

UniMIB Residence Halls: A Student Guide

of the Università degli Studi di Milano-Bicocca



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INTRODUCTION

The aim of this Guide is to provide guests of the University Residences with an agile and simple tool that brings together all the information and services offered by the Università degli Studi di Milano Bicocca that will be useful for life in residence.

BICOCCA RESIDENCES HELP CENTRE

The University has set up a proximity service designed for students who are guests of the University Residences, who can discuss any problems related to their life in residence, request information on living in the residence and report related problems. Here is the QR Code that redirects you to the information on the site, or you can write to ascolto.residenzebicocca@unimib.it



ASSISTANCE AND MEDICAL CENTRE

The University offers a Medical Centre service: operating from Monday to Friday from 8:30 a.m. to 4:00 p.m. for triage and medical assistance on site or on call, only in the case of situations that can be resolved without transfer to Hospital (e.g. episodes of illness/injury, accidents requiring simple outpatient intervention; survey and assessment of vital parameters...). The QR Code shown here redirects you to the site where you will find all the information for accessing the service.



The University Health Centre can be contacted by e-mail at medico.competente@unimib.it or by telephone at 0264486119 during opening hours.

This service does not replace the assignment of a general practitioner, nor does it replace emergency services, which are always handled by calling the telephone number **112** (please see the Emergency section).

BENEFITS FOR THE RIGHT TO EDUCATION

For information on benefits for the right to education, which include:

- Grants;
- Contribution for housing;
- Contribution for meals:
- Special grants;

you can be redirected to the appropriate page on the site by means of the QR Code shown here.



TRUSTED ADVISOR

The Trusted Adviser - an institutional figure provided for by the Code to protect the dignity and well-being of individuals and the organisation - provides free counselling to persons subjected to sexual or moral harassment or mobbing who work and study in any capacity at the Università degli Studi di Milano-Bicocca. This figure is able to assist, in absolute confidentiality, the victim of harassment or bullying, and to activate, in agreement with the person concerned, the informal and formal procedures finalised at addressing the problem and preventing its recurrence. The QR Code shown here redirects you to the site where you will find all the information you need for accessing the service.



Take note of the **anti-violence and stalking number 1522**. It is a public service, free of charge, promoted by the Presidency of the Council of Ministers - Department for Equal Opportunities. The number is active 24 hours a day and receives calls from victims of violence and stalking in order to provide them with help and support.

COUNCIL OF REPRESENTATIVES

The Council of Student Representatives of the Residences has been created in order to establish a closer, more organic and continuous relationship between the University and the students housed in the University Residences, pursuant to art. 16 of the Cohabitation Regulations in residences and housing units.

The Council acts as an interlocutor with the competent bodies and structures of the University with regard to issues of interest to the students that are connected with the management of the Residences, and has the task of receiving the guests' requests and drawing up proposals for improving the services provided within the Residences.



The QR Code shown here redirects you to the site where all the information is provided.

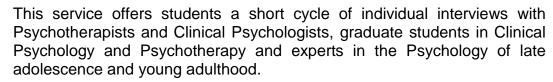
CULTURAL AND COMMERCIAL AGREEMENTS

Each year, the University enters into commercial and cultural agreements and conventions with public and private entities in order to facilitate students. The QR Code shown here redirects you to the site where all the information is provided.



PSYCHOLOGICAL COUNSELLING

The Psychological Counselling Service is aimed at any student who feels the need for a space for personal insight and clarification with regard to impasses that interfere with the continuation of his or her studies and the full realisation of his or her potential.





Periodically, moments of shared reflection are also proposed through group processes, which will be communicated in this section. The QR Code shown here redirects you to the site where you will find all the information you need for accessing the service.

DIGITAL WELCOME KIT

The Digital Welcome Kit contains all the essential information to help you embark on your university career. It includes access to digital platforms and the e-learning portal, as well as student career management resources and contacts for assistance. It provides information on the services offered, internships, the right to education, and international mobility programmes. It also promotes participation in cultural and sports activities.



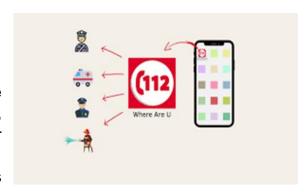
EMERGENCY AND EVACUATION

Download the free app Where Are U:

https://www.areu.lombardia.it/web/home/app-where-are-u

Where Are U is the app that allows you to call the European Emergency Number 112 (where available), automatically sending your location data and other information that you have included in the app.

