

The EXPENSES and MAINTENANCE OF THE HOUSE

When renting an apartment, the property is obliged to **give you a proper and fully functioning** accommodation, if there is something broken or that does not work, you must immediately report it to the property.

DO YOU KNOW WHAT EXPENSES YOU PAY EACH MONTH ALONG WITH THE RENT AND WHICH ARE EXCLUDED? ARE THE CONDOMINIUM EXPENSES FOR CLEANING AND LIGHTING STAIRS, ELEVATOR, LETTERBOX AND INTERCOM INCLUDED? IS HEATING INCLUDED? HOW IS WATER CALCULATED?

- If central **heating** is used, it may **not be included** in the expenses you pay each month. In this case, you will receive extra bulletins. If you do not receive them, you must ask the property or the condominium administrator;
- if there is no meter, the **water** quotas are calculated “per person” (they can be included among those paid every month or you will be sent extra bills to pay; if you do not receive them, you must ask the property or the condominium administrator);
- the condominium (or ancillary) expenses indicated in the contract - in particular heating and water - are always **advances**. An adjustment (the difference between the advances and the amount consumed) can arrive every year. For the adjustment, the owner must give you the documentation that proves the expenses, if you do not receive it, ask for it;
- some repair costs are the responsibility of the owner (for example: water leaks, broken windows, boiler that breaks because it is old,...), others are the responsibility of the tenant (things that break for use: a closet, a handle,...);
- if there are problems in the house (something has broken, there are water leaks) **do not stop paying the rent**. If you stop paying you may risk eviction;
- if the property proposes that you do some work in the house and in return do not pay or reduce the rent for some month, it is important to write an agreement and sign it together.

When living in a rented house, it is very important to pay attention to the tenant's rights and duties, expenses and relations with the property, in order to prevent problems.

After accompanying many families who were at risk of eviction, the organisations of the **“La Comunità è di Casa”** project have gathered advice and instructions in this small guide useful for properly managing the rent of a house, avoiding problems with the property and knowing who to contact in case of doubt.

IN THE CITY THERE ARE SEVERAL ORGANISATIONS THAT CAN ADVISE YOU!

HOUSING ADVICE CENTRE

The tenant unions:

SICET

Via Madama Cristina, 50 - 10125 Turin
Tel. 011.65.20.151 - torino@sicet.it

SUNIA

Via Carlo Pedrotti, 5 - 10152 Turin
Tel. 011.428.8600 - sunia.torino@sunia.it

**SERVIZIO EMERGENZA ABITATIVA
of the City of Turin**

Via Orvieto 1/20/A
Monday to Thursday from 8:30 a.m. to 3:30 p.m.
on Fridays from 8:30 a.m. to 12:00 p.m.
Appointments at 011.011.24300

Website Informacasa of the City of Turin

www.comune.torino.it/informacasa/
Here you can find information on ATC tenders, tenders for rental contributions, services for the home of the City of Turin

CECCHI POINT CASA DEL QUARTIERE

Social desk: 011.197.144.16 (also WhatsApp)

Fondazione di Comunità Porta Palazzo:

info@fondazioneportapalazzo.org

glcasa.aurora@gmail.com

and the associations of the Aurora and Porta Palazzo Neighbourhood:

**Yalla, ACFIL, Zhisong, Arteria
and Pastoral Office for Migrants**

CASA NEL PARCO -

CASA DEL QUARTIERE IN MIRAFIORI SUD

Fondazione della Comunità di Mirafiori Social Desk:

sportellosociale@fondazionemirafiori.it

tel: 371.3738727 (only send SMS or whatsapp with name and request and you will be called back)

SPORTELLO CASA UNITÀ PASTORALE 20 MIRAFIORI SUD

Archdiocese of Turin

sportellocasaup20@gmail.com

OR CONTACT THE CASA DEL QUARTIERE NEAREST TO YOU!

PREVENTION is better than EVICTION practical guide for the prevention of evictions in Turin

La comunità è di casa is a project by:



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RENTAL DOCUMENT

- It is important **to read and understand well what you sign**. If you have doubts or do not understand some points of your rental contract, ask for help from a housing advice centre;
- the contract is valid **only if it is written and signed** by the owner and the tenant and registered with the Agenzia delle Entrate;
- it is important to ask the owner to have a copy of the **registration** of the contract with the Agenzia delle Entrate;
- the contract must be in the name of the person who lives there, not other people; if the contract is in the name of a **prestanome** (a person who does not live there), as a tenant/or you do not have rights, you may have difficulty obtaining residency, the bills are more expensive and in case of eviction you can be considered an untitled occupier and it will be difficult to find solutions;
- to apply for **residence** in an accommodation there are 2 ways: either you are the holder of the registered rental contract, or you need the written authorisation of the property;

- the rent is **paid in advance** on the month and it is better to pay by bank transfer, writing well in the reason to which month it refers. If you pay in cash it is important to ask for the **receipt** (with date and legible signature or stamp of the property or Real Estate Agency);
- it is important **to keep the house documents in order**: the rental contract, registration, receipts for rent payments, heating and all other expenses (for example water expenses, waste tax, contracts and electricity and gas bills);
- it is important to have the **letterbox** and intercom in order with the clearly legible surnames of the people who live in the house written;
- if other people **are added** to live in the house (including family members or children), you must re-apply for permission from the property and notify the Condominium Manager.

THE EVICTION

Since often the causes of culpable delinquency (not paying the rent because you do not have the opportunity) do not depend on the will of the tenants, not having the money to continue paying the rent or expenses is not a fault or a shame, but a situation that can affect many people and that, if addressed in time, can find a remedy without leading to eviction:

- **If** you're having trouble paying your rent, **you don't have to wait** too long before asking for help 🌸. If you move in time, it will be easier to find solutions and mediations so as not to lose the house;
- **if** the reasons why you cannot pay the rent or expenses are due to health reasons, job loss or other causes that do not depend on your will, there are possibilities for help;
- **if** the property threatens eviction, it is important **to check the mail**. **The registered letters must be collected** (check that the letterbox is in good condition and with your surname);
- **if** you are not at home and receive a notice of a registered letters awaiting collection, always make sure to go and pick it up;

WARNING: even if you do not collect the registered letters, the eviction procedure will continue. If you pick up your notices now, you'll have more time to find a solution.

- **if** the property decides not to renew the rental contract and sends you the cancellation letter, show it to a **Housing Advice Centres** 🌸 to check that it is correct;
- **if** you have received the eviction notice, first ask for help from a lawyer or a **Housing Advice Centres** 🌸, to understand how to defend yourself; it is important **to go to the court hearing**, better if you are accompanied by a lawyer;
- **when** there is an eviction the solutions are never easy, they require time, patience and luck. **DON'T TRUST THOSE WHO ASK FOR MONEY PROMISING AN EASY AND FAST SOLUTION**. Ask trusted **organisations** for help 🌸.

WARNING: eviction can come even if you paid the rent but did not pay the heating and water allowances.

WARNING: even if you receive the threat and letter of eviction, do your best to continue paying the rent and thus demonstrate your goodwill.