

To the families
of students enrolled in the school meal program
at public schools in Senago

Re: NOTICE REGARDING THE PROCESS FOR HANDLING UNPAID SCHOOL MEAL FEES

Dear Families,

Considering the large number of unpaid fees for school meals, the City Administration is writing to inform you of the procedure that will take effect from **May 2026** for those who are NOT UP TO DATE with their payments.

More specifically, once the payment deadline for each monthly fee has expired, the relevant office will review any cases of non-payment and send an initial friendly reminder through the ETICA portal. Please note that system-generated emails do not allow any replies. For further assistance, please contact by email refezionesenago@comune.senago.mi.it

If the outstanding debt remains unpaid, a formal notice will be issued, requiring payment of the amount due within 7 DAYS from receipt of the notification.

Please be advised that, in the cases covered by the current regulations, you may apply to the School Services Office to request payment in installments, moreover if you are facing real financial difficulties, you may contact the Social Services Office for an assessment of your situation.

Should the outstanding balance not be settled even after the payment notice has been issued and provided that no installment plan has been arranged, or the matter taken over by Social Services, **the school meal service will be suspended for every student associated with that account until the outstanding balance is fully paid.**

Please bear in mind that, in the event of a “meal suspension,” families who fail to pick up their child from school during lunch hours will be contacted by Local Police Officers.

Please note that students who, at the time of renewing their enrollment for the new school year or upon initial enrollment, have outstanding balances for the school meal program, before- and after-school care, school transportation, or nursery care, will not be able to enroll in any school or nursery care services, as provided for in the current Regulations regarding such matters.

To avoid having to go through the procedure described above, we urge all families to promptly settle any outstanding balances for the school meal service, as follows:

- For **DEBTS UP TO AND INCLUDING DECEMBER 2025**: please contact MULTISERVIZI, located in Senago at Piazza Tricolore 40, by making an appointment by phone at 02.99056197 or by email at amministrazione@multiservizi-senago.it.
- For **DEBTS FROM JANUARY 2026**: by settling the PagoPa payment slips issued for your account that have been already sent to you. Please note that you can check the status of your payments by logging into the Etica portal and searching for “ETICA SOLUZIONI SENAGO” on any search engine and entering the user ID and password provided upon registration (if you have forgotten them, you can follow the password recovery procedure to recover them). Once logged in, simply go to “PAYMENTS” > “PAYMENT LIST” in the top right-hand corner. From this section, you can also download any outstanding PagoPa payment slips.

For any further assistance or clarification, the School Services Office is at your disposal at the Villa Sioli offices, located in Via San Bernardo 7 (Opening hours: Mon, Wed, Fri 8:30 AM-12:00 PM; Tue, Thu 4:00 PM-6:00 PM)
contacts: refezionesenago@comune.senago.mi.it; phone: 02.99083239 - 299

We count on the understanding and cooperation of all families to ensure that the school meal service runs smoothly.
Best regards

Head of the Department
for School, Sports, and Cultural Services
Dott.ssa Rosa Sessa*

** This document has been digitally signed in accordance with Legislative Decree No. 82/2005, as amended.*

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