The European Emergency Number 112 was established to give all European citizens a single



number for their requests: Medical Emergency personnel, Fire Brigade, Police Force are alerted by the same Operations Centre that locates the citizen requiring emergency assistance.

IN CASE OF EMERGENCY

- call 112 (Emergency Telephone Number) directly
- notify the emergency number of the Reception desk as soon as possible:

Residence/Housing Units	Reception desk tel.
U12	tel. +39 02 6448 6699
U112 Via Scamozzi non. 4,6,10, Sondrio	
U42 Via G. Forni 71, Milano	tel. +39 02 6448 9100
U62 Via Martinelli, 44, Cinisello Balsamo	tel. +39 02 6448 9002
U92 Via G. Modena 36, Milano	tel. +39 02 7000 5157

The QR Code shown here redirects you to the site where all the information is provided.



CHARITIES AND ASSOCIATIONS

Charities and associations that can offer free services for foreigners or people in need:

EMERGENCY MOBILE MEDICAL STUDIO, telephone 02-881-881

http://www.emergencymilano.it/ambulatorio-mobile/

NAGA

address: via Zamenhof, 7 Milan - Darsena area - Telephone: 0258301420

hours: MON-FRI 8:30 a.m.-12 noon and 2:00-5:00 p.m. - WED also 7:00-9:00 p.m. PUBLIC TRANSPORT: Metro M2 Romolo Station, then Tram/Bus nos. 3, 90, 91

https://naga.it/attivita/ambulatorio-medico/

OPERA SAN FRANCESCO

address: via Antonello da Messina, 4 Milan - Telephone: 0220234320

hours: MON-FRI 8:30 a.m.-12 noon and 1:30-4:30 p.m.

PUBLIC TRANSPORT: Metro M1 Gambara Station / Bus nos. 90, 91

https://operasanfrancesco.it/cosa-facciamo/il-poliambulatorio/

AMBULATORIO SANT'ANGELO MEDICAL CENTRE (Brothers of St. Francis of Assisi)

address: via Bertoni, 9 Milan - Telephone 0262545941

hours: MON-FRI 8:00 a.m.-12:00 p.m. and 2:00 p.m.-4:00 p.m. PUBLIC TRANSPORT: MM Line

2 – Moscova MM Line 3 – Turati Bus 43 – 94 / Tram 1 https://www.fratellisanfrancesco.it/servizi/#assistenza

NOTE: On certain days and by appointment, specialists in cardiology, dermatology, gynaecology, neurology, urology and paediatrics are available.

Even if the clinics are open-access, it is always a good idea to call first.

RESIDENCE U12 INFO



WHERE: via Vizzola 5, Milan

HOW TO GET THERE

Public transport: Trains FS Milan Greco-Pirelli, Bus 81, 87,

Tram 7, 31, Metro M1 Precotto, M5 Bicocca

Capacity of 210 beds

Reception desk: tel. +39 02 6448 6699

The Residence is closed in August

Services: • Reception desk active 24/7 • communal kitchens on each floor • laundry room with token system • TV room • study rooms • gym • Wi-Fi connection • canteen • bar

What to bring from home:

- Bed linen and towels (in case you do not wish to use those provided by the Residence);
- Plates, glasses, cutlery, pots and pans (compatible with induction hobs);
- Personal cleaning or hygiene products.

- Residences Help Centre: a counter for discussing (on fixed days or by appointment) any problems related to life in residence and for reporting related needs and problems (see section referred to above or write to ascolto.residenzebicocca@unimib.it).
- Bars and canteens: on the ground floor of side A is the partner bar with the canteen service where it is also possible to have a meal. On the first floor of side A, accessed from outside, is one of the university canteens; please refer to the Catering Service section for more information.
- **Linens:** on first entry, each guest is provided with a set of linens, including: no. 2 sheets, no. 1 winter blanket, no. 3 towels, no. 1 pillow, no. 1 pillowcase and toilet paper;
- Change of linens: on the fourth floor, in the TV room, you can change no. 1 large towel, no.
 1 medium towel, no. 1 small towel, no. 1 pillowcase, no. 1 sheet and receive toilet paper weekly (according to the calendar displayed at the Reception desk); in order to obtain clean linens, at Reception you must hand in the dirty linens (placed in a bag) that you intend to change.
- **Kitchens:** each floor has 2 shared kitchens, each equipped with no. 4 induction hobs, no. 1 shared fridge, no. 1 microwave and personal lockers with a lock. For the correct and safe use of the kitchens and opening hours, please refer to the regulations in the section dedicated to the common areas;
- Dispensers and vending machines: on the 4th floor, opposite the TV room, there is a water dispenser (which can dispense up to 2 litres of water per day free of charge by registering on the "CoffeecApp" app with the University's credentials), two snack vending machines and a coffee maker;
- Laundry room: the laundry room is located on floor -1 on side B of the building, equipped with washing machines and tumble dryers. To use them, you have to request tokens at the

Reception desk and mark your room number on the sheets of paper on the washing machines and dryers. Six dryer tokens and six washing machine tokens are available monthly. Tokens should only be requested at the time of actual need;

- **Maintenance:** for electrical, building and system repairs, ask the Reception desk to open a ticket;
- **Gym:** on the ground floor on side B of the building is the gym reserved for residents and free of charge. The gym is open daily from 7:00 a.m. to 11:00 p.m.;
- Housekeeping: a room cleaning service is available, and is carried out once a week
 according to a schedule on view at the Reception desk; horizontal surfaces must be left free
 of clutter in order for the service to be provided. Guests must personally take care of the
 cleanliness and decorum of their assigned room by emptying the waste bin daily and
 separating waste (see section on Separate Waste collection).
- **TV room:** on the 4th floor of side B there is a common room for the residents' leisure time. Inside you will find a TV, sofas, and a table with chairs for studying or playing board games;
- Terrace: on the 4th floor is an outdoor terrace used as a meeting point;
- **Study area:** On the 6th floor, accessible from both side A and side B of the residence, is a space with tables and electrical sockets, used for study.
- Whatsapp: to keep in touch with the student representatives, you can log into the Residence's Whatsapp Community, where you will find two separate chats, one for communicating with other residents and the other exclusively for communications relative to the Laundry room.

RESIDENCE U42 INFO



WHERE: via G. Forni 71, Milan

HOW TO GET THERE

Public transport: Bus 52, 41, Metro M3 Comasina

Capacity of 156 beds

Reception desk: tel. +39 02 6448 9100

The Residence is closed in August

Services: • Reception desk active 24/7 • kitchens on each floor • study rooms • TV room • recreation rooms • laundry room • Wi-Fi connection

What to bring from home:

- Bed linen and towels (in case you do not wish to use those provided by the Residence);
- Plates, glasses, cutlery, pots and pans (compatible with induction hobs);
- Personal cleaning or hygiene products.

- Residences Help Centre: a counter for discussing (on fixed days or by appointment) any
 problems related to life in residence and for reporting related needs and problems (see
 section referred to above or write to ascolto.residenzebicocca@unimib.it).
- **Linens:** on first entry, each guest is provided with a set of linens, including: no. 2 sheets, no. 1 winter blanket, no. 3 towels, no. 1 pillow, no. 1 pillowcase and toilet paper;
- Change of linens: at the Reception desk, you can change on a weekly basis (according to the calendar displayed) no. 1 large towel, no. 1 medium towel, no. 1 small towel, no. 1 pillowcase, no. 1 sheet and receive toilet paper; in order to obtain clean linens, at Reception you must hand in the dirty linens (placed in a bag) that you intend to change.
- Courtyard: the Residence has a courtyard equipped with benches and tables for study.
- **Kitchens:** a kitchen is located on each floor of structure B (lift floors 1, 3, 5, 7). Everyone is assigned to a kitchen. In order to find out which kitchen is yours, you have to check that there is a locker with your room number written on it, this locker will open with the grey key supplied with the room keys. For the correct and safe use of the kitchens and opening hours, please refer to the regulations in the section dedicated to the common areas;
- **Dispensers and vending machines:** on the ground floor there is a water dispenser (which can dispense up to 2 litres of water per day by registering on the "CoffeecApp" app with the University's credentials), snack and coffee vending machines;
- Laundry room: the laundry room is located on floor -1 of the Residence, equipped with two washing machines and two tumble dryers; it is necessary to book through the App with a link to obtain from the representatives; during the booked time you have to pass by the Reception desk, ask for the laundry card by registering in the appropriate form and then bring it back after use; after the tumble dryer cycle is over, it is good practice to open the small door located at the bottom left of the machine, take out the filter and clean it.
- Maintenance: for electrical, building and system repairs, ask the Reception desk to open a ticket;

