

**TERRITORIAL AGENCY  
FOR HOUSING  
OF THE PROVINCE OF NOVARA  
AND VERBANO-CUSIO-OSSOLA**

**SERVICES  
CHART**



*With this Services Chart, the Territorial Agency for Housing of Novara and V.C.O. would promote a new kind of relation with citizens and consumers.*

*The objective of the Services Chart is to lay down a pact with consumers, offering guarantees on services quality, and clarifying rights and duties of citizens toward the agency.*

*The Services Chart is a communication's instrument intended to awake the attention of consumers, vs. environmental problems, as energy saving and trash picking; in these situations, the tenant of public property should not have different attitudes compared to private consumer. Both are, first of all, citizens belonging to the same society, and so they both have to respect its rules.*

*The simple language used and the various languages version have the aim to clarify as much as possible the dynamics that regulate the construction and the management of apartments, to improve the relation with consumers and citizens, not only from the working point of view, but also and especially regarding quality and courtesy.*

*Pursuing this aim, the Services Chart contains also a part dedicated to suggestions and complaints of the citizens, useful to give the best service with the participation of all interested subjects, especially our consumer of reference, that is and remains "the tenant".*

The President

Mauro GAVINELLI

A handwritten signature in black ink, appearing to read 'Mauro Gavinelli', written in a cursive style.

The Vice President

Adriano FANCHINI

A handwritten signature in black ink, appearing to read 'Adriano Fanchini', written in a cursive style.

# SUMMARY

*Pag.*

<b>THE BOARD</b> .....	<b>3</b>
<b>ORGANIZATION</b> .....	<b>4</b>
<b>OFFICES AND SERVICES</b> .....	<b>5</b>
<i>ADMINISTRATION AREA</i> .....	<b>6</b>
<i>TECHNICAL AREA</i> .....	<b>9</b>
<b>LEASE AND USE FLATS REGULATION</b> .....	<b>10</b>
<i>USE AND MANAGEMENT</i> .....	<b>10</b>
<i>FLAT DELIVERY AND RELEASE</i> .....	<b>11</b>
<i>CLEANLING AND TRASH PICKING</i> .....	<b>12</b>
<i>LIFT</i> .....	<b>12</b>
<i>DRAIN WATER PLANTS</i> .....	<b>12</b>
<i>CENTRAL HEATING PLANT, HOT WATER PRODUCTION</i> .....	<b>13</b>
<i>ILLUMINATION AND SOUND PLANTS – COMMON PARTS</i> .....	<b>13</b>
<i>GREEN AREAS</i> .....	<b>14</b>
<i>GENERAL MAINTENANCE AND SUPPLY OF THE COMMON PARTS AND LEASED FLAT</i> .....	<b>14</b>
<i>COMMON PARTS</i> .....	<b>14</b>
<i>INTERNAL PARTS</i> .....	<b>15</b>
<i>RELEASE OF FLAT</i> .....	<b>15</b>
<i>ALWAYS IN CHARGE OF THE ASSIGNEE</i> .....	<b>16</b>
<b>NOTICE TO QUIT AND LEASE RECALCULATION</b> .....	<b>17</b>
<b>FORMS</b> .....	<b>18</b>
<b>SUGGESTIONS AND COMPLAINTS</b> .....	<b>19</b>

