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THE FRIENDLY HOME



PRACTICAL GUIDE FOR ACCESS AND USE OF THE HOUSE

progetto cofinanziato dall'Unione Europea nell'ambito del Fondo Europeo per l'Integrazione di cittadini di Paesi Terzi



UNA CASA PER L'UOMO
società cooperativa sociale



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WHY A GUIDE TO HOUSING

PG. 3

Looking for a house, accessing and managing it are nowadays for many of us a road full of traps and difficulties we must nonetheless walk through. This is particularly evident for socially vulnerable groups and migrants.

When choosing a house that suits our needs, signing a contract and entering the new house, we need to face a complex set of laws and regulations, a market that does not pay attention to our needs, and our specific knowledge sometimes is not adequate.

This manual aims at giving you basic information to deal smoothly with estate agencies, rental contracts, caution deposits, etc, being aware of rights and obligations deriving from house ownership.

Managing a house is also a complex issue.

Just like a human body, a house consists of many parts that must be regularly monitored and maintained. Small signs like fissures or the formation of damp and mould spots can be symptoms of serious pathologies, which can cause a rapid deterioration of the house if not treated immediately.

It's not difficult to learn how to keep your house in a good shape.

The aim of the second part of this guide is to explain in a simple way what to do if something doesn't work correctly or doesn't work at all. The purpose of this guide is not to train experts, but to give basic knowledge, sometimes suggested by common sense, which can help maintaining one's own house.

1- ACCESS TO HOUSING



PROPERTY HOUSE

In this first part of the guide, you'll find information about buying a house and about rental contracts ("contratto di locazione", more often referred to as "contratto d'affitto"). These are the first fundamental things to know when looking for a house.

When you decide to buy a house, you can turn to an estate agency or directly to the owner of an on sell house.

In the first case, you need to be sure that the estate agency is reliable and earnest by verifying:

- That the agency is registered as a mediator at the local Chamber of Commerce;
- That the agent is registered as a "agente di affari in mediazione";
- That there is an explicit mandate of the seller to the agent when the latter signs the preliminary agreement on the behalf of the first;
- That the agent's fee isn't too high (it shouldn't be higher

than 3% but you can have a reduction)

A buyer who turns directly to an owner can have information and be assisted by a consumer protection association.

In any case, before buying a house you need to evaluate many factors:

- The house conditions, such as hygiene, rooms humidity, house habitability, space



arrangement, previous renovations;

- The cadastral, commercial and living surface
- The preservation status of rooms, floors, plumbing, systems and their compliance with the law;
- The amount of ancillary and on-going costs (i.e. operating expenses);
- The presence of a garage, a parking space or the possi-

- bility of parking the car outside without troubles;
- The presence of parks and green areas, schools and recreational areas;
- The presence of public transportations near the house and the noise level;
- The existence of easements (ex. The right of way on the property in favor of cars headed to an-other property);

- The possible existence of tenancy and its rental contract expiring date;
- The presence of unpaid taxes, fees and expenses that "follow" the house in-stead of the owner just like condominium fees,
- The possible failure of the seller.

HOUSE RENTAL

House rental ("locazione", commonly referred to as "affitto") is an agreement between two parties by which one party, the owner of the house, allows the other party, the tenant ("inquilino" or "conduttore") to use a house for a period of time upon periodical payment.



On rental contracts the following items are defined:

- Duration of the contract
- The monthly rent that shall be paid by the tenant
- Obligations concerning house maintenance expenses
- Notice obligation in case of contract rescission

By signing this agreement,

the tenant undertakes many obligations and duties, among which:

- The tenant shall pay the monthly rent within the deadline
- The tenant shall not modify the rooms without the owner's consent
- The tenant shall not sublet the house without the owner's consent.

Before signing the contract, the landlord shall:

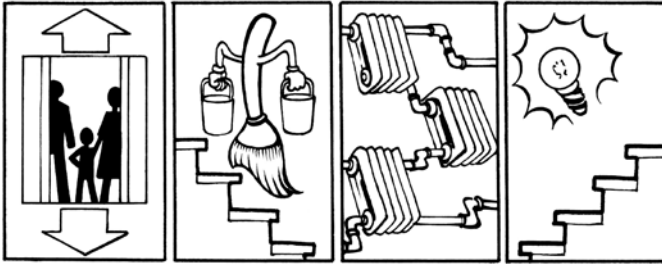
- Grant the habitability and suitability of the house on rent
- Grant the compliance with the existing regulations.

When signing the contract, the tenant usually pays a caution deposit ("cauzione") that will be given back to the tenant

when the contract expires or that will be held back by the landlord if the tenant damaged the house.

