



LEARNING TO EXCEL
SINCE 1969

MILAN SURVIVAL HANDBOOK FOR BSM FAMILIES

Friends
OF BSM



This handbook is the result of the personal experiences and insights of BSM parents and as such, is intended purely as a guide to help you with any questions which might arise from your move to Milan and Italy.

Whilst the information contained within the handbook is periodically updated, no guarantee is given that the information provided here at the time of receiving. For additional information, we recommend the following online publications: **Hello Milano** and **The English Yellow Pages**.

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Help Us To Improve This Handbook

We would very much appreciate your feedback on this handbook. Please let us know of any comments or additional information that you would have found useful and is currently missing.

For information, comments, or contributions, please contact the Friends Welcome Group on friends.welcomegroup@bsm.school

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Introduction

Welcome to Milan and to The British School of Milan. We have compiled this document to assist you with many practical issues that you will need to address during your stay in Italy. The following suggestions have been gathered with the help of the School parents and are intended for information purposes only and in no way guaranteed. **If you need further information, please contact the Friends Welcome Group.**

Emergency Numbers

Carabinieri	112
Police	113
Fire department	115
Ambulance	118
Road rescue	116
Children's helpline	114
Environmental helpline	1515

Useful Addresses Near School

Home Help:	Nuns' Convent on Via Feltre
Post Office:	Via Durazzo 5
Cash Point (Bancomat):	Via Durazzo 5
Street Markets:	Monday mornings on Via Pisani Dossi next to school
Supermarket:	Unes, Via Crescenzago - Esselunga, Via Feltre

Main Official Holidays In Italy

January 1st	New Year's Day	Capodanno
January 6th	Epiphany	Epifania
Easter Sunday	Easter	Pasqua
Easter Monday		Lunedì di Pasqua
April 25th	Liberation Day	Festa della Liberazione
May 1st	Labour Day	Festa del Lavoro
June 2nd	Anniversary of the Republic	Festa della Repubblica
August 15th	Assumption of the Blessed Virgin Mary	Assunzione di Maria
November 1st	All Saints' Day	Ognissanti
December 7th	Milan's Patron Saint Day	Sant'Ambrogio
December 8th	Immaculate Conception	Immacolata Concezione
December 25th	Christmas Day	Natale
December 26th	Boxing Day	Santo Stefano

Open-Air Markets In Milan

Saturday

Via Arcangeli
Via Ardissona
Via Asmara
Via Benaco
Via Benedetto Marcello
Via Bordighera
Via L.Caroli
Via Ciccotti
Darsena Navigli Senigali
Via delle Rondine
Via Fauche
Via Garigliano
Via Giambologna
Via Osoppo
Viale Papiniano
Porta Nuova
Quartiere Olmi
Via Rogerdo
Via Valvassori Peroni

Friday

Via Agilulfo
Via Albinoni
Piazza Bonola
Via Canaletto
Via Val Canobina
Via Catone
Via Crema
Via Curiel
Via Drago
Via Marco Aurelio
Via Pagano
Via Pistoia
Via Scheiwiller
Via Stresa

Thursday

Via Antona Traversi
Via Calatafimi
Via Calvi
Via Cesariano
Via de Nicola
Via de Predi
Via Orbetello
Via Osoppo
Via Rombon
Piazza S. Marco
Via Segneri
Via Tonezza
Viale Ungheria

Wednesday

Via Bentivoglio
Via Borsi
Via Cima
Via Massara de' Capitani
Via Fiamminghino
Via Gaeta
Via Garigliano
Viale Giovanni da Cermante
Via Giussani
Piazzale Martini
Via Monza
Via Pareto
Via Rancati
Via Val di Ledro
Via Vespri Siciliani
Via Vittorelli
Via Zuretti

Tuesday

Via Arioli Venegoni
Via Bargozzi
Via Benedetto Marcello
Piazza Bonola
Via Eustachi
Via Fauche
Gratosoglio sud
Via Mompiani
Viale Papiniano
Via Pascarella
Via S. Miniato
Via Strozzi
Via Vasari

Monday

Via Arpino
Via Cesarino
Via de Predis
Via Ghini
Via Kramer
Via Moretto da Brescia
Via Palmi
Via Pisani Dossi (near school)
Via Ponti
Via S.Teresa
Piazza S. Marco
Via Tarabella
Via Trechi
Via Zamagna

General Information

Social Clubs:

Benvenuto Club of Milan: www.benvenutomilano.net

An English-speaking club for women. Members are from over 40 different countries. The core objective is to welcome women new to Milan by providing orientation programs to help them integrate into the community and offering opportunities to make friends and participate in activities together.

For further information contact Benvenuto Newcomers director on 338 969 1563. Or email newcomersbenvenuto@yahoo.com

Milan Accueil: www.milanaccueil.com

The club represents the French community in Milan. This club is open to all nationalities and offers monthly cultural visits, conferences, and activities such as painting, patchwork, cooking, and trekking. The office is open on Tuesdays and Thursdays from 9:00 till 13:00. Viale Ranzoni, 17 - 20149 Milan (MM De Angeli) Tel/Fax: 02 48712519. Email: milan.accueil@tiscali.it

Tourist Office:

It might be worth paying a visit to the big tourism office (Ufficio Turismo) at Galleria Vittorio Emanuele on the Piazza la Scala corner.

Useful Websites:

On the following websites you will find further information regarding the city of Milan (You'll find more links in each section related to the same subject).

<http://www.hellomilano.it/hm/>

www.easyexpat.com/en/index.html

www.comune.milano.it

www.wantedinmilan.com

www.excusemi.com

www.aboutmilan.com

www.italia.it/es

The parents of the School operate an unofficial [Facebook](#) and [Instagram](#) page.

The School runs the official [Facebook](#), [Instagram](#) and [Twitter](#) pages.

Please click on the links to follow us!

Upon Arrival

General rules regarding Non-Italian citizens moving to Italy

<https://www.esteri.it/en/servizi-consolari-e-visti/ingressosoggiornoinitalia/>

Documentation Required:

- **Tax Identification Number: Codice Fiscale**
This number is very important in Italy. Each member of the family needs one. If you are a non-EU citizen, is required before you can get your Foreigners Permission to Stay (Permesso di Soggiorno per Stranieri). For both EU and non-EU citizens the Codice Fiscale is necessary to obtain a land-line phone connection, open a bank account, buy a car etc. Each area in Milan has its own agency. In order to find your area, check <http://www.agenziaentrate.gov.it/portale/web/english>
- **Residence Card: Carta di soggiorno for EU Nationals**
Follow instructions on this web page: www.poliziadistato.it/articolo/european-union-citizens
- **Residence Permit: Permesso di soggiorno for Non-EU Citizens**
For Milan Residents: Ufficio Immigrazione della Questura, Ufficio Stranieri
Via Montebello, 26 (MM2 Moscova)
Tel: 02 62263400

For Monza Residents: Commissariato de P.S Monza
Via Romagna, 40 20152 Monza.
Kindly take note that you will be presenting several documents.
Further information can be obtained from: www.portaleimmigrazione.it
<https://easymilano.com/how-to-get-or-renew-a-residence-permit-in-italy-permesso-di-soggiorno/>
- **Residence Certificate: Certificato di Residenza**
You will need this document to get your public health insurance card, your residence permit (*for non-EU citizens*) and specific electricity tariff. You need to go to the city hall of your Comune (*Ufficio Anagrafe*).
For Milan residents check this web site
<https://www.comune.milano.it/servizi/attestazioni-di-soggiorno-per-stranieri-ue>
- **Italian ID card: Carta d'Identità**
This document is not compulsory, but it might help you with some formalities such as opening a Bank Account.
- **SPID Personal Digital Identity**
Since March 2016 the Italian Government has introduced SPID, a Digital personal identity which allow citizens to access digital services offered by the State (*Taxes, Health, Online official documentation et and private companies*) in a safe and secure manner. Although not compulsory, we strongly suggest to get a SPID identification for each member of the family. During the pandemic it has been an invaluable way to access health information (*vaccinations, swab results*) and much more.
For further information, follow this link <https://www.spid.gov.it/?lang=en-001>

IMPORTANT - In Italy, by law, you must carry an official ID with you at all times or if stopped by the authorities you could be liable for a fine. It is also compulsory to carry your driving license with you when driving.

Healthcare

Public System:

On arrival in Italy, you can get public health assistance, which is managed by the “**Azienda di Tutela della Salute**” of your area (ATS). This medical cover will allow you to get most of the medical treatment for free or by paying the cost of a medical ticket.

To get your **Health Card** (*Tessera Sanitaria*), and sign up on a **doctor’s patient list**, you will need to provide identification documents including: your Codice Fiscale, “Permesso di Soggiorno” (*for non-EU citizens*) or “Carta di Soggiorno” (*for EU citizens*), and a copy of your employment contract. We recommend you contact the ATS of your area (Comune) in order to get a detailed list of the documents required and the duration of your Tessera.

For your nearest ATS office contact: ATS Città di Milano, Corso Italia, 19. Tel: 02 85781, <https://www.ats-milano.it/portale>.

***Children up to 6 years old must be registered with a paediatrician. After the age of 6 and up to the age of 14 they can be followed either by a paediatrician or a general practitioner. After the age of 14 they have to be followed by a GP only.**

If your family doctor is not available:

For emergencies contact **the doctor on duty/ Guardia medica**: +02 116117
(Sometimes they don’t have a consulting room but can visit you at home or provide advice over the phone. You need to have a “Tessera Sanitaria” (Health Card), codice fiscale and an ID document).

Medical Certificate:

In order to enrol children/adults in any sporting activities outside the school, you will need to obtain an annual medical certificate from your paediatrician or your family doctor (*for older children*). These certificates would cost around 50 euros.

Vaccinations/Immunizations:

To know more about immunizations, please check the following web link or visit the **Parent Page** on the British School of Milan website.

<https://www.ats-milano.it/portale>

Pharmacies:

For 24hrs/feast days and weekend service, check the following website:

<http://www.turnifarmacie.it/>

Public/Private Hospitals:

Maternity:

Call Center Regionale - Lombardia: Free number to call and set an appointment - 800.638.638

Hospitals with well-known maternity wards:

- **Mangiagalli Ospedale Maggiore Policlinico** (well-known for deliveries)
Via della Commenda, 12 (MM3 Crocetta)
Tel: 02 57992252
There is adjacent paid parking available.
- **Fondazione De Marchi - Ospedale Maggiore Policlinico**
Via della Commenda, 9 (MM3 Crocetta)
Tel 0255192026
- **Regina Elena** (part of Policlinico)
Blood tests, Specialists Doctors’ appointments
Via Manfredo Fanti, 6
Tel: 02 579111 / 02 5451841

- **Ospedale Buzzi** (Children's hospital)
Via Castelvetro, 32 (MM1 Conciliazione and then tram 29)
Tel: 02 57995363
There is an underground car park in the hospital building (€2.50 per hour)

Nearest hospital to school with an Emergency Department:

- **Ospedale San Raffaele**
Via Olgettina, 60 20132 Milano (very close to Milano Due - Segrate)
Tel: 02 26431

Getting Settled

Animals:

In Lombardia dogs need to have a microchip and a passport. For this you will need to go to an ATS centre.

<https://www.ordinevetmilano.it/>

You need to register any pet you possess at the ACR (Anagrafe Canina Regionale). Puppies need to be registered before they are 3 months old. If your pet disappears, you need to inform ACR within 7 days.

Au Pairs:

These are some agencies you can contact: **Europacements, ARCE au pair, Nanny Agency Au Pair Work child, au-pair org, Find an au pair.**

Energy:

Do note that in flats/houses there is usually a maximum limit of 3KW usage. If you use more than 3KW power at the same time (i.e. you have the oven and dishwasher on, depending on their consumption) the power can be cut off and you need to reconnect it **manually**. You can add an additional wattage by paying more in your electricity bill.

Home Help:

In order to declare a house employee, he/she needs to be registered with the Italian authorities. The main institute dealing with this matter is **INPS (Istituto Nazionale Previdenza Sociale): Tel: 80 31 64, www.inps.it.**

Some associations can also help you to deal with these matters:

ACLI

Via della Signora, 3 or Via Francesco Sforza, 14
Tel: 02 45470779
MM3 Crocetta

Associazione Italiana dei Datori di Lavoro Domestico

Via Ausonio, 6
Tel: 02 89409036

API-COLF (www.api-colf.it)

Via Bartolomeo Eustachi, 27
Tel: 02 20249453
MM1 Lima

Mobile Phones:

In order to activate a phone SIM card, you need to have a proof of residence in Italy, an Italian identity card and a codice fiscale (Tax code). SIM cards are sold in mobile phones shops and electrical appliances shops.

Rubbish Collection:

Since January 2014 a rubbish tax called **TARI** is applicable to all residences and businesses. You are supposed to declare the number of residents and the size of your home to the Comune upon moving in, so that the tax can be properly applied. Before doing this, talk to your landlord or condominium administrator if you have one, because it may have already been done for you, or by a previous owner. Each area has its own regulations, forms and due dates for this, so check your commune's website. The tax is Italy-wide but applied and managed by each Comune.

Transportation

Car:

In order to drive, you need the following documents:

- (a) Certificate of ownership
- (b) Circulation card ("libretto di circolazione")
- (c) Driving license
- (d) "Bollo" ticket showing you have paid the annual tax
- (e) Insurance

Important Note: Make sure you carry these documents with you at all times.

In order to obtain (a) and (b) you need to contact:

Motorizzazione

Via Cilea, 119
Tel: 02 353791

After you get your documents from the Motorizzazione you need to register your car at:

PRA (Ufficio Pubblico Registro Automobilistico)

Via Durando, 38
Tel: 02 39323185

www.aci.it (information avail. in English)

For the first payment of the car tax ("bollo") you will have to find your nearest ACI agency <http://www.aci.it>. Afterwards, annual car tax payments can be made at the post office, a bar tabacchi, at a bank machine, or online.

Driving License (Patente):

You can convert your own driving license into an Italian one (if you wish) if your country has an agreement with Italy. Further info is on the website www.patente.it.

If you are a holder of a non-EU license, we suggest you ask your embassy for further information.

***NB You must carry your driving license and car insurance document, the "bollo" document and the circulation document with you at all times while driving in Italy. If not, you will be fined if stopped by the police.*

Driving Lessons:

You can find many companies on the Internet. You can take lessons from the age of 18. You will need a medical certificate, photos and residence certificate. Lessons will be in Italian.

Driving In Italy: Important Rules

In Italy, you might find different driving rules than in your own country. Make sure you always have your driving license with you.

Some rules to remember:

- Keep in mind these **speed limits**:

<u>Road</u>	<u>Speed limit</u>
Motorway/Highway (Autostrada)	130 km/h
Free highway (Superstrada)	110 km/h
Outside town/Tangenziale	90 km/h
In town	50 km/h

- Pay attention to the signs** that indicate changes in speed limits, above all in the case of bad weather. (When raining, the speed limit on the Autostrada drops to 110 Km/h).
- On motorways, free highways and outside towns, you have to turn your dipped headlights on (the sign "In autostrada anabbaglianti sempre accesi" means "On the highway always keep your headlights on").
- You may use your mobile phone only with either hands-free equipment or headsets.
- Between 15 November and 15 April, you must either mount winter tyres (gomme invernali) or carry snow chains (catene da neve) in the car.
- Seatbelts are compulsory** in the front and rear of the vehicle.
- Children must be 12 years old** if they are to sit in the front passenger seat.
- Children's seats** are compulsory up to **150 cm height**. **Full children's seats** are compulsory up to a height of **125 cm**. **Booster seats** can only be used **from 125cm to 150 cm height**.
- You are required to carry a **warning triangle** and a **reflective jacket** in the car in case of emergency.

Drive safely.

Downtown Driving Permit (Area C):

The AREA C programme is active in Milan during weekdays from 7:30 to 19:30. Access to the area called "Cerchia dei Bastioni" (via 43 different entrance points) is restricted to drivers who have purchased the €5 ticket, valid for all vehicles. Special terms apply to residents and duty vehicles. Bicycles, scooters, electric cars, vehicles displaying blue badges for disabled people are exempt from the charge.

Area B has also been introduced and put limits to the circulation of old vehicles during the weekdays. It is best to refer to the Comune website for details as you should really check specifications of your car.

This is the link: <https://www.comune.milano.it/aree-tematiche/mobilita/area-b>

Since October 2022, Euro 0,1,2 petrol and diesel vehicles and Euro 3,4,5 diesel vehicles can no longer circulate the city centre without DPF.

For information: www.areac.it or phone: 020202. Also, read the Telepass section, below.

Telepass:

If you often go outside of Milan on the highways, in order to avoid lines at the toll stations you can buy a "telepass" box to put in your car. The payment of the toll will be charged directly to your bank account. You can get the box either through the Punto Blu website (<https://www.telepass.com/it/privati>), directly at a Punto Blu centre, at your bank or at the post office after you follow all the procedures.

The Telepass can also be used to enter the AREA C of Milan and to pay for parking within blue lines through the Telepass Pay app and in some car parks (e.g. the indoor car park at Linate Airport)

Car Sharing:

- www.share-now.com/it/en
- www.enjoy.eni.com/it/milano
- www.e-vai.com
- www.sharengo.it
- www.comune.milano.it/servizi/car-sharing

There is also a ride sharing/carpooling service, where you can get a lift from private citizens driving to the same location and sharing journey costs. <https://www.blablacar.it/ride-sharing/milano/>

General Information:

If you need to park your car downtown there are several public car parks around the city. Besides these, you can park on public spaces along the streets but keep in mind that:

- To use **the yellow parking** spaces you must be resident (you need to have a special sticker on the car,)
- To use the **blue spaces** at a charge. There is now also a new way of parking within Milan (for Telepass users only) available through Telepass Pay (see above in Telepass section).
- **White spaces** are free.