## THE BOARD

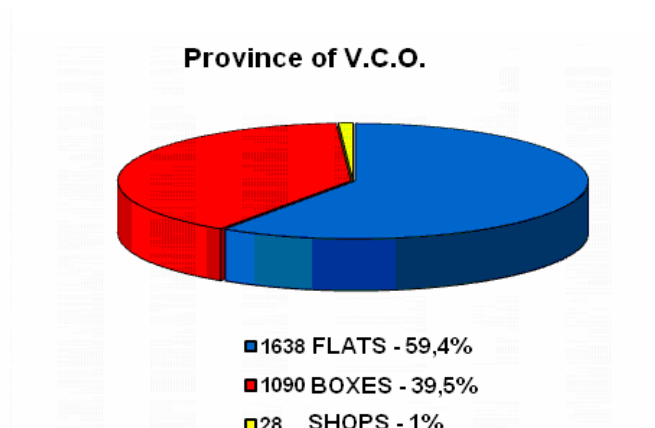
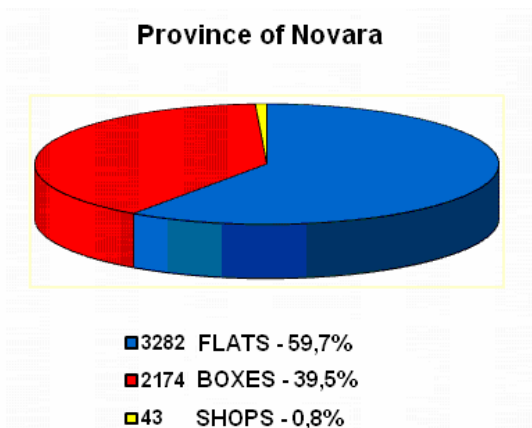
The Territorial Agency for Housing (T.A.H.) is a not economic public board, auxiliary to the Region, with an entrepreneurial vocation for construction and management of flats, through its own realization or in behalf of others (Municipality, Public Administrations), especially intended for the weak social class.

The first important activity of T.A.H. consists in administrating and maintaining its own real estate properties and, by proxy, also of the property of other public boards.

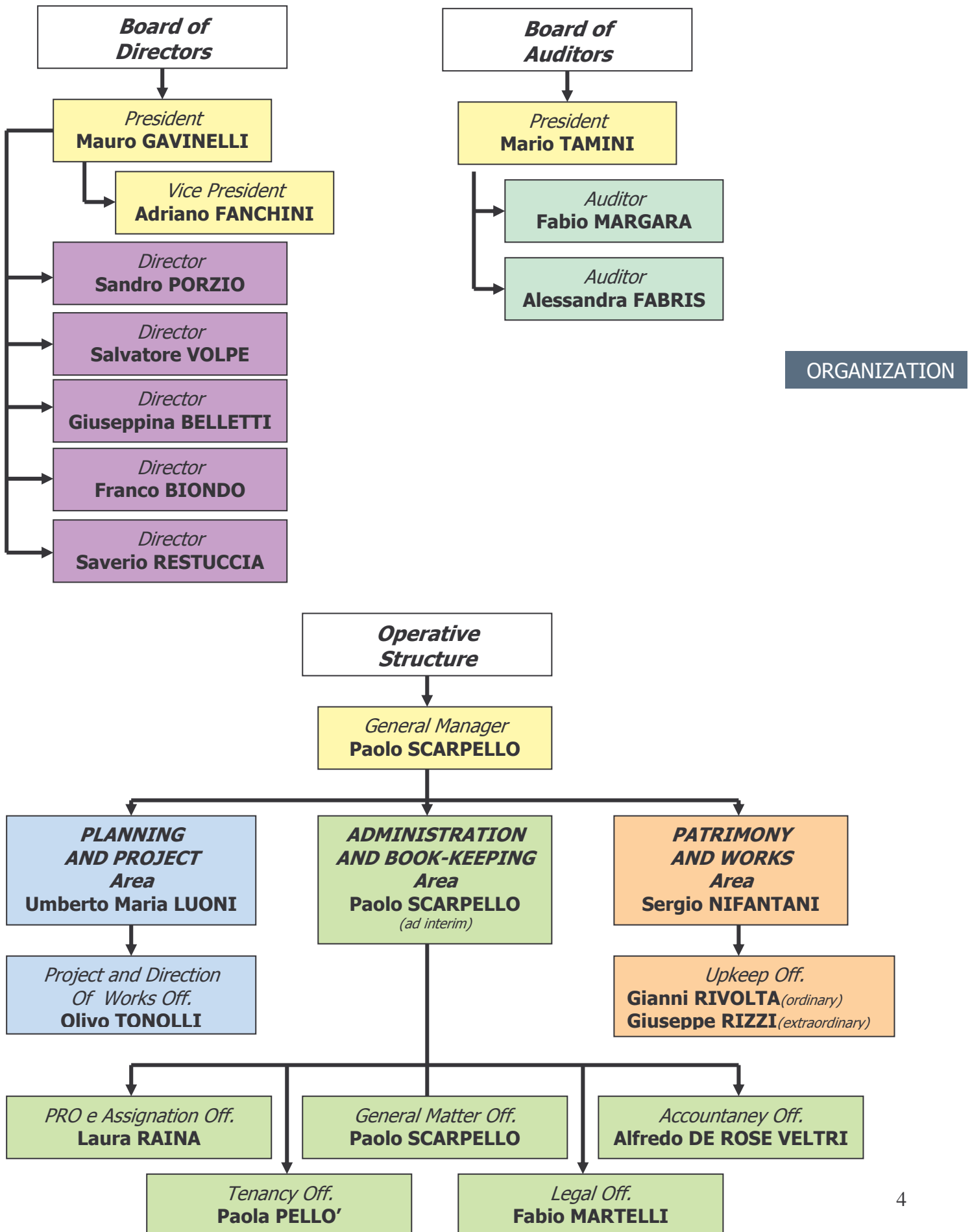
Other important activities are related to typical building field: project and execution of public and private works and of intervention for urban re-qualification, participation in companies or societies that have compatible aims with the Board.

