Manual for Schoofslaan/Triomflaan

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 02 629 28 31  **huisvesting.housing@vub.be
There are 3 employees of Student Housing in Schoofslaan:

- Gunther Vanopden Bossche 0478 97 89 15 (technician)
- Alain De Valck (until 11.30 am) 0475 51 86 91 (technician)
- Khadija Bouhmama 0475 50 14 20 (cleaning)

You can find them in room 038 on the ground floor, facing the outside staircase. In case of absence you can call them between 7h30 and 15h30.

Between 8h30 and 16h30 pm you can also contact the central secretariat’s office of Student Housing on campus Etterbeek: 02 629 28 31.
For urgent problems outside opening hours you can contact security.

**Security 02 629 21 76  **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 Schoofslaan and Triomflaan residences 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.
In case of less urgent situations, you can call upon the security.
**Room key**
Your room key is *strictly personal* and gives you access to:
- your room
- your unit door
- the outside door (the residents of Triomflaan also have access to the Schoofslaan)

If you lose your room key, you can get a replacement key during office hours at the secretariat’s office 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).

**Intercom**
To open the entrance door, press 0 # on the phone.

**Internet**
You can use an internet cable or connect to the VUB’s general WIFI network (VUBnext). To log onto the network you need to use your NetID. If you are experiencing internet problems you can contact the **ICT helpdesk**.

**Bicycle storage**
You can store your bicycle in the inner courtyard of Schoofslaan. Don’t forget to take your bike with you at the end of your stay.

**Recreation room Schoofslaan**
To reserve the recreation room for soft activities, you can contact the Schoofslaan/Triomflaan staff during their working hours.

**Trash**
Each student needs to sort the garbage and take it to the garbage dumpsters (in the open area inside the student dorm Schoofslaan) 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 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))

Spent batteries can be deposited in the entrance hall.
**Mail**
Each resident of the Schoofslaan has a private mailbox on the ground floor. Each unit on the Triomflaan has a shared mailbox on the ground floor in the hall.

Your mail can only be distributed if **your name + room number** are mentioned on the envelope.

**Example:**
Vrije Universiteit Brussel
Student home Schoofslaan or Triomflaan
*Your name*
*Room 365*
Schoofslaan 12 or Triomflaan 19
1160 Brussel

Residents of the Schoofslaan need to pick up their packages from the secretariat’s office.

To the residents of Triomflaan, we recommend to have your packages delivered in a **Cubee locker**. If you are not present to accept your package, the staff cannot do this for you, and Bpost’s delivery points are rather far away. If your package cannot be delivered in a Cubee locker, you can also have your package sent to the campus. For this, you use the following address:

Vrije Universiteit Brussel
*Your name*
Pleinlaan 2
1050 Brussel

Your package will then be delivered at the central warehouse (at the back of building F), where you can pick it up between 8h-12h and 12h30-16h. 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 security on campus via 02 629 21 76.

**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 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, 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.

**Laundry**
A laundry station is located on building X3’s ground level. There are 4 washing machines with automatic soap dispenser (you do not need to add any laundry detergent) and 4 dryers. Washing costs 3 x €1, drying costs €0.50 eurocents per turn. Make sure to have the appropriate coins at hand.
Open courtyard Schoofslaan
Next to the staircase outside of the Schoofslaan is an open courtyard where benches are provided. You can use this space, but please be considerate of the people living in the surrounding units, so try not to be too loud at night.

For fire safety reasons it is not allowed to barbecue here. Barbecuing is possible outside on the campus on the ground floor. Permission to do so must be requested via this form, which must be handed in at the security office. You will also be able to borrow a fire extinguisher from them after you have received authorisation for your barbecue.

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.

We wish you a pleasant stay in the Schoofslaan/Triomflaan Residence.
Respect your neighbours, keep it quiet from 23h onwards, both inside the student house, in the garden of the student house and outside in the street.