



**AZIENDA CASA EMILIA-ROMAGNA (ACER) - FERRARA**  
**C.so Vittorio Veneto n. 7 - FERRARA**

**DELIVERY FLAT'S KEYS**

**- INFORMATIVE NOTE-**

- DELIVER ALL KEYS' COPIES in existence: entrance door, main front gate and service gate, gate, cellar, garage, box mail, metars' keys, ecc. ecc.
- EMPTY OUT FLAT AND PERTINENCES (garage and cellar) of every fittings and furniture, then shut (THE WINDOWS TOO).
- CLOSE ALL HEADED METARS (light, gas, water, telephone) through notice to delivery's firm. If the metars are into the flat, you have to wait that the delivery's firm's assigned comes to plumb them.
- MONTHLY INSTALMENT OF RENT IS ALWAYS CONNECTED WITH THE DATE OF THE KEYS' DELIVER:
  - delivery keys' 31 January = no canon from February
  - delivery keys' 1 February = no canon from March

If the last day of the month falls as a saturday or a public holiday, you can deliver the keys the first workday, without further canon's debit.

**1) IF THE ONLY FAMILY MEMBER DIES :**

the person charged with the keys' delivery must be able to declare that flat and pertinances are free and empty, and that metars have been noticed.

**2) IN CASE OF TRANSFER IN ANOTHER FLAT :**

the owner has to sign a declaration by ACER's Office.

**3) IN CASE OF DEFINITIVE RELEASE OF THE FLAT :**

the owner has to show a special self-certification with which he imparts the definitive transfer of the family : you can find the form by ACER's Customers Office.

If the owner is the only member of the family and he moves to the house of refuge, the self-certification can be substituted by a declaration of the last. This possibility is allowed AS AN EXEPTION, if there are serous impediments to the signature of the self-cetrification.

**OFFICE HOURS:**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8.45 – 13.00	8.45– 13.00	8.45 – 13.00	8.45 – 13.00	8.45 – 13.00
	15.30 – 17.00		15.30 – 17.00	

**Useful numbers: SWITCHBOARD: 0532-230311 CUSTOMERS OFFICE: 0532-203320**