To finance these activities, T.A.H. uses the incomes of the leases, of sales, of public funds, and also banking loan.

The real properties of T.A.H. in the Province of Novara and in the V.C.O. are actually divided as follows:



# ORGANIZATION



ORGANIZATION

## OFFICES AND SERVICES

T.A.H. of Novara would promote the communication with consumers and help the right to access and participation. In this context, from about four years, the Public Relations Office (PRO) has been opened

The citizen that needs to ask information or interventions, can do it reporting, in the hours reported on the back of the Services Chart, to the Public Relations Office (PRO), where he could request intervention of maintenance, collect forms, and obtain other information about the house, yet inhabited or that he wants to have in assignation.

All consumers has the right to signal eventual disorganizations, to suggest possible solutions, to make complaints.

These complaints have to be reported to PRO, that provides to activate the competent Service.

In short time, a call-center will be available for consumers, and it will give phone assistance for every need of the tenant.

More specific information about renting, difference of services and on payments dues, are offered by the Tenancy Office and by the Legal Office, or they can be found on the Web Site [www.atc.novara.it](http://www.atc.novara.it).



Novara, Via Mantova

## **ADMINISTRATION AREA**

### **Public Relations Office:**

- It gives to consumers the primary information, and it receives advices and complaints;
- It promotes and helps the access, by consumers, to information and services;
- It records the satisfaction level of consumers on supplied services;
- It cooperates with other offices to simplify and standardize the procedures;
- It collects information coming from other various services and it makes them available.

### **General Affairs and Personnel Office:**

- It takes care of legal management of personnel;
- It takes care of mail's protocol;
- It deals with internal information and relationships with trade-union Representatives; it takes care the telephone exchange service;
- It manages auxiliary services for other Offices;
- It is a secretary service for General Direction and Presidency;
- It arranges what is needed for the Board of Directors.

**Assignment Office:**

- It deals with the predisposition and the publication of announcements for assignation of flats, and also announcements of mobility; it authorizes temporary hospitalities and transfers;
- It deals with the predisposition and the publication of announcement for assignation of premises different from house;
- It provides to the actuation of pass-lists formulated by Commissions of Flat Assignation;
- It periodically signals to the Director the situation of empty flats, indicating times and reasons.

**Tenancy Office:**

- It deals with the adjournment of the register of consumers, from the point of view of family and of income, to determinate leases;
- It deals with the monthly bills, registering variations, officially and on request of a part;
- It makes the difference of services;
- It arranges the lease contract with the tenant and it makes fiscal procedures concerning contracts of lease;
- It manages the real patrimony of the Board about fiscal field;
- It manages local tribute and stamp tax.

