Manual for Student Houses Jette
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** 02 477 41 14  ann.mertens@vub.be

There are 3 members of staff for your student house:

- Ann Mertens 0475 51 86 90 (office)
- Helga De Potter 0478 30 68 42 (cleaning)
- Gunther Vanopden Bossche 0478 97 89 15 (technician)

The office of the Student Housing is located in the middle of the student houses in front of the Erasmus Hogeschool.

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

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

**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 and available 24/7. Make sure to save their number in your phone.

Security 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 building A in room A900B. Security officers carry out several inspection rounds every 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 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* and gives access to your room, your unit door and the outside door of the Student Housing Office.

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. This is to be paid in the exact amount in banknotes (no payment terminal available).

If you have forgotten your keys at home, you can temporarily get a replacement key if you provide your identity or student card.

**Parking**

Residents of the student houses can park on campus. All numberplates need to be registered through [ivisit.vub.be/Authentication/Index](http://ivisit.vub.be/Authentication/Index)

You can only register one numberplate.

The complete parking regulations of the VUB can be found [here](http://ivisit.vub.be/Authentication/Index).

**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](http://ivisit.vub.be/Authentication/Index). Make sure to mention your exact location, what device you have and the problem that you are experiencing.

**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. Put 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 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.) and deep-frying oil should be brought to the office (see [student.vub.be/en/vub-rooms#practical-documents](http://student.vub.be/en/vub-rooms#practical-documents)). Used batteries can be deposited in the entrance hall.

**Report a technical break-down**

You can report a technical break-down via the [online form](http://ivisit.vub.be/Authentication/Index). For urgent problems with the electricity or sanitary problems outside office hours, you can contact security on campus via 0476 33 74 52.
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
Your block, your room number
Laarbeeklaan 107
1090 Jette

Receiving, sending or returning postal parcel sending is done via the bpost parcel lockers opposite Block B or via the BringMe Box in the Faculty of GF.

How to quickly and easily have a parcel delivered or sent: click here.

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, send an email to ann.mertens@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 should stay there. So don't put it in the hallway. We do not have a place to store furniture.

**Hallway**
The hallways must be kept empty at all times in order to preserve free passage for the sake of fire safety. This means you are not allowed to 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 all painting utensils yourself. To avoid problems afterwards please only use our own paint!

**Drilling or nailing** in the walls is **not allowed**.

**Laundry**
Left of the office, there is a new **laundry station** with 2 washing machines with automatic soap dispenser and 2 dryers. It is open from 7h30 to 23h. A load of laundry 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.

**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**
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 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 at the VUB Student Houses Jette.**

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.