

ON-LINE RESIDENCE DECLARATION SERVICE

USER GUIDE FOR CITIZENS

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1. ONLINE RESIDENCE

If you need to make a change of residence for yourself and your family members, you can use the '**Change of residence**' service to submit the relevant registry declaration to the relative municipality online.

The service is only available for the following residence declarations:

change of residence between different municipalities;

change of residence within the same municipality;

repatriation of AIRE nationals to Italy.

For all other types of application, such as the residence declaration of a foreign national coming from abroad, the transfer of residence in a cohabitation or the declaration of residence by a guardian, you will have to go to the municipality counter.

YOU CAN DECLARE THE NEW RESIDENCE FOR THE WHOLE FAMILY OR FOR A PART OF IT; BUT ALL MEMBERS OF THE FAMILY AGED OVER 18 MUST VALIDATE THE DECLARATION BY AUTONOMOUSLY ACCESSING THE RESERVED AREA WITH THEIR DIGITAL IDENTITY.

The system does not allow a new residence declaration to be sent if the one sent previously has not been completed.

The steps required for the declaration of residence are as follows:

1. Enter a residence application by choosing one of the following two options:
 - **New Residence**, if you are moving to a house with no other residents or if there are other persons in the house you are moving into but you have no family or emotional ties to them (such as a group of students sharing a flat);
 - **Existing family residence** if, conversely, in the new home there are people with whom you have family or emotional ties (this is the case for an engaged couple);
2. Select the 'Family' section and indicate the family members involved in the residence declaration;
3. Enter information on the relationship and on the ownership of motor vehicles and driving licences for each member;
4. Select the 'Residence' section and enter the address of the new residence. For a **Residence in an existing household**, the details of a member of the target household must also be entered;
5. Select the 'Property' section to declare the title authorising legal occupation of the dwelling (owner, lease holder, etc.);

6. Select the 'Attachments' section to attach the residence permit required to reside in Italy; select this section if you need to attach additional documents useful for the registry office controls;
7. Select the 'Summary' section to check the correctness of data entered and to submit the declaration.
8. Inform the adult members indicated in the declaration that they must validate the declaration in order for the online residence declaration to be sent officially to the municipality in question.

1.1 REGISTER A DECLARATION

Select the menu item Services and then 'Change of Residence':

The service presentation page is proposed:

By selecting the 'Request change of residence' button, you can enter the change of residence declaration to be submitted to the municipality.

Please remember not to send a new declaration of residence if you have not completed the process of the one sent previously.

A message stating the terms and conditions of the service is displayed:

You must select the 'Confirm' button to acknowledge and to confirm you accept responsibility; without confirmation you will not be allowed to continue with the declaration of residence.

Select 'New Residence' if you wish to declare a new residence where there is no other family living at the intended address; or if another family with whom you have no family or emotional relationship is present.

Select 'Residence in existing household' if you want to declare a residence where another family with whom you have family or emotional ties is living.

Select the 'Next' button to proceed in entering the data.

1.1.1 FAMILY SECTION

The system presents you with a list of the members of your current household.

Acquire for yourself, and for the members involved in the change of residence, the following mandatory data:

- tick next to first and last name, only for members who are moving with you;

- kinship, the possible kinships are displayed in the drop-down list:
 - NEW RESIDENCE: one of the persons involved must be the card holder, if there are other family members, choose their kinship to the card holder;
 - RESIDENCE IN EXISTING HOUSEHOLD: the kinship link of the persons changing residence must be chosen with respect to the incoming family member;
- driving licence - (YES/NO);
- motor vehicles - (YES/NO).

Remember that a registered family is defined as a group of persons linked by marriage, kinship, affinity, adoption, guardianship or emotional ties. Members must cohabit and have their usual residence in the same municipality (Presidential Decree 30/05/1989, No 223, Art. 4). The composition of the household results from the family status.

Select 'Other information' to enter other non-compulsory data, which you can fill in at your own discretion;

Select the 'Save' button to confirm that the data for each member involved has been entered.

Select the 'Next' button to proceed in entering the data of the new residence and occupancy title of the property.

1.1.2 RESIDENCE SECTION

Select the '**Residence**' section and fill in at least the following mandatory data:

Province - use the drop-down list to select the province of your new residence (remember that you may also enter a different province from your previous residence);

Municipality - use the drop-down list to select the municipality of your new residence (remember that you can also enter a municipality other than your previous residence);

Street/Square - use the drop-down list to select the type in the new residence; if the appropriate type is not in the list, select 'OTHER';

Description - if you have selected 'OTHER' in the Street/Square list, enter the description of the type not in the list (e.g. DISTRICT).

