to submit an application for more favourable conditions, i.e. a higher score (example: birth of a child);

You must apply within 60 days from the Call for tenders publication.

The submitted application is valid for 4 years from the date of the Call for tenders publication;

You can submit additional document, if your situation has changed, on the occasion of the Call for tenders updates.

When a new call for tenders comes out you have to re-apply.

The URP - Public Relations Offices - of the Municipalities can give you information on how to have public housing.

To find out when and how your Municipality will issue a Call for tenders:

Municipality of Florence
SEE THE LINK

Municipality of Campi Bisenzio
SEE THE LINK

Municipality of Sesto Fiorentino
SEE THE LINK

Municipality of Scandicci
SEE THE LINK

Municipality of Lastra a Signa
SEE THE LINK

Municipality of Bagno a Ripoli
SEE THE LINK

Municipality of Calenzano
SEE THE LINK

Municipality of Signa
SEE THE LINK

Municipality of Vaglia
SEE THE LINK

To be able to apply:

a. **You must have Italian Citizenship or citizenship of a European Union state. Non-EU citizens can apply** if they have a long-term EU residence permit or a 2-year residence permit, with which they can work. Non-EU citizens with a residence permit as a refugee or for subsidiary protection can also apply. This requirement is only necessary for the applicant and not for the entire family.

b. **You must be resident (Registered Residence), or have a stable and exclusive or main job in the Tuscany Region** for at least 5 years, even if not continuous. When they give you the house, it will be checked if you still have a residence or a job in Tuscany. This requirement is only necessary for the applicant and not for the entire family.

c. **You must not have final criminal sentences** which have become final for non-culpable crimes for which a prison sentence of not less than 5 years is foreseen or have already served a sentence (execution of a sentence). This requirement is only necessary for the applicant and not for the entire family;

d. **The economic situation** of the family unit applying for public housing must not exceed € 16,500.00 of ISEE value;

**All family members of the person applying for public housing**:

1. They must not have the right of ownership, usufruct, use and residence on houses for residential use, suitable for family needs, which are located at a distance equal to or less than 50 km from the Municipality where the ERP application was made, with the exception of when the house cannot be used in accordance with the law (*)

2. They must not have the right of ownership, usufruct, use and residence on houses, or shares thereof, in Italy or abroad, even in the presence of overcrowding, the value of which exceeds 25,000.00 euros, excluding those used for the predominant work activity of the family unit and those that cannot be used according to the law (*), i.e. considered unavailable according to the law. For properties located in Italy, the value is determined by applying IMU parameters, while for properties located abroad the value is determined by applying IVIE (Tax Value on Foreign Property) parameters. For the verification of the requirement of the houses abroad, the municipality can request suitable verifications. If from the checks it is not possible to acquire such information, the context relating to the real estate assets of ISEE declaration shall prevail;

3. They must not have, as a family unit, movable assets whose total value exceeds 25,000 euros;

4. They must not have motor vehicles registered in the last 5 years that have a power greater than 80KW (110CV) or motor boats or sailboats. You can have them only if the motor vehicles or boats are used to work;

5. They must not exceed € 40,000 of total assets, consisting of the sum of the real estate and movable assets;

6. They must not have previous assignments in ownership, or with an agreement of future sale, of houses made with public contributions or subsidized financing given for the purchase by the State, the Region, the territorial bodies or other public bodies, with the exclusion of cases where

the house is unavailable (no longer usable) and you have not received compensation for the damage;

7. They must not have had a cancellation of the assignment or a forfeiture of the assignment of an ERP house for the cases provided for in Article 38, paragraph 3, letters b) transfer and change of use; d) illegal activities in the home; e) violation of regulations; and f) arrears of more than 6 months; of the L.R. 2/2019, unless the debt resulting from arrears has been extinguished before the submission of the application;
8. They must not have occupied an ERP house in an abusive or unauthorized manner, at present and in the 5 years preceding the submission of the application.

(*) **The house cannot be used when**: • it is assigned to the spouse for judicial separation or divorce • it is declared unfit for use by the Municipality or by a competent authority; • has been foreclosed.

## WHERE TO MAKE THE APPLICATION

You must apply for public housing (ERP accommodation) to the Municipality where you have your registered residence or where you work.

## EXAMPLES OF DOCUMENTS TO SUBMIT

In order to participate in the Call for Tenders and get the score you must submit the application and some documents to the Municipality.

## DOCUMENTS REQUESTED FOR EVERYONE:

- Identity document of the person making the application;
- EU residence permit for long-term resident of the applicant, or:
- Residence permit for political asylum or residence permit for subsidiary protection of the applicant, or:
- Two-year residence permit of the applicant;
- Document that demonstrates the income of the previous year, for example: income tax declaration or single certification on income issued by the employer or social security institutions of the previous year (Model 730 or UNICO Model or Single Certification-CU). You must present the document for each member of the family unit of the applicant for which a taxable income has been indicated;

## DOCUMENTS THAT ARE USED ONLY IN PARTICULAR SITUATIONS
## (for example the presence of a family member with a handicap, separation, eviction, etc.)

### PERSON NOT RESIDENT IN THE PROVINCE OR REGION

Documents proving the place of a stable and exclusive or main work activity in the regional area for at least 5 years, even if not continuous; this condition must be verified at the time of assignment of the accommodation: payrolls, employment contract, registration with the Chamber of Commerce, etc.

### SEPARATED OR DIVORCED PERSON

- "Homologation" or separation or divorce sentence that proves that the house owned by a member of the applicant's family is assigned to the former spouse;
- Documents showing the type and amount of other income for each family member, for example: alimony received from the former spouse;
- Sentence of separation or divorce showing the obligation to pay the maintenance allowance;

### PERSON WHO HAS A FORECLOSED HOUSE

Deed of foreclosure of the house of a member of the family of the person making the request, issued by the Tribunal.

### PERSON WHO HAS A HOUSE WHICH IS SEAT OF HIS WORK

Documents showing that the home of a member of the applicant's family unit is the place of his business;

Documents showing that the home of a member of the family unit of the person making the request is unavailable (no longer usable);

### PERSON WITH DISABILITY

You must attach to the application the certificate of disability showing a percentage of at least 67%, or the certificate of disability for minors under the age of 18 and for those over 65;

### PERSON WITH HANDICAP

Handicap certificate;

### CASE OVERCROWDING OR POOR SANITATION

ASL inspection request of territorial jurisdiction and proof of payment. In case of unsanitary conditions, overcrowding, improperly used rooms, presence of barriers.

### PERSON UNDERGOING AN EVICTION

Eviction order for terminated lease or innocent arrears and relative validation act. Eviction must have been validated within two years from the date of publication of the call for tenders;

## SCORES

For the attribution of scores, see Annex B of the Tuscan Regional Law No. 2/2019.

Conditions for the attribution of scores

**SEE THE LINK**

## RANKING

Applications are examined by the municipal offices and a **provisional ranking** is made within 90 days from the expiry of the call for tenders.

The provisional ranking is published in the Municipal Notice Board and on the Municipality website.

Within 30 days from the publication of the provisional ranking, an **appeal** can be made to ERP and Mobility Commission of the Municipality.

Within the terms established by the announcement, the final ranking is published on the Municipality website.

## ASSIGNMENT OF ACCOMMODATION

The assignment of public housing is made following the order of the final ranking. When public housing is assigned, the Municipality checks that you still have the access requirements and who are the members of the family unit. The Municipality checks that the house is suitable for the family to which it has been assigned.

## CHANGE OF ACCOMMODATION

### CHANGE OF ACCOMMODATION ("ORDINARY MOBILITY")

Families who already live in a public housing (ERP accommodation) can apply for a change of house because the socio-family situation (for example because a child has been born or a family member has died) the health situation has changed or because of housing discomfort. (for example for a disability that has affected a family member).

To apply for a change of house (accommodation change) you must ask your Municipality for information to participate in an announcement for a change of house. Then scores will be given and a ranking will be made.

### CHANGE OF ACCOMMODATION ("CONSENSUAL AND CONSENSUAL INTER-MUNICIPAL MOBILITY")

Families who already live in a council house (ERP accommodation) can exchange the house if they find an agreement between them. Families must apply to the municipality. The Municipality must authorize the change of the house. You can also change your house between different municipalities (inter-municipal) of the province of Florence (except the municipalities of Empoli area).

## VARIATION OF THE FAMILY UNIT

By family unit we mean the family made up of a single person or by the subjects listed below:

a. spouses who are not legally separated and children who are legitimate, natural, recognized, adopted or in pre-adoptive foster care, cohabiting with them;

b. cohabiting birth pairs more uxorio (husband and wife);

c. civilly united or de facto cohabiting persons pursuant to law no. 76 of 20 May 2016 (Regulation of civil unions between persons of the same sex and discipline of cohabitation);

d. subjects bound by kinship or affinity, up to the third degree, cohabiting by birth;

e. subjects bound by emotional constraints and subjects linked by purposes of mutual moral and material assistance, cohabiting by birth.

When there is one more person in the family, you must inform Casa S.p.A. You must write an e-mail to the address: **ufficioutenza@casaspa.org**

## HOSPITALITY

You can temporarily host other people in the house if they need assistance or for other important reasons that you need to prove.

To host other people, you must **apply for authorization for temporary hospitality** to Casa S.p.A. and say why and how long you host the person.
You must write an email to the address: **ufficioutenza@casaspa.org**

Hospitality can last 6 months, but it can be up to 12 months. Temporary hospitality does not give any right to take over the lease and does not increase the rent. If the hospitality lasts more than 12 months, the rent increases by 50%.

## FORFEITURE

You lose the right to have a home (FORFEITURE OF ASSIGNMENT) if:

a. you give all or even part of the house that they have assigned you to other people;

b. you do not live permanently in the house they have assigned to you or you do not use it as a home (for example if you use it as a laboratory);

c. if you use the house to do things against the law;

d. you are no longer in one of the conditions to have a council house;

e. if you have renounced the house they assigned you without a valid reason;

Casa SPA checks at least every 2 years if you still have the right to live in the house. If Casa SPA find at least one of the reasons listed above, they will send a registered letter to tell you that you have lost the right to housing (forfeiture of assignment). Within 15 days of this communication, you can submit writings or documents to prove that you still have the right to housing.

# FOR THOSE WHO ALREADY HAVE A COUNCIL HOUSE

Once you have been assigned an ERP public housing unit, you must follow the rules for the management of the house and for the coexistence with the neighbouring assignees. This chapter answers the most frequently asked questions about the rules of cohabitation in Public Housing. These rules are called "USER REGULATION".

## FAQ - USER REGULATION

### WHAT IS USER REGULATION?

User Regulation establishes mandatory rules that all tenants must follow in order to use the assigned public housing units properly. The rules of User Regulation integrate those of the rental contract, or replace it in whole or in the non-compliant parts.

## COMMON SPACES

### CAN I PARK CARS / MOTORCYCLES / BICYCLES / CAMPER / CARAVAN IN THE CONDOMINIUM SPACES?

Only one car per family unit can be parked in the condominium parking lot.

Bicycles and motorcycles can be placed in the places intended for them (parking for motorcycles /racks).

As for campers and caravans, these must be placed elsewhere because they are intended for long-term parking and therefore must be parked in another place unless there is an agreement between residents or self-management or condominium.

In any case, all fire escape routes and routes for disabled people must be left free.

### CAN I PUT TWO CARS IN THE CONDOMINIUM PARKING?

No, each family unit has the right to park only one car.

## INCREASE OF THE FAMILY UNIT

### A COMPONENT HAS BEEN ADDED TO MY FAMILY UNIT. WHAT SHOULD I DO?

Any change in the composition of the family after the assignment of the accommodation must be communicated to Casa S.p.A. to the email address: **ufficioutenza@casaspa.org**, within sixty days.

The variation will not be authorized if it involves overcrowding of the accommodation.

Authorization from Casa S.p.A. is not required in the event of a change due to marriage, cohabitation and civil unions, births, adoptions, pre-adoptive foster care and children from other relationships.

### WHAT SHOULD I DO TO HAVE THE REGISTRED RESIDENCE FOR THE ADDED PERSON?

To have a registered residence, a permit issued by Casa Spa is required. At the time of the request, the income tax declaration must also be submitted in consideration of the increase in the family unit. Casa Spa will recalculate the rent. In addition, a new ISEE declaration must be submitted within 60 days from the request for authorization.

## HOSPITALITY

### WHAT SHOULD I DO IF I INTEND TO HOST SOMEONE AT HOME?

The request for hospitality is always temporary and must be presented to Casa S.p.A. which must authorize it. You must write an email to the address: **ufficioutenza@casaspa.org**

### HOW LONG CAN HE STAY AT MY HOME?

Hospitality can last a maximum of six months from the issue of the authorization and can be renewed only once for a further six months.

### DO I HAVE TO DECLARE THE INCOME AND ASSETS OF THE HOST PERSON?

No, the host person's income and assets do not have to be declared.

However, please note that the rent will be increased by 25%.

### WHAT HAPPENS IF HOSPITALITY CONTINUES?

If the guest stays at home for more than twelve months and up to a maximum of two years, the rent will be increased by 50%. After two years, the whole family unit can lose housing assignment.

### IF I WANT TO DEFINITELY HOST A CARER OR PERSON WHO PROVIDES SERVICE AT MY HOME, WHAT SHOULD I DO?

A communication must be sent to Casa S.p.A. at the address: **ufficioutenza@casaspa.org**

In the communication, the reason for the hospitality must be explained and the work contract of the person hosted must be attached. Casa S.p.A. can give authorization for the duration of the employment contract and the rent will not be changed.

## CHANGE OF ACCOMMODATION

### I HAVE FOUND A FAMILY TO CHANGE ACCOMMODATION WITH. HOW SHOULD WE DO?

The two families must ask the Municipality to authorize the consensual change by filling in the appropriate form:

Service card

**SEE THE LINK**

At the time of the change, the rent and condominium expenses must be duly paid.

### I HAVE GOT THE CHANGE OF ACCOMMODATION. WHEN CAN I MOVE? WHO AND WHEN SHOULD I RETURN THE KEYS?

The accommodation and its appurtenances (for example cellar, garden, garage etc.) must be left free from people and things within the deadline communicated by the Municipality or by Casa S.p.a.

When you leave the accommodation, you renounce everything that is subsequently found inside (furniture or other material of any kind) and Casa S.p.a. proceeds to disposal. Disposal costs are borne by the former tenant.

The sums due for any reason and not paid until the time of release of the accommodation remain the responsibility of the former tenant.

### IF MY ACCOMMODATION IS NO LONGER SUITABLE TO MY FAMILY UNIT, WHAT SHOULD I DO?

It is possible to apply for a request for change of accommodation (mobility).
The motivated application can be submitted at any time of the year.

Service card

**SEE THE LINK**

The Municipality verifies the possession of the conditions for maintaining the accommodation and that the tenant is not in arrears.

In case of refusal of the accommodation, it will not be possible to submit a new application for the same reasons.

In the case of accommodation that is too large for the number of members of the family unit, the Municipality can propose a change with a smaller one. If the tenant does not accept the proposed change, the rent will be increased. The increase will be proportional to the size of the accommodation he occupies: it will increase by 50 euros for each additional room enjoyed according to the criteria set by the legislation.

## LEASE CONTRACT

### WHAT ARE THE OBLIGATORY ADMINISTRATIVE FULFILLMENTS FOR THOSE WHO LIVE IN ERP ACCOMMODATIONS?

1. The Erp assignee must complete the ISEE declaration every year. The law provides for this declaration to be made to verify that the family unit still meets the requirements for the assignment of the public housing.

You will have all the information you need to submit the ISEE by clicking here

**SEE THE LINK**

2. In odd years, at the request of the Managing Authority, the assignee must declare the taxable income of the previous year of the entire family unit for the calculation of the rent. The declaration can be made online. Casa Spa will send a communication, together with the rental report, with all the information and personal credentials (id and password) to access the pre-filled personal data of the family unit in complete safety.

### WHAT HAPPENS IF THE ASSIGNEE DOES NOT DO ISEE OR DOES NOT SUBMIT A TAX RETURN

These are considered two serious defaults. In both cases, the Municipality can initiate the forfeiture of the assignment. It means they could even take away the right to the house.

Furthermore, in the event of non-presentation of income, the penalty fee will be applied from January following the year of application. It means that you will pay a very high rent (even 1000 euros) until the required documentation is presented.

### WHEN WILL THE SECURITY DEPOSIT I PAID BE RETURNED?

When the tenant leaves the accommodation, after the adjustments for any debts to Casa S.p.a. and if there has been no damage to the accommodation caused by the tenant.

## RELATIONS WITH NEIGHBOURS

### CAN I PUT PLANTS IN MY TERRACE?

Yes, but they must not be too many, they must not fill the terrace and they must not disturb the neighbours with watering.
Sanctions are foreseen in the event that what is indicated is not respected.

### CAN I PUT OBJECTS IN THE CONDOMINIUM STAIRCASE?

No. It is not possible to place any personal objects in the condominium spaces.
Sanctions are foreseen in the event that what is indicated is not respected.

### CAN I PUT A SHOE RACK IN MY CONDOMINIUM LANDING?

No. It is not possible to place any personal objects in the common areas. Near your front door you can keep the doormat and, if space permits, an umbrella stand.

### IF NEIGHBOURS BEHAVE IN A WAY THAT CAUSES DISORDER, WHAT CAN I DO?

First you should try to talk to the neighbour and try to find a solution.

Then contact the head of the condominium or the responsible for self-management to inform Casa S.p.A. for any sanctions.

### IS IT POSSIBLE TO TAKE THE BICYCLE IN THE ELEVATOR?

No, it is not possible to bring objects or materials into the lift that can damage it.

Sanctions are foreseen in the event that what is indicated is not respected.

### SOME CONDOMINIUMS ARE VERY LOUD. WHO CAN I REPORT THE SITUATION TO?

It is a forbidden behaviour. You must respect other people and avoid, for example, causing disorder by using instruments at night or listening to loud music.

The person in charge of self-management or the head of the condominium or the tenant himself must immediately report the situation to Casa S.p.A. for any sanctions.

### CAN I LISTEN TO MUSIC AND WATCH TELEVISION EVEN AT NIGHT?

Yes, but the volume of the music and the TV must not disturb the neighbours.
Sanctions are foreseen in the event that what is indicated is not respected.

### CAN I CARRY OUT A WORKING ACTIVITY (EX. HAIRDRESSER, AESTHETICIAN AND / OR SIMILAR) IN MY APARTMENT OR IN MY CELLAR?

No, it is forbidden.
Sanctions are foreseen in the event that what is indicated is not respected.

## WASTE DISPOSAL

### MANY CONDOMINIUMS LEAVE OBJECTS IN THE CONDOMINIUM COMMON AREAS FOR EXAMPLE WASHING MACHINES, REFRIGERATORS, SMALL APPLIANCES, TOYS, MISCELLANEOUS SCRAP. WHO CAN I REPORT THE SITUATION TO?

It is a forbidden behaviour. Domestic waste cannot be left in the common areas. Each tenant is responsible for maintaining the cleanliness and decor of the common areas.

In the case of abandoned waste, the person in charge of the self-management, the head of the condominium or the tenant who has seen them, must immediately report the situation to Casa S.p.A. for any sanctions.

### WHERE CAN I FIND INFORMATION ON THE DISPOSAL OF DOMESTIC WASTE?

Consult Guide of Alia

**SEE THE LINK**

Consult Dictionary of waste

**SEE THE LINK**

## ANIMALS

### CAN ANIMALS BE KEPT IN THE HOUSE?

Yes, but only in numbers and types that do not disturb the neighbours and only if they are not a danger to everyone's hygiene, safety and health.

Animals cannot be reared in the accommodation.

### ONE ASSIGNEE HAS 7 CATS AND 5 SMALL SIZE DOGS IN THE HOUSE, WHICH BARK AT ALL HOURS. WHAT DOES THE REGULATION PROVIDE?

It is a forbidden behaviour as these animals disturb the neighbours.

First try to talk to the neighbour and try to find a solution.

The self-management manager or the head of the condominium or the tenant himself must immediately report the situation to Casa S.p.a for any sanctions.

### AN ASSIGNEE TAKES HIS DOG IN THE CONDOMINIUM GARDEN. CAN HE DO IT?

He can do this so as long as the animal does not constitute a danger to the safety of the condominiums and that the owner provides for removing any needs left by the dog.

## WORKS IN THE ACCOMMODATION

### IS IT POSSIBLE TO MAKE MODIFICATIONS TO THE SYSTEMS?

It is possible as long as you obtain the estimate authorization (Nulla Osta) from Casa S.p.A. using the form available on the website: **www.casaspa.it/modulistica**

### I HAVE JUST GONE INTO AN ACCOMMODATION BUT THERE ARE MOULD STAINS AND THE WINDOWS DO NOT CLOSE. WHAT CAN I DO?

The accommodations are delivered fit for use and in good general condition.

If you find mould stains or windows that do not close properly, the problem must be reported to the Municipality (**gestione.erp@comune.fi.it**) and to Casa S.p.A. (**manutenzione@casaspa.org**).

After delivery, the assignees do not have the right to obtain from Casa S.p.A. installations or integrations to existing services and /or systems, except for the interventions scheduled by Casa S.p.A.

### WHAT MAINTENANCE WORKS I HAVE TO DO AT MY EXPENSES?

After the delivery of the accommodation, the replacement of parts of the external frames (glass and lock) is the responsibility of the assignee, as well as the maintenance, repair and painting of internal and external frames and the painting of the walls.

### TO CHANGE THE EXISTING VERY DAMAGED FRAMES HOW SHOULD I DO?

The replacement of the external window frames must be requested from Casa S.p.A. using the form available on the website: **www.casaspa.it/modulistica**

I HAVE TO REPLACE THE SHUTTERS OF THE WINDOWS, WHO IS RESPONSIBLE FOR IT?
This repair is the responsibility of the tenant and must be done by a specialized company.

THE SLATS OF THE SHUTTERS HAVE BROKEN. WHO IS THE REPLACEMENT TO?
This repair is the responsibility of the tenant and must be done by a specialized company.

THE GLASS OF THE WINDOW HAS CRACKED / BROKEN. IS IT UP TO THE MUNICIPALITY TO REMOVE IT?
This repair is the responsibility of the tenant and must be done by a specialized company.

I HAVE TO CHANGE THE BATHROOM TAPS BECAUSE THEY ARE OLD AND NOT WORKING. WHO PAYS?
This repair is the responsibility of the tenant and must be done by a specialized company.

THE HOUSE ENTRANCE DOOR CLOSES BADLY AND IS NO LONGER SAFE. CAN I ASK CASA SPA FOR REPLACEMENT WITH A SECURITY DOOR OR WITH ONE MORE SAFE?
This type of intervention is at the expense of the tenant.

I HAVE THE WALLS FULL OF HUMIDITY AND INFILTRATIONS. THE MASON TOLD ME THAT I HAVE TO PLASTER THE WALLS. WHO PAYS?
This type of intervention is at the expense of the tenant.

THE FLOOR TILES ARE LIFTED / SWELLED AND CREATE A DANGEROUS DEPRESSION. WHO SHOULD DO THE WORK AND WHO PAYS?
This type of intervention is at the expense of the tenant.

THERE IS A WATER LEAK ON THE CEILING. WHO SHOULD I CALL?
The tenant who lives upstairs must be notified and this tenant must solve the problem at his own expense.

AFTER JUST THREE MONTHS FROM WHEN I ENTER THE NEW ACCOMMODATION, THE HEATING SYSTEM IS BROKEN. WHAT CAN I DO?
The report must be sent to Casa S.p.A. to the email address: **manutenzione@casaspa.org**

THE SINGLE HEATING BOILER NEEDS NEW PARTS. WHO SHOULD INTERVENE?
Periodic routine maintenance, including the replacement of boiler parts, is the responsibility of the tenant and must be carried out by a specialized and authorized company.

IF IN DOUBT ABOUT THE TYPE OF WORK TO BE PERFORMED, WHAT SHOULD I DO?
It is necessary to write an email to the addresses:
**manutenzione@casaspa.org** or **patrimonio@casaspa.org**

### CAN CASA SPA BE ASKED TO DO WORK AT ITS EXPENSES LIKE TO REPLACE BATHTUB WITH SHOWER?

Yes, but only if you are in order with the rent payment and if you are assisted by the social worker who must send a report to the Municipality with the request for a motivated replacement. In this way, the Municipality evaluates the request and decides whether or not to issue the authorization.

### IS IT POSSIBLE TO DO WORKS DIFFERENT FROM THE ORDINARY MAINTENANCE WORKS PROVIDED FOR IN THE REGULATION?

Yes, but an authorization must first be requested to the Municipality (**gestione.erp@comune.fi.it**) and Casa S.p.A (**www.casaspa.it/modulistica**) and it is necessary to be up to date with the payment of the rent.

For information and clarifications, you can write to the address: **patrimonio@casaspa.org**

### IF WORKS ARE DONE THAT IMPROVES THE ACCOMMODATION, IS AN INDEMNITY RECOGNIZED?

No, no indemnity is foreseen. When leaving the accommodation, it is possible to remove the work done but the restoration costs will be borne by the tenant who performed it (for example, if you take away the bathroom sink you must replace it with another one at your own expense).

## GREEN AREAS

### WHEN THE ACCOMMODATION HAS A GREEN AREA OR A GARDEN FOR EXCLUSIVE USE, WHAT MUST THE ASSIGNEE DO?

The assignee must keep these spaces in a clean and decent way and not make changes to the structures present or to the masonry and / or furniture parts present. It is also not possible to create new ones without the authorization of Casa S.p.A., and it is not possible to modify the fences even in the case of plant fences.

It is forbidden to plant trees (for example "Christmas trees").

### WHO IS THE MAINTENANCE OF GREEN AREAS?

The tenant is responsible for the maintenance of the green area including grass cutting, pruning, watering, fertilization, shrub care and replacement, if necessary. In the case of tall trees, it is necessary to request the intervention of Casa Spa by sending an email to the address:
**manutenzione@casaspa.org**

### WHAT CHANGES CAN BE MADE IN THE OUTDOOR SPACES (GARDEN, COURT, OTHERS)?

For any modification or creation of a new structure, even in the case of fences, the authorization of Casa S.p.A. is mandatory. (**www.casaspa.it/modulistica**).

For information and clarifications, you can write to the address: **patrimonio@casaspa.org**

## SELF-MANAGEMENT

### IS IT COMPULSORY TO PARTICIPATE IN THE EXPENSES OF SELF-MANAGEMENT?

Yes, all tenants are required to pay the expenses for condominium services at their expense established by the self-management assembly.

## PROBLEMS PAYING THE RENT

### THE TOTAL INCOME OF MY FAMILY UNIT HAS BEEN CONSIDERABLY REDUCED AND I CANNOT PAY THE RENT. WHAT CAN I DO?

Contact Casa S.p.a. and explains the reason for the reduction of your income. If the reason for the reduction of your income is one of the following, with Casa Spa an immediate reduction of the rent can be evaluated (link to request procedure for advance recalculation):

1. job loss due to dismissal;
2. company or trade union agreements with a significant reduction in working hours;
3. ordinary or extraordinary redundancy fund that considerably limits income capacity;
4. failure to renew fixed-term or atypical employment contracts;
5. cessation of freelance activities or registered companies, deriving from causes of force majeure or loss of goodwill to a substantial extent;
6. serious illness, injury or death of a member of the family unit which has caused a substantial reduction in the overall income of the family unit itself or the need to use a considerable part of the income to cover significant medical or welfare expenses.

For the cases mentioned above, moreover, the arrears of more than six months in the payment of the rent and condominium expenses are not a cause for dissolution of the contract and forfeiture of the assignment.

## RELATIONS WITH CASA SPA AND THE MUNICIPALITY

### IF OFFICIALS OR TECHNICIANS OF CASA SPA OR THE MUNICIPALITY ASK TO ENTER THE ACCOMMODATION, WHAT SHOULD I DO?

The tenant must allow access after seeing the identification card of the officials or technicians.

## USEFUL LINKS

USER REGULATION

**SEE THE LINK**

SERVICE CARD

**SEE THE LINK**

# GLOSSARY GUIDE

**ISTAT RENTAL ADJUSTMENT**: it is an automatic rent increase due to the increase in the cost of living.

**TENANT**: is the person who rents a house.

**REAL ESTATE AGENCY**: it is a place where people dealing with houses for rent and for sale work.

**TAX BENEFITS**: are tax discounts.

**CONNECTION**: it is the connection of a house to the aqueduct network.

**CONDOMINIUM ADMINISTRATOR**: is the person, chosen by the condominium assembly, who manages the condominium.

**FURNISHED HOUSE**: it is a house with furniture.

**BILL**: it is the document where the amount of money that must be paid for using services such as electricity, gas, water, waste disposal is written.

**RENTAL / LEASE FEE**: this is the rental price, to be paid every month.

**DEPOSIT**:it is a sum of money that the person interested in renting or buying a house pays the owner or the real estate agency before renting or buying ita.

**TRANSFER OF THE RENTAL CONTRACT**: it is when the owner or tenant are replaced in the rental contract by another person.

**IBAN CODE**: it is a number of your bank account that you must communicate so that the rental contribution will be paid to you.

**BAILEE**: is the person who lives in a house on free loan for use.

**CRIMINAL SENTENCES BECAME FINAL**: it is a definitive sentence, that is, a sentence that no judge can change.

**CONDOMINIUMS**: they are the owners of the apartments of a condominium.

**LANDLORD**: is the person who rents a house.

**METER**: it is an instrument that records consumption, that is the quantity of electricity, water and gas that is used.

**SUPPLY CONTRACT**: is the contract with the company that provides electricity, gas, water, telephone line and internet connection.

**RENTAL / LEASE AGREEMENT**: it is a contract that is made with the owner of a house in order to be able to live there for a period of time.

**CONTRIBUTION**: it is an economic aid.

**SECURITY DEPOSIT**: it is a sum of money that the owner asks the tenant and that he can use if the tenant does not comply with the contract (for example, he does not pay the rent or does damage).

**TAX DEDUCTIONS**: are tax discounts.

**WITHDRAWAL FROM THE RENTAL CONTRACT**: it is the renounce of the renewal of the contract that is done by sending a registered letter.

**BOILER OVERHAUL**: this is the check carried out by specialized technicians to see if the boiler is working well.

**SUPPLIER**: is the company that provides electricity, gas, water, telephone line and internet connection.

**REGISTRATION TAX**: it is the tax to be paid to register a contract.

**TENANT**: is the person who rents a house.

**HOLDER OF THE SUPPLY CONTRACT**: is the person who makes the contract with service providers such as water, electricity and gas.

**MORTGAGE ON THE HOUSE**: it is the guarantee that is placed on the house to cover debts.

**BUYER**: is the person who buys the house.

**SELLER**: is the person who sells the house.

**NOTARY**: is the person you go to make the contract to sell or buy a house.

**ISEE CERTIFICATION** (Equivalent Economic Situation Indicator): it is a document that indicates the economic situation of a person and is used to obtain economic bonuses and discounts on services.

**LANDLORD**: is the owner who rents the house.

**MORTGAGE**: it is a sum of money that the bank lends.

**EXTENSION**: is the extension of the contract beyond the mandatory period.

**JUDICIAL MEASURE**: it is a court decision.

**SEPARATE COLLECTION**: it means separating waste (for example paper, glass, plastic) so that it can be recycled.

**WITHDRAWAL FROM THE RENTAL CONTRACT**: it is the possibility for the owner and the tenant to terminate the contract before it expires, for reasons indicated by law.

**TERMINATION FROM THE RENTAL CONTRACT**: it is the termination of the contract that occurs either because the owner or the tenant have committed serious violations of the contract or for external reasons that prevent the owner or tenant from continuing the contract.

**INSPECTION**: it is the visit to the house to rent or buy to evaluate its conditions, to be done with an expert.

**TAKE OVER**: is the transfer of the contract to another person.

**SUBLOCATE OR SUBLEASE**: it means renting part of the house to others with the agreement of the owner.

**HEARING**: means appearing in court before a judge.

**LAND REGISTRY SURVEY**: it is a document that is given by the Revenue Agency and on which important information about the house is written.

# NOTES

# NOTES