In order to be valid, the contract must be written and registered.

The landlord can request the rescission of the contract for arrears, when rental arrears are higher than a month rent (or than another sum) as written in the contract.



Rents usually do not include utilities fees (water, electricity, gas) and condominium fees; on the contrary, when the rent includes these fees, it must be clearly written in the contract. Utilities fees are to be paid for public services such as sewers purification, methane supply, electric power, water supply, waste collection, telephone services.

It is important to remember

that you can ask for information to the agencies that provide these services and that these services are provided by different agencies in different towns. It's also important to remember that when moving to a new house you need to terminate utilities contracts and restart them for the new house.

Ordinary condominium fees usually include heating (in

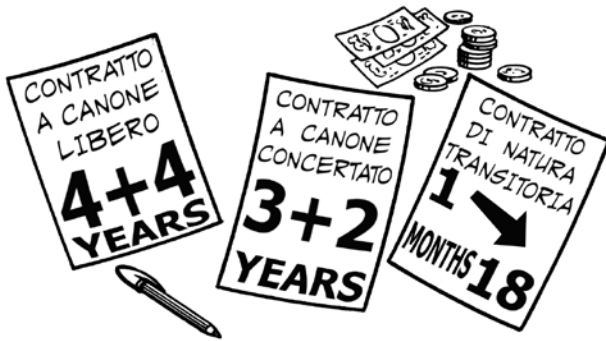
case of central heating), water and power fees for common areas, elevator fees (if present), and all of the fees needed to the normal use and management of the building. These fees are discussed and agreed upon by unit owners during assemblies.

The landlord or the "amministratore condominiale" (property manager) will communicate fees and deadlines to the ten-

ant who has the right to claim all of the papers that validate the request made by the landlord or the property manager.

TYPES OF HOUSE RENTAL CONTRACTS

There are many kinds of rental contracts. They differ for duration and rent determination methods depending on the needs of tenant and landlord.



Among these contracts types there are contratto a canone libero, contratto a canone concertato and contratto di natura transitoria. The law that sets out the rules for rental contracts is Law n. 431/1998.

Contratto a canone libero lasts 4 years and is automatically renewed for another 4 years. The rent is established by both contracting parties.

The contract must be written.

Contratto a canone concertato lasts at least 3 years and is automatically renewed for another 2 years and the rent is established through Accordi Territoriali (Territorial Agreements), in agreement with tenants associations and landlords associations. The contract must be written as established in Accordi Territoriali.

To establish the rent or to draw the contract, you can turn to local housing helpdesks and to tenants and landlords associations (useful numbers at the end of this guide).

For both of the contract types mentioned above, at the end of the first expiry period (respectively after the 4th and 3rd year), the landlord can decide not renew the contract (diniego di rinnovo, refusal of

renewing) only for particular reasons set forth by the law (for example, for housing needs of the landlord or relatives, for building renovations, when the landlord decides to sell the house).

In these cases, the landlord must inform the tenant about the refusal reasons no later than six months before the expiry of the first period.



The tenant must be informed via raccomandata (registered letter).

On the contrary, the tenant can terminate the contract in any moment for serious reasons (ex. working problems, health problems, etc.).

The tenant must give a six months (or as established in the contract) notice (disdetta) via raccomandata.

Contratto di natura transitoria has a 1 to 18 months duration and the reasons for it being transitory must always be stated (the contract must report the reasons why it has such a short duration). If the landlord does not confirm the temporariness reasons via raccomandata to the tenant before the contract expires, the transitory contract is automatically converted into a 4+4

contract.

The contract must be written as established in Accordi Territoriali.

EVICTIION

Eviction (sfratto) indicates all of the measures taken by the landlord against the tenant to have the rented house back.

Eviction can be due to:

- Expiry of the contract

(when the house is not left willingly)

- Nonpayment of the rent
- Default by the tenant
- Special needs of the landlord



CONDOMINIUM REGULATIONS

Whether possess a house or live in a rented house, it's important to keep respectful and peaceful relations with your neighbors. This, besides preventing conflicts among neighbors, helps creating a quiet environment that makes everyday's life easier.

A condominio is a building owned by two or more persons.

Unit owners meet in condominium assembly (assemblea condominiale) to establish their own internal rules. During assemblies, at the beginning of every accounting year, unit owners decide on the budget plan that will be verified at the end of the year by the final balance.

If there are more than 10 unit owners, it is compulsory to have condominium rules (regolamento condominiale) according to art. 1138 of Italian Civil Code.

Condominium rules basically deal with:

- The use of common elements, that is those parts of the building that, together

with systems, are not inside any exclusive property.

