

GRAI Regulations – Residences and International Support Office

Academic Year 2025/2026

Explanatory Note

The present Regulation establishes the provisions applicable to the management of residences under the responsibility of the Residences and International Support Office (GRAI), hereinafter referred to as GRAI, with the purpose of providing students from the Escola Profissional de Aveiro (EPA), as well as interns and volunteers integrated within the Marca Citizens Projects, with an environment conducive to integration, harmonious coexistence, and personal, academic, and social development.

It aims to ensure the existence of clear and unambiguous guidelines that promote respectful coexistence, safety, mutual respect, preservation of property, and the comprehensive well-being of all residents.

CHAPTER I

General Provisions

Clause 1 – Scope and Objectives

1. This Regulation governs the operation of all residences managed by GRAI, covering displaced students from EPA – Headquarters and Branch Campus, as well as interns and volunteers from international projects, namely Marca Citizens Projects.
2. The fundamental objectives are:
 - To provide a safe environment conducive to the residents' integral development.
 - To foster values of respect, empathy, cooperation, solidarity, and positive coexistence.
 - To ensure physical and emotional protection through clear and proactive procedures.
 - To preserve property, equipment, and material assets, ensuring proper use, cleanliness, and maintenance.
3. Full compliance with this Regulation is mandatory for all residents in order to create a harmonious and collaborative environment.
4. GRAI shall also collaborate in obtaining all documentation required for legal regularisation in Portugal before AIMA | Social Security | National Health Service (SNS) and other competent authorities, regarding EPA students benefiting from accommodation.

Clause 2 – Protection of Personal Data

1. Residents are prohibited from capturing or sharing images and/or audio within the residences, even using personal devices and in either common or private areas.
2. The collection of identifying information (name, document number, address, contacts, or other sensitive data) of any other resident is strictly forbidden for any purpose, except where formal and explicit consent has been granted.

Clause 2-A – Video Surveillance in Common Areas

1. The recording of images is authorized exclusively through video surveillance systems installed and managed by **GRAI/AEVA** in common areas of the residences (such as entrances, corridors, kitchens, and living rooms).
2. Such recording is solely intended for the security of persons and property and may not be used for any other purpose.
3. Residents are expressly prohibited from installing or using cameras, mobile phones, or other recording devices to film or record in common or private areas.
4. Recorded images are processed by GRAI/AEVA in accordance with the General Data Protection Regulation (GDPR) and applicable national legislation.
5. Recordings shall be retained for a maximum period of 30 days, unless required for security incident investigations or by legal obligation.
6. The existence of video surveillance shall be communicated to residents through visible signage in covered areas and through this Regulation.

CHAPTER II

Facilities and Operation

Clause 3 – Organization

1. The operation of the residences is ensured by GRAI, its members, or people designated by the AEVA Board of Directors.
2. GRAI shall:
 - Ensure compliance with this Regulation.
 - Record breaches in the Residence Incident Log (Annex I).
3. Residences managed by GRAI are intended primarily to provide adequate accommodation conditions for EPA students who, due to geographical, social, or economic circumstances, require support to pursue their studies, as well as interns and volunteers of Citizens Projects brand.
4. Access and continued stay of EPA students in the residences are subject to eligibility rules set forth in the EPA Internal Regulations and in the framework of Pessoas 2030 – Eligibility of Foreign Trainees in Co-financed Actions and related social support measures.
5. The primary purposes of the residences are:
 - a) To ensure that no student is prevented from attending EPA due to distance or economic hardship.
 - b) To promote equal opportunities in access to education and vocational training.
 - c) To support the personal, academic, and social development of resident students, volunteers, and interns.
6. To residence use, EPA students undertake, in addition to full compliance with this Regulation, the following specific obligations:
 - a) To provide, accurately and in a timely manner, all documentation required for social support eligibility assessment.

- b) To inform GRAI and the EPA Directorate of any changes in their economic, family, or academic situation that may affect the continuation of support.
 - c) To comply with academic performance, attendance, and behavioural rules established in the EPA Internal Regulations, under penalty of losing accommodation rights.
 - d) To use available resources responsibly (food, accommodation, equipment), ensuring sustainability and equitable access.
7. Failure by EPA students to comply with the obligations set out in paragraphs 4 and 6 of these clauses may entail the suspension or termination of the right to accommodation, without prejudice to the application of the sanctions provided for in the GRAI's general regulations.
8. AEVA shall not be held liable for theft, damage, or destruction of residents' personal belongings within the residences.

Clause 4 – Declaration of Responsibility

- 1. Admission to the residence is conditional upon the signing of a Declaration of Responsibility (Annex II) by the resident or legal guardian (if underage).
- 2. The resident shall receive a copy of this Regulation by email and is bound to comply with it throughout the entire accommodation period.

Clause 5 – Room Allocation

- 1. Rooms are allocated by GRAI according to defined criteria concerning integration and physical conditions of the facilities.
- 2. Room changes shall only occur upon submission of a duly justified written request to the GRAI Coordination.

Clause 6 – Facilities and Equipment

1. AEVA ensures the provision of furniture, appliances, and equipment necessary for the normal functioning of the residence.
2. Each resident is responsible for the proper use and conservation of equipment used.
3. Any malfunction must be promptly reported to GRAI Coordination.
4. Upon permanent departure, the resident must return the property, equipment, keys, and assets in perfect condition; otherwise, compensation for damages shall be required.
5. The use of personal heating equipment or high-power appliances that may compromise safety is strictly prohibited.

Clause 7 – Utilities (Electricity, Water, Gas, Telecommunications)

1. Utility consumption is exclusively for residents.
2. In case of excessive consumption, GRAI shall determine costs and apply corrective measures, including charging additional expenses (see Consumption Table).
3. The installation of paid television channels or additional services without authorization is prohibited.

Consumption Table

Service	Average Consumption	Average Unit Cost	Average Monthly Cost per Person
Electricity	200–350 kWh/month per residence	€0.19/kWh (including taxes and VAT)	18 €
Water + Sanitation	3.5–4.5 m ³ /month per person	€2.0–€3.0/m ³ (including taxes and VAT)	14 €

Service	Average Consumption	Average Unit Cost	Average Monthly Cost per Person
TOTAL (médio)	—	—	€32 / person

Clause 8 – Damages

1. Residents are fully responsible for damages caused to equipment or facilities.
2. Repair or compensation costs shall be borne by the responsible resident.
3. If responsibility cannot be determined, costs shall be jointly borne by all residents present at the time of damage.
4. Intentional damage must be immediately reported and settled within fifteen working days after assessment.

Clause 9 – Access and Stay

1. The residence operating period corresponds to the academic term or to the scheduled internship/volunteering period.
2. After that period, continued stay is only permitted upon prior and duly justified authorization requested from GRAI.
3. The resident must inform GRAI whenever he/she is absent from the residence for a period exceeding five (5) working days, indicating the expected return date.
4. An unjustified absence by the resident shall result in a prohibition on entering the residence.
5. Any belongings of the student left at the residence at the time of abandonment, expulsion or the end of the stay shall be kept by GRAI for a maximum period of thirty (30) working days. Upon expiry of that period, if neither the resident nor his/her legal guardian expresses an intention to retrieve them, the items shall be deemed abandoned and disposed of in an appropriate manner, with no right to any claim or compensation.

6. Upon check-in, the resident shall be issued with keys or access devices, for which he/she is responsible, and the handing over of such keys/devices to third parties or non-residents is prohibited.
7. Keys and access devices must be returned upon final departure and in cases of prolonged absence.
8. On the day of departure, completion of the Check-out Form (Annex III) is mandatory, and any damage or outstanding matter must be settled.
9. The entry of non-residents is prohibited.
10. Only the owners, the teaching and non-teaching staff of the Escola Profissional de Aveiro, the GRAI team, and people authorized by GRAI are permitted to enter the residences.
11. Visits by tutors/educators must be previously communicated and authorized, with a minimum notice period of three (3) working days.
12. The GRAI team may access bedrooms and common areas for management purposes or where a justified need exists.

