The full information on VUB housing can be found on student.vub.be/en/accommodation-on-campus#vub-student-rooms

Official communication from Student Housing takes place through the WeAreVUB student portal. Specific or personal communication will only be sent to your VUB email address.

**STUDENT HOUSING**

02 629 28 31  
husvesting.housing@vub.be

The central secretariat of Student Housing is located in X1 on the ground floor. 
Office hours:
- Monday: 8h30-12h30 and 13h30-16h00
- Tuesday: 8h30-12h30 and 13h30-16h00
- Wednesday: closed
- Thursday: 8h30-12h30 and 13h30-16h00
- Friday: 8h30-12h30

There are two logistics members of staff for the student houses:

- Alain Buyse 0473 65 16 95 (maintenance worker)  
- Geert Van Nieuwenhove 0475 37 55 72 (technician)

Available on all working days from 8h30 to 12h30 and 13h30 to 16h30 (Geert: until 15h). Outside of office hours you can call Security.

**CONCIERGE**

0474 48 13 59  
alain.buyse@vub.be

The concierges are Alain Buyse and Khadija Bouhmama. They live in X5 on the ground floor. From Sunday evening to Thursday evening they are on evening duty from 6 pm to 8 pm. You can also call them until 11 pm for urgent matters. After 11 pm you need to contact the security.
SECURITY

02 629 21 76
bewaking@vub.be

The Security Service is responsible for the safety on campus and is **present and available 24/7**. So make sure to program their number in your phone.

The Security Service is your first point of contact for all sorts of problems (vandalism, theft, violence...). When necessary they will notify the emergency services immediately. Security is also equipped with a first aid kit and a defibrillator.

The security office is located in building X4 on the ground floor. Security patrols the campus several times a night.

Please report every incident (e.g. aggression, vandalism, theft, burglary, harassment, unwanted persons ...) to the Security Service.

You can also contact them for noise nuisance at night, but if possible, first ask the people responsible to be quiet yourself.

EMERGENCY NUMBER

02 629 11 11

If you are in an emergency, call the emergency number.

In case of less urgent situations, you can call upon the security.

ENTRY BADGE

Your entry badge is **strictly personal** and gives you access to:
- The entrance of your student house
- Your unit door
- Your unit door indoors (if you have one)
- Your room

For safety reasons against badges getting stolen or lost; badges will remain active for 48 hours. You’ll have to activate your badge every 48 hours at a digital card reader, located at your building or unit’s entrance.

People entering in group must all use their badge, otherwise you won’t be able to access your room. Badges are activated by holding them against the ID-reader until the light becomes green.

To enter and lock your door: hold your badge against the door knob - wait for the green light - turn the door knob.

Entrances to the student home can be automatically unlocked from inside your room. Visitors must use the intercom to dial your room's number and push the call button, you’ll then be able to open the door from inside your room. To enter the unit, visitors must dial your room number again.

If you find yourself locked out outside of working hours, **security** can grant you access to your room or give you a temporary badge that will be active until the student housing secretariat is open again.

A new badge can only be granted by the secretariat after payment of €25. This amount is to be paid in the exact amount in banknotes (we do not have a payment terminal).
If you have forgotten your badge at home, you can be given a temporary replacement badge for a week at the secretary in exchange for your student card or ID card.

Between 16h30-23h the concierges can let you inside your room, after 23h you contact security.

**PARKING**
Residents of the student houses can park in the underground carpark on campus. All numberplates need to be registered through [ivisit.vub.be/Authentication/Index](http://ivisit.vub.be/Authentication/Index)
You can only register one numberplate.

The full parking regulation can be found [here](http://example.com).

**INTERNET**
You connect to the internet via the VUB’s general WIFI network (VUBnext). To log into the network you need to use your NetID. If you are experiencing internet problems you can contact the [ICT helpdesk](http://example.com). Make sure to mention your exact location, what device you have and the problem that you are experiencing.

**TRASH**
You have to sort your waste and bring in to the large garbage containers at parking level -1, near the parking entrance gate when the garbage bag is full, and for the cleaning day. Also take out the garbage bags if they start to smell of if there are bugs in them. Arrange to take turns for this in your unit, also during the holidays, the study and exam periods. Hang this overview on the fridge door.

There are separate containers for residual waste, PMD (plastic bottles, cans, milk cartons, ...), clean (non-greased) paper and carton and glass. Small Hazardous Waste (acetone, oil waste other than frying oil, ammonia, bleach, chemicals, ether, insecticide, (diabetes)needles, ink, etc.) should be brought to the secretariat. Frying oil can be deposited in the room next to the large garbage containers.

Spent batteries can be deposited in the entrance hall of X1. You can find more information about waste sorting [here](http://example.com).

**SLATS**
The windows have vertical slats to darken your room. You can only move the slats when they are open. Do not put anything on your desktop that will constantly knock against the slats.

**WINDOWS**
Low energy buildings with D-ventilation normally don’t allow windows to open. However, your room will have one window that can be semi opened. Windows will be cleaned once a year by the university.

**MAIL**
Every unit has a communal letterbox at the secretariat in X1.
Your mail can only be distributed if **your name + room number** are mentioned on the envelope.