- The behavior one should keep even inside exclusive properties to promote a respectful environment
- The organization and the functioning of condominium services

As a matter of fact, many people don't know about or comply with condominium



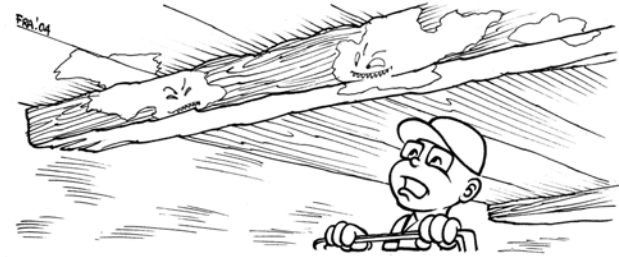
rules. This is why there are misunderstandings that, in most cases, lead to arguments among neighbors or with the property manager.

Sometimes this happens because rules are not written in a plain language and may be not so easy to understand. Under these circumstances, the best thing to do is establish proper "good neighbouring" relations keeping a civil and

common-sense behavior (also respecting habits and customs of the new place one came to live to).

If you happen to be involved in any more serious situation which creates real damages, you need to turn to the property manager or the competent authorities

2 - MANAGING THE HOUSE



After you find a suitable house, it's important to take care of it and not underestimate the first symptoms of the aging of walls, roof, floors, plasters and systems. For this reason, in this second part of the guide, you'll find useful and practical suggestions.

THE WALLS

The masonry building frame consists of main walls which function as a support to vaults, attics and roofs, obviously together with tenants and furniture, and as a delimitation and a protective barrier.

STRUCTURAL DAMAGE

As years go by a building can

be exposed to stress for different causes.

If you notice the presence of fissures on the walls which tend to enlarge and to extend, you have to call for the house manager or a mason who can assess the damage and act consequently.

If there is something wrong with attics, you can detect it by the floor uneven surface caused by broken or removed tiles and

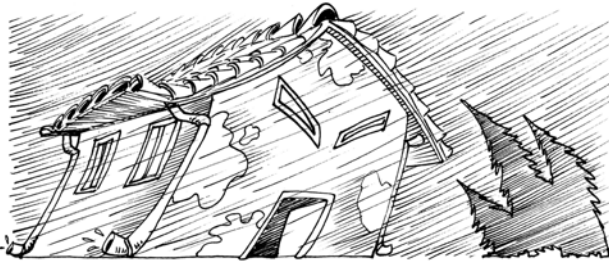
by possible subsidence.

In case of wooden attics, this may be a symptom of the presence, inside the building wooden structures, of mould or fungi, which are compromising the girders

DAMPNESS DAMAGES

Rain dampness

The outside walls of the building are damped by the rain, which if accompanied by wind,



may soak walls and damp inner walls (especially in old houses). The first signs of this phenomenon are: after downpours, marks or spots which won't come out; the plaster at the wall sill that scraps away, then opens in fissures and peels off; the presence of condensate indoors. In fact mould spots will soon be present also inside the house. This kind of damage is more frequent if the roof is

damaged, too.

What to do in this case:

- Open the bathroom and the kitchen windows three times a day for 20 minutes at least (once - twice during winter months).
- Air the rooms by having air inlets made in the walls at floor level.
- Give the outside walls a coat of water-repellent paint.



Condensation dampness

If on the windows there often is condensate and the walls are wet, if the plaster near the floor swells and peels away, or if you notice the presence of mould, then it is possible that the walls are full of dampness. In this case it is necessary to air the room frequently and to remove the mould from the walls by cleaning it with proper products or with bleach.

Accidental dampness

If on the ceiling of the top floor of the building there are damp spots together with mould and swollen plaster, it is possible that the tiles of the roof are either broken or displaced or there is dirt on the roof.

The same thing can happen on walls caused by broken or damaged roof-gutters or gutter-pipes.



The most important thing to do is to constantly check roof-gutters, gutter pipes and the roof and if you notice that there is something wrong, repair it as soon as possible, because with the passing of time the damage could become worse and the cost of restoration higher.

What to do?:

1. Repair the damage
2. Air the rooms in order to dry the dampness present on the walls
3. Wait until the walls are dry and then, in summer, plaster the outside walls again



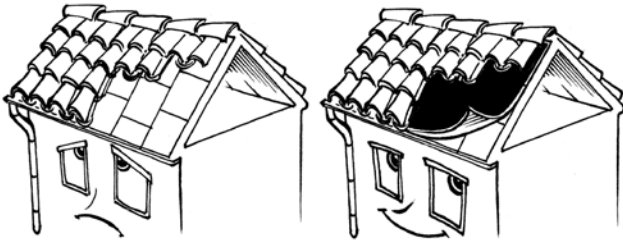
Dampness from the soil

The bricks of the buildings are like sponges and let the water from the soil go up through the walls and wet them.

