



Fundação Cidade de Lisboa



STUDENT RESIDENCE

UNIVERSITY COLLEGE OF COOPERATION NUNO KRUS ABECASIS

REGULATIONS

Article 1º

(OBJECTIVE)

1. The Nuno Krus Abecasis University College Residence, managed by the Fundação Cidade de Lisboa, is intended to provide accommodation for the Foundation's scholarship holders and higher education students, both national and international.
2. The present Regulation was approved by the Board of Directors with the objective of ensuring the efficient, transparent, and rigorous operation of this Residence. It aims to guarantee the safety and comfort of all residents while maintaining order and respect for the common areas and residence rules.
3. By decision of the Board of Directors, other situations may be considered, provided they are duly justified.

Article 2º

(RESIDENCE)

4. The Lisbon City Foundation (FCL) provides a Student Residence under the University College of Cooperation – Nuno Krus Abecasis. This Residence accommodates Foundation scholarship holders and other university students, fostering integration into the city of Lisbon and its academic community in an environment of respect and intercultural exchange.
5. The Residence is located at Campo Grande, nº 380, 1700-097 Lisbon, in a three-story building covering an area of 1,300 m², with twelve rooms with en-suite bathrooms, distributed as follows:
 - 5 rooms with 2 beds
 - 2 rooms with 3 beds and partitions
 - 5 rooms with 4 beds and partitions
 - Kitchen equipped with cabinets, individual lockers, electric cooktop, microwave, 4 refrigerators, and 2 washing machines
 - Dining room with 2 televisions
 - 2 study rooms
 - Attic with clothes drying area, laundry area, and ironing boards
 - WiFi throughout the Residence
 - Apartment with a room containing two single beds, living room, kitchenette, and bathroom, independent of the Residence building
 - Studio with one-bed bedroom, living room, and bathroom.

Article 3º

(OPERATION)

1. Operating Period:

- a. The Residence remains open year-round, without interruption.

2. Management and Administration:

- a. The administration and management of the Residence are overseen by the Fundação Cidade de Lisboa (FCL), under the direction of the Board.
- b. Daily supervision of the residents is carried out by the Technical Staff of the Administrative Services, assisted by the Caretaker.
- c. The Caretaker and Administrative Services report to the Board on resident conduct, when necessary, for disciplinary reasons or regulatory violations.

3. Service Hours:

- a. Administrative services operate from Monday to Friday, 9:30 AM to 1:00 PM and 2:00 PM to 6:00 PM.
- a. Resident assistance alternates between morning and afternoon periods, as posted at the Administrative Services counter.

4. Security and Access:

- a. Residents have unrestricted access to the Residence at any time, using a card and biometric data, and share responsibility for the building's security.
- b. The building's entrance gate is open during the Foundation's operating hours; outside these hours, residents must use electronic access.
- c. For security reasons, outside operating hours, residents are required to close both the gate and entrance door after use.
- d. The FCL is not liable for theft or loss of residents' personal belongings.

Article 4º

(RIGHTS AND DUTIES OF RESIDENTS)

1. Residents are entitled to:

- a. The right to accommodation for the contracted period for which the resident applied.
- b. The right to respect for personal integrity and property.
- c. The right to use all areas of the University Residence made available to them.
- d. The right to utilize common equipment.
- e. The right to privacy, within the limits arising from shared spaces with other residents and the need for verification, cleaning, and maintenance work.

- f. The right to receive visits from direct family members, taking responsibility for their behavior, duration of stay, and compliance with the regulations, after prior notice and in coordination with the Services.
 - g. The right to seek assistance from FCL Services for the resolution of any issues arising from their accommodation.
 - h. The right to be heard on any matter that directly concerns them.
 - i. Any other rights arising from this regulation and other internal operating rules of the FCL.
2. **Resident Duties:**
- a. To be aware of and comply with this Regulation and all other rules in force at the University Residence.
 - b. To pay the monthly fee punctually.
 - c. To ensure the upkeep, organization, and cleanliness of their respective rooms and common areas.
 - d. To care for and maintain the cleanliness of the equipment in their rooms and common spaces.
 - e. To promote the reduction of water, gas, and electricity consumption to support the sustainability of the University Residence.
 - f. To maintain personal conduct that fosters harmony and respect among residents and staff.
 - g. To use the access tools entrusted to them responsibly, including their personal and non-transferable room cards and keys.
 - h. To respect the silence and rest of other residents, in accordance with the schedules established in this Regulation.
 - i. To report any issues or irregularities in the University Residence's operation to FCL Services.
 - j. To actively cooperate with FCL Services in adhering to this Regulation.