**Accountancy Office:**

- It issues payment orders for suppliers and collection orders for customers;
- It processes fiscal statements for the Board, transmitting to Minister of Finance;
- It draws up the balance-sheet, after the necessary data elaboration ;
- It carries the internal Fund Service and steward service;
- It carries payments and shares service, included fiscal fulfilments coming from economic management of personnel.

**Legal Office:**

- It examines the debt situation of tenants, it sends reminders for the credits recovery, also granting payment delays ,and taking care of legal actions for the eviction;
- It takes care of the rogation of the social fund by Region, to balance "blameless" defaulting payments (unemployment or serious illness);
- It transmits to the Municipality the necessary information for eventual measures of decadence;
- It provides to administrative and legal fulfilments concerning assurance, contract and stipulation of contracts;
- It calls or participates in co-owner assembly for property buildings;
- It arranges the necessary documentation for sale acts;
- It draws up conventions and it stipulates acts for the Board.

## **TECHNICAL AREA**

### **Project and Direction of Work Office:**

- It projects, builds or recovers the existing building patrimony, taking care also of the works management;
- It provides areas feasibility and it studies building typology (curing, recover, new building);
- It contacts Boards or privates asking assignation of grounds;
- It elaborates parcelled plans, concerned graphics and estimative metric computations;
- It asks, manages and boot-keeps public funds concerning building interventions;
- It creates and updates list of prices and special terms and conditions;
- It provides to fulfilments foreseen by law 494/1996 (safety in building sites);
- It supervises the release of building permissions and it attends to relations with boards;
- It deals with the buildings stacking, the elaboration of millesimal tables and the transfer to real-estate management.

### **Maintenance Office:**

- It attends to ordinary and extraordinary maintenance of flats and of plants, by contract tenders or by single works execution;
- It creates and updates maintenance prices lists , to manage relations with contractors;
- It elaborates reports and estimative metric computations;
- It manages its specific budget, settling invoices;
- It takes back units noticed or quitted, verifying state of things, habitability conditions, necessity of maintenance and eventual damages to debit the tenants;
- Working with Assignation Office, it gives flats and documentation concerning plants to tenants;
- It calls and participates in co-owner assembly for buildings of property, also with personnel of other offices.

## LEASE AND USE FLATS REGULATION

The assignee must stipulate the lease contract, paying necessary costs. In case of missed fulfilment, he loses his right about flat assignation.

### USE AND MANAGEMENT

#### Consumers must:

- Take care of assigned flat and common spaces. The Board will charge refund for all costs concerning damages and non-observances. In case of common parts damages and not identified liables, restoration costs will burden on all tenants of staircase/building.
- Use the flat exclusively for habitation.
- Inform about every person living in the flat, and inhabit it permanently, except T.A.H. authorization. It is not permitted to sublet or allow the flat use to third person.

#### Consumers are forbidden to:

- Make alterations or improvements in flats and in common parts without Board written authorization.
- Install verandas, awnings, without T.A.H. or Municipality written authorization.
- Install, everywhere, radio aerials, any kind of satellite reception plants, without written T.A.H. authorization.
- Put flower-pots or plants outside of banisters or balconies. Watering must be done without causing trouble or danger and any dripping.
- Appropriate or use for personal aims parts of common green areas.
- Wash cars or motorcycles in common areas.
- Watering with potable water green areas without authorization.
- Cause trouble to neighbours with crowing or noises.
- Keep in flat and in common areas animals that can cause trouble or danger and let circulate in common areas dogs without leash and muzzle, and whatever create unhygienic situations in flats and in common areas because of these animals;
- Leave in passages, in halls and in cellars motorcycles or vehicles out of authorized spaces;
- Leave open gates, common use accesses and wheel bases provided with specific lock;
- Proceed in building area and run across courtyards with any type of vehicle, except for loading and unloading;

- Park camper or other special vehicles in the building.

### **FLAT DELIVERY AND RELEASE**

- At the flat delivery, the assignee and a representative of the Agency must do an investigation on the spot. Eventual exceptions about the flat state must be immediately produced to Agency.
- In case of generic damages or removals of furnishing or equipment from the flat, T.A.H. will require to the outgoing tenant the cost concerning necessary re-establishments.
- In case of non-delivery of keys, spent notice to quit time, T.A.H. exercises the right to take possession of flat, providing to lock forcing and substitution, also without the assignee.
- In case of autonomous heating-plant, the outgoing assignee must deliver to T.A.H. the boiler booklet with annotations of maintenance operations made by specialized company, according to DPR n. 412/93.

### **CLEANING AND TRASH PICKING**

- In every Municipality of the Province there is the differentiated trash picking, so all tenants must respect municipal rules and must differentiate trash, taking care of putting that in specific common baskets.
- The cleanings of private and common areas is duty of assignee.
- The cleanings and clearing after upkeep interventions are duties of T.A.H.

<b>INTERVENTION</b>	<b>ATTENDED BY</b>	<b>PAID BY</b>
Complete cleaning, in base of normal care, of building common parts, of every pertinence of it and of pavements in front of the perimeter.	ASSIGNEE	ASSIGNEE

### **LIFT**

- Installation and extraordinary maintenance are duties of T.A.H.
- Periodic and ordinary maintenance and concerning subscription rents are duties of assignee.

<b>INTERVENTION</b>	<b>ATTENDED BY</b>	<b>PAID BY</b>
Substitution motor lift, capstan, electric board, shock-absorber and all mechanic and electric parts concerning these aspects.	T.A.H.	T.A.H.
Equalizing works ordered by law.	T.A.H.	T.A.H.
Repair of mechanic and electric parts in case of damage, included floor and covering.	T.A.H./Self-management	ASSIGNEE
Subscription maintenance.	T.A.H./Self-management	ASSIGNEE

## DRAIN WATER PLANTS

INTERVENTION	ATTENDED BY	PAID BY
Substitution of components and rebuilding of lifting and depuration plants due to wear & tear or un-caused accident , substitution of drain pieces.	T.A.H.	T.A.H.
Clearing of cesspool and dis-obstruction of drain pillars and gully, cleanliness and dis-obstruction of sewers.	T.A.H./Self-management	ASSIGNEE

## CENTRAL HEATING PLANT, HOT WATER PRODUCTION

- First installation, repair or substitution of plants or notable parts of them, caused by wear & tear, are duties of T.A.H.
- Ordinary upkeep interventions, include periodic one according to law, are duties of assignee. All intervention must be made by specialized companies.

INTERVENTION	ATTENDED BY	PAID BY
Building thermal station room maintenance .	T.A.H.	T.A.H.
Substitution of valves, burners, generic expansion pumps, thermo regulators, radiators, plates, convectors, radiant panels, air outlets, boiler and generic tanks, vapour pipes, pillars, pipes, conductors, lifting pumps.	T.A.H.	T.A.H.
Adapting works, ordered by law or municipal rules, etc.	T.A.H.	T.A.H.
Supply of liquid and gas fuel necessary to buildings heating.	T.A.H./Self-management	ASSIGNEE
Boiler management, made on base of art. 16 of Law 13.7.1966 n. 615 and Law 9.1.1991 n. 10 and concerning realization rules, compilation of Central booklet.	T.A.H./Self-management	ASSIGNEE
Continuous working test of depuration and sweetened water equipments to introduce in existent plants.	T.A.H./Self-management	ASSIGNEE
Hot water and heating meters reading, costs concerning telephonic rents for tele-heating.	T.A.H./Self-management	ASSIGNEE
Ordinary maintenance operations for equipments and parts to send to "third responsible" and operation to "put on rest".	T.A.H./Self-management	ASSIGNEE
Valves and radiators repair and substitution in flats.	ASSIGNEE	ASSIGNEE

## ILLUMINATION AND SOUND PLANTS – COMMON PARTS

INTERVENTION	ATTENDED BY	PAID BY
All parts substitutions for force majeure cause and plants rebuilding.	T.A.H.	T.A.H.
Outside buttons repair, name-plate insertion and substitution. Small substitutions as lamps, switches, starters, reactors, bulb-sockets, eventual light points covering, lamp in halls, stairs, passages, cellars, arcades.	T.A.H./Self-management	ASSIGNEE
Intercom and video-intercom plants maintenance and substitution in flats internal parts.	ASSIGNEE	ASSIGNEE

## GREEN AREAS

- Green areas first establishment is duty of T.A.H., successful maintenance is duty of assignees.

INTERVENTION	ATTENDED BY	PAID BY
First establishment of trees, bushes, flowered plants and repair of lawns and eventual irrigation plants, pulling down, pruning and eventual substitution of long-trunked trees.	T.A.H.	T.A.H.
Low-trunked trees, bushes, flowered plants substitution. Cutting of the lawn, pruning of low-trunked trees and hedges, watering, fertilizer purchase, generic upkeep of garden. Maintenance and substitution of ornamental plants and flowers, ridding of plants.	T.A.H./Self-management	ASSIGNEE

## GENERAL MAINTENANCE AND SUPPLY OF COMMON PARTS AND LEASED FLAT

- First installation and old parts substitution are duties of T.A.H.
- Small equipments repair is duty of assignee.

## COMMON PARTS

INTERVENTION	ATTENDED BY	PAID BY
Gutter substitution and repair, eaves pipe and building or garages covering waterproofing.	T.A.H.	T.A.H.
Chimney-stacks and flues repair and substitution. Outside or crated pipes of sanitary waterworks repair.	T.A.H.	T.A.H.
Structural works of maintenance for building walls and structures, arcades floor and asphalt zones maintenance.	T.A.H.	T.A.H.
Aged parts substitution and repair of gratings, gates and railings, re-distempering and walls covering of common parts.	T.A.H.	T.A.H.
Cleanings of flues common to more flats, except deviation for single flats.	T.A.H./Self-management	ASSIGNEE
Used or damaged parts, frames and half-frames repair.	T.A.H./Self-management	ASSIGNEE
Locks and closings repair and substitution. Damaged, common parts glasses substitution.	T.A.H./Self-management	ASSIGNEE

## INTERNAL PARTS

INTERVENTION	ATTENDED BY	PAID BY
In case of general extraordinary maintenance, for over-ageing: taps, shutters, blinds and outside frames substitution.	T.A.H.	T.A.H.
In case of general extraordinary maintenance, electrical installations substitution or adapting.	T.A.H.	T.A.H.
Maintenance and substitution of autonomous boiler for heating and hot water production, and also of thermo-ventilate units for every flat, with shares for assignees specifically provided in Regulations.	T.A.H.	T.A.H. AND ASSIGNEE*
Pipes of sanitary waterworks and crated WC boxes repair or substitution.	T.A.H.	T.A.H.
Sanitary equipments, taps of pipe-fitting, siphons and iron taps repair.	ASSIGNEE	ASSIGNEE
Rolling shutters, flexible straps repair. Outside and internal frames and glasses repair.	ASSIGNEE	ASSIGNEE
Autonomous small boilers maintenance and efficiency maintenance, according to Regulations. Ordinary maintenance subscription.	ASSIGNEE	ASSIGNEE
Control of gas pipes seal. Geyser/water-heater installation, maintenance and substitution.	ASSIGNEE	ASSIGNEE
Outside frames, garage shutters and internal parts painting.	ASSIGNEE	ASSIGNEE
Extermination of rats, clear of furniture and cleaning interventions.	ASSIGNEE	ASSIGNEE

\* In base of provisions provided from T.A.H. Internal Regulation.

## **RELEASE OF FLAT**

It is duty of tenant:

- Complete removal and cleaning of flat;
- Furniture removal in cellar, attic, or garage concerning the flat.

The flat must be whatever consigned in perfect practicable and available conditions in structures and plants.

## **ALWAYS IN CHARGE OF THE ASSIGNEE**

- Every alteration or innovation required from assignees for improvements, included practices concerning necessary licences, upon Property approval. All repairs and substitutions due to manumissions by vandalism acts, negligence or guilt inside the staircase.
- T.A.H. will charge tenants with costs for damages caused by guilt, vandalisms, manumissions and improper use of common parts, also when responsible are unknown. T.A.H. will value, case for case, the timeliness to maintain the damage, whole or partly, dependant on property, if tenants has anyway practiced diligence of "good family's father" in goods management and care.

In every case the administrative Board is authorized to attend on services and maintenance depending on assignees, charging them with concerning onuses, if non-repair or non-substitution will cause a bigger damage.



Borgomanero, Viale Pio X

## NOTICE TO QUIT AND LEASE RECALCULATION

To require the **quit of a flat or of a garage**, is necessary to present request three months before; instead, in case of death, the request takes effect from **one month** later.

For the **notice to quit of a shop**, the time for the notice to quit depends on the stipulated lease.

For the **recalculation of lease**, Tenancy Office must be informed about every variation of income and family.

It is possible to collect the recalculation of lease form in T.A.H. seat (Novara, Via Boschi 2), or to download it from Web Site [www.atc.novara.it](http://www.atc.novara.it).

Lease alteration will take effect from the the request transmission **following month**.



Arona, Via S. Luigi

## FORMS

List of forms available in T.A.H. seat, Via Boschi 2, Novara, or downloading from Web Site [www.atc.novara.it](http://www.atc.novara.it).

- **SUBSTITUTIVE STATEMENT OF CERTIFICATIONS:** statement, filled by consumer, useful to inform T.A.H. about personal data.
- **REQUEST FOR LEASE TRANSFER (+ ENCLOSURE):** a member of tenant's family requests to T.A.H. the lease transfer to him, because of death, change of address or separation from original assignee.
- **LEASE RECALCULATION (+ ENCLOSURE):** the tenant requests that his lease will be recalculated because of alterations concerning his income or family.
- **GARAGE NOTICE TO QUIT:** the tenant inform T.A.H. about notice to quit of inhabited garage.
- **FLAT NOTICE TO QUIT:** the tenant inform T.A.H. about notice to quit of inhabited flat.
- **REQUEST FOR HOSPITALITY AUTHORIZATION:** the tenant requests to T.A.H. to offer hospitality, in his flat, persons external to family.

# SUGGESTIONS AND COMPLAINTS

To Public Relations Office  
T.A.H. of Novara  
Via Boschi, 2  
28100 NOVARA

Undersigned

---

Resident in

---

Telephone number

---

Want report

---

---

---

---

---

---

---

---

**ADVICES**

Place and date \_\_\_\_\_

Signature \_\_\_\_\_

I authorize to personal data treatment in base of Law 196/2003.

## **ADDRESSES AND HOURS**

### **T.A.H. of Province of Novara and V.C.O.**

LEGAL SEAT: Via Boschi 2, 28100 NOVARA

Secretary's phone: 0321 445 111  
848 800 294  
(facilitated tariff)

URP phone: 0321 445 102  
0321 445 103  
0321 445 104

Fax: 0321 478 798

Web Site: [www.atc.novara.it](http://www.atc.novara.it)

E-mail: [segreteria@atc.novara.it](mailto:segreteria@atc.novara.it)

DECENTRALIZED SEAT: C.so Marconi 22 (1° floor), 28883 GRAVELLONA TOCE

## **OFFICE HOURS**

From Monday to Friday: from 08:00 to 13:00

Monday, Wednesday, Thursday: from 14:20 to 18:00

## **PUBLIC ADMISSION HOURS**

From Monday to Friday: from 09:00 to 12:00

Monday, Wednesday, Thursday: from 17:00 to 18:00

OPENING DAYS AND HOURS OF DECENTRALIZED SEAT WILL BE COMMUNICATED  
SUBSEQUENTLY