If you notice a persistent spot that fades as it rises from the ground, it is possible that the walls are absorbing water from the soil.

What to do?:

1. Check the conditions of basements
2. If there are damp spots, air the room
3. If the problem isn't solved, call for a technician



THE ROOF

It is one of the parts of the house which is more exposed to the dangers of atmospheric agents. The attic, especially in old houses, is not waterproofed and moreover the girders and the attic itself often are made of wood. That's why a constant maintenance of the roof is really important.

PROBLEMS AND MAINTENANCE OF THE ROOF

Tiles

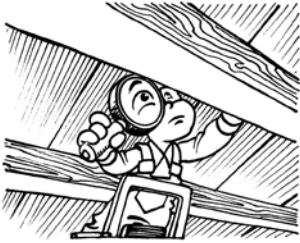
The main causes of problems concerning the roof are the breaking or shifting of tiles. Water, which is the most damaging element of our climate, can cause stagnation and seepage. There can also be chemical and biological attacks due

to the evaporation of water, or abrasions due to the flowing of water along the layers. Snow can be even more dangerous: displaced or broken tiles are often caused by its weight. Hail too can be abrasive and can damage or break tiles. Wind can displace tiles, thus letting water infiltrate in the layers below and damaging the roof structure, the attic and the walls.

If you want the roof to protect the building for long time, you have only to check it periodically: place the displaced elements back, replace the broken ones and remove leaves and birds' nests from it.

Wood

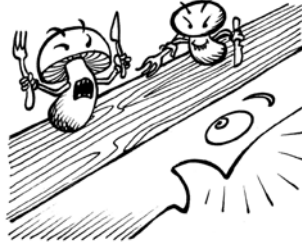
The roof structure which is made of wood, especially in old buildings, is protected by tiles and eaves. Wooden elements



can sometimes be attacked by fungi, moulds and insects..

What to do?:

In order to check the condition of girders, you can hit them with a hammer or try to drive a nail into them. If wood is in bad condition, it gives out a muffled sound and it doesn't offer resistance to the penetration of a nail.



Fungi

The attack of fungi isn't always evident from outside but their presence can be noticed from a change of wood color and from its dull sound when you hit the wood

What to do?:

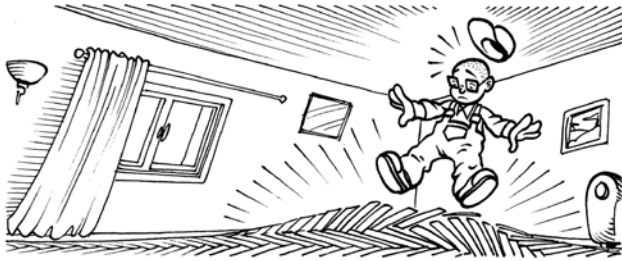
If you notice the presence of fungi, the only thing to do is to replace the attacked parts.

Insects

They can be detected by the presence of wood dust near the element, if small cavities with a regular shape are present on its surface or if you hit the wood and it gives out a hollow sound.

Insects that damage wood can be eliminated by using specific treatments - which can be easily found - and by repeating the treatment depending

on the kind of insect.



THE FLOOR

The most common kinds of floor are made of terracotta tiles, marble or stone, grits and wood (parquet).

MAINTENANCE

In order to protect the floor, you can use specific varnishes, which have to let wood transpire; in order to keep it in

good condition you can use wax which nourishes wood and keeps its characteristics unchanged in time (this treatment has to be done at least once a year).

Other damages can be due to accidents which can frequently happen inside a house: if, for example, a pipe breaks, water will soak the wooden floor which tends to swell and rot, if it remains wet for long time.

In this case, after repairing the cause, you have to let the floor get dry by opening the windows and then replace the irreparable elements with new ones.

THE PLASTER

The main function of plaster is protecting the walls it coats.

The plaster on outside walls is even more important, because, together with the roof, it is the major protection against bad weather.

You need to pay attention to the possible presence of moss and lichen (by the side of the house



REMEMBER

If there's mould you have to eliminate it.

Outside walls should be painted when necessary, usually every two years, inside walls should be painted every year.

that doesn't get much sun), damp spots and fissures which can make water seep easier.

Maintenance

What you notice:

- Dark spots
- Detachments
- Pulverized plaster

The cause is seepage of water.