Scooters & Minicars:

Many people use scooters and minicars in Milan. You must be aware that some rules must be respected (*no use of tram/bus/taxi ways, no highway/tangenziale use with scooters under 200cc*).

To drive a scooter or a minicar up to 50 cc you need to be 14 years old and pass a test to obtain an "Am" driving license. To carry a passenger, you need to be at least 16 years old. To drive a 125cc scooter you need an "A1" license obtainable from the age of 16.

Please ask the School for their policy if unsure.

Public Transport

Airports:

There are 3 main airports which service the Milan area:

- Malpensa - is a major International Airport located about 50 km north-west of Milan.
- Linate - 10 mins from school, it is only about 7 km east of the centre of Milan.
- Orio al Serio - near Bergamo, it is about 50 km east of the centre of Milan. Ryanair and EasyJet offer low cost flights from there.

There are shuttles from Linate to Malpensa and vice versa. You can reach Malpensa from the rail stations of Cadorna and Centrale (www.malpensaexpress.it) and also by bus from Centrale.

The ATM Bus number 73 departs from near the Duomo to Linate Airport. The airport can also be now reached by metro from the stations mentioned here: www.milanolinate-airport.com/en/from-to/by-underground

There are also bus services to and from Orio al Serio (Bergamo) airport (www.orioshuttle.com, www.terravision.eu) leaving from Centrale, Lambrate (occasionally) and other rail stations in Milan.

Bicycle Rental:

As in other major cities around the world, the Comune di Milano offers bicycles for rental in downtown Milano. You can find information in the following website: www.bikemi.com

Metro (Underground):

You must buy a ticket before entering the Metro which you can do at any newspaper shop, metro station and some cafés. In order to validate your ticket, you must remember to get it stamped at the beginning of your journey. A ticket ("biglietto") costs €2.20 (within the city limits). You can buy a 10

metro rides ticket for €19.50 (called a “carnet”). 1 day (€7.60), 3 days (€13.00), 2 months and annual tickets are also available. Some other combinations are offered - you can check on the website: www.yesmilano.it/en/subway-trams-and-buses

There is also the RicaricaMI solution which is an electronic card on which you can recharge urban single tickets, 10 trips carnets, daily tickets and weekly tickets. Metro tickets can be used on the Suburban Railway System (S Line) within the city perimeter. Like in other major cities around the world, contactless cards can be used directly at the metro gates to pay fares.

You can buy tickets in machines or kiosks, use your contactless bank card on both metro, trams and buses, or pay with the ATM app (<https://www.atm.it/en/Pages/default.aspx>)

Under 14s travel for free on public transport, you just need to request a pass card directly from ATM. For more information, you can visit: <https://www.atm.it/en/Pages/default.aspx>
Public transportation operates from 5:00am – 12/2:00am.

Taxis:

Milan/Segrate: 02 6969/ 02 4848/ 02 4040
Martesana: 02 2181 (Segrate, Milano2)

Trains:

Please note, you can also use the train within the city limits.

For information: www.trenitalia.it

Important Note: Make sure you stamp and validate your ticket before boarding the train.

Leisure

Bookstores Selling English Books:

- American Book Store: Via Camperio, 16. Tel: 02 72020030 www.americanbookstore.it
- Feltrinelli: many stores in Milan www.lafeltrinelli.it
- Hoepli: www.hoepli.it
- Mondadori: many stores in Milan www.mondadoristore.it
- OPEN - more than books: Viale Monte Nero, 6 Tel: 02 83425610.

Not only a bookshop, but an event place with workshop, food, office spaces for rental and much more. www.openmilano.com

Cinemas:

It is important to be aware that films shown in Italy are almost always dubbed into Italian, even though the title might be in English. When a film is being shown not dubbed and in English (or other original language) the listing will state “in lingua originale” or v.o. for ‘versione originale.’