- **Gym:** on floor -1 of the building is the gym reserved for residents and free of charge. The gym is open daily from 7:00 a.m. to 11:00 p.m.;
- Housekeeping: a room cleaning service is available, and is carried out once a week
 according to a schedule on view at the Reception desk; horizontal surfaces must be left free
 of clutter in order for the service to be provided. Guests must personally take care of the
 cleanliness and decorum of their assigned room by emptying the waste bin daily and
 separating waste (see section on Separate Waste collection). For the disposal of organic
 waste, a key for access to the rubbish room can be obtained from the Reception desk, after
 registration.
- **Rooms:** in the Residence there are: study rooms (located on floor -1 and floor 0 of the residence), TV room (located on floor -1), music room (located on floor -1), and games room (located on floor 0). In order to use the board games provided by the Residence, it is necessary to request them from the receptionist on duty, who will have a form signed when the game is handed over and another form signed when it is returned;
- **Whatsapp:** to stay in touch with student representatives, you can join the Whatsapp Community of the Residence.
- **Wi-Fi:** please see the dedicated section.

RESIDENCE U62 INFO



WHERE: via Martinelli, 44, Cinisello Balsamo

HOW TO GET THERE

Public transport: Tram 31, Bus 702, 727, 728, 729

Capacity of 44 beds

Reception desk: tel. +39 02 6448 9002

The Residence is closed in August

Services: • Reception desk active 24/7 • kitchens on each floor • study rooms • TV room • laundry room • Wi-Fi connection

What to bring from home:

- Bed linen and towels (in case you do not wish to use those provided by the Residence);
- Plates, glasses, cutlery, pots and pans;
- Personal cleaning or hygiene products.

- Residences Help Centre: a counter for discussing (on fixed days or by appointment) any
 problems related to life in residence and for reporting related needs and problems (see
 section referred to above or write to ascolto.residenzebicocca@unimib.it).
- **Linens:** on first entry, each guest is provided with a set of linens, including: no. 2 sheets, no. 1 winter blanket, no. 3 towels, no. 1 pillow, no. 1 pillowcase and toilet paper;
- Change of linens: at the Reception desk, you can change on a weekly basis (according to
 the calendar displayed at the Reception desk) no. 1 large towel, no. 1 medium towel, no. 1
 small towel, no. 1 pillowcase, no. 1 sheet and receive toilet paper; in order to obtain clean
 linens, at Reception you must hand in the dirty linens (placed in a bag) that you intend to
 change;
- Kitchens: each floor is equipped with a kitchen with microwave, electric hotplates, refrigerator, freezer and individual lockers with room no. indicated. For the correct and safe use of the kitchens and opening hours, please refer to the regulations in the section dedicated to the common areas;
- Dispensers and vending machines: on the first floor there is a water dispenser with four free 500 ml refills per day via the "CoffeecApp" app. There are also coffee and snack vending machines;
- Laundry room: located in the basement, with washing machine and tumble dryer.
 Reservations must be made at the Reception desk, specifying the day and time of use. You will be given a magnetic card for access. Remove residues from the dryer filter at the end of use.
- Maintenance: for electrical, building and system repairs, ask the Reception desk to open a ticket.
- Gym: not present in this Residence, but it is possible to use the gyms in residences U12/U42.
 (See respective sections)

- **Housekeeping:** a room cleaning service is available, and is carried out once a week according to a schedule on view at the Reception desk; horizontal surfaces must be left free of clutter in order for the service to be provided. Guests must personally take care of the cleanliness and decorum of their assigned room by emptying the waste bin daily and separating waste (see section on Separate Waste collection).
- **TV room:** on each floor there is a TV area with sofas and a coffee table;
- **Study area:** a study room is available on the ground floor, which can be used all day. It is recommended not to leave books or personal items behind for a long time, to allow everyone to have space to study. When you have finished using the study room, do not leave anything on the tables.
- **Whatsapp:** to stay in touch with student representatives, you can join the Whatsapp Community of the Residence.
- Wi-Fi: please see the dedicated section.

