Manual for student houses X

The full information on VUB housing can be found on https://student.vub.be/en/accommodation-on-campus#vub-student-rooms
Official communications by Student Housing will only be through your VUB e-mail address.

**Student Housing 02 629 28 31 huisvesting.housing@vub.be**
The central secretariat’s office of Student Housing is located in X1 on the ground floor.
There are two main employees for the student houses:
- Alain Buyse 0473 65 16 95 (maintenance)
- Geert Van Nieuwenhove 02 629 20 10 (technician)

Office hours: 8h30 – 12h30 am and 13h30 - 16.30
Outside office hours you can call Security.

**Concierge 0474 48 13 59 alain.buyse@vub.be**
The concierges are Alain Buyse and Khadija Bouhmama. They live in X5 on the ground floor. From Sunday evening to Thursday evening they are on evening duty from 6 pm to 8 pm. You can also call them until 11 pm for urgent matters. After 11 pm you need to contact the 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 the campus 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**
If you are in an emergency, call the emergency number.

**Entry badge**
Your entry badge is strictly personal and gives you access to:
- The entrance of your student house
- Your unit door
- Your unit door indoors (if you have one)
- Your room
For safety reasons against badges getting stolen or lost; badges will remain active for 48 hours. You’ll have to activate your badge every 48 hours at a digital card reader, located at your building or unit’s entrance.

People entering in group must all use their badge, otherwise you won’t be able to access your room.

Badges are activated by holding them against the ID-reader until the light becomes green.
To enter and lock your door: hold your badge against the door knob - wait for the green light - turn the door knob.

Entrances to the student home can be automatically unlocked from inside your room. Visitors must use the intercom to dial your room’s number and push the call button, you’ll then be able to open the door from inside your room. To enter the unit, visitors must dial your room number again.

If you find yourself locked out outside of working hours, security can grant you access to your room or give you a temporary badge that will be active until the student housing secretariat is open again.

A new badge can only be granted by the secretariat after payment of €25. This amount is to be paid in the exact amount in banknotes (we do not have a payment terminal).
If you have forgotten your badge at home, you can be given a replacement badge at the secretary in exchange for your student card or ID card.
Between 16h30-23h the concierges can let you inside your room, after 23h you contact security.

**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.

**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 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 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. You can only move the slats when they are open. Do not put anything on your desktop that will constantly knock against the slats.

**Windows**
Low energy buildings with D-ventilation normally don’t allow windows to open. However, your room will have one window that can be semi opened. Windows will be cleaned once a year by the university.

**Mail**
Every unit has a communal letterbox at the secretariat in X1. Your mail can only be distributed if your name + room number are mentioned on the envelope.

*For example:*
Vrije Universiteit Brussel
Student Quarter X
*Your name*
*Room 4362*
Pleinlaan 2
1050 Brussel

All letters and packages that fit into them are put in your letterbox. The packages that are too big for the letterboxes remain at the central warehouse (the back of building F), which is where the initial sorting of the post happens. You can pick up your packages there between 8h-12h and 12h30-16h on weekdays. 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](http://www.belgium.be/en/environment/sorting_and_recycling_household_waste/). For urgent problems with the electricity or sanitary problems, you can contact security via 02 629 21 76.

**Kitchen**
The kitchens are equipped with induction hot plates. These work on a timer-based system. To activate the hot plates, press the switch that states “hot plate”. After 30 minutes the stove shuts off unless you press the switch again. Induction hot plates only work with magnetic cooking pots and pans.

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.

**Lighting**
You are able to dim one of the two lights in your room. Motion sensors automatically activate the lights in your bathroom, toilet and hallway. The lights in the kitchen switch on automatically on a day/night frequency.

**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 laundry detergent) and 4 dryers. Washing costs 3 x €1, drying is €0.50 per turn. You can also pay electronically with the app Tikwash (Bankcontact or Payconiq). The laundry station is open from 7h to 23h. Outside of those hours you need your badge to enter.

**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.
**Smoking ban**
No smoking is allowed in the new student homes due to the D-ventilation system (= mechanical air exhaust and supply). Smokers can use the ashtrays located outside on the foot bridge. Excluding cannabis and other prohibited substances.

**Fire safety**
Some units have a glass fire exit door. These can only be used when the fire alarm goes off!

**Barbecuing**
For the fