

House Rules

The 5 most Important NO-s

1. **SEPARATE the WASTE** (see “How to separate the Waste”) and bring it out daily.
2. **NO SMOKING** inside, after 1 time warning, the owner will keep security deposit.
3. **NO NOISE**, the owner will keep the security deposit, if the police is called, and the contract is cancelled, or after 1 warning.
4. **NO SUBLET**, neither for free, nor if it's a friend (nobody can stay in the apartment without you). If it happens, you are the responsible for any trouble.
Ask Rental Milan before having as guests relatives and friends, it must be always within the max nr. of guests allowed in the apartment.
5. **NO PETS**.

The Main 3 general rules

1. No **Fire** in the apartment:
no incenses, no lighters, candles only in special occasions (like a romantic dinner ;))
2. **Respect** (consider the apartment as your home), some examples
 - furniture: don't put over the table hot cups/pots, don't scratch them, use the cutting board...
 - equipment: wash linen and towels with the right washing machine settings (30-40°C, max 800 for spin drain) and the right liquid soap (soap is “detersivo per lavatrice” and softner is “ammorbidente”), don't use bleach (“candeggina”), to start it Avvio/Stop. Never close door totally after using it, to avoid humidity>mold captured inside. in the dishwasher use only liquid soap “detersivo per lavastoviglie”...
 - utilities: don't use steel cutlery in the pans but wooden/plastic ones...
 - appliances: use with care the TV and the other electric devices...
 - neighbours: no noise (mainly from 9 pm to 9 am), no party, say “buongiorno” and “buonasera” to the doorman and the neighbours...
 - owner/planet: save energy (turn off the lights and the AC when you go out, in the winter max temperature is 21°C in the day and 19°C in the night, don't keep open the windows when heating or AC are working).
3. No **Changes**, some examples:
Don't move the furniture, don't apply anything on the walls with nails, neither with tape etc.

3 Other rules

1. Shower/bath/kitchen

If there is a window, open it after having a shower/bath for at least 30 minutes, to prevent excess of humidity. If no window, the exhaust fan should work during all the shower time. Possibly remove your hair from the drain to prevent an obstruction. Don't throw anything in the wc, neither in the sinks (oil, food...).

2. Cleaning service

Before the cleaner's arrival, put all your clothes and belongings in the closets/drawers, so she can clean properly.

3. House keys

Take care of them; in case of loss, to change a lock it's € 120-320, in addition to the expense to copy the keys; if you damage/break a key, it can be € 20-80.

Problems in the house

No Electricity

- If you use too many electrical appliances in the same time, the electrical power can shut down and you need to go to the main switch and turn it on again (turn off/unplug device/s before). The main switch can be in the apartment or in the basement, we'll show it to you at the check-in.

Use just 1 of these electrical devices in the same time (they use a lot of power):

induction plates / oven / kettle / microwave / hair dryer

while it's possible to use 2 of these other appliances in the same time

washing machine / dish washer / vacuum cleaner / iron

- if there is a wrong contact in a plug/switch only the general switch in the apartment will shut down. Unplug the faulty device and turn on again the switch.

Internet

Wifi network name and password are usually under the modem-router. We'll also give them to you at the check-in. If it is very slow or not working: unplug from the wall modem/router for at least 60 seconds to reboot it and wait.

Still not working > Whatsapp Ottavia +39 334 6590292

No Heating / Hot water

Check the boiler pressure ("BAR" should be between 1 and 2)

If you have any other **technical problems** in the apartment > Whatsapp Ottavia Foto/Video

To **change the cleaning** service day > Whatsapp Alyssa

Some **other questions** about extending your stay, leaving earlier, having guests, dentist, general doctor etc. > send an email to Ottavia ottavia@rentalmilan.it

Check-in/out

1. Agency

The check-in/out & cleaning service agency is called "New Service", its manager is Miss Alyssa +39 329 4024028

2. Check-in

Alyssa will text you via WA a few days before your arrival to agree the day/time of the check-in. The greeter will show you the apartment and he'll give you the keys.

3. Check-out

The apartment should be in the same conditions you found it at the check-in. The day of your departure, you'll give them back the keys, they will clean and check the apartment. If they report some damages or it's too dirty, we'll send you an estimated cost to prove the amount will be deducted from the deposit to fix the issues.

Good to know

Codice Fiscale

At the check-in we'll tell you which the closest office the Agenzia delle Entrate, you should bring your ID and passport. It's a code everybody can easily get, it's needed mainly to register the Italian lease agreement, to get an Italian SIM card and to open an Italian bank account.



Permesso di soggiorno

The Permesso di Soggiorno is a "permit to stay" in Italy, all Extra EU citizens need to get for more than 3 months' stays in Italy. You have to apply for it within 8 days after your arrival.



Where to buy items online

We recommend Amazon.it or Amazon.co.uk.

Receive packages from abroad we recommend you, even if there is a doorman service, to select an Amazon locker as delivery address.

Italian cell number we recommend you Vodafone.

Best fast 5G internet and easy to recharge. No contract needed, rechargeable SIM is about € 15 a month (internet, calls and sms included). Just bring your ID/passport to the shop. Corso San Gottardo 5. Open 10-13 – 14:30-19 Monday to Saturday. Call before going to confirm the opening time +39 02 8347 2463

Useful infos

Health

Emergency number: 112, it works with any phone number.

Pharmacy "Farmacia/Parafarmacia", 24h/7 is in Piazzale Stazione Genova 3. Another option: Farmacia Ticinese Corso San Gottardo 1, open from 8 am to 1am.

Food

Water in Milan

You can drink tap water. You could also buy a “Britta”, a pitcher with water filter, or ask to the supermarket a home delivery service (€ 6-7) for water bottles.

Supermarkets

Usually closed on Sundays and Monday mornings. Check the timetable at the main entrance. At the check-in we will tell you which is the closest to your apartment.

Expensive: Esselunga, PAM, SMA Simply - Cheaper: Lidl and LD/MD.

Carrefour can be open until 22 or 24h/24.

Home Delivery

Service usually offered by the restaurants, you can also use “Deliveroo” or other apps.

Restaurants

Tripadvisor, check online if they have at least 4 stars, before entering ;)

Apertivo

Everyday from 6 pm to 9 pm a lot of bars, mainly in Navigli area, bars offer food for free, just paying a drink (€ 7-10). Mainly during the weekend, it's a Milanese habit!

Transports

Public transports

A ticket (€ 2) lasts 90 minutes on the tram/bus/trolleybus/metro, you can buy it in the Tobacco shops (tabaccaio) or from the App “atm”. Student monthly card in ATM point with € 22 a month.



Malpensa

Take “Malpensa Express” train from Cadorna FN station, a train every 30 minutes, it takes 40 minutes to reach the airport.

Taxi

My personal driver “Taxi Vip service” Mr Asad +39 389 9438844, at least 2 days before.
Or Call: +39 024040, or use apps like “FREE NOW” or “UberBlack”.

BikeMi

Rent a bike for 1 year for € 36!

Fast Trains

To visit other Italian cities comfortably
Freccia Rossa and Italo.