

AGENZIA DEL DEMANIO

Central Authority of Property Management Assets and Requirements Management Public Authority Requirements and Leases

OPERATING MANUAL FOR THE PALOMA WEB APPLICATION PALOMA

Version updated 31 January 2013



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1. INTRODUCTION

"PALOMA" is the application of the Agenzia del Demanio (Italian Public Property Agency) through which it is possible to propose properties for lease or lease and sale, to be used to meet the space requirements of government authorities.

The application is intended for individuals, legal persons, regional or local authorities, and non-territorial authorities.

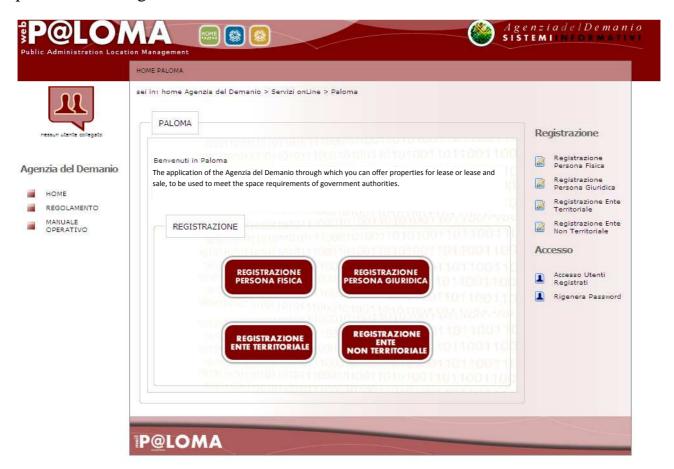
The objective of this document is to provide the necessary guidelines for the correct use of the application referred to in this manual.

In order to make it as easy as possible to learn how to use the application, "screenshots" have been regularly incorporated, in which the features discussed are illustrated with "frames/ellipses".

2. ACCESSING THE APPLICATION

The application can be accessed from any PC with a Windows operating system and web browser (Microsoft Internet Explorer 6.0 or later, Mozilla FireFox 2.0 or later), through website www.agenziademanio.it, selecting the option "Paloma" from the ONLINE SERVICES (SERVIZI ONLINE) menu.

From here you will be directed to the application's homepage, which is the starting point for both registered and new users.



The menu on the left, "**Agenzia del Demanio**", contains the following options: Home: lets you return to the first page of the application Terms and Conditions (Regolamento): allows you to access the application rules

Operating Manual (Manuale Operativo): provides access to this operating manual

The **services available** on the Paloma homepage are:

"REGISTRATION" (REGISTRAZIONE) for individuals, legal persons, regional or local authorities, non-territorial authorities registering with the application for the first time;

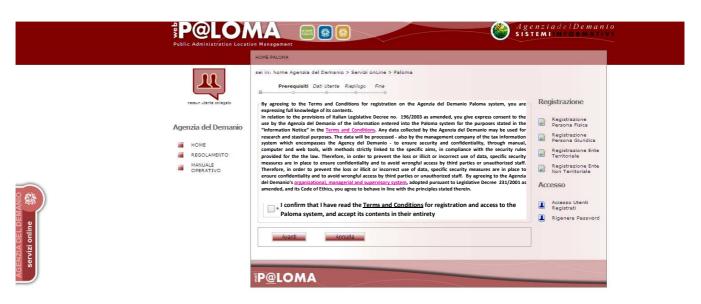
Access for registered users, which grants access to the application's services when you enter your login information;

New Password allows you to change your Paloma access password

3. USING THE APPLICATION

Whether you are an "individual, legal person, regional or local authority, or non-territorial authority" intending to use the application, you must begin the registration procedure by clicking on either "Individual Registration" (Registrazione Persona Fisica), "Legal Person Registration" (Registrazione Persona Giuridica), "Regional or Local Authority Registration" (Registrazione Ente Territoriale) or "Non-territorial Authority Registration" (Registrazione Ente non Territoriale).

Whichever profile is chosen for registration (individual, legal person, regional or local authority, non-territorial authority) you will start the procedure on the next page by agreeing to the processing of your personal data.



Once the above box has been ticked, click "Next" (Avanti), which gives you access to the "User details" (Dati Utente) screen, where personal, company or public body information must be entered in order to register with Paloma.

3.1 COMPILATION

This procedure consists of a page that guides you to complete the fields with your data.

The procedure page collects the following information, in order:

- Individual Registration:

- Email
- Password
- Name
- Surname
- Tax Code
- Date of birth
- Place of birth
- Scan of ID
- Address

- Legal Person Registration:

- Email
- Password
- Specify if registration is required as owner or property manager
- Company
- VAT Number

- Information relating to registration in the Register of Companies
 Registered office
 Personal details of the legal representative
 Name
 Surname
- Tax Code
- Date of birth
- Place of birth
- Scan of ID
- Regional or Local Authority Registration:
 - Email
 - Password
 - Name
 - Surname
 - Tax Code
 - Phone
 - Authority details
 - Specify if registration is required as owner or property manager
 - Authority name
 - VAT Number
 - Tax Code
 - Address
 - Street number
 - City/Town
 - Postcode

- Phone
- Non-territorial Authority Registration:
 - Email
 - Password
 - Name
 - Surname
 - Tax Code
 - Phone
 - Authority details
 - Specify if registration is required as owner or property manager
 - Authority name
 - VAT Number
 - Tax Code
 - Address
 - Street number
 - City/Town
 - Postcode
 - Phone

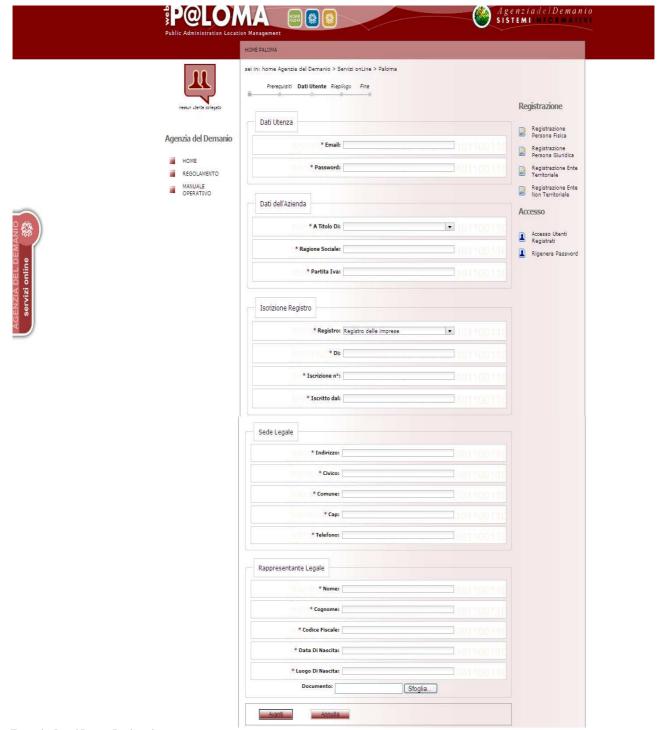
The compilation of certain fields is mandatory.

The compilation stage cannot be interrupted. If it is interrupted, or you click on "Cancel" (Annulla), the details entered will be lost.

Click on "Next" (Avanti) to access the Summary screen.