Clause 10 – Cleaning and Maintenance

1. The residence must be always kept clean and tidy, and it is the responsibility of each resident to maintain habitable conditions.
2. Meals, washing and laundry can only be carried out in areas designated for that purpose.
3. After meals, utensils and equipment must be properly cleaned and stored.
4. Before leaving each day, the resident must make the bed and tidy clothing, footwear and personal belongings.
5. Each resident must keep the bathroom clean, limiting shower time to five (5) minutes.
6. Residents must switch off lights and equipment and close windows and doors when leaving.

7. Cleaning of individual areas is the responsibility of the residents and is subject to regular inspection by GRAI; non-compliance may be sanctioned.
8. Academic breaks and the end of internship/volunteering periods are reserved for general cleaning and essential disinfection.
9. The GRAI team or maintenance staff may access bedrooms and common areas to clean them.

Clause 11 – Schedule, Noise and Coexistence

1. Strict compliance with the quiet hours is mandatory; any noise is prohibited from 10:00 p.m. onwards.
2. Residents must safeguard public tranquility, ensure moderate use of televisions and audio equipment, and comply with the legally established noise limits.

CHAPTER III – Rights and Duties

Clause 12 – Rights of the Resident

Cláusula 12.^a — Direitos do/a Residente

1. The resident has the right to physical and moral integrity, respect and equality, regardless of sex, gender, identity, sexual orientation, ethnicity, religion, nationality, age, socio-economic background or any characteristic.
2. Right to the use of common areas, material assets and available equipment.
3. Right to the use of the kitchen and equipment for the preparation of meals and storage of food products.
4. Right to share a room with other colleagues, in accordance with the allocation made by GRAI.

5. Right to submit suggestions and complaints regarding the functioning of the residence, by email or by written document addressed to GRAI.

Clause 12 — Rights of the Resident

1. To fully comply with this regulation and with all instructions issued by the GRAI coordination.
2. To respect all residents and the GRAI team, in all circumstances.
3. To always keep common and individual areas clean and tidy.
4. To take care of the assets, equipment and premises, refraining from treating collective property as personal property.
5. Not to alter the location of furniture and equipment without authorisation.
6. Not to install equipment or furniture on one's own initiative.
7. Not to sleep overnight in the common areas of the residence.
8. The room assigned by GRAI may not be exchanged or assigned to another person without formal authorisation.
9. Loss of keys entails reimbursement of the cost of producing a new copy.
10. To immediately report any irregularities to GRAI.
11. Not to consume tobacco, alcohol or narcotic substances within the residence.
12. Not to carry out unlawful acts or behaviour that disturb the coexistence of the community.
13. Not to be absent for a period exceeding one day without formal and justified authorisation.
14. To refrain from keeping pets in the residence.
15. To participate equitably in the tasks of cleaning, conservation and maintenance of the residence.
16. To maintain confidentiality regarding the personal data of other residents.

Specific duties for residents enrolled at EPA:

17. To be aware of and comply with the rules established in the Internal Regulations of EPA and in other specific regulations.
18. To treat with respect and propriety any member of the School Community, always using appropriate language in accordance with the culture proper to EPA.
19. To follow the guidance of the various governing bodies and other technical and pedagogical support structures of EPA concerning their educational and learning process.
20. To safeguard the preservation, conservation and cleanliness of the School;
21. To respect the property of all members of the Educational Community, not appropriating or damaging the belongings of others.
22. To be assiduous and punctual in all activities.

CHAPTER IV

Non-Compliance

Cláusula 14.^a — Infrações

1. An infraction is any action or omission that violates the duties of the residents and the rules of this regulation.

Examples of infractions include:

- Theft, damage or destruction of personal property or residence property. Allowing or facilitating the entry of unauthorised persons.
- Assigning the room to third parties or occupying another room without permission.
- Making noise during quiet hours.

