



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

**FLAT'S KEYS DELIVERY**

**- INFORMATION NOTE-**

- DELIVER ALL KEY COPIES in existence: entrance door, main front gate and service gate, gate, cellar, garage, box mail, meters keys, ecc. ecc.
- EMPTY THE FLAT AND THE PERTINENCES (garage and cellar) of every personal effect and furniture, then close (THE WINDOWS TOO).
- CLOSE ALL HEADED METERS (light, gas, water, telephone) after the subscription cancellation. If the meters are in the flat, you have to wait that the firm's employee comes to plumb them.
- MONTHLY RENT INSTALMENT IS ALWAYS CONNECTED WITH THE DATE OF THE KEY DELIVERY:
  - **key delivery 31 January = no rent from February**
  - **key delivery 1 February = no rent from March**

If the last day of the month falls on a Saturday or a public holiday, you can deliver the keys on the first working day, without surcharge.

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

the person in charge of the key delivery must be able to declare that the flat and the pertinences are free and empty, and that meters have been closed.

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

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

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

the owner has to submit a special self-certification in order to declare the definitive transfer of the family : you can find the form at ACER's Customer Service Office.

If the owner is the only member of the family and he moves to retirement home, the self-certification can be substituted by a declaration of the host structure. This possibility is allowed AS AN EXEPTION, if there are serious 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 CUSTOMER OFFICE: 0532-230377**