What to do?

- Repair the damage and wait

until the walls are completely dry in order to do other necessary repairs.

- Plaster the wall again

PAINT

You have to put it over the plaster both outside and inside the house. It is a protecting barrier for the plaster and it is a guarantee of hygiene.

It could be useful to use anti-mould and transpiring prod-

ucts which can be easily found in shopping centers or in specialized shops at quite moderate prices.

It is useful to paint the walls once a year. Remember that the paint has to be diluted and spread by using paint-brushes and rollers. Before painting, remember to remove all ruined parts by using a scraper or sandpaper in order to make paint adhere better.



THE HOUSE SYSTEMS

MAINTENANCE AND CONNECTIONS

The maintenance of house systems is fundamental to keep the house in good conditions and is important for your safety and hygiene.

Some little precautions can avoid unpleasant situations and

improve the relationships with neighbours and tenants.

In most cases the maintenance of house systems must be made by experts, especially for problems concerning the compliance with the law. In any case, the tenant has to pay special attention to the conditions of the house systems in order to prevent and avoid severe damages that will require a more expensive maintenance.

THE HEATING SYSTEM

It consists of all the elements that work together to heat the house. The main element is the boiler. It transforms fuel energy (gas, oil, etc.) into heat which will be distributed in the rooms.

People physically living in the house (tenants or owners)

are responsible by law for the heating system, and are accountable for it being safe.

In case of heating systems with a 35 KW or higher heating plant, the person responsible can be:

- The property manager (if it's a condominium property)
- The building owner (if there's no property manager)
- Another person delegated by the abovementioned.



THE HEATING SYSTEM BOOK: WHAT IS IT?

The heating system book is the identity card of the boiler. It includes the personal data of the owner, of the installer and of the person in charge for the maintenance. It also includes the description of the main components of the heating system, maintenance records, and control and inspection records from local administrations.

If it is a new boiler, this book must be initially drawn up by the installer, otherwise if the heating system is already installed, it must be drawn up by the person responsible for the heating system itself.

N.B.: It is obligatory for the installer, after the starting up of the heating system, to perform a combustion test and register the results on the heating system book.



*Do not put any
Kind of food
on the radiator,
because the dust
it produces
could seep into food,
contaminating it*

- The property manager has to inform unit owners/tenants about procedures, time requirement and economic and environmental benefits.
- Have the boiler cleaned at least once a year. The boiler must be cleaned by a qualified technician who will issue a cleaning certificate.

THE PERSON RESPONSIBLE FOR THE HEATING SYSTEM MUST

- Grant an accurate ordinary and extraordinary maintenance of the system.
- Have combustion tests performed at least once every two years. Combustion tests include measurement and control of the fumes discharged by the boiler.
- Write and update the heating system book that must



If you clean the radiator you can improve the quality of the air in the room



Do not place panels in front of the radiator, because this could reduce its efficiency

be available when controls are performed.

- If controls shows that combustion outputs are inadequate and/or that noxious emissions exceed values laid down by the standards, take all the needed measures to reduce fumes emissions within values laid down by the standards.
- Replace the central boiler if maintenance works are

ineffective.

- Check the ventilation system in the boiler room, in particular check air inlets and airing procedures.

RADIATORS

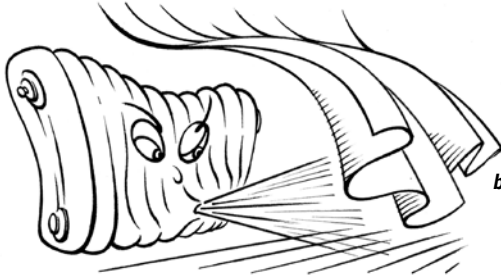
Instruction for use

The use of radiators doesn't need any particular advice, only those told by common sense: turn "gently" the regulation taps on and off .

Set the upper tap to the desired temperature, 20-21 °C (you can use a thermometer). If you want an automatic setting, you have to call for a

technician who will replace the tap with a thermostat.

Do not make any kind of work on the adduction and discharge pipes of the radiator because it contains water at a very high temperature which could cause scalds and flood the room, also in summer.



*Do not place
curtains
in front of
the radiator,
because this could
reduce
its efficiency*

A SUGGESTION

It is of primary importance to clean the radiator once a year before running the heating system. If you need to clean the radiators during their running period, you have to turn the taps off and clean them only when they are cold. Cleaning the radiators reduces dust discharge and improves the quality of the air.

