




VILA UNIVERSITÀRIA

EVERYTHING YOU NEED TO KNOW ABOUT
VILA 1 AND YOU FORGOT TO ASK

Checking-out guide
Course 2023-24

Il·lustracions

Olga Molina

 Vila Universit ria
UAB CAMPUS

www.vilauniversitaria.uab.cat

UAB
Universitat Aut noma
de Barcelona

VILA UNIVERSITÀRIA



CLEANING SERVICE AT THE END OF THE COURSE

CLEANING SERVICE FEES

CHARGES FOR DAMAGES

RETURN OF THE DEPOSITS

INFO ABOUT REGULARIZATION (NO RENOVATORS)

WHEN CAN YOU GET YOUR KEY? (RENOVATORS)

REGULARIZATION CHARGES (RENOVATORS)

WHAT HAPPENS IF THERE ARE DAMAGES IN THE
APARTMENT?

COME BACK TO VILA AFTER YOUR ERASMUS

MIXED APARTMENT

CLEANING AT THE END OF THE COURSE

Information guide
for the 2024-25
academic year

In order to ensure an efficient and equal process for everyone at the end of the course, we inform you about the cleaning regulations of Vila Universitària.

We understand that the transition from one course to another can be hectic, so we have established clear guidelines to ensure that this process is as easy as possible for you too.

Below, we detail the rules to follow:



1. VACANCY OF THE APARTMENT

Before requesting final cleaning service, it is an essential requirement that all members of the apartment have vacated it.

No one is allowed to reside on the floor during the cleaning process.

2. REMOVAL OF OBJECTS

Avoid leaving personal items on the floor, as an additional charge will be applied for their removal by our cleaning staff.

It is recommended to carry out a prior inspection and remove all personal items from the apartment before requesting final cleaning.

3. REVISION OF DEFECTS

Our maintenance team will carry out a thorough inspection of the floor before the final cleaning, in case any damage is detected.

Any damage not attributable to normal wear and tear will be recorded and may result in additional charges.

4. CALENDAR

Administration will propose a specific calendar for carrying out the final cleanings.

In the event of non-compliance with any of these rules, the cleaning amount will be refunded and the actual amount of the cleaning carried out subsequently will be charged.

5. PROCEDURE TO REQUEST FINAL CLEANING SERVICE

- All members of the floor must agree to request the final cleaning.
- Proceed to request the service at the reception.
- Sign the document accepting the terms of service.
- The cost of the final cleaning will be divided equally between the members of the floor.



This regulation aims to facilitate an orderly transition and guarantee that all residents enjoy a clean environment at the beginning of the new school year.

We appreciate your cooperation and commitment to these standards.



We want to remind you of the importance of taking care of your space to avoid unwanted financial charges related to damage to the apartment.

Here are some key guidelines to ensure a harmonious environment and avoid bill surprises:

1. IMMEDIATE COMMUNICATION

In case something has broken or damaged in your apartment, we suggest that you notify us immediately.

Notifying us of any incident in a timely manner allows us to address the problem efficiently, avoiding further damage.

Regarding the latter, it is important not to duplicate maintenance reports. If you or one of your roommates have already reported the damage or breakdown to reception through any of the channels enabled for this purpose, please do not do it again.

If in doubt, first contact your roommates in case one of them has already reported the incident in question.

2. GENERAL CLEANING

At the end of your stay, leave all areas of the apartment clean and tidy, so that it is in optimal condition for the resident who will occupy your place.

A well-kept space also facilitates inspection, and helps avoid additional charges.



3. PROPER GARBAGE DISPOSAL

Make sure you do not leave garbage on the floor or in the entrance, and that you dispose of garbage correctly in the appropriate containers.

This not only helps maintain overall cleanliness, but also avoids additional cleaning charges.



4. USE OF WALLS

Avoid leaving stains on the walls and refrain from hanging heavy objects on them.

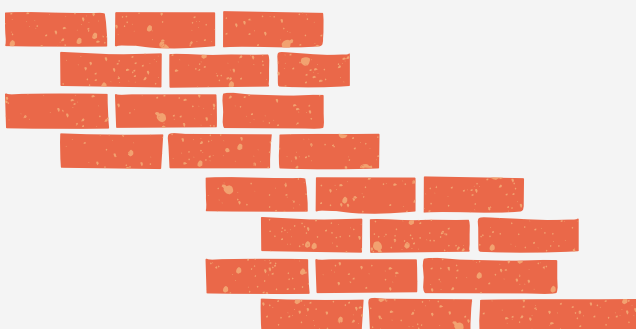
Careful treatment protects the integrity of the paint and avoids repair charges.

5. EMPTY WALLS

Do not leave objects hanging on the walls at the end of your stay.

This includes posters, paintings or other items.

Maintenance staff will evaluate any damage that these objects may have caused.

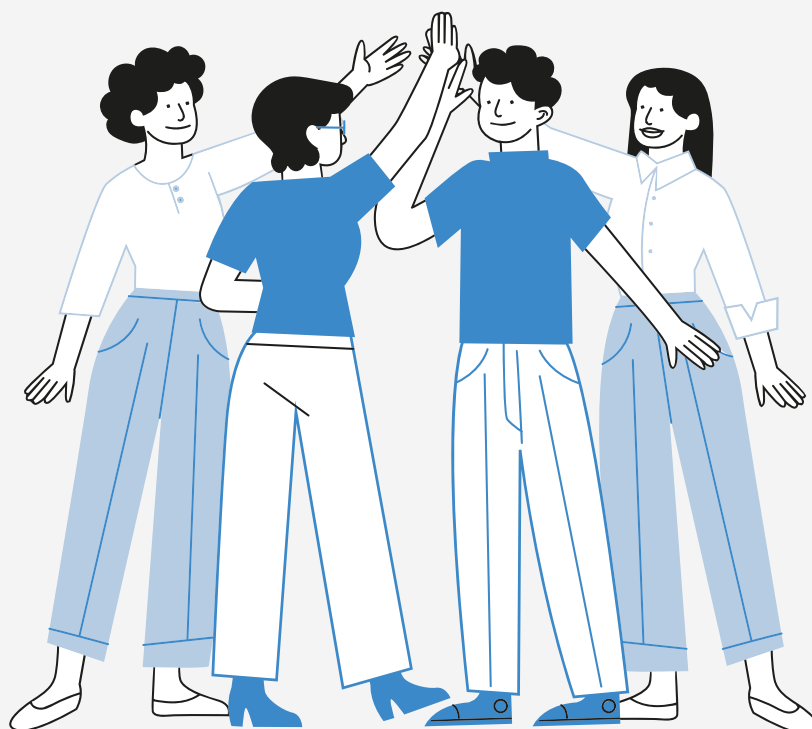


During the course, charges may be applied for defects detected during periodic inspections.

Additionally, at the end of your stay, our maintenance team will conduct a thorough check-in and check-out. During this review, the defects detected will be compared and it will be determined if they are the result of normal wear and tear due to regular use or if they are due to misuse.

We appreciate your collaboration to maintain the quality of our facilities.

If you have any questions or concerns, please do not hesitate to contact our management team.



With the aim of having a clean and pleasant environment for everyone, we want to remind you, in addition to the need to leave the apartment clean and tidy and dispose of all garbage correctly, other essential guidelines to avoid financial charges related to cleaning the apartment at the end of your stay:

1. BATHROOM AREAS AND DIRT-FREE KITCHEN

Make sure bathroom and kitchen areas are free of dirt.

Cleaning surfaces, including sinks, toilets, showers and countertops, will significantly contribute to maintaining the hygiene of the shared space.

3. REFRIGERATORS FREE OF FOOD SCRAPS

Make sure bathroom and kitchen areas are free of dirt.

Cleaning surfaces, including sinks, toilets, showers and countertops, will significantly contribute to maintaining the hygiene of the shared space.



2. CLEAN MICROWAVE

Make sure the microwave is clean and free of food debris.

This ensures that the next user can use it without problems.

Once you have vacated the apartment, our cleaning team will conduct a thorough check and proceed with a thorough cleaning to prepare it for the next resident.

This process is essential to maintain a consistent standard of cleanliness throughout the residence.

We appreciate your collaboration and efforts to maintain a clean and harmonious environment.

If you have any questions or need more information, please do not hesitate to contact our administration team.



We want to provide you with relevant information about the deposit return process at the end of the contract, in case of non-renewal.

1. RETURN OF DEPOSIT AT THE END OF THE CONTRACT

- If the agreements and obligations of the contract have been faithfully fulfilled, Vila Universitària will proceed to return the deposits.
- The refund will be made once the inspection of the apartment has been completed and the pending invoices for basic services, such as water and electricity, have been received.

2. DEPOSIT RETURN IN CASE OF DEFECTS OR UNPAID INVOICES

- If the agreements and obligations of the contract have been faithfully fulfilled, Vila Universitària will proceed to return the deposits.
- The refund will be made once the inspection of the apartment has been completed and the pending invoices for basic services, such as water and electricity, have been received.

3. MAINTENANCE OF BAIL FROM ONE COURSE TO ANOTHER

The deposits will be maintained automatically from one course to the next if the student decides to renew their contract.



4. RETURN BONDS TO NON-RENEWERS

- If the contract is not renewed, the deposits will be returned by bank transfer between the end of September and the beginning of October.
- Return will be made in alphabetical order, as soon as actual water and light readings are received, and exit check is completed.
- The return date may vary depending on when the consumption bills arrive, and will approximately be processed between the end of September and the beginning of October.
- The refund will be processed to the same bank account that we have in our system. If you want to change it, you must communicate it by email attaching your new bank account.



We appreciate your understanding and cooperation in this process. If you have any questions or need more information, please do not hesitate to contact our administration team.

INFO ABOUT THE REGULARIZATION OF INVOICES (NOT RENEWERS)

Information guide
for the 2024-25
academic year

We inform you about the consumption regularization process for the completed course, an annual procedure that allows charges to be adjusted according to actual and estimated consumption.

During the current year, water bills reflect real consumption, providing total transparency about the use of this resource. Regarding electricity bills, it must be taken into account that the final amount may vary, depending on what results from comparing estimated bills with actual bills at the conclusion of the academic year.

1. REGULARIZATION PROCESS

- Regularization takes place in September/October, at which time we receive all consumption invoices corresponding to the previous academic year.
- In the Vila application, you will be able to view two invoices:
 - Positive Invoice: Includes all actual electricity consumption for the year, the latest water bills and any applicable maintenance charges.
 - Negative Invoice: Shows all charges made based on estimated electricity consumption.

2. DIFFERENCE AND ADJUSTMENT

The difference between these two invoices will determine whether a refund will be made - if the difference is in your favor - or, otherwise, if an additional amount will be charged - to you, or the proportional part to each resident of the apartment if this is shared.



4. PROCEDURE

1. Access the Vila application and check both invoices to understand regularization.
2. The administration will proceed to calculate the difference and will determine whether you will be refunded or whether the difference will be charged to each resident, proportionately.
3. The process will be completed in a transparent and equitable way, ensuring that each resident contributes fairly to the actual costs of services.



This process seeks to guarantee an equitable distribution of costs and provide an accurate view of actual consumption.

We appreciate your understanding and collaboration in this procedure.

If you have any questions or need any clarification, please do not hesitate to contact our administration team.

KEY COLLECTION (RENOVATORS)

Information guide
for the 2024-25
academic year

If you are a course renewal, it is a pleasure to have you back in our community. We know that you have already secured your place for next year, and now we want to make the process of collecting your key easier for you.

Here you have all the information necessary for this:

1. DATE AND LOCATION

- From September 1 to 8 (both included), we invite you to stop by the tent that will be located right in front of the reception. There you can collect your key quickly and easily.
- Starting September 12, you can go directly to the reception to collect your key.



1. DOCUMENTATION YOU WILL NEED

Remember to bring your identification document with you, as it will be necessary to facilitate the process of handing over the keys.

We are happy to see you again in the Vila and we hope that this new year will be even better than the last.

If you have any questions or require more information, please do not hesitate to contact our reception team.



REGULARIZATION CHARGES (RENEWALS)

Information guide
for the 2024-25
academic year

We want to inform you about the regularization of consumption corresponding to the period from September to June of last year, as well as the water consumption for May and June.

This regularization also includes exit inspection charges, if applicable.

1. REGULARIZATION DETAIL

- The regularization includes the estimated electricity consumption from September to June, as well as the actual water consumption corresponding to May and June of the previous year.
- Additionally, exit inspection charges are included, if applicable in your particular case.

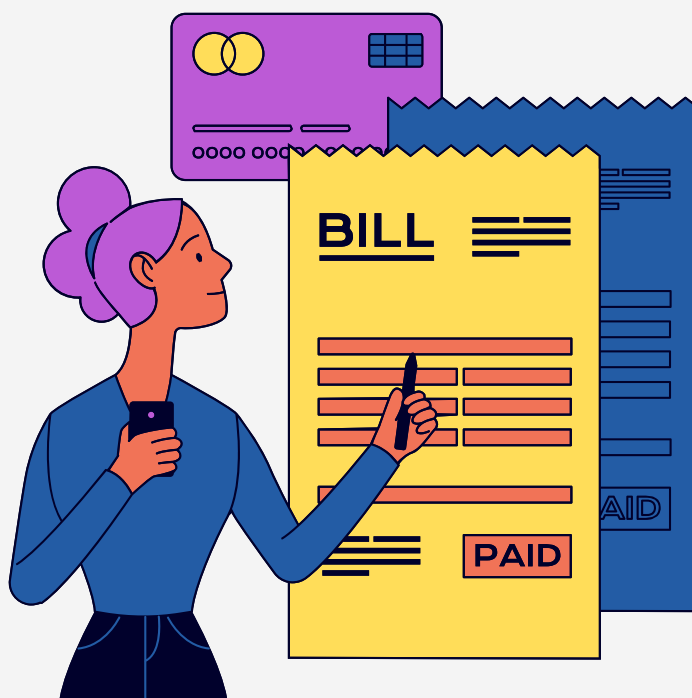
3. CHECK THE INVOICE

You can review detailed invoices directly in the Vila application, where you will find detailed information about consumption and corresponding charges.

2. REFLECTION IN YOUR BANK ACCOUNT

The regularization will be reflected in your bank account, and you will also be able to consult detailed invoices in the Vila application.

This process allows charges to be adjusted according to actual consumption, providing transparency in the management of services.



REGULARIZATION CHARGES (RENEWALS)

Information guide
Course 2024-
25

CONTACT FOR CLARIFICATION

Contact for clarifications: If you have any questions or require additional clarifications, do not hesitate to contact us:

- By sending an email to vila@vilauniversitaria.com.
- By calling our customer service by phone. +34 93 581 70 04
- Stop by our offices during specific business hours for this type of procedure (from 8 a.m. to 8 p.m.).

We are here to help you and make sure you have all the necessary information. We appreciate your understanding and collaboration in this process.



WHAT HAPPENS IF THERE ARE DAMAGES IN THE APARTMENT

Information guide
for the 2024-25
academic year

Below we provide you with relevant information about the consumption regularization process for the past year and, specifically, about possible charges for damages that may apply.

The regularization, which is carried out approximately at the end of September or beginning of October, addresses the estimated consumption of electricity (September to June) and water (May and June) of the previous year, as well as the exit inspection charges, if any. .

1. DEFECTS AND REGULARIZATION

- During the inspection of the home at the end of last year, defects were identified that may have remained unresolved.
- These damages, if they were not repaired or are beyond normal wear and tear due to regular use, can be charged in the regularization of consumption.



2. PAYMENT IN REGULARIZATION

- Possible charges for damages will be included in the consumption regularization. The regularization, which will be reflected in your bank account, will cover both actual consumption and possible additional charges for damages.

WHAT HAPPENS IF THERE ARE DAMAGES IN THE APPARTMENT

Information guide
for the 2024-25
academic year

3. INVOICE CONSULTATION

You can consult detailed invoices in the Vila application, where consumption and damage charges will be broken down, if applicable.

The logo for MyVila, featuring a stylized person icon and the text "MyVila" on a green background.

4. DOUBTS AND CLARIFICATIONS

- If you have any questions or need specific clarification regarding damage charges, please do not hesitate to contact us. You can send an email to
- vila@vilauniversitaria.com, call by phone or stop by our offices during business hours.