Example: Individual Registration



Example: Legal Person Registration



Example: Regional or Local Authority and Non-territorial Authority Registration

3.1.2 SUMMARY

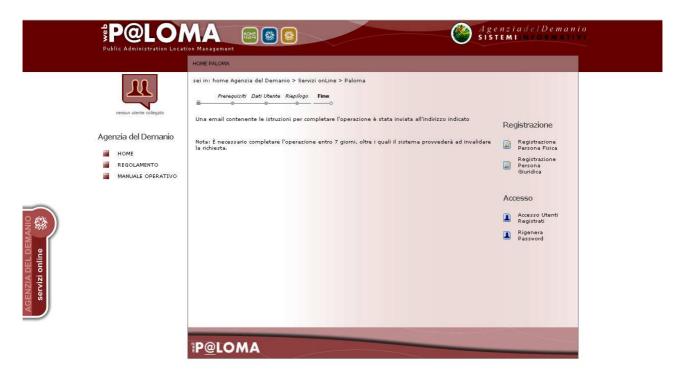
After entering all requested information, you can check that the details entered are correct on a final summary screen.

To change any details, click "Back" (Indietro).

This allows you to return to the previous page.

Registration will be completed when you click "Save" (Salva).

The screen below will appear:



The system will alert you that an email has been sent to the email address that you provided. To complete the registration application, click on the link included in the email within 7 days after receiving it. After this time, the application will be invalidated and you must complete a new registration request.

If the verification is completed within the period stated, the application will be confirmed and accepted by the Agenzia del Demanio.

After carrying out the necessary checks, the Agency may either successfully complete registration, or suspend the procedure. In either case, an email will be sent to the email address that you provided.

In the case of suspension, you must contact the Agenzia del Demanio using the email dg.paloma@agenziademanio.it within 30 days of receiving the email, after which time the registration application will be invalidated and you must complete a new registration request.

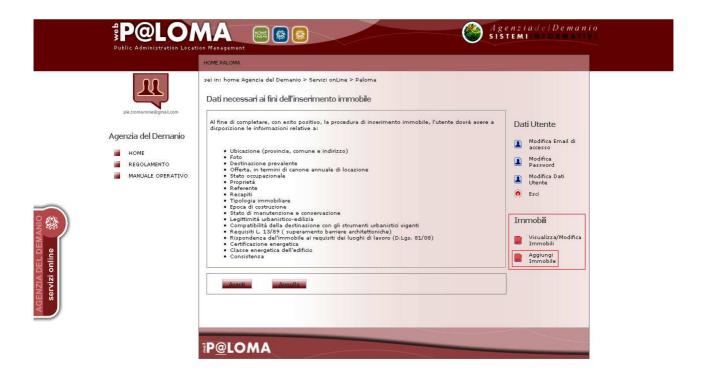
4. ACCESS TO THE PERSONAL PAGE

Once registration has been successfully completed, you can access the application by clicking on "Registered User Access" (Accesso utenti registrati) in the "Access" (Accesso) menu on the homepage. On the next page enter your login information (email and password).



5. ADDING A PROPERTY

On the next screen you will see on the menu on the left a new item "**PROPERTIES**" (**IMMOBILI**). By clicking "Add property" (Aggiungi Immobile), a screen will appear that summarizes the information needed in order to upload a property.



The table below informs users that in order to upload a property the following information is mandatory, in addition to at least one photo:

Required field	Type of information
Location (province, city/town and address)	detailed
Photo	at least 1
Main use	Drop-down menu
Offer, in terms of annual rents	detailed (euros/year)
Occupation status	Drop-down menu (empty/occupied)
Contract expiry (if property is occupied)	Drop-down menu
Property	detailed
Contact person	detailed
Contact information	detailed
Type of property	Drop-down menu
Period built	Drop-down menu
Finish quality	Drop-down menu
Type of construction	Drop-down menu
Condition	Drop-down menu
Energy class of building	Drop-down menu
Fire prevention certificate	Drop-down menu
Main floor area	detailed (sq m)
Utilities (enter at least one utility)	Drop-down menu

Before starting to upload a property, you must prepare all the above information, without which it is not possible to complete the operation or save the information entered for later. If you interrupt the data entry before it is complete you will need to re-enter from scratch all the information already entered.

