Manual for Schoofslaan/Triomflaan
The full information on VUB housing can be found on 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 2 employees of Student Housing in Schoofslaan:

- Alain De Valck 0475 51 86 91 (technician)
  (until 11h; 10h on Friday)
- Khadija Bouhmama 0475 50 14 20 (cleaning)

Available on all working days from 7h30 to 15h30. You can find them in the secretary’s office (room 038 at Schoofslaan, ground floor) or call them on their phone numbers.

Between 8h30 and 16h30 you can also call the central housing office for administrative questions on 02 629 28 31.
For urgent problems outside of opening hours you can also call the concierge.

**Concierge** 0474 48 13 59  Jesse.Van.Hoorebeeck@vub.be
The concierge of Schoofslaan and Triomflaan is Jesse Van Hoorebeeck. You can find him on the left side in the entrance of the Schoofslaan.
From Sunday to Thursday evening, he is on evening duty. Outside of his working hours, you can call them 24/24 for urgent matters.

**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. Make sure to save 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 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 and token
Your room key and electronic token are strictly personal and gives you access to:
- Your room
- Your unit door
- The entrance of your Student House (residents of the Triomflaan also have access to the Schoofslaan residence to access the central facilities)

If you lose your token key or room key, you can get a replacement key during office hours at the secretariat’s office. A replacement token key costs €25 and a replacement room key costs €50. This amount is to be paid in the exact amount in banknotes (we do not have a payment terminal).

If you have forgotten your keys at home, you can get a temporary replacement key for €75. You will get this money back once you have brought back your spare keys (after max. 1 week).

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

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. Make sure to mention your exact location, what device you have and the problem that you are experiencing.

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
You can only register one numberplate.

The full parking regulation can be found here.

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.

Garbage bags for waste and PMD and paper and glass containers you get at the secretariat. 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).

Used batteries can be deposited in the entrance hall.

Post
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, your roomnumber
Schoofslaan 12 or Triomflaan 19
1160 Brussels

Receiving, sending or returning postal parcel sending is done via the bpost parcel lockers under X4.
How to quickly and easily have a parcel delivered or sent: click here.

If you are not present to accept your package, the staff cannot do this for you, we recommend to use the bpost parcel 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 and 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.

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 EUR, which will be added automatically to the next month’s rent.

If you have any comments about the weekly cleaning, you can 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 must stay there. You can not put anything in the hallways. We have no space 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 can’t place furniture, shoes, carpets or 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 all painting utensils yourself. To avoid problems afterwards please only use our own paint!

Drilling or nailing in the walls is not allowed.

Laundry
At building X3’s ground level there is a laundry station with 4 washing machines with automatic soap dispenser and 4 dryers. It is accessible from 7h to 23h. 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 (Bankcontact or Payconiq) or with coins of €1 for washing and 50 cents for drying.

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 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 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 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.

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.