For example:
Vrije Universiteit Brussel
Student House X
Your name
X 4362
Pleinlaan 2
1050 Brussel
All letters and packages that fit into them are put in your letterbox. The packages that are too big for the letterboxes remain at the central warehouse (the back of building F), which is where the initial sorting of the post happens. You can pick up your packages there between 8h-12h and 12h30-16h on working days. Don't forget to bring your student card or ID card.

Receiving, sending or returning postal parcel sending is done via the **bpost parcel lockers** under X4.

How to quickly and easily receive or send a package? Click [here](#).

**REPORT A TECHNICAL BREAK-DOWN**
You can report a technical break-down or other problems (wasps, missing material...) via the **online form**. For urgent problems with the electricity or sanitary problems, you can contact security via 02 629 21 76.

**KITCHEN**
The kitchens are equipped with induction hot plates. These work on a timer-based system. To activate the hot plates, press the switch that states "hot plate". After 30 minutes the stove shuts off unless you press the switch again. Induction hot plates only work with magnetic cooking pots and pans. If a magnet sticks to the bottom, the pan is suitable.

There are cupboards available for each student of the unit. Make sure to store your utensils, kitchen equipment and food in a safe and clean manner (no loose utensils, use pot stands for pots and pans...) and make clear arrangements as to whether you do or do not share items.

Keep your kitchen clean and wipe down the hob after you have finished using it. Don’t place any items in your kitchen that don't belong there (bicycles, shoes...).

The kitchen is cleaned weekly on the same day. The kitchen has to be cleared (all plates, pots & pans etc. have to be put away in the cupboard and the garbage has to be brought to the large garbage containers) before the cleaning service arrives. Arrange to take turns for this in your unit, also during the holidays, the study and exam periods. Hang this overview on the fridge door.

**WARNING! If the kitchen is not cleared and the garbage is not brought away when the cleaning service arrives you will get a warning. When this happens again after a first warning, each student will be fined 25 euros, which will be added automatically to the next month's rent.**

If you have any comments about the weekly cleaning, send an e-mail to **infradesk@vub.be**

It is forbidden to add extra freezers or refrigerators in the kitchen. If you want your own personal refrigerator you can put it into your room.

Are you going home for a longer period of time, e.g. during the summer holidays? Place your kitchen equipment in your room. This gives the cleaning team the chance to give your cupboard a good cleaning, and ensures that is no confusion about what you did or did not leave in the kitchen when you return.

**INVENTORY**
The furniture in your room belongs to your room and should stay there. So don't put it in the hallway. We do not have a place to store furniture.

**HALLWAYS**
The hallways need to be kept clear at all times to ensure free passage for fire safety. This means that you cannot place furniture, shoes, carpets, bicycles... there.
DECORATING YOUR ROOM
You can decorate your room as long as there is no damage to permanent fixtures (walls, doors, ...). You are allowed to paint your room in white shades. If you do paint your walls in a darker colour, you will need to paint your walls white when you leave your room. White paint is available free of charge at the secretariat's office, but you will need to provide painting utensils yourself. To avoid problems afterwards please use only our own paint!

Drilling or nailing is not allowed in the walls.

LIGHTING
You are able to dim one of the two lights in your room. Motion sensors automatically activate the lights in your bathroom, toilet and hallway. The lights in the kitchen switch on automatically on a day/night frequency.

LAUNDRY
At building X3’s ground level there is a laundry station with 4 washing machines with automatic soap dispenser and 4 dryers. A wash costs €3 including laundry detergent. Drying costs 50 cents per 10 minutes. The washing machines and dryers work via the Tikwash Laundry app (Bancontact or Payconiq) or with coins of €1 for washing and 50 cents for drying.

The laundry station is open from 7h to 23h. Outside of those hours you need your badge to enter.

VACUUM CLEANING
You can borrow a vacuum cleaner by giving your student card or ID card. You need to bring back the vacuum cleaner the workday after you’ve borrowed it at the latest.

SMOKING BAN
No smoking is allowed in the new student homes due to the D-ventilation system (= mechanical air exhaust and supply). Smokers can use the ashtrays located outside on the foot bridge.

Excluding cannabis and other prohibited substances.

FIRE SAFETY
student.vub.be/en/vub-rooms#practical-documents
Some units have a glass fire exit door. These can only be used when the fire alarm goes off!

BARBECUING
For the fire safety, it is not allowed to barbecue on the terraces or footbridges of the student residences. Barbecuing is only allowed outside on the ground floor. You can receive permission for this via this form, that you need to hand in at security. Once they have given you permission, you can pick up a fire extinguisher there.
CONFLICTS

In a dorm, you live close together with a large group of people. In order to make this liveable, a number of agreements need to be respected. Most occurring annoyances: noise nuisance (silence required after 11 p.m.), not doing the dishes, making a mess, taking someone else’s food, not respecting rotation schedule, ignoring the no smoking rules, hogging the common places in the unit with your friends, ... 

As cohabiting adults you are expected to come to an arrangement by yourselves. Are you unable to do so, or are you having trouble getting along with your dorm mates? Contact the kotcoach who can help you to create a pleasant dorm atmosphere. Should this fail then you can ask Student Housing for advice. After consideration and if every reasonable attempt fails, Student Housing can take measures, which may lead to the immediate termination of the tenancy agreement.