RESIDENCE U92 INFO



WHERE: via G. Modena 36, Milan

HOW TO GET THERE

Public transport: Bus 60, 62, 92; Metro M4 Dateo, Passante

Ferroviario Dateo

Capacity of 108 beds

Reception desk: tel. +39 02 7000 5157
The Residence is closed in August

Services: • Reception desk active 24/7 • common kitchens • study rooms • TV room • computer rooms • gym • laundry room • Wi-Fi connection

What to bring from home:

- Bed linen and towels (in case you do not wish to use those provided by the Residence);
- Plates, glasses, cutlery, pots and pans (compatible with induction hobs);
- Personal cleaning or hygiene products.

- Residences Help Centre: a counter for discussing (on fixed days or by appointment) any
 problems related to life in residence and for reporting related needs and problems (see section
 referred to above or write to ascolto.residenzebicocca@unimib.it).
- **Linens:** on first entry, each guest is provided with a set of linens, including: no. 2 sheets, no. 1 winter blanket, no. 3 towels, no. 1 pillow, no. 1 pillowcase and toilet paper;
- Change of linens: at the Reception desk, you can change on a weekly basis (according to the calendar displayed) no. 1 large towel, no. 1 medium towel, no. 1 small towel, no. 1 pillowcase, no. 1 sheet and receive toilet paper; in order to obtain clean linens, at Reception you must hand in the dirty linens (placed in a bag) that you intend to change;
- Kitchens: there are four kitchens within the Residence, divided between the upper and lower body (where "body" means the two macro-zones of the Residence, where the residents' rooms are located). For the correct and safe use of the kitchens and opening hours, please refer to the regulations in the section dedicated to the common areas.
- **Dispensers and vending machines:** on the ground floor there is a water dispenser (which can dispense up to 2 litres of water per day by registering on the "CoffeecApp" app with the University's credentials), snack and a coffee maker;
- Laundry room: the laundry room is located on floor -1, you can use it 24/7. It is equipped with washing machines and tumble dryers (there are also normal and wall-mounted drying racks). To use them, you will have a maximum of 6 tokens for the washing machine and 6 tokens for the dryer each month, which you can request at the Reception desk and which we recommend you request at the actual time of use, given the availability of tokens at the concierge desk.
- Maintenance: for electrical, building and system repairs, ask the Reception desk to open a ticket

- **Gym:** on floor -1 of the building is the gym reserved for residents and free of charge. The gym is open daily from 7:00 a.m. to 11:00 p.m.;
- Housekeeping: a room cleaning service is available, and is carried out once a week according
 to a schedule on view at the Reception desk; horizontal surfaces must be left free of clutter in
 order for the service to be provided. Guests must personally take care of the cleanliness and
 decorum of their assigned room by emptying the waste bin daily and separating waste (see
 section on Separate Waste collection).
- **Common rooms:** on the ground floor there are two connected rooms where it is possible to study. A peaceful and quiet environment must be maintained within them. On the ground floor, there is a common room for leisure activities, including a wall-mounted TV, a ping pong table, a pair of Foosball tables, tables and sofas. There is another common room on the fifth floor next to the kitchen, where there are only tables and chairs and access to the balcony;
- Outdoor spaces: the outdoor spaces are the terrace on the fifth floor (which can only be accessed through the kitchen or common room) and the back garden on the -1 floor.
- Whatsapp: to stay in touch with student representatives, you can join the Whatsapp Community of the Residence.
- Wi-Fi: please see the dedicated section.

RESIDENCE U112 INFO



WHERE: via Scamozzi nos. 4, 6, 10, Sondrio

HOW TO GET THERE

Public transport: Train FS Sondrio

capacity of 27 beds

Porter's lodge not present: please refer to the U12 Reception desk tel. +39 02 6448 6699

no. 4 Apartments: double room with shared bathroom, shared kitchen

Each academic year, the Università degli Studi di Milano-Bicocca makes a number of beds available to students enrolled or enrolling in the Degree Course in Nursing - School of Medicine and Surgery at the Sondrio apartments at via Scamozzi nos. 4, 6 and 10, within a housing estate managed by ALER.

Each apartment, intended for more than one user, is self-contained and consists of an eat-in kitchen (complete with appliances, microwave oven and washing machine), a living room, a corridor with one or two complete bathrooms with ante-bathroom, bedrooms with two beds, and two large balconies overlooking both sides of the building.

What to bring:

- Bed linen and towels are provided by the residence but you can use your own;
- Broom, floor brush, detergents and personal hygiene products;
- Drying rack (you might find the one from the previous tenant);
- Plates, glasses, cutlery, pots and pans.