Article 5º

(APPLICATION AND SELECTION)

1. Application:

- a. Applications to the FCL Student Residence must be submitted by completing the form available on the FCL website (<https://www.fundacaocidadedelisboa.pt/pt/residencia-universitaria.html>).

- b. To be considered valid, the application must include proof of enrollment at a higher education institution, confirming the applicant's active student status.
- 2. Selection of Applicants:**
- a. The pre-selection of applicants will be based on the order of application submissions and compliance with the established requirements, with priority given to students from Higher Education institutions located within the Residence's area of influence.
 - b. FCL will contact only pre-selected applicants.
 - c. FCL reserves the right to conduct interviews or request additional documentation to better evaluate the application and ensure compatibility with the Residence environment.
 - d. Applicants who have previously used FCL's accommodation services are subject to a review of their history, considering factors such as behavior and compliance with the regulations during previous stays.
 - e. The final decision regarding the allocation of vacancies will be communicated to applicants via email or another contact method previously indicated on the application form.
- 3. Reservation of Room:**
- a. After the application is approved and selection for the Student Residence is communicated, the applicant must make a payment equivalent to one month's rent, corresponding to the last month of the stay, as per the amounts specified in Annex A of this regulation.
 - b. This payment must be made within a maximum of 5 business days from the date of the selection notification to secure the reservation. Failure to pay within this period will result in the automatic loss of the vacancy, which will be made available to another applicant.
 - c. The reservation of the vacancy will be confirmed only after FCL confirms receipt of the payment.
- 4. Reservation Cancellation:**
- a. If the student cancels their reservation up to 30 days before the scheduled check-in date, the amount paid will be refunded, minus an administrative fee of 10% of the monthly rent.
 - b. If the cancellation occurs less than 30 days before the scheduled check-in date, the amount of the rent already paid will not be refunded.

Article 6º

(ADMISSION TO THE RESIDENCE)

1. **Formalization of Registration:**

- a. After the vacancy is confirmed by FCL, the applicant must formalize their registration, preferably in person, at the FCL Administrative Services, by completing the following documents:
 - i. Resident's Personal Form
 - ii. Declaration of Knowledge and Acceptance of the Residence's Regulations
 - iii. Data and Image Protection Agreement
- b. The applicant must make the following payments:
 - i. The first month's accommodation fee, as per the rates in Appendix A;
 - ii. The deposit as stipulated in Article 8 of this regulation.

2. **Admission Process:**

- a. At the time of admission, after formalizing the registration, the Resident will receive the access card to the residence and the keys to the room and respective lockers, which are personal and non-transferable.
- b. Biometric data will be recorded to enable access to the gate and the entrance door to the Residence.
- c. In the event of key loss, the Resident must immediately inform FCL Services, who will replace the keys, with the cost being charged to the Resident.
- d. Upon admission, the student will be accompanied by a staff member from FCL Services for a tour of the Residence facilities, and the condition of the room will be inspected.
- e. The condition of the furniture and equipment for personal and shared use, as well as the overall condition of the assigned accommodation, will be recorded in a specific form. This registration form must be signed by the student and by the FCL representative and the student is responsible for returning the accommodation in the same condition it was provided.

Admission Period:

- a. Admission to the Residence must take place on business days during the operating hours of FCL Services.
- b. Entry outside these hours must be arranged in advance with FCL Services.

3. **Room Assignment:**

- a. The room assignment will generally remain the same throughout the stay, except in cases where:
 - i. The room is assigned temporarily during an extraordinary accommodation period;
 - ii. It is necessary to carry out repairs, pest control, general cleaning, or other exceptional cases duly justified, requiring the temporary relocation of Residents to another room.

- b. If the Resident is not comfortable in the assigned room, they may submit a request for a room change, which will be analyzed for feasibility by the Services.