- Preventing or interfering with the work of GRAI/AEVA staff.
- Personal disrespect and inappropriate language.
- Any disturbance, conduct or behaviour that significantly disrupts harmonious coexistence, mutual respect and the healthy environment of the residence, regardless of its nature or seriousness.
- Consumption or possession of alcoholic beverages, drugs or tobacco.
- Excessive and non-moderate consumption of water, electricity and gas.
- Allowing the entry or presence of animals.
- Unauthorized alteration or relocation of furniture and equipment.
- Capture of images/sounds and collection of personal data of other residents.
- Residents enrolled at EPA:
 - Being subject to the initiation of any sanctioning measure at EPA, under its Internal Regulations.
 - Accumulating one (1) hour of unjustified absence.
 - Not presenting full academic achievement within fifteen (15) days after the end of each semester.

Clause 15 — Disciplinary Procedure and Sanctions

1. Failure to comply with the rules provided for in this regulation entails the initiation of disciplinary proceedings, with record in an appropriate document, under the responsibility of GRAI, which has autonomy to identify and deliberate on situations of non-compliance with the rules of this regulation. All occurrences and decisions shall be duly reported to the Technical and Pedagogical Directorate, regarding EPA students, for assessment, monitoring and possible complementary decision, ensuring coherence and fairness of the measures applied. In the case of interns or volunteers, occurrences and decisions shall be reported to Citizens Projects brand.

2. The initiation of disciplinary proceedings may result from non-compliance with the rules of the residences and/or from non-compliance as a student, for residents enrolled at EPA.
3. Sanctions provided for:
 - a) Oral warning – warning for the correction of inappropriate conduct, in minor offences.
 - b) Recorded reprimand – The recorded reprimand constitutes a disciplinary sanctioning measure applied to the resident who, by duly established act or omission, violates the duties and rules established in this regulation. The application of the recorded reprimand shall be duly entered in the resident's individual file, and it is mandatory to identify the author of the decision, the date of the decision, as well as the factual and legal grounds supporting the measure. The resident concerned shall be previously notified by email, ensuring the exercise of the rights of hearing and defence, and may submit a written statement or request a face-to-face hearing before GRAI within a maximum period of five (5) working days. The record of the reprimand has an informative and pedagogical nature, aiming to alert the resident to the need for immediate correction of conduct, without prejudice to the possible application of more severe sanctioning measures in the event of recidivism or successive infractions. The determination and formalisation of the recorded reprimand falls within the competence of the GRAI Coordination, and all occurrences shall be communicated to the Technical and Pedagogical Directorate of EPA, in the case of residents enrolled at the institution, or to Marca Citizens Projects, in the case of interns and volunteers, for monitoring and possible complementary decision.
 - c) Expulsion – compulsory departure of the resident in cases of serious infraction, recidivism or offence that justifies the loss of the right to accommodation. From the moment the resident receives notification of expulsion, he/she shall have five (5) working days to remove all personal belongings from the residence and hand over the keys. The Check-out Form (Annex III) shall be completed and any damages to the residence shall be settled.

4. Specific sanctions for residents enrolled at EPA:

- If the resident student is subject to sanctioning measures, namely those provided for in subparagraphs d) and e) of paragraph 3 of Article 5 of ANNEX N – Disciplinary Regulation, of the EPA Internal Regulations, the right to use the residence shall cease five (5) working days after notification by GRAI to the student.
- If the resident student accumulates one (1) hour of absence considered unjustified under the EPA Internal Regulations, the right to use the residence shall cease five (5) working days after notification by GRAI to the student.
- At the end of each semester, if the resident student does not have the totality of the required academic achievement, he/she shall have fifteen (15) working days to regularize the situation in full. Failure to comply with this provision shall result in the cessation of the right to use the residence five (5) working days after notification by GRAI to the student.
- Communication to GRAI of situations of non-compliance at school (as reported above) shall be carried out by the Technical and Pedagogical Directorate of EPA.

