



Opera Universitaria di Trento



Payments



PagoPa Payments



One week before the payment deadline, you will receive an email with attached the so-called "**AVVISO DI PAGAMENTO**" (which means payment-notice)

➔ **AVVISO DI PAGAMENTO**
(in here you will find ALL the information you need to make the payment)



Modalità pagamento



1. Online Payment
2. Paying at an authorized bank
3. Paying using APPs



1. Online payment



- ➔ Open the website: <https://mypay.provincia.tn.it/>
- ➔ Select «PAGA AVVISO CON MY PAY»
- ➔ Select the institution → **Opera Universitaria**





Use the information on your **avviso di pagamento** to fill in this section:

 Opera Universitaria di Trento



Avviso di Pagamento

Se hai ricevuto un Avviso di Pagamento compila il seguente form

Codice avviso / IUUV:

Codice Fiscale / Partita IVA intestatario:

Inserire la propria email (non PEC) necessaria per accedere alla procedura di pagamento:

[Procedi](#)

Codice IUUV / codice avviso here

YOUR codice fiscale here

Altre tipologie di pagamento

Scegli il tipo di pagamento e procedi alla compilazione dei campi richiesti

[DUPLICATO CARTA DELLO STUDENTE/New student card issue](#)

[PAGAMENTI DIVERSI/Other payment](#)

[TASSA DIRITTO STUDIO/fee for the right to study](#)

[VERSAMENTO TARENTINO RISCOSSIONI](#)



PagoPa



Choose a payment method:

➔ Credit/ Debit card

➔ Other payment methods

Provincia Autonoma di Trento
/RFS/RF90023300000000008920000/10.00/TXT/DONAZIONE PER TTA
10,00€

Scegli la modalità di pagamento

cerca la tua banca

Ordina per: Alfabetico Tipo: Crescente

- iconTO**
Carte Pagamento
Commissione max 0,95 €
- INTESA SBNBOLO**
PayPal
PayPal
Commissione max 1,50 €
- BANCOMAT PAY**
Bancomat Pay
PAY.
Commissione max 0,50 €
- satispay**
Satispay
Pago con satispay
Commissione max 0,00 €

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Be aware that the **commission fee** may vary according to the method selected



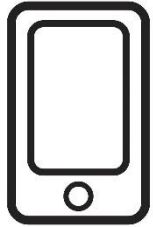
2. Paying at an authorized bank



- ➔ Print your avviso di pagamento PagoPa and bring it to a **bank branch/ bank counter**
- ➔ Print your avviso di pagamento and bring it to an authorized **tobacco store** (“SISAL” and “Lottomatica”)
- ➔ Print your avviso di pagamento and go to an **ATM.**



3. Pagamento attraverso apposite Apps



It is possible to pay using the available payment apps. Currently the apps available are: Bancomat Pay, SatisPay and Sisalpay.



Download the app on your device



Register by creating an account and connect it to your **bank account** or **credit card**



Pay your pagoPA bills, even simply by framing the **QR code** printed on the avviso di pagamento with the camera of your device.



Issues with Payments?



info

UFFICIO ORG.FINANZIARIA:

ragioneria@operauni.tn.it

0461 217438

info

PAGOPA Customer Support:

helpdesk@pagopa.it

supporto.pagopa@tndigit.it

02 6689 7805



Using your accommodation





RULES AND REGULATIONS:

➔ www.operauni.tn.it

ACCOMODATION > REGULATIONS

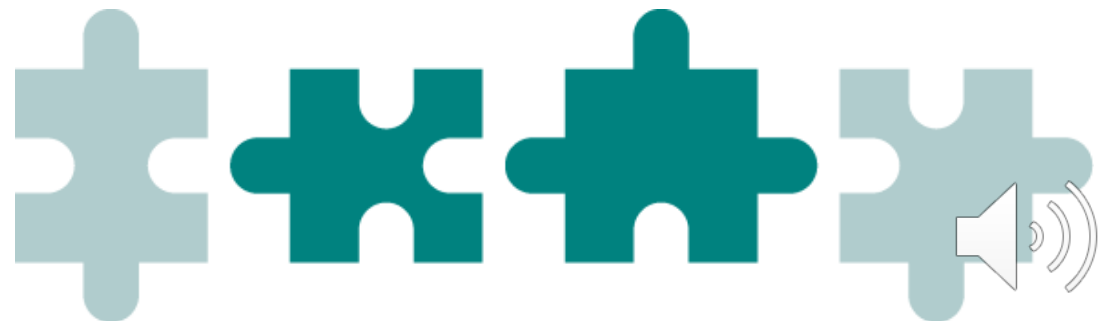


Using your accommodation



TOLERANCE:

- ➔ RESPECT THE CULTURAL DIFFERENCES OF THOSE YOU ARE SHARING THIS EXPERIENCE WITH



Using your accommodation



CLEANING & MAINTAINANCE:

→ You are responsible for cleaning your room and the common areas



→ You have to give access to Opera maintenance Staff when required





END-OF-CONTRACT CLEANING:

- ➔ Remove **all** your personal belongings from your room;
- ➔ If you want to dispose of something **follow the recycling rules.**
<https://www.dolomitiambiente.it/content/come-differenziare-a-trento>
- ➔ Leave your room clean



Cleaning



Cleaning



CLEANING THE KITCHEN:



CLEANING THE KITCHEN:

ALL OF YOU ARE RESPONSIBLE FOR CLEANING THE KITCHEN :

- ➔ fridge
- ➔ oven-microwave
- ➔ sink
- ➔ cooking plates (stove)



Safety



Safety



- ➔ CLOSE THE **FIRE DOORS**
- ➔ DO NOT BLOCK THE **ESCAPE EXITS**
WITH CLOTHES HANGERS or OTHER
ITEMS



Safety



- ➔ Always close the **door of your room** to avoid thefts
- ➔ If you have a **bicycle** lock it in the cage in the garages to avoid thefts
- ➔ Non-residents are not allowed in.



Separate collection of garbage



Separate collection of garbage



STUDENTATO S. BARTOLAMEO

→ **SimplyECO PROJECT**



KIT FOR SEPARATING GARBAGE
COLLECTION IN EVERY ROOM

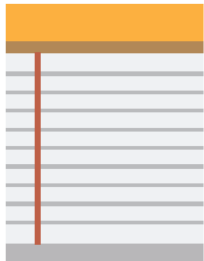


Separate collection of garbage



KIT SimplyECO → SEPARATE YOUR GARBAGE IN YOUR ROOM

PAPER



PAPER



BOX

HEY!
IF YOU HAVE SOMETHING MADE OF PAPER, THROW IT HERE!

LIGHT PACKAGING



SPRAY



TOOTHPASTE



BOTTLE



SHOPPER



CAN



PLASTIC GLASS

RESIDUAL WASTE



PAD



CLOTHES



LIGHTER



CERAMIC CUP



SPONGE



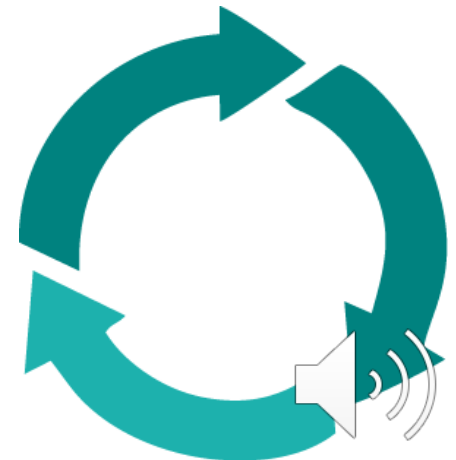
RAZOR BLADE

Separate collection of garbage



OTHER OPERA ACCOMMODATION FACILITIES

➔ INSIDE EACH ACCOMMODATION
YOU WILL FIND INFO AND
INSTRUCTIONS ON HOW
TO SEPARATE WASTE



Separate collection of garbage



MEDIATION OFFICE

0461 217418

mediazione@operauni.tn.it



Contact the Mediation Office if
you have any doubt

Or check the website:

<https://www.dolomitiambiente.it/content/come-differenziare-a-trento>



Housing Inspection Office



WHAT THEY DO:

1

**THEY CHECK THE STATE
OF CLEANLINESS AND
HYGIENE OF THE
ACCOMODATION**





WHAT THEY DO:

2

**REPORT THE PRESENCE
OF UNAUTHORIZED
OBJECTS**



note

**BEFORE BRINGING ANY OBJECT INTO
YOUR ACCOMODATION CONTACT
THE MEDIATION OFFICE**





HOW:



STAFF WILL REPORT
WHAT IT SEES



note

STAFF IS NOT ALLOWED TO OPEN
DRAWERS AND WARDROBES





PROBLEMS MET:



FOOD PRESENCE IN ROOMS

DANGER



ANTS





PROBLEMS MET:

- PRESENCE OF FURNITURE /
OBJECTS BROUGHT
FROM HOME
(candles, kettles, cooking plates, smoke)



DANGER → **FIRE**





WHEN:

**STUDENTATO S. BARTOLAMEO and
MAYER**

COLLEGIO B. CLESIO

➔ **MONTHLY INSPECTIONS**

➔ **DATES ARE SHOWN ON THE BOARD
AT THE "PORTINERIA"**





WHEN:

OTHER OPERA ACCOMODATION FACILITIES

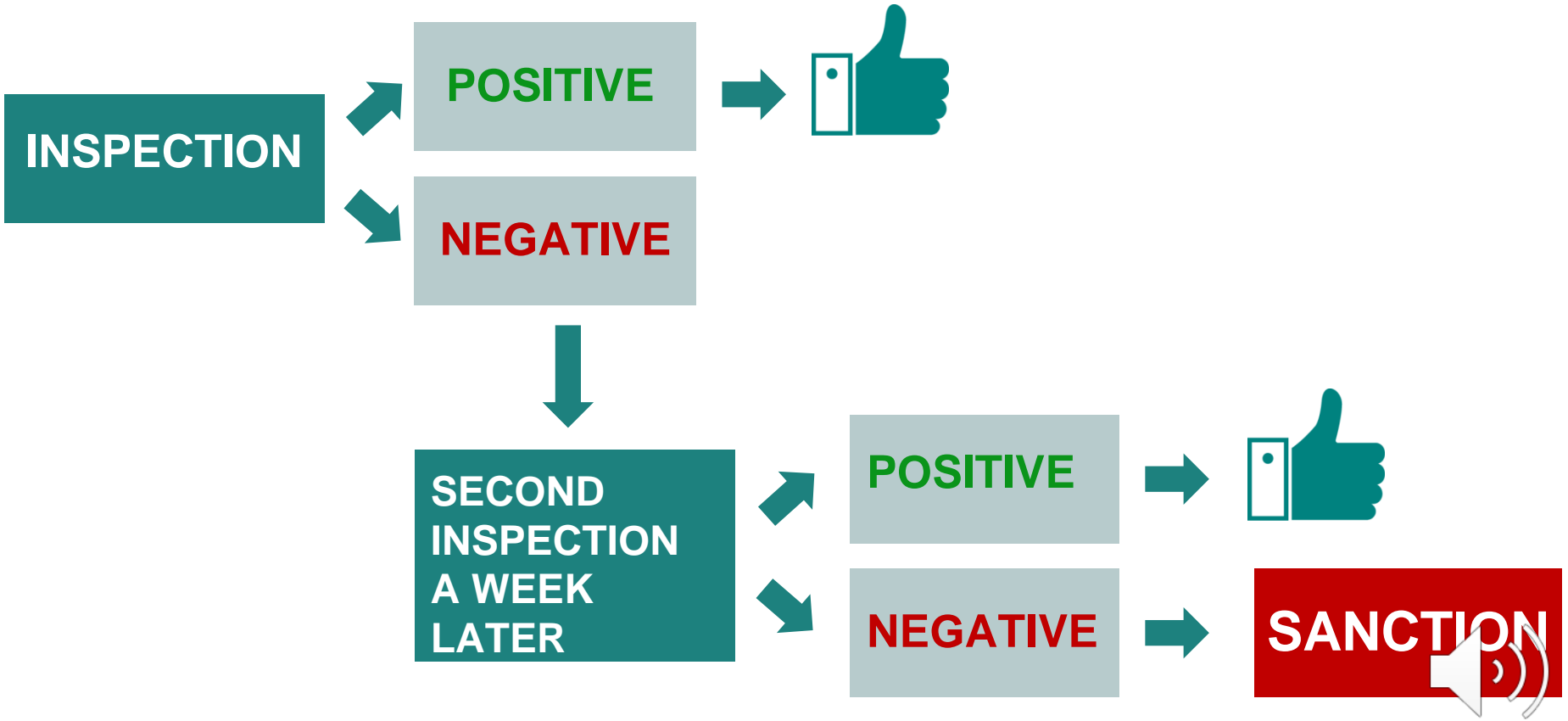
➔ INSPECTION DATES ARE NOT SHOWN BUT ARE AT REGULAR INTERVALS



Housing Inspection Office



INSPECTIONS:



Hosting in your accommodation



Hosting in your accommodation



GUESTS:

ACCESS TO THE STUDENT RESIDENCES OF
ANY EXTERNAL PERSON IS STRICTLY
FORBIDDEN

note

Given the current Corona-Virus
restrictions **non-compliance** will be
severely **sanctioned**.



Code of Conduct COVID-19



Precautions for the Covid-19 Emergency



GENERAL PROVISIONS FOR ALL THE RESIDENTS:

- ➔ Facilitate the frequent exchange of air in every room
- ➔ Always wear a **mask** in the **kitchens** and **common areas**
- ➔ Avoid gatherings and respect social distancing

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Do not share cooking equipment or food with other people and sanitize the common areas after using them