Article 7º

(PAYMENT OF THE MONTHLY FEE)

1. Monthly Payment:

- a. The amounts for the monthly fees are specified in Annex A of this regulation.
- b. In the event of delays in arrival due to visa issues or other situations, the payment amount will be calculated based on the check-in date established during the reservation.
- c. Monthly payments are made every month, between the 1st and the 8th.
- d. If the check-in occurs after the 1st, the resident will pay for the days corresponding to their stay in that month.
- e. Monthly payments will be made via bank transfer to the account in the name of the Fundação Cidade de Lisboa, at Montepio:
Account Number: 071.10.009543-0 FCL
IBAN: PT50.0036.0071.99100095430.85
BIC/SWIFT: MPIOPTPL
- f. All bank charges for transfers, whether from abroad or from Portugal, will be the responsibility of the Resident.
- g. It is the full responsibility of the Resident to identify the transfer with their full name or to send the payment receipt via email within 3 (three) business days.

2. Late Payment:

- a. If the payment is not made by the 8th, an additional fee of €5.00 (five euros) per day will be applied, up to a maximum of eight days.
- b. Once the maximum limit mentioned in the previous paragraph is exceeded, the Resident may be required to vacate the premises, with the deposit (last month's payment) being used, resulting in the loss of the right to accommodation at the end of the month.

Article 8º

(DEPOSIT)

1. Deposit Payment:

- a. Each Resident must pay a deposit upon admission, which is refundable at the end of their stay.
- b. The deposit is intended to cover any expenses arising from:
 - i. Damage to equipment and/or facilities available to the Resident;
 - ii. Failure to clean the room or common areas.
- c. The deposit amount is €90.00 and must be paid via bank transfer on the day of check-in to the Residence.

2. Refund of the Deposit:

- a. The deposit will be refunded within 8 days after the end of the accommodation period, once the procedures outlined in Article 9 of this regulation have been followed, provided there are no charges for losses or damages, whether voluntary or involuntary, as validated by the Administrative Services.

Article 9º

(RESIDENCE CHECK-OUT)

1. Notice of Departure:

- a. Residents must notify their departure from the residence at least 30 days in advance. The amount for the last month, already paid at the time of booking, will be considered.
- b. In cases where this notice is not provided within the required timeframe, an additional month's residence fee will be charged regardless of the actual departure date. The security deposit may be used to cover this cost.

2. Room Condition Assessment:

- a. By the last day of the reservation, residents must remove all their belongings from the room and leave it properly cleaned and tidied, in the same condition as when they received it.
- b. At the time of departure, or in the event of a room change, the student and an FCL Services representative must jointly inspect the condition of the room, recording the findings on a specific form.
- c. In the case of any missing or damaged equipment or linens (bed or bath) due to improper use, the value will be deducted from the €90.00 deposit.

3. Return of Access Cards:

- a. The Resident must return the keys and access cards at the time of departure. The room will only be considered vacated after this has been done.
- b. FCL Services will immediately remove biometric access from the system.

4. Departure Schedule:

- a. Departure from the residence must take place on weekdays. If the Resident needs to leave during weekends, holidays, or early morning hours, they must request prior verification of the room and belongings from the FCL Services.
- b. Departure must be completed by 12:00 p.m. on the last day of stay, and no further accommodation is allowed beyond this time.

Article 10º

(CLEANING AND MAINTENANCE)

1. Cleaning of Common Areas:

Periodically, an FCL staff member will clean the common areas, such as hallways and shared spaces.

2. Cleaning of Individual and Shared Spaces

- a. The cleaning of rooms and kitchens is the responsibility of the residents.
- b. Residents must use and store the vacuum cleaner, buckets, and mops in the storage area located under the stairs leading to the second floor.
- c. Failure to meet cleaning and maintenance responsibilities will result in disciplinary measures, including a fine of €20 and other applicable sanctions.
- d. The Foundation will conduct a deep cleaning of these spaces every six months.
- e. Regular cleaning and maintenance of individual and shared spaces occur between 9:00 a.m. and 5:30 p.m. Residents must allow cleaning and maintenance staff access during this time.

3. Resource Management:

- a. Residents are expected to adopt energy-saving practices, including:
 - i. Always turn off lights when not in use.
 - ii. Unplugging chargers for rechargeable battery devices (e.g., mobile phones, laptops, MP3 players, etc.) when not in use.
 - iii. Keeping windows closed while radiators are on.
 - iv. Using door and window closures diligently and handling shutters carefully.
 - v. Ensuring the last person to leave a room switches off air conditioning units and lights.