Address - enter the toponym (address) of the new residence yourself;

Street number - enter the street number of the new residence yourself; in addition to numbers, you can use letters, space, / and -;

Postcode - enter the postcode of your new residence yourself;

The following data are not compulsory, so you can fill in all or part of them at your discretion:

Location - you may indicate a location in the municipality selected, do not indicate another municipality;

Hamlet, Stairs, Floor, Apartment number

Select the 'Save' button to save the data in the Residence section.

If you have selected the declaration type 'Residence in existing household', you must also enter the personal data of one of the members of said household so that the system can check that he or she is present in the National Register of Resident Population;

select 'Verification by Tax Code', enter the Tax Code, Surname and First Name and select the 'Check Subject' button.

Or

select 'Verification by Personal details', enter Surname, First Name, Gender, Date of birth, Province of birth, Municipality of birth or Foreign country of birth (if you cannot find the foreign country in the drop-down list, enter it yourself in the box on the right) and select the 'Check subject' button.

A diagnostic informs you that control of the target household member was successful and that the correctness of the address will be checked by the registry office.

If there is an error message, please check the data entered carefully;

if you believe that the data are correct, continue filling in the declaration even if there is an error.

Once you have finished verifying the subject, regardless of the outcome, always remember to click on 'Save' to save the information entered.

1.1.3 PROPERTY SECTION

Select the 'Property' section and tick the title authorising you to legally occupy your new residence:

select **point 1** if you declare that you are the owner of the property subject of the new residence and enter the land registry data of the property; if your municipality does not provide for certain data (e.g. the section) enter 'ABSENT' as the data; if you use the *tavolare* system (old land registry system still in use for some properties located in the provinces of Trieste, Gorizia, Trento and Bolzano or in some municipalities in the province of Udine), use **point 6**

select **point 2** if you declare that you are the holder of a duly registered lease: enter the municipality of the Revenue Office where the lease is registered, the lease date and the registration number of your lease

select **point 3** if you declare that you are the holder of a public residence lease: enter the relevant data from the lease or the data from the property handover report in the notes

select **point 4** if you declare that you are the holder of a regularly registered loan for use contract: enter the municipality of the Revenue Office where the loan for use contract is registered, the date of the contract and the registration number of your loan for use contract

select **point 5** if you declare you are a usufructuary: enter the data of the title deed in the notes so that it can be checked by the registry office

select **point 6** if you declare that you are legitimately occupying the dwelling on the basis of the title that you must describe in the Notes; provide any useful information to enable the Civil Registry Office to check it (e.g. land registry details, details of the registered rental contract, owner's details: surname, name, address).

To facilitate personal data controls, please attach any documents using the attachments section (e.g. lease agreement, consent and photocopy of an identity document of the owner).

Once you have ticked the title authorising you to legitimately occupy the dwelling of your new residence and entered the relevant data, select the 'Save' button to save the data in the Property section.

1.1.4 CONTACT DATA SECTION

Select the '**Contact data**' section to indicate at most two telephone numbers where the municipality operator can contact you if necessary. The field will contain the contact details recorded in your contact details if there are any, but you can change or delete them if you wish; also enter a time slot when you can be reached at the new address for control by the municipal messenger:

Select the 'Save' button to save the data in the Contact Data section.

Select the 'Next' button to proceed to the Attachments section.

1.1.5 ATTACHMENTS SECTION

To attach any supporting documentation, select the 'Add document' button to search for the file to be attached:

Attachments are not mandatory, but if added, their format must be chosen from one of the following: pdf, jpg, png; the maximum size of each attachment must not exceed 1 Mb.

Attach only and solely documents relevant to the request in line with what you have declared on the service presentation page.

REMEMBER: IF YOU ARE A NON-EU CITIZEN, YOU MUST MANDATORILY ENCLOSE YOUR RESIDENCE PERMIT.

If the residence permit has expired, also attach the application for renewal.

Indicate the name of the file in the 'Description' field and select the file from your PC with the 'Select File' button:

Selecting the 'Attach' button will upload the document related to the declaration; but if you made a mistake while performing the procedure, you can repeat the operation with the 'Cancel' button:

The system verifies the file you have attached:

At the end of the check, the attached file passes to the status 'Inserted':

Once the document is attached, you can download it or delete it; you can also add other attachments using the procedure described above.

Select the 'Next' button to proceed to the Summary.

1.1.6 SUMMARY SECTION IF THE DECLARANT IS THE ONLY ONE WHO CHANGES RESIDENCE OR IS THE ONLY ADULT

Check that the data in the 'Summary' of the declaration is correct;

Please note that if the registry controls carried out by the municipality reveal that the content of any of the declarations made is not true (Article 75 of Presidential Decree no. 445 of 28 December 2000) or that false documents have been used, the penal sanctions provided for in Article 76 of Presidential Decree no. 445 of 28 December 2000 will be applied. The benefits resulting from any measure issued on the basis of the untruthful declaration will also be forfeited.