Reporting a problem



Reporting a problem



HOW: SEGNALAGUASTO

➔ EMAIL, LOGIN AND PASSWORD

➔ OPERA WEBSITE(www.operauni.tn.it)

ACCOMMODATION SECTION

REPORT A PROBLEM



Reporting a problem



WHAT:

MALFUNCTIONS IN THE ACCOMMODATION:

➔ ELECTRICAL (es. broken bulblights)

➔ PLUMBING (es. clogged sink)

➔ CARPENTER'S (es. broken furniture)

➔ WALL PAINTING (es. mold on walls)

➔ WASTE COLLECTION (es. waste bag request)



**Giving up
your
accommodation**



Giving up the accommodation



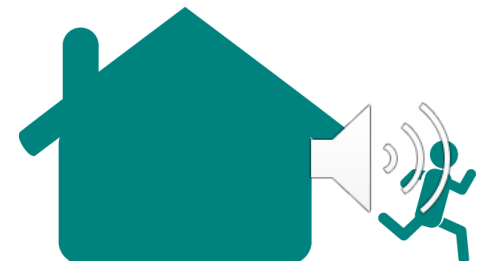
INFORMING THE HOUSING OFFICE:

➔ TO THE FRONT DESK

➔ VIA EMAIL (alloggi@operauni.tn.it)



REMEMBER: YOU NEED TO GIVE A
30-DAY PRIOR NOTICE





**Transfer
requests**



Transfer requests



HOW:

GET IN TOUCH WITH THE MEDIATION OFFICE



VIA EMAIL



SHOWING UP AT THE MEDIATION OFFICE



FILL OUT A REQUEST
INCLUDING YOUR REASONS



Transfer requests



HOW:

TRANSFERS ARE CARRIED OUT THREE TIMES A YEAR:

- ➔ END OF DECEMBER (requests from September till December)
- ➔ END OF APRIL (requests from January till April)
- ➔ END OF JULY (requests from May till July)



URGENT AND **SERIOUS** CASES
(HEALTH AND ECONOMIC PROBLEMS)
ARE GIVEN **PRIORITY**



Transfer requests



HOW:

THE MEDIATION OFFICE MAKES A PROPOSAL:

Yes

TRANSFER EXPENSES: 50 €

CHECK OUT FEE: 40 €

No

GIVING UP THE TRANSFER



Ufficio Mediazione



MEDIATION OFFICE

via della Malpensada, 90
(reception blocks E-F)
38123 Trento



0461 217418



mediazione@operauni.tn.it



OPENING HOURS

Monday, Tuesday, Thursday and Friday

from

10 to 12

