Manual for Nieuwelaan

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

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

**Student Housing** 02 629 28 31  [huisvesting.housing@vub.be](mailto:huisvesting.housing@vub.be)

At Nieuwelaan there are two staff members of Student Housing:

- Geert Vanoverberghe  0478 97 89 15  (technician)
- Catherine Buyse  0490 43 19 42  (cleaning)

You will find them in the secretary’s office (Block 2, ground floor) on weekdays between 8h and 16h, or in case of absence you can phone them between 8h and 16h (only on weekdays).

Between 8h30 and 16h30 you can also call the central housing office on 02 629 28 31.

For urgent problems outside of opening hours you can also call the concierge.

**Concierge** 0479 55 11 04  [conciergenieuwelaan@vub.be](mailto:conciergenieuwelaan@vub.be)

The concierges of Nieuwelaan are Conny Stockmans and Geert De Dobbeleer. You can find them in Block 2 on the ground floor (the door next to the secretary office).

From Sunday to Thursday evening they are on evening duty from 17h to 19h. Outside of their duty hours you can call them 24/24 for urgent matters.

**Security**  02 629 21 76  [bewaking@vub.be](mailto:bewaking@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 building X4 on the ground floor. Security patrols inside the Nieuwelaan 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
This number is for emergencies only (e.g. for fire).
In case of less urgent situations, you can call upon security.

Room key
Your room key is strictly personal and gives you access to:

- Your room
- Your unit door
- The front door of your block (1, 2, 3, 4 or 5)
- The entrance gate to the car park
- The front door of the entrance hall of Block 2 (office, caretaker, vending machines, laundry room, repairs box, communal toilets, battery collection point).

If you lose your room key, you can get a replacement key during office hours at the secretariat’s office in Nieuwelaan for 50 euros. This amount is to be paid in the exact amount in banknotes (we do not have a payment terminal).

If you have forgotten your key at home, you can get a temporary replacement key for 50 EUR. You will get this money back once you have brought back your spare key (after max. 1 month).

Internet
You can use the internet cable that is provided. You can, however, also 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.

Carpark -1
Only habitants of the student home are allowed to park here and you need to register your license plate. However, there are not enough parking spaces, and since they are fairly narrow you should park carefully and not take up more than one parking space. Here you will also find the bicycle sheds.
From the car park on -1 you can take the lift to your floor. The students living in Block 1 must first take the staircase to the ground floor.

Floor -2
In Block 2 are the communal areas (table tennis, table football, TV); right at the back you will find the access to the garden.

Only in Block 2 does the lift go to Floor -2. The other students can take the lift or stairs of Block 2 in the car park on -1.

There are no toilet facilities on Floor -2, but there are communal toilets on the ground floor of Block 2.
To reserve the recreation room for gentle activities, you can ask the caretakers when they are on duty (at least 3 days beforehand). Without permission, your activity will be stopped.

If you want to have a BBQ in the garden, you can ask authorisation via this form from security. You need to hand over this form to security, and once you have received permission for your BBQ, you can also pick up a fire extinguisher from there. Also notify the concierges of your BBQ. For fire safety, it is not allowed to have a BBQ on the terrace of your kitchen, the terrace of your room or in the covered open space that leads to the garden.

**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 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 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.


**Slats**
The windows have vertical slats to darken your room. This is not a sturdy system, so please handle with care. You can only move the slats when they are open. Do not put anything on your desktop that will constantly knock against the slats, and be careful when you open the windows.

**Windows**
One of the two windows can be tipped open. The middle window has a ventilation grid at the top.

Make sure that your window is fully closed when you are not in your room, especially if you have got a room on the ground floor on the street side.

**Showers**
Please use a floor wiper to remove any water that has run into the corridor after taking a shower.
Mail
Every unit has a communal letterbox on the ground floor of your block. Your mail can only be delivered if your name + room number is on the envelope. The house number for all five blocks is 149.

For example:
Vrije Universiteit Brussel
Studentenhuis Nieuwelaan
Your name
Room 4362
Nieuwelaan 149
1040 Brussels
Parcels must personally pick 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 or other problems (wasps, missing material...) via the online form. For urgent problems with the electricity or sanitary problems, you can contact the concierges.

Room contents
The furniture in your room belongs to your room and must stay there. Do not put anything in the corridor. We have no space to store furniture.

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 on the -1 level) 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.

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, contact Catherine Buyse or send an e-mail to infradesk@vub.be

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.

Intercom
You can open the door of the main entrance with your intercom.

Laundry
There are washing machines and tumble dryers on the ground floor in block 2, diagonally across the secretariat. You do not need to reserve them. The washing machines have got an automatic soap dispenser (you do not need to add any laundry detergent). The washing machines require 3 €1 coins, the tumble driers cost €0.50 per turn. It is not possible to pay by card.

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.

Fire safety

Smoking ban
Smoking is not allowed in the shared areas. 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.

Facebook
As a resident of Nieuwelaan, you can also visit the Facebook group to stay in the loop of the daily communication:
‘VUB Studenthome Nieuwelaan’
https://www.facebook.com/groups/141802252556221

We wish you a pleasant stay in the Nieuwelaan 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.