Manual for student houses X

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

Official communications by Student Housing will only be through your VUB e-mail address.

Student Housing 02 629 28 31 huisvesting.housing@vub.be
The central secretariat’s office of Student Housing is located in X1 on the ground floor.
There are 2 employees for the student houses:
- Fransie De Man 0496 68 46 40 (technician)
- Alain Buyse 0473 65 16 95 (maintenance)

Office hours: 8.30 - 12.30 am and 1.30 - 4.30 pm.
Outside office hours you can call the security Service.

Concierge 0474 48 13 59 conciergestudentenhuizenx@vub.be
The janitors are Khadija Bouhmama and Alain Buyse. 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.
After 11 pm you need to contact the security.

Security 02 629 21 76 bewaking@vub.be
They can be reached 24/7, so make sure to program their number in your cell 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. The Security Service is also equipped with a first aid kit and a defibrillator. The Security Service is responsible for the safety on campus and is present 24/7. Moreover, the whole campus and student quarters are patrolled day and night.
Contact details for the Security Service: X4 on the ground floor.
Please report every incident (e.g. aggression, vandalism, theft, burglary, harassment, unwanted persons ...) to the Security Service.

Emergency number 02 629 11 11
If you are in an emergency, call the emergency number.

Entry badge
Your entry badge gives you access to:
- The entrance of your student house
- Your unit door on the foot bridge;
- Your unit door indoors (if any);
- Your room.

For safety reasons against badges getting stolen or lost; badges will remain active for 24 hours. You’ll have to activate your badge daily at a digital ID-reader, located at your building or unit’s entrance.
People entering in group must activate their individual 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.

**Visitors**
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.

**Lock issues**
Send an email to infradesk@vub.be with a clear description of the problem (which lock or door number is malfunctioning) and your mobile phone number. If you find yourself outside of working hours, security can grant you access until the problem is identified and fixed.
A new badge can only be granted by the secretary after payment of €25.
If you forgot your badge at home, you’ll be given a replacement badge at the secretary in exchange for your identity card.

**Trash**
Each student needs to sort the garbage and take it to the garbage dumpsters. 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.
Garbage badges for residual waste and PMD, paper- and glass bins you get at the secretariat.
There are containers for residual garbage, PMD, paper/cardboard and glass. Small hazardous waste and deep-frying oil can be handed in at the secretariat’s office (see [https://student.vub.be/en/vub-rooms#practical-documents](https://student.vub.be/en/vub-rooms#practical-documents)).
Dead batteries can be deposited in the entrance hall.

**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. Example:
Vrije Universiteit Brussel
Student Quarter X
*Ludo Reuter*
*Room 4362*
Pleinlaan 2
1050 Brussel
Parcels must personally pick up at the secretariat.

**Report a technical break-down**
For urgent problems with the electricity or sanitary problems, you can contact security on campus via 02 629 21 76.

**Kitchen**
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. Everyone has their own cabinet in the kitchen. The kitchen will be cleaned once a week, always on the same day. In order to make it possible to clean the kitchen, the residents need to clean up the kitchen beforehand and take the trash to the containers themselves.
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 winifred.de.smedt@vub.be, sabrina.colpaert@vub.be or kthomas@vub.be.
It is forbidden to place extra fridges, freezers or other furniture in the kitchen. If you want an extra fridge you can place it in your room.

**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 neutral colors. White paint is available free of charge at the secretariat’s office. To avoid problems afterwards please use only our own paint!
Drilling or nailing is not allowed in the walls.

**Lighting**
You’ll be able to dim of your lights in your room. Motion sensors activate lighting automatically in your bathroom, toilet and hallway. Lighting in the kitchen will switch on automatically on a day/night frequency.

**Laundry**
A laundry station is located on building X3’s ground level. There are 4 washing machines with automatic soap dispenser and 4 dryers. Washing costs 3 x €1, drying will be 50 eurocents per turn. Make sure to have the appropriate coins at hand.

**Vacuum cleaning**
There is a vacuum cleaner for student use at Student Housing. A form of ID (ID or student ID card) will be held until the vacuum cleaner is returned.
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
Some units have a glass fire exit door. These can only be used when the fire alarm goes off!

Conflicts
In a dorm you live with a large group of people close together. In order to make this livable a number of agreements need to be respected. Most occurring annoyances: noise pollution (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 supposed to come to an arrangement by yourselves. Should this fail then you can ask Student Housing for advice. After consideration and if every reasonable attempt fails Student Housing can take measures; this can lead to immediate termination of the tenancy agreement.

Have a nice stay! Respect your neighbours: no loud noise after 11 pm.