Pursuant to Article 3 c. 10 of Legislative Decree 95/2012 converted into Law 135/2012, "Non-territorial Authority" users are required to accept rents subsidized to 30%. In the field "Proposed rent", the aforementioned persons must enter the annual rent requested without including the reduction.

In the insertion stage, you can choose whether or not to complete the above information and the information that follows, which will become mandatory only if the Agenzia del Demanio makes a specific request:

Non-mandatory field (in the input phase)	Type of information
Offer, in terms of request in the event of future sale	detailed (euros)
Land registry plan extract	detailed
Floor plans	at least one per floor
Building Completion Certificate	tick box
Fulfilment of the requirements Law 13/89 (disabled access)	tick box
Property use and maintenance manual	tick box
Compliance with existing antiseismic laws	tick box
Planning/building legality	tick box
Building inspection certificate	tick box
Compatibility of use with current planning regulations	tick box
Compliance of the property with the requirements of workplace Legislative Decree 81/2008	tick box
Energy performance certificate	tick box
Other floor areas	detailed (sq m)
Existing technological utilities provided	Drop-down menu
Condition of existing technological utilities	Drop-down menu
Certification of existing technological utilities	Drop-down menu (yes/no)

5.1. PROPOSAL

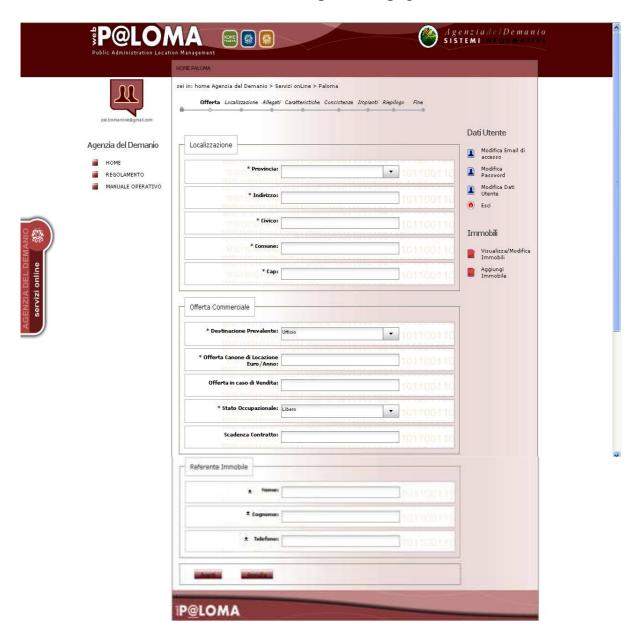
In the first screen, enter the following information:

- Location
- Business Proposal (use, price in euros, occupation status, etc.)
- Property contact

Fields marked with the symbol * are mandatory.

The compilation stage cannot be interrupted. If it is interrupted the data entered will be lost.

Click "Back" (Indietro) to return to the previous page.



5.1.2 LOCATION

The "Location" (Localizzazione) screen shows the approximate site of the property based on the data entered.

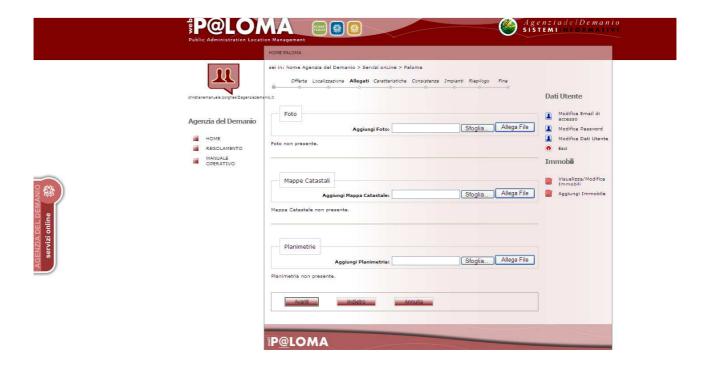
To locate the site exactly, move the red cursor to the precise location.