THE GAS SYSTEM

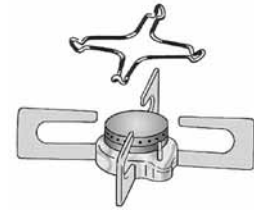
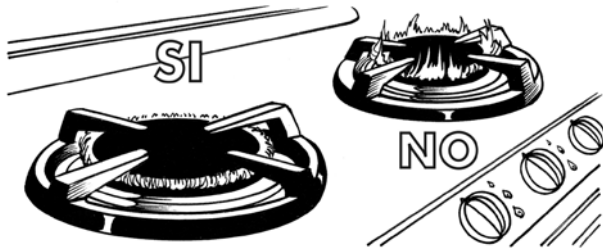
FITTING IN THE HEATING SYSTEM AND IN THE KITCHEN

Methane fittings are the most common, you can also find other kinds of oil fittings (GPL), but today they are quite rare because they are

highly dangerous. Methane reaches our houses through a distribution network and a gas meter that measures the amount of gas we use.

Standards of use

Check if the gas fittings in your house suit the law (ISO 9001) and if you have the guarantee certificate. Remember that it is fundamental to keep a careful and responsible behavior.



**EASY BUT
FUNDAMENTAL!**

1. If you go away, do not leave saucepans on a turned on stove;
2. Do not fill sauce-pans too much;
3. If you leave your house for quite a long period, close the gas tap.

What could happen if you do not respect the above-mentioned rules?

Consequences could be serious, because it is possible that carbon monoxide (a combustion residual product) develops and spreads into the room where there is the stove.

Carbon monoxide, which is the main cause of accidents, is an odorless, colorless and

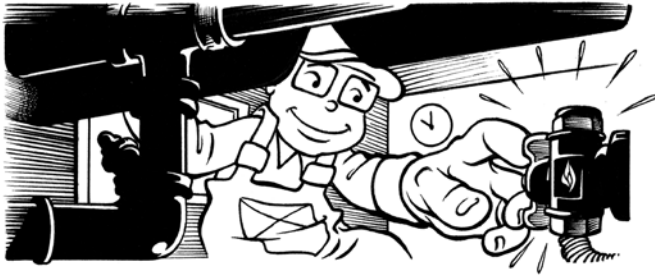
toxic gas which is lethal even in small concentrations.

How can it form and spread inside a house?

- If you do not often air the room where there is the stove.
- If the exhaust pipe system doesn't work properly.
- If you do not make a proper and constant maintenance.

When should you call for a technician?

- When you notice soot, dirt or spots on the stove or near it;
- When the flame instead of been upright and azure is irregular and/or yellowish; in this case you have to clean the stove, but if the problem isn't solved you have to call for a technician.



If you leave your house for quite a long period it is useful to close the gas tap and if it is possible close it every night before going to bed

- If you hear unusual noise during the ignition.
- If the knobs do not work properly.

Practical advice and good habits

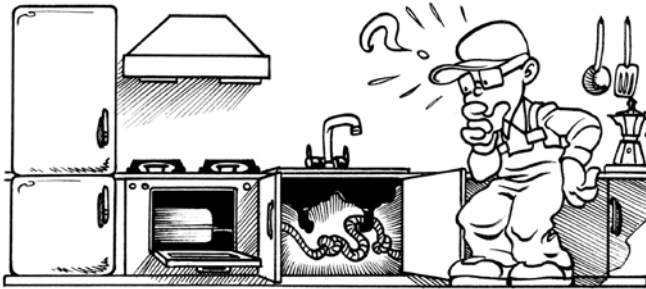
- keep the stove clean, paying attention to the openings for the gas. It is quite easy to disassemble and assemble them as it is easy that they become dirty and get

- blocked up with little bits of food.
- Check that air inlets in the kitchen aren't obstructed. If there are no preset openings, make them (old houses usually don't have air in-lets)
- Check that the chimneys aren't obstructed (in houses not inhabited for long time, birds or insect may nest inside them).

It's important to know that built-in kitchens are connected to the gas socket with a rigid copper tube or with a special steel hose. Non built-in kitchens, on the other hand, are connected with a special rubber hose.

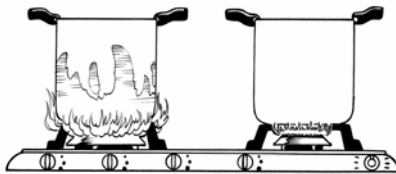
What do you have to do if you smell gas?