4. Inspections and Maintenance:

- a. The FCL team conducts periodic inspections of the rooms and other facilities, with prior notice to the Resident at least 24 hours in advance, to check for cleanliness, tidiness, and general room conditions.
- b. If spaces are found to be inadequately clean or tidy, Residents will be notified.

- c. If extraordinary cleaning is required due to the resident's neglect or misuse of equipment and facilities, a fee of €20 will be charged. In cases of repeated non-compliance, the fee will increase to €30.
- d. If damages occur and individual responsibility cannot be determined, all students sharing the room or module will be held jointly responsible for the damages.
- e. Residents must not obstruct the work of staff responsible for cleaning and maintenance, as this will result in sanctions.
- f. Residents must allow FCL staff to enter their rooms, after proper notification, whenever it is necessary to distribute bed linens and/or carry out repairs or maintenance work in the facilities.

Article 11º

(ROOM USE)

1. Use of Space in the Room:

- a. Residents must only use the space and furniture assigned to their bed number.
- b. It is prohibited to remove or relocate materials, furniture, equipment, or other items from the rooms or use them for purposes other than those intended by FCL.
- c. Posting posters, photographs, or stickers on walls and doors, hammering nails, or making any type of markings on these surfaces is not allowed.
- d. Residents are responsible for ensuring that only lightweight items are placed on the shelf above the bed.
- e. Suitcases are not permitted in the rooms except on the eve of departure or within 48 hours of arrival.
- f. Residents must store their suitcases, properly labeled, in the attic by requesting access from the caretaker.
- g. Residents should manage their bathroom usage time efficiently.

2. Room and Bathroom Maintenance and Cleaning:

- a. Residents are responsible for daily ventilation and tidying of their rooms or living units.
- b. Weekly cleaning of rooms is required, following the schedule posted on the room door. After cleaning, the resident must sign the sheet, indicating the date of completion.
- c. The person responsible for cleaning must: vacuum/wash the entire room floor, including under desks and chairs; clean the sink, mirror, shower stall, glass doors, toilet, bathroom floor, and empty the trash bin directly into the container at the FCL entrance.
- d. Cleaning supplies should be requested from the caretaker or maintenance staff.
- e. Bathrooms must be cleaned and organized after each use.

- f. Room and common area windows should only be opened once the blinds are fully raised to avoid damage.
- g. Dishes and solid or liquid food (except water) cannot be stored in the rooms.

3. Bed Organization

- a. Beds must always have a mattress protector, two sheets, and two pillowcases on the pillow.
- b. Blankets must not come into direct contact with the body, as they cannot be washed as frequently as sheets.
- c. Blankets may only be machine washed under the supervision of FCL staff.
- d. Residents must leave their beds impeccably made every morning before leaving the room, and all belongings must be tidied.

4. Use of Appliances and Equipment

- a. Residents are not allowed to use or possess kitchen appliances such as toasters, electric kettles, coffee makers, or microwaves in the rooms.
- b. Televisions, video players, and/or other electrical or gas devices are not permitted in the rooms.
- c. Upon leaving the room, residents must ensure that lights are turned off and taps are closed.
- d. It is not permitted to place clothes or other items on radiators or to dry clothes in the rooms.

Article 12º

(USE OF THE KITCHEN)

1. Meal Preparation:

- a. The preparation of small meals must be done exclusively in the kitchen using the appropriate equipment.
- b. Meal preparation should be limited to breakfast and meals, avoiding strong odors.

2. Equipment and Utensils:

- a. The kitchen is equipped with refrigerators, microwaves, and stovetops for shared use by residents. Two washing machines are also available in the kitchen area.
- b. Each resident is assigned an exclusive locker upon admission to the residence.
- c. Dishes and utensils are the responsibility and property of each resident.

3. Refrigerator Use:

- a. Each resident must use only the refrigerator assigned to them at the time of admission.
- b. Residents may only use the refrigerator space allocated to their bed number.
- c. Residents are encouraged to purchase food in small quantities to ensure proper refrigerator management.