5.1.3 ATTACHMENTS

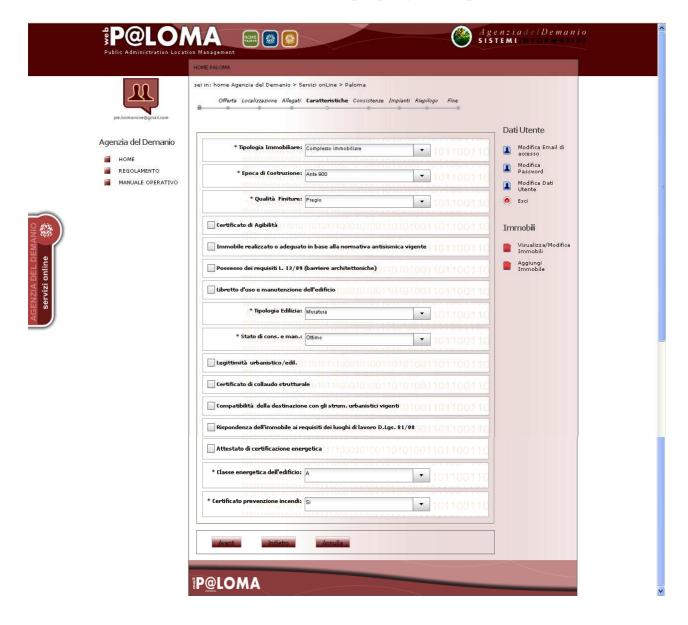
In this screen, attach the following files:

- Photos (it is mandatory to include at least one photo)
- Land registry plan (inclusion not obligatory)
- Floor plans (inclusion not obligatory)



5.1.4 FEATURES

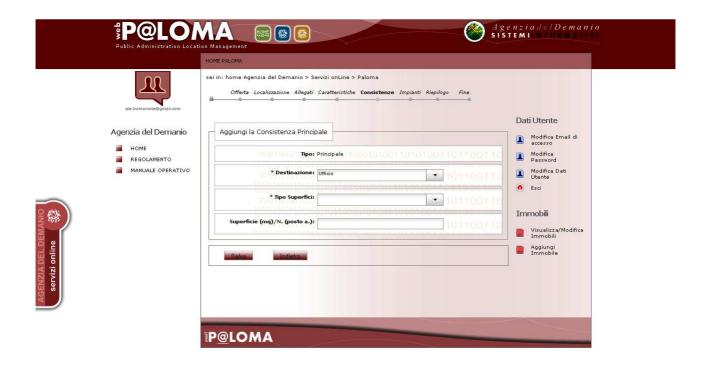
This screen states that some features of the property are requested.



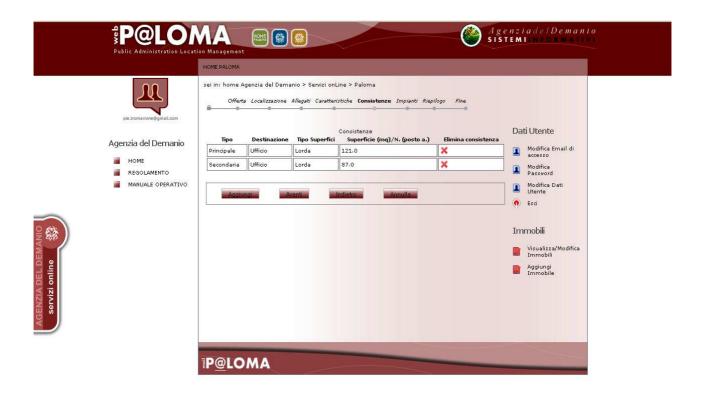
5.1.5 FLOOR AREAS

In this screen you can enter the floor areas (use, type of surfaces, etc). To add an area click "Save" (Salva).