CHAPTER V

Final Provisions

Clause 16 — Availability

This regulation is delivered upon the integration of the resident and may be provided to tutors, legal representatives, family members and official bodies, upon request.

Any matter or situation not expressly provided for in this Regulation and its respective annexes shall be subject to assessment and decision by the representatives of the

Residences and International Support Office (GRAI), at a moment considered appropriate and in strict compliance with their respective competences, and, whenever deemed pertinent, the intervention of the AEVA Directorate may be requested.

Clause 17 — Entry into Force

This regulation enters into force on the date of its approval by the AEVA Directorate, being ratified and disclosed to all registered persons at the beginning of the 2025/2026 academic year.

This regulation reflects the commitment of GRAI and AEVA to quality, safety and integration in the management of the residences, in strict and explicit compliance with the guidelines of the EPA regulation, now adapted to the international and specific context of the residents benefiting from the Office.

AEVA, Aveiro, 30 October 2025

The AEVA Directorate

(Jorge de Almeida Castro)

(Cláudia Garcia de Matos)

ANNEX I

REGISTO DE OCORRÊNCIAS

Data da Ocorrência	Nome Residente	Norma do Regulamento	Tipo de Infração	Descrição	Medida Aplicada	Fundamentação	Ações Desenvolvidas	Observações	Responsável
DD/MM/AAAA	Nome	Norma x	Leve, <u>Grave</u>	Relato sucinto	Advertência, Repreensão, Suspensão, etc.	Artigo n.º xxx do Regulamento	Sessão acompanhamento, Reparação danos, etc.	Complementos	Nome

AEVA, __/__/____

(Gabinete Residências e Apoio Internacional)

GRAI 02_10



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ANNEX II

Termo de Responsabilidade

Eu, _____,

com o NIF _____ residente na Residência de Estudantes da Escola Profissional de Aveiro (EPA), declaro por minha livre vontade e nos termos do Regulamento do GRAI – Gabinete de Residências e Apoio Internacional - Ano Letivo 2025/2026 comprometer-me a cumprir integralmente todas as disposições nele contidas, bem como os seguintes compromissos:

1. Cumprir com todas as normas constantes do Anexo I – Normas das Residências;
2. Cumprir o Regulamento da Escola Profissional de Aveiro;
3. Manter uma conduta respeitosa, colaborativa e adequada ao ambiente escolar.

Declaro ainda que:

- Recebi cópia do Regulamento do GRAI – Ano Letivo 2025/2026.
- Estou ciente de que o seu incumprimento pode originar sanções disciplinares.
- Aceito que, em caso de incumprimento, possa ser aplicada a medida de expulsão imediata da residência, sem prejuízo de outras medidas legais ou disciplinares aplicáveis.

Morada da Residência:

Assinatura do/a Residente:

Assinatura do/a Responsável Legal (se menor de 18 anos):

Data: ___/___/___

[GRAI.edu](http://www.grai.edu)

ANNEX III

Guia de Saída da Residência

Checklist de Verificação (a preencher no momento da saída - parcial ou definitiva)

Item	Em Perfeito Estado	Em Falta / Danificado	Observações
Chave(s) da residência/quarto			
Roupa de cama (lençóis, fronhas, edredão)			
Almofada			
Toalhas de banho/rosto			
Outro equipamento específico			

GRAI

Condições de Limpeza Exigidas

- Quarto devidamente limpo (sem lixo ou resíduos)
- Superfícies e chão livres de sujidade
- Casa de banho limpa e sem produtos de higiene pessoal
- Armários e gavetas vazios e limpos
- Eliminação de bens pessoais
- Sem danos nas paredes, portas ou mobiliário

Declaração de Entrega

O(s) residente declara que entregou todos os bens/equipamentos e que deixa o quarto/apartamento nas condições exigidas pelo regulamento.

- Data da verificação: __/__/____
- Nome do residente: _____
- Nome do responsável pela verificação: _____
- Assinatura do residente: _____
- Assinatura do responsável: _____

GRAI.D.10



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