What's in the apartment:

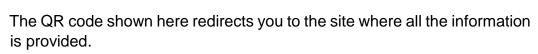
- **Washing machine:** there is one inside every apartment, you have to supply the detergents yourself;
- Change of linens: linen is changed by the housekeeping staff. See housekeeping information;
- **Kitchen:** it is equipped with hotplates, 1 fridge, 1 microwave or oven;
- Maintenance: for electrical, building and system repairs, ask the U12 Reception desk to open a ticket.
- **Housekeeping:** a cleaning service is available, and is carried out once a week;
- **Porter's lodge:** there is no porter's lodge;
- **Wi-FI**: upon request, the University provides a portable 100GB router, free of charge, to be returned at the end of the hospitality.

APPROVED RESIDENCES INFO

Each year the University reserves the right to enter into agreements with public or private entities, in which case please refer to the property manager's rules.

INFORMATION FOR STUDENTS WITH FOREIGN DEGREES

Immigration procedures may seem like very difficult processes, but just follow the directions below, and you'll be able to do everything without complications. If you have any doubts, check the FAQ at the bottom of the page and if you can't find the answer, you can always contact us at visa.applicationforstudy@unimib.it





FINDING YOUR WAY AROUND THE CAMPUS

The Università degli Studi di Milano-Bicocca was created based on the concept of campus. The Milan and Monza campuses are organised in large spaces with teaching, research and service structures: technologically advanced lecture halls, study rooms, research centres, workshops for teaching, IT and research and libraries. Support services are also present on both sites, including canteens, bars, residences, auditoriums, gyms, the Bicocca Stadium and parking spaces.



The QR Code shown here redirects you to the site where all the information is provided.

SEPARATE WASTE COLLECTION

MUNICIPALITY OF MILAN

Here are some useful links for information on the correct management of separate waste collection:

https://www.amsa.it/cittadini/milano/raccolta-differenziata

(Where, when and how to dispose of different types of waste: what you need to know to put everything in the right place).

https://www.amsa.it/cittadini/milano/dove-lo-butto

(For information on the correct containers to use for disposing of objects. Select the municipality of interest and type in the object you intend to dispose of).

You can download the **PULlamo app**: https://www.amsa.it/cittadini/milano/puliamo

MUNICIPALITY OF CINISELLO B.

https://www.comune.cinisello-balsamo.mi.it/spip.php?article22024

MUNICPALITY OF SONDRIO

https://www.secam.net/comuni/sondrio/

COHABITATION REGULATIONS:

Guests are obliged to comply with the Cohabitation Regulations in the Residences and Housing units, here are the links where you can find them

Link Regulations ITA

Link Regulations ENG

CATERING SERVICE

The QR Code shown here redirects you to the site where the call for applications for access to the catering service at a reduced price and then a series of FAQs useful to those interested in the service are listed.



DISABILITY & SLD: B.INCLUSION SPACE

The B.Inclusion space is a specific service of the University intended mainly for future freshmen and students with disabilities or with specific learning disabilities.

In the B.Inclusion space you can receive information and assistance both for the supports that the University makes available during the entrance tests, and for the specific services that are offered to individual students, once enrolled, on the basis of actual needs. The QR Code shown here redirects you to the site where all the information is provided.



SPORT AT UNIVERSITY

CUS Bicocca is the University Sports Centre and is accessible to students and employees of the Università degli Studi di Milano-Bicocca. The QR Code shown here redirects you to the site where all the information

is provided.



INTERNSHIPS AND TRAINEESHIPS

The University supports all activities carried out in order to realise moments of study-work alternation and to facilitate professional choices through direct knowledge of the world of work. An internship is a period of training or further professional experience spent in a company or institution in order to acquire the professional preparation necessary to carry out an activity. The QR Code shown here redirects you to the site where all the information is provided.



TUTOR PLUS - INTERNATIONAL STUDENTS

Starting a new life in a different country can be challenging, so the aim of this service is to make this transition as smooth as possible for you. "Tutor Plus" aims at providing peer-to-peer support and information about the University, available services and social events. The QR Code shown here redirects you to the site where all the information is provided.



WI-FI

Wired connectivity services are available to the University's scientific community and for the wireless part, access is also offered to students and guests. The QR code shown here redirects you to the site where you can find all the information and the possibility of opening a request for service.