We are committed to providing transparency in our processes and ensuring that you have all the necessary information.

We appreciate your understanding and collaboration in this process.

If you are planning to return to the Vila after your Erasmus experience, we want to provide you with key information on the next steps.

Your return to our community is very welcome, and we want to make that process as easy as possible for you.

OPTIONS ACCORDING TO THE ERASMUS SEMESTER

1. If you go on Erasmus the first semester:

- Do not renew your current contract.
- Apply for your place starting in December through the website. This process will allow you to express your interest in returning and request your accommodation for the next course.

2. If you go on Erasmus in the second semester:

- Renew your contract as usual.
- One month before the date on which you wish to end your contract, go to reception to manage the cancellation.



IMPORTANT NOTICE

- We cannot guarantee your place as it will depend on its availability at the required time.
- The assignment of a place is not only based on your preferences, but also on the availability that exists when it is requested.
- The order of selection follows the principle of "first come, first assigned." Therefore, it is crucial to carry out the procedures promptly.

COME BACK TO VILA AFTER YOUR ERASMUS

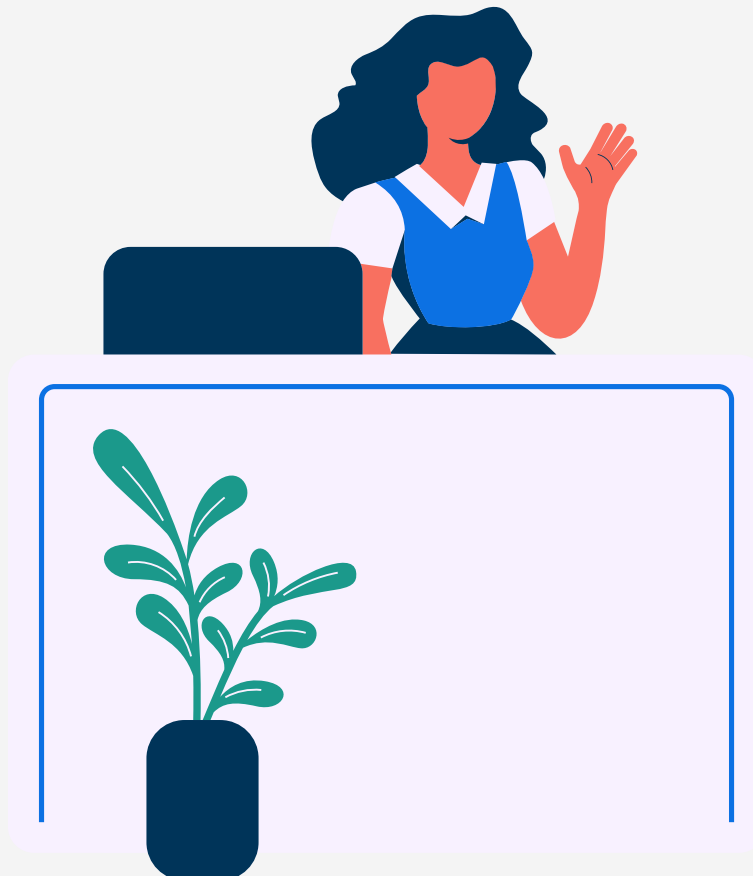
Information guide
for the 2024-25
academic year

This return process depends on the availability of places and demand at that time.

We will be happy to welcome you back, but it is essential that you follow the steps detailed here to increase your chances of securing your place at the Vila.

If you have any questions or need further guidance, please do not hesitate to contact our reception team.

We hope to see you soon in Vila Universitària!



If you are interested in creating a mixed apartment, a shared apartment for both boys and girls, you should know that it can be done, as long as:

- All residents of the apartment have been living in Vila for at least 1 year.
- The apartment must be closed, that is, there must not be any free space left when creating this flat.
- Interested residents must sign a document confirming their agreement.
- In the event that someone leaves the apartment and there is a vacant space, the apartment will be dissolved. This will become a boys' or girls' apartment.





 Vila Universit ria
UAB CAMPUS

Il·lustracions

Olga Molina

www.vilauniversitaria.uab.cat

UAB
Universitat Aut noma
de Barcelona