You must include at least one floor area.



You can enter more floor areas and delete floor areas already entered by clicking "×

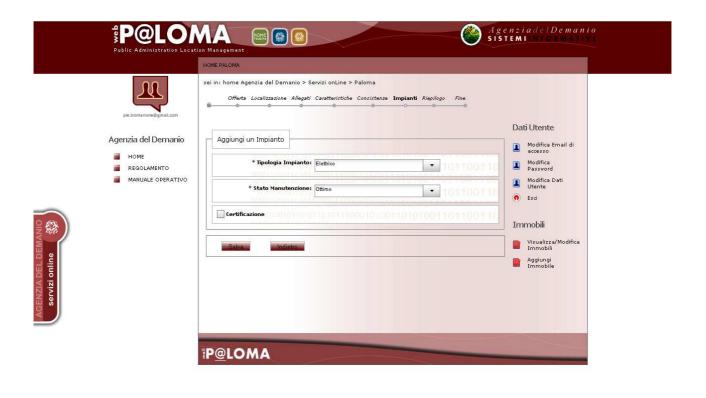


5.1.6 UTILITIES

The next screen allows you to add utilities (utility type, maintenance status, certification).

To add a utility click "Save" (Salva).

You must include at least one utility.



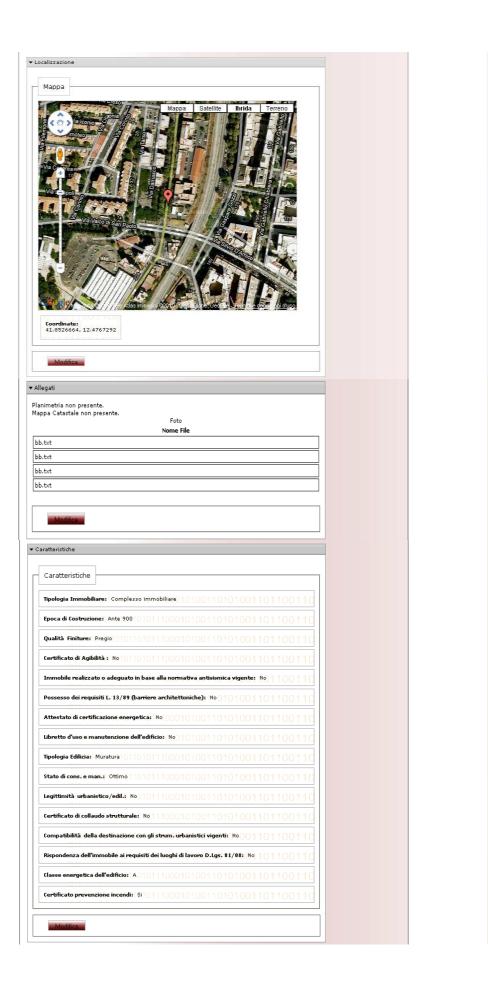
You can enter more utilities and delete utilities already entered by clicking "▼".

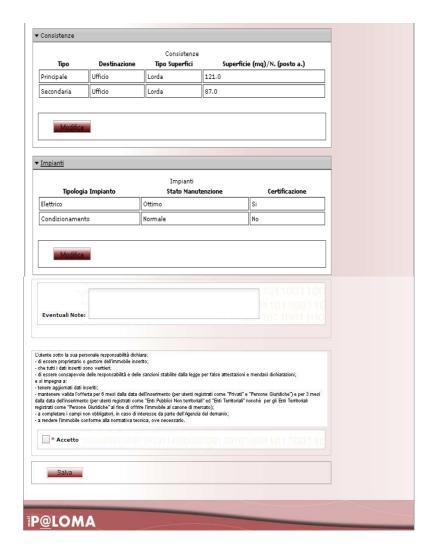


5.1.7 SUMMARY

After entering all requested data, you can check that the details entered are correct on the final summary screen.







