Manual for student quarter Jette

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

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

**Student Housing 02 477 41 14**  ann.mertens@vub.be
The secretariat of the Student Housing is located in the middle of the student quarter Jette, in front of the Erasmus Hogeschool. The person responsible for student Housing Jette is Mrs. Ann Mertens.

Office hours: on Tuesdays and Thursdays between 8h30-12h30 and 13h30-16h.

Between 8h30-12h30 and 13h30-16h30 you can also contact the central secretariat’s office of Student Housing on campus Etterbeek: 02 629 28 31 or huisvesting.housing@vub.be
Outside office hours you can call the security Service.

**Security 02 477 41 41**  0476 33 74 52  bewakjet@vub.be
The Security Service is responsible for the safety on campus and is present 24/7. They can be reached at all times, 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 office is located in the student quarter next to the student housing office.

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 numbers 02 477 61 12**
This number is for emergencies only.
In case of less urgent situations, you can call upon the security.

**Room key**
Your key is strictly personal. If you lose your room key, you can get a replacement key during office hours at the secretariat’s office. There will be a charge of 50 EUR. This amount is to be paid in the exact amount in banknotes (we do not have a payment terminal).
**Internet**
You can connect to 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.

**Trash**
You have to sort your waste and bring it to the garbage containers when the garbage bag is full, and for the cleaning day. Also take out the garbage bags if they start to smell or 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 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). Spent batteries can be deposited in the entrance hall.

**Mail**
There is a shared mailbox in the hall of Student Housing. Your mail can only be distributed if your name + block + room number are mentioned on the envelope.

*For example:*
Vrije Universiteit Brussel
Studentenhuisvesting
Your name
Block B left
Room 365
Laarbeeklaan 107
1090 Jette

Parcels must personally picked up at the secretariat. Don’t forget to bring your student card or ID card.

**Report a technical break-down**
You can report a technical break-down via the online form. For urgent problems with the electricity or sanitary problems, you can contact security on campus via 0476 33 74 52.

**Kitchen**
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 crew 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.

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.

*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 email to ann.mertens@vub.be.

**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.

**Barrier badge for student housing**
Students living in student housing can retrieve a badge upon payment of 5 EUR at the information desk of the Erasmushogeschool, Laarbeeklaan 119.

**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.

**Laundry**
There is a washing machine (€2.50) and tumble dryer (€1.25) available in the central secretariat’s office. You don’t need to make a reservation.

**Fire safety**

**Smoking ban**
In student houses there will be no smoking in communal rooms. Smoking is only permitted in the bedrooms. Smoking is only permitted in the bedrooms, with the exception of smoking cannabis or other prohibited substances.
**Conflicts**

In a dorm, you live close together with a large group of people. In order to make this livable, 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 supposed 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 kotcoach Jelle. He 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.

*We wish you a pleasant stay in the Brussels Health Campus Residence.*

Respect your neighbours, keep it quiet after 23h, both inside and outside the student house, in the garden of the student house and outside in the street.