Cinemas in the outskirts of Milan:

- Uci, Via San Francesco, 33 Pioltello
- Cinema San Giuliano Milanese, Via Emilia, angolo Via Tolstoj

Museums:

You can find information on the museums in Milan on the city of Milan website, <http://www.comune.milano.it>. You can also purchase a “Museum Card” (€45 a year) which grants you free entry to most museums in the Lombardy region. <https://abbonamentomusei.it/>

Children’s Parties:

There are various places in Milan where one can organise birthday parties. Here are a few that are popular at our school:

- Nano Gigante - Via Lambrate, 18. Tel: 02 26826650, www.ilnanogigante.it
- Fun n fun - Via Beroldo, 2. Tel: 02 26144294
- Bowling Loreto - Via Cavezzali, 9. Tel: 02 2894929, www.playupweb.com
- Centro Sportivo Candido Cannavò - via Circonvallazione Idroscalo, 51, Segrate Tel: 02 70208381/3459609229. www.campisportivi.com/centro-sportivo/id-143-centro-sportivo-candido-cannaro-idroscalo-lombardia-nuoto

- Zero Gravity www.zero-gravity.it/milano

Shopping for Parties:

- Supermercato della carta: Via Miglioli, 23 Segrate.
- Party magic: Via San Gregorio, 6 Milano. Tel: 02 29537486. www.partymagic.it
- Party world: Via A. Volta, 16 Milano. Tel: 02 36503588. www.partyworldmilano.it
- La Bottega del Carnevale di Torriani: Via Mercato 5, Milano. Tel: 02 866519 www.labottegadelcarnevale.it

Useful website: www.italiakids.com/milan

On Departure

3 Months Prior

- **Internet:** you need to cancel the subscription with a registered letter (A/R). Be aware that some companies will disconnect the service at the moment they receive the letter. For Fastweb, you need to send the letter exactly 60 days before.
- **Mobile:** A/R letter to the company.
- **House helper:** inform the INPS and INAIL of the end of the employment contract in the last document of declaration of employment.
- **Insurance:** cancel your insurance policy with A/R letter.
- **Garbage tax:** A/R letter or fax with a copy of an ID document. You can also go to the office of your Commune with the last paid bills.
- **Apartment/house:** check your contract for the deadline to inform the owner that you are leaving.

2 Months Prior

- **Magazines:** stop the subscription with a letter/mail (some of them) or give your new address if they agree to forward the copies.
- **Car/motorbike:** change the address on the car/motorbike documents and driving license. You need to bring a certification of the payment of the annual Bollo.
- **Move:** you need to take care of the insurance on the furniture and the toll documents if you move out of the EU zone. (Photocopy of passport, photocopy of Codice Fiscale, documents for cancellation of residence)
- **Satellite TV:** send a registered letter (check the following websites: www.abbonamenti.rai.it or www.skylife.com)

1 Month Prior

- **Bank:** remember to leave some money in the account to pay the last bills. Clarify with the bank the cost of closing the account.
- **Apartment:** you need to leave the apartment/house in the same condition it was in when you arrived.
- **House helper:** you need to write a registered letter to be given personally to the helper (lettera raccomandata a mano).

2 Weeks Prior (or more, if you feel more comfortable that way)

- **Changing your delivery address:** with the "SEGUIMI" service, you can have your mail forwarded for up to 12 months. Ask your post office for more information or check their website. www.poste.it
- **Administration:** inform City Hall, ASL, and Consulate.
- **Gas/electricity:** you need to make an appointment for the day of departure in order to read the counters and seal them.
- **Home phone:**
Telecom Italia: you need to call (187 24h/24h). The line will be cut 10 to 15 days later. You need to provide a mobile number or an Italian document. The bill will be sent 90 days later, so you need to leave a foreign address and you can then pay on-line.

Tele2: phone at 848991022 and line will be cut after 24 hours. You can leave an Italian address or ask someone to send you the bill.

- **Apartment/house:** you will have to do a status of the place. In case of disagreement, you can contact: SUNIA, Via Giambellino, 115, tel: 02-4235006

Useful Websites

To get rid of furniture:

- **AMSA (Tel: 800332299):** You need to make an appointment, no more than 8 pieces of furniture per month. www.amsa.it - check out the "Raccolta rifiuti ingombranti" section. You can also carry unwanted items yourself to Amsa "riciclerie" centres. There is one just in front of San Raffaele Hospital in Via Olgettina, but you need to be a resident of Milan Comune to access the premises. For Segrate residents the nearest centre is in Via Rugacesio, 1
- **Di mano in mano:** www.dimanoinmano.it, ("sgomberi" section) tel 02-33400800 or 02-3333608445

Enjoy your life in Milan!