- d. Removing food belonging to other residents from the refrigerators is prohibited and will result in sanctions.
- 4. Use of Dishes:**
- a. Used dishes must be washed, dried, and stored in lockers immediately after use.
 - b. Dishes left dirty or disorganized on countertops or in appliances will be removed by FCL staff and not returned.
- 5. Locker Use:**
- a. Residents may only use the locker assigned to them.
 - b. Each resident is responsible for keeping their locker clean and securely locked with their own padlock.
 - c. Removing objects or food from other residents' lockers is prohibited and will result in sanctions.
- 6. Kitchen Cleaning Responsibilities**
- a. Each resident is responsible for cleaning surfaces and equipment used during meal preparation, including stovetops, microwaves, countertops, tables, dishes, and floors if dirtied.
 - b. Daily kitchen cleaning is performed by the residents according to a schedule posted by the administrative services.
 - c. If a scheduled resident cannot perform their cleaning duties, they must promptly notify the caretaker or administrative services to arrange a replacement.
 - d. Cleaning must be completed by 9:00 am each day and includes sweeping the floor, cleaning the countertop, stovetop, microwave, table, sink, and floor.
 - e. After cleaning, residents must sign the cleaning schedule and record the time of completion.
- 7. Waste Management:**
- a. The resident for cleaning the kitchen must place the organic waste bag in the appropriate container and ensure that there is no spillage of liquids or solids during transport. The Resident is responsible for cleaning any spillage and placing a new plastic bag in the container.
 - b. Recycling items must be placed in designated containers near the foundation entrance, while glass bottles must be disposed of in external recycling facilities.
- 8. Refrigerator Cleaning**
- a. Refrigerators are cleaned biweekly according to a schedule posted by FCL Services.
 - b. Failure to complete assigned refrigerator cleaning tasks will result in sanctions.
 - c. Each Resident is responsible for removing their spoiled food from the refrigerator to prevent bad odors and contamination of other items.

Article 13º

(USE AND TREATMENT OF BEDDING AND TOWELS)

1. Washing of Bed Linens and Towels

- a. The washing of bedding and towels is the full responsibility of the Resident.
- b. Residents must wash their bed linens and towels once a week.

2. Use of Washing Machines

- a. Residents must use the washing machines according to the set usage schedule.
- b. Washing tokens can be purchased from the Administrative Services at €2 per token, and only the detergent provided with the token purchase may be used.
- c. Machines should only be used when they are adequately loaded with laundry.
- d. After washing, laundry must be promptly removed from the machine and hung to dry. If the drying racks are full, the laundry should be placed in a basin until space becomes available.

3. Use of Drying Racks

- a. Once laundry is dry, it must be removed from the drying rack and stored in the appropriate wardrobe in the resident's room.
- b. Clothing or shoes left on the drying racks for more than one week will be removed and not returned.
- c. It is not allowed to hang clothes or shoes on the window or in any other place not designated for this purpose.

4. Ironing:

- a. Residents may only iron clothes in the designated ironing area located next to the drying racks on the top floor of the building.
- b. Ironing on the bed, chair, or inside the room is not permitted.
- c. There are ironing boards available, and their use must be scheduled among the Residents.

Article 14º

(SILENCE AND REST PERIOD)

1. Respect for the Silence Period and Spaces

- a. Between 00:00 and 07:00, absolute silence must be maintained throughout the Residence, including common areas and rooms, to respect the rest period. Special attention must be given to common spaces equipped with televisions or similar devices.
- b. During working and resting hours, Residents must avoid making noise and speaking loudly.

2. Use of Electronic Devices:

- a. From 00:00, all lights in the rooms must be turned off, and devices such as computers, tablets, and mobile phones must be switched off to ensure the rest of roommates and other Residents.
 - a. Music devices should be used exclusively with headphones in all areas of the residence, including during the day, to avoid disturbing others.
- 3. Use of Telephone:**
- a. Residents should avoid speaking loudly on the phone anywhere in the residence.
 - b. After midnight, it is strictly prohibited to make or receive calls in the room or hallways.
 - c. In the study room and library, making phone calls or speaking loudly is prohibited.