1. Open doors and windows, in order to air the room as much as possible
2. Close the main valve of the gas meter or of the cylinder
3. Do not use switches, doorbell, electric devices or telephones.
4. Call for a technician



**Do not stress, bend or twist the rubber hose
Avoid to place it near hot sources.**

Change the hose every 5 years or in any case before the expiry date

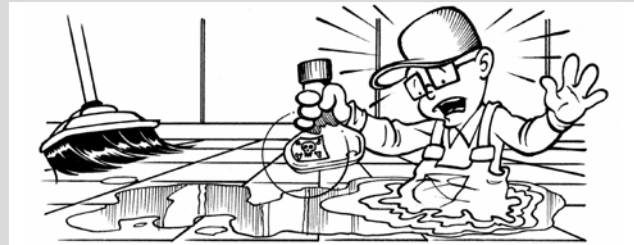


**The size of fire should be proportioned to the size of the saucepan
in order to avoid ruining the saucepan and spilling its content;
this may damage the stove and endanger people's life**

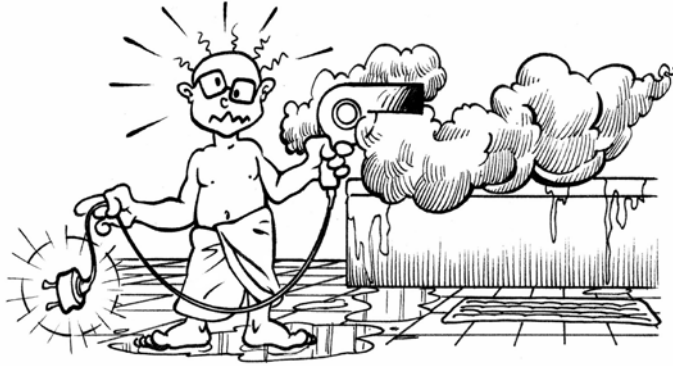


**Avoid using
gas stoves
in bedrooms,
in the bathroom and
in closed rooms**

A SUGGESTION



**When cleaning, avoid using chemical products
or strong acids that may damage the elements and be dangerous
for your health when you use them.**



THE ELECTRICAL SYSTEM

MAINTENANCE

The maintenance of the electrical system has to be made in compliance with existing regulations. It is therefore necessary to rely on experts who can guarantee that they work in compliance with the

main safety regulations.

A bad maintenance of the electrical system may cause fires and short circuits and it's also a constant danger especially in old houses where the electric equipment could not be conformed to the regulations in force.

The tenant of the house or flat must periodically check the electrical system condition by

following these simple rules:

- Check wires condition, especially those uncovered
- Check wall sockets condition
- Insulate uncovered wires with an insulating sheath.
- Request the compulsory certificates when you buy or rent a house or a flat.
- Do not leave household appliances on stand-by
- During thunderstorms, disconnect all the house-

hold appliances in order to avoid damages caused by lightning

Instructions and safety measures in the management of the electrical system

- The electrical system can be activated by switching on the general switch, which is

If you notice the presence of spots of rust immediately use enamels and varnishes in order to prevent worse damages and the deterioration of the sanitary fixtures.

Remember to scrub the bathtub every time you use it. If you notice the presence of little crevices immediately use silicone or other similar products.



- near the electricity meter.
 - Small household appliances should be plugged to small wall sockets.
 - Plugs must be inserted properly in order to avoid the warming and consequent fusion of contacts.
 - do not let children play near wall sockets
 - do not overload a single wall socket by inserting many plugs.
 - Do not make changes in the electrical system without hearing a professional's opinion for not ordinary works (Turn to a professional for any unexpected problem).
- If somehow any electrical equipment catches fire, do not use water to put it out! You have to switch off the general switch and choke the fire.

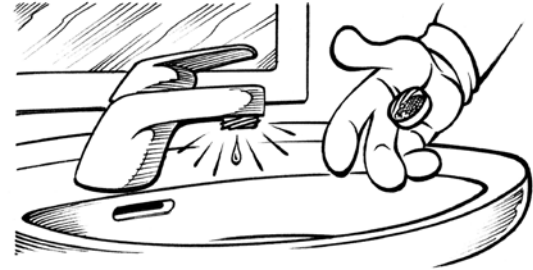
Do not use household appliances when your hands are wet or your feet are sweaty.

THE PLUMBING

It consists of different elements (water taps, bath, shower, toilet bowl...etc.) intended for personal hygiene and personal appearance.

Instruction for use and maintenance

The use of sanitary fixtures doesn't need any particular



advice, only those told by common sense: turn “gently” the water taps on and off and be careful in using the lever of the toilet bowl .

It’s really important to keep the toilet, the water taps and wastepipes clean in order to avoid some unpleasant inconveniences and at the same time, to keep them new as long time as possible.

The daily cleaning of water

taps, toilet bowl, washbasins, sinks, and tiles is moreover the first deterrent for bad smells and germs that may cause gastrointestinal or skin diseases.

EASY BUT FUNDAMENTAL!

Periodically clean the wastepipes of sinks, washbasins, bidets, bathtubs by using a suction cap (after blocking the holes where

water can get in or out)

You can also use chemical products (but try not to use products which are too strong, because they can damage pipes and can be dangerous for your health) provided they are not as aggressive as to damage pipes and endanger your health.

FILTERS

in order for elements and household appliances which constantly use water, to keep working properly, it’s important to check monthly the condition of filters which prevent wastepipes from being obstructed with lime-stone and impurities. It is very easy to do and filters are easily accessible.



ENERGY EFFICIENCY

If you pay attention and have proper habits, you can reduce the amount of energy you need. By reducing wastes and pollution you can protect the environment and save money.

HEATING

It's a good practice to air rooms by opening windows fully for a few minutes and then close them, instead of keeping them ajar for long periods. Temperature inside the house shouldn't be higher than 20°C. When you feel hot inside the house, turning down the temperature is better than opening windows, this way you can reduce heating consumption.

During the night you should close shutters to keep the house warm. Glass, in fact, in spite of having a good thermal insulation, has a high heat loss rate.

HOUSE APPLIANCES

- Washing machine and dishwasher: it's preferable to have them work on full load because they need a lot of water regardless of the amount of clothes or dishes. Furthermore, when you buy a new one, you should pay attention to the energy consumption level: A+ symbol indicates that a house-hold appliance consumes less energy, performance being equal.
- Fridge: avoid opening the door in vain. If you can, place it in the coolest spot of the kitchen.



- TV, video recorder, DVD player and computer: turn them off by switching the but-ton off and not just by using the remote. Appliances on stand-by, in fact, keep on consuming energy.
- Lamps: use low energy consumption lamps, especially in rooms where lights are often on (for ex-ample in the kitchen). These lamps help reduce energy consumption

by 80% compared to traditional lamps. Turn the light of when you don't need it.

- Air conditioning: turn it on only when it's really necessary. In-side temperature should not be too different from outside temperature.

PERSONAL HYGIENE

- Wash up: having a shower takes more or less half the water it takes to have a bath.



- Taps: air mixer taps in sinks and bathtubs will reduce water consumption because these machines mix water with air without altering the water stream. When you brush your teeth, do not leave the tap continuously open.
- WC: a toilet flush consumes approximately 10 liters of water every time it's used. sometimes this amount of

water is not necessary. To reduce water consumption you can put a 1 liter plastic bottle full of water into the flush box, or install a 2 buttons flush box, or adjust the float valve in order to reduce the flush water stream.

- Dish washing: use a small basin to soap the dishes and rinse them at the end with a small water stream.

USEFUL NUMBERS

PG. 31

Sportello Casa AISA (AISA house helpdesk, for people resident in Azienda Ulss 8 territory)
Tel. 345 4740780

Sportello Informa Immigrati (Help desk for immigrants, for people resident in Azienda Ulss 8 territory)
Tel. 3357513622

Sportello unico per l'immigrazione della Prefettura di Treviso (Prefettura di Treviso's immigration desk)
Tel. 0422 656981

Sindacato Inquilini S.U.N.I.A. (Tenants union)
Tel. 0422 321967

Associazione Sindacale Piccoli Proprietari Immobiliari – A.S.P.P.I. (Italian Real Estate Owners Association)
Tel. 0422 22061

Sindacato Inquilini Casa e Territorio - S.I.C.E.T. (Tenants, House and Territory Union)
Tel. 0422 578411

Sindacato Piccoli Proprietari Immobiliari - U.P.P.I. (Union of Small Building Owners)
Tel. 0422 542228

Unione Nazionale Inquilini Ambiente e Territorio – U.N.I.A.T. (Tenants union)
Tel. 0422 40991

Polizia Locale – emergenza (Local Police- emergen-cies)
Tel. 0422 301140

Ulss 9 Unità locale socio sanitaria (Centralino) (Local Health and Social Care Services nr.9 – switchboard)
Tel. 0422-322111

Alto Trevigiano Servizi – segnalazioni guasti ser-vizio idrico integrato (to report on water sys-tem breakdowns)
Tel. 0423 2928 or 340 8383822

Guasti gas – ENEL (ENEL gas breakdowns)
Toll free number 800900806

Guasti gas - Gas&Power (Gas&Power – gas breakdowns)
Toll free number 800900700

Guasti gas – ITALGAS (ITALGAS – gas break-downs)
Toll free number 800900999