Select the 'Send Declaration' button.

A message warns you that once the declaration has been sent it will no longer be possible to delete it:

When you click on the 'Cancel' button, the sending operation is cancelled and, if necessary, you can amend any incorrect data.

When you click on the 'Confirm' button, a diagnostic informs you that the residence declaration has been sent.

You can download a copy of the submitted request by selecting the 'Download a copy of the request' button.

You will now have to wait for the municipality to process your request and you can monitor the processing status by selecting 'Your requests'.

1.1.7 SUMMARY SECTION IF OTHER ADULT HOUSEHOLD MEMBERS CHANGE RESIDENCE IN ADDITION TO THE DECLARANT

Check that the data in the 'Summary' of the declaration is correct.

If the declaration of new residence includes other adult members of the household in addition to the declarant, the system reminds you that the declaration must also be validated by them by personally accessing the 'Citizen Services' area of the National Registry (ANPR) Portal by CIE, CNS or SPID.

Please also note that if the registry controls carried out by the municipality reveal that the content of any of the declarations made is not true (Article 75 of Presidential Decree no. 445 of 28 December 2000) or that false documents have been used, the penal sanctions provided for in Article 76 of Presidential Decree no. 445 of 28 December 2000 will be applied. The benefits resulting from any measure issued on the basis of the untruthful declaration will also be forfeited.

Select the 'Send Declaration for validation' button

A message warns you that it will not be possible to delete the declaration after validation of all adult components involved in the declaration.

On selecting the 'Confirm' button, a diagnostic informs you that the declaration of residence has been acquired and is awaiting validation by the other adult members involved in the change of residence.

1.2 OPERATION TO 'VALIDATE' THE ADULT MEMBERS PRESENT IN THE DECLARATION OF RESIDENCE

If you are an adult in the declaration of residence made by another person and you need to validate the declaration, enter the 'Citizen Services' area of the National Registry (ANPR) Portal. On the Homepage: a diagnostic immediately alerts you to the need to validate your declaration, which you can access from the 'Your Requests' section;

Select the 'Validate' button to display the summary of the declaration to be validated.

Verify what is stated.

You can also view file processing information by opening the different sections:

Applicant, Processing history, List of attachments, Components awaiting validation.

Once the checks have been completed, select the 'Validate declaration' button.

A message warns you that once the declaration has been validated it will no longer be possible to delete it:

When you click on the 'Confirm' button, a diagnostic informs you that the residence declaration has been validated:

You can download a copy of the submitted request by selecting the 'Download Copy' button:

The diagnostic of 'Declarations Pending Validation' will be present until all adult members involved in the declaration have been validated. The request will only be sent to the municipality once all validation operations have been completed.

1.3 DECLARATIONS ENTERED OR RECEIVED

You will be able to monitor the processing progress of your residence declaration through the section 'Your requests'.

A search criteria filter is provided to speed up the search for your requests for change of residence declarations. If you do not apply this search filter, the service will show all your requests, each with its own processing status.

The status 'Draft' refers to a residence declaration to be completed that has NOT yet been sent to the competent municipality: Select the pencil icon to finish completing the file or select 'Delete' to delete it permanently:

The status 'Open' refers to a residence declaration that has been sent to the competent municipality correctly but has not yet been taken on by the Office. You can view it by selecting the lens icon or you can download it by selecting the download icon.

The status 'Pending validation' refers to a declaration awaiting the validation of the adult members involved in the declaration of residence, so not yet sent to the competent municipality. The declaration awaiting validation can be deleted by selecting the 'Delete' button to delete it permanently;

For all other processing statuses, you will receive an email notifying you of the change in the 'processing status' of the declaration, and in particular:

- 'Being processed': the municipality has taken on the request;
- 'Conditionally accepted': two days after receiving the declaration, the municipality made the change of residence and accepted the declaration conditionally pending the next assessment phase (45 days);
- 'Suspended': the municipality asks you for additional documentation, so use the magnifying glass icon in the action column to view the municipality's communication and, if applicable, attach the requested documentation; on this point, follow the instructions in section 1.1.5;
- 'Integrated': you have integrated the declaration as required by the competent municipality;
- 'Accepted definitively': during the assessment phase (45 days), the competent municipality did not detect any further observations, so your file goes into the 'Accepted definitively' status;
- 'Cancelled': the assessment phase (45 days) was not successful, so the municipality has cancelled the residence change operation carried out previously. Your address has reverted to the one prior to the residence declaration sent;
- 'Not admissible': within two days from the date of receipt, the competent municipality has rejected your declaration of residence for one of the following reasons
 - Wrong address;
 - No or unsuitable residence permit;
 - No or incorrect filling in of item 6 of the 'Property' section

I advise you to make a new declaration, taking care to carefully fill in the sections as described in this guide.