Article 15º

(VIOLATIONS)

- 1. Unauthorized Access to the Residence:**
- a. Giving the key or access card of the room or the Residence's main door to third parties.
 - b. Allowing access to individuals who are not residents.
 - c. Accommodating another person in the room.
- 2. Damage to Equipment and/or Facilities**
- a. Damage to the physical facilities or equipment of the Residence is the responsibility of the identified perpetrators or, if not identified, of all residents.
 - b. Detection of damaged or destroyed equipment will result in a fine equivalent to the value of the damage.
- 3. Misuse of Objects and Utensils**
- a. Removing and/or relocating materials, furniture, equipment, and other items designated for common areas and rooms, or using them for purposes other than those defined by the FCL.
 - b. Keeping in the room objects or utensils belonging to common areas and services of the Residence without proper authorization, or using them for purposes other than those stipulated by FCL Services.
 - c. Keeping electrical or gas appliances in the room or common areas whose use could be considered dangerous, such as heaters, grills, mini stoves, toasters, and irons. Exceptionally, small electrical appliances essential for daily living (e.g., alarm clocks, mobile phone chargers, razors, electric toothbrushes, etc.) are allowed, provided FCL Services are informed. The Foundation is not responsible for malfunctions or damages caused by such equipment.
 - d. Leaving books or other belongings untidy in the study rooms.
 - e. Storing objects or items that do not belong to the resident inside the Residence.
- 4. Failure to Maintain Cleanliness and Conservation of Spaces:**

- a. Violating the cleanliness and hygiene standards in common areas and rooms, or failing to ensure the preservation of the Residence, causing damage.
- 5. Disrespect for Hygiene and Safety Standards**
 - a. Eating or drinking in rooms and study rooms (except for water).
 - b. Cooking outside of the designated kitchen space.
 - c. Deep-frying.
 - d. Lighting candles, incense, or similar objects inside the Residence.
 - e. Smoking inside the building.
 - f. Possessing explosive, toxic, flammable, or hazardous materials.
 - g. Possessing any type of weapons.
- 6. Disrespect and Inappropriate Behaviour**
 - a. Committing any serious offense or disrespecting staff or residents.
 - b. Hindering normal coexistence in the Residence or organizing collective activities without the consent of the FCL.
 - c. Holding parties without authorization from the Management.
 - d. Engaging in gambling or consuming drugs and excessive alcohol.
- 7. Consumption of Prohibited Substances:**
 - a. Possessing, consuming, or trafficking illegal narcotic or psychotropic substances.
 - b. Consuming alcoholic beverages excessively.

Article 16º

(SANCTIONS)

- 1. Sanctions for Non-compliance with the Rules:**
 - a. Written warning, up to a maximum of two.
 - b. Application of fines, as provided in Articles 7, 9, and 10.
 - c. Permanent loss of the right to accommodation.
- 2. Applicable Situations:**
 - a. Provision of false information in the application processes.
 - b. Inappropriate behavior towards the study and living environment.
 - c. Unauthorized transfer of access to the Residence spaces and/or the room.
 - d. Non-compliance with cleaning and maintenance rules for spaces and equipment.
 - e. Failure to pay the monthly rent as stipulated in Article 7.
 - f. All situations mentioned in Article 15.

Article 17º

(LOSS OF RIGHT TO ACCOMMODATION)

1. The following constitutes a loss of the right to accommodation:

- a. Omission of information and/or providing false declarations in the application;
- b. Failure to pay the accommodation fee;
- c. Disrespect towards FCL staff or fellow residents;
- d. Non-compliance with this Regulation;
- e. Conduct incompatible with the study environment and community life in the Residence.

Article 18º

(CORRESPONDENCE)

1. Personal Correspondence:

- a. Correspondence and notices addressed to residents must be collected at the Administrative Services.
- b. Correspondence will only be delivered to the recipient, who must present identification for this purpose.

2. Packages:

- c. Packages, parcels, or any type of goods delivery will not be accepted at the Administrative Services.
- d. The resident must arrange for personal deliveries to be made directly to them, using their personal contact or another appropriate method for receipt (such as stores or CTT points).

Article 19º

(RESPONSIBILITIES)

1. FCL is not responsible for any damage, loss, or theft of residents' belongings.
2. By signing the Responsibility Term of the Regulation, the resident declares full knowledge of these Regulations and commits to their complete compliance.

Article 20º

(OMISSIONS)

1. Cases not covered by this Regulation or any doubts regarding its interpretation will be resolved by a decision of the Board of Directors of the Fundação Cidade de Lisboa, upon proposal from the Directorate, with input from the Services and the Caretaker, if they relate to matters within their competence.