To change any details, click "*Change*" (*Modifica*) next to each section. This allows you to return to the relevant page.

To go to the last page you must repeat the process, through all the screens, one after another.

To finish entering the property you must give your consent by ticking "Accept" (Accetto).

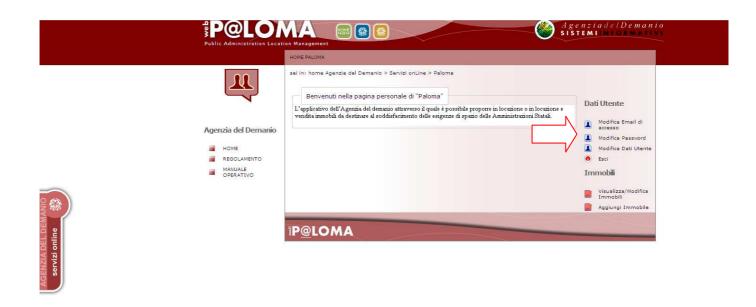
Finally, click "Save" (Salva).

You can view and make changes to the property at any time.

6. CHANGE LOGIN INFORMATION

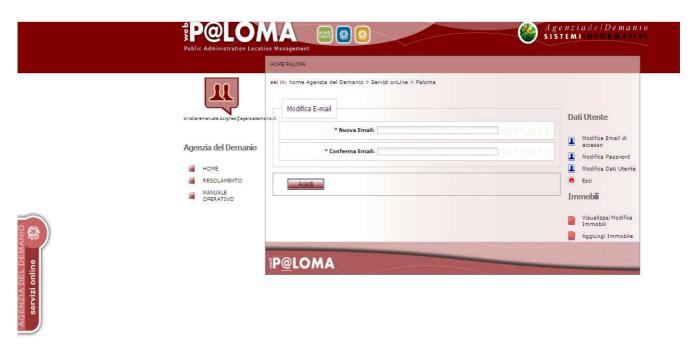
By entering the "**login information**" on the Paloma homepage, and clicking "Registered User Access" (menu on the left, "**ACCESS**"), you enter the area reserved for registered users. From here you can access the following services, listed in the section "User details" (Dati Utente) on the right of the screen:

- "Change access email"
- "Change password"
- "Change user details"
- "Exit", to return to the Paloma homepage



6.1 CHANGE ACCESS EMAIL

To change the email address, click "Change access email" (Modifica email di accesso), enter the new email address and click "Next" (Avanti).



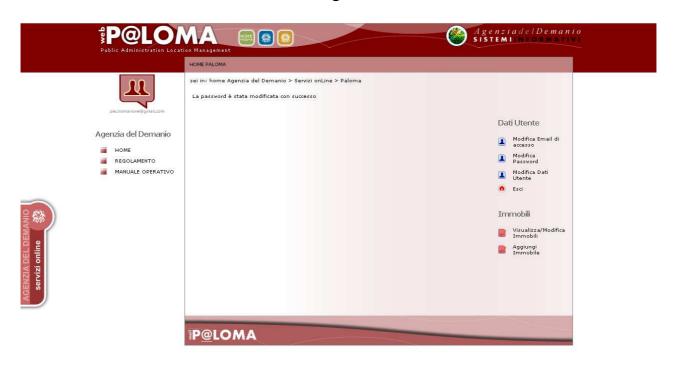
An email will be sent to the new address containing the instructions for completing the process.

6.2 CHANGE PASSWORD

To change the password click "Change password" (Modifica password), fill in the required fields and click "Next" (Avanti):



You will receive confirmation of the change on the next screen:



The password has been changed.

6.3 CHANGE USER DETAILS

Click on "Change user details" (Modifica Dati Utente) to see the sequence of screens already completed, starting from "User details" (Dati Utente). To change any information and save these changes, you need to follow all the steps until you see the following final screen:

