



## BORGIO STELLA - 4 pax

**Address:** Borgo Stella 1

**Floor:** 3° floor green door to the left.

**Door:** Vannini

### Apartment Information

Number of guests: 4 pax

Bedrooms: 2

Beds: 4

Kitchen: 1 type gas

Living room: 1

Bathrooms: 2

### Services

Heating: gas

Airconditioning: yes

Wi-Fi: yes

Washer: yes

Dryer: yes

Dishwasher: yes

### Apartment:

Video showing the inside of your apartment and a video guide with instructions on how to get to your apartment.

[Location maps, Borgo Stella 1](#)

[Video Guide](#)

### Appliance:

The list of videos provides a comprehensive visual demonstration of how different appliances work, allowing viewers to gain a clear understanding of their functioning and operation.

[Electricity](#)

[How to use Gas stove](#)

### WI-FI

**Name:** HC-Stella

**Password:** 0000000001

### ASSISTANCE



[LINK](#)

Please take a look at the check list below that will be explained at move in and free to add all your questions eventually and our staff will happily answer them all.



Please confirm that all of the following points have been fully explained

- How to use the key/code to open the building's door
- Floor of your apartment and elevator's use
- Main electricity switch downstairs
- Apartment's door - use the key to open and always lock the door turning the key and not only shut.
- Lights of the stairs and doorbell (not to be confused with neighbor's doorbell)
- Electricity safety switches
- Gas safety switch (to be locked only in case of gas smell or fire) ○ Water safety switch (to be locked in case of any leak of water)
- Heater thermostat. Already set and never touch. If it's cold or very hot, you have to notify to your reference number. (Pollution law: 18-20 degrees)
- Noise: 10:30pm (limit)
- Gas valve of the kitchen's stove has been shown and how to use it
- Gas boiler has been shown and never has to be touched. If the pressure of the water goes lower than 1,5bar contact your school to solve the problem
- Washing machine and how to use it. Have to wait at least 5 minutes before opening the washing machine's door after end of the wash.
- Dishwasher and how to use it
- Other electrical devices in the apartment
- How to use hot and cold water from the tap
- Hot water: gas boiler = continuous. Electric boiler = not continuous
- Garbage: plastic - glass - can bag - organic waste - mixed waste - paper
- Garbage bins location
- Paper door collection
- Wifi name and code (on the router) ○ How to restart the router
- Electricity voltage is 220v. Make sure your devices are 220 before plugging them on. In case of 110v devices, you can buy a converter.
- Do not attach anything on the walls (nails-tape etc)
- Do not move or add furniture including electrical appliances
- Do not take bikes, scooters etc. into the building entrance or inside the apartment
- Keep the apartment clean and tidy
- Turn off lights and close all windows and lock the door using the key every time you leave the apartment
- In case of any problem with drains do not unscrew the drain
- Before calling assistance for any damage or request, please ask all other tenants if they have anything to notify
- Damages are directly charged to tenants



## TRASH DISPOSAL

**Containers (can, glass, plastic), Organic (food, plants, coffe, etc.), Paper,**

**Residual (everything that does not fall under the other 3 recycling categories);**

You can find Collections points all around the city, you can find the closest to your apartment on the "Alia s.p.a." website or scanning the Qr code below, you just need to enter your apartment address and it will show you the closest Collection point on a map;

You'll not find dumpster for Paper at the Collection point, Paper is collected door to door, on the same website, or scanning the Qr code below, entering your apartment address you can verify the day of the paper collection on your street;

Be aware that if you don't respect the City rules about the trash disposal, you may incur a fine;

Scan this code enter  
your adress to find  
the closest dumpster  
to your location



Scan this code and  
enter your address  
to find the day of  
the paper collection



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## DRAINS

Don't remove the drain strainer, it is used to prevents hairs from falling down the pipe and obstructing it;

The kitchen sinks are not equipped with garbage disposal, if you throw food down the pipes they'll clog and we will need to call the plumber at your expenses;

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## TOILETS

Flush only toilet paper;

Don't flush wet wipes, cotton swab, paper towel, tampons or the toilet will clog, if your toilet is equipped with Sanitrit system, you can only flush toilet paper, everything else will clog the toilet immediately and we will need to call the plumber at your expenses;

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## WATER

Water is drinkable in Florence, but sometimes the taste might not be great, to avoid plastic waste you can buy a filtering water pitch (Brita) at the local grocery store;



## ELECTRICAL EQUIPMENT

Please be aware that some of your electrical appliances have a different voltage and they need an adaptor to work properly (if used incorrectly they may blow a fuse in the apartment);

You'll find that a lot of appliances have a german plug (called Schuko) to use it you'll need an adaptor, if you use this plug without the adaptor you can fuse the socket or blow a fuse;

Scan this code to  
learn more about  
electrical plug in Italy



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## WINDOWS

If your apartment is equipped with Vasistas windows, pay attention on how to open it and close it, you can find more information in the video below.

Scan this code to  
learn how to use  
Vasistas windows



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## HOUSE RULES

Noise level within the apartment 10:30 pm noise limit;

Do not attach anything to the wall (nail, tape, etc.);

Do not unscrew the drain If you have problems with drainage;

Do not move or add furniture including any electrical appliances;

Do not take bikes etc. into the apartment or into the building entrance;

General cleanliness of the apartment, responsibility of tenants in keeping the apartment clean and tidy;

Do not keep rubbish/garbage bags in your apartment for long time especially Organic/kitchen waste;

Turn off lights, close windows and turn off gas when leaving;

Before calling for assistance ask other tenants if there are any problems to report;

Damages directly charged to the tenants;

Shutting the apartment's door only is NOT safe. Always lock by turning the key.

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## EMERGENCY NUMBERS

**POLICE**  
113

**EMERGENCIES**  
118

**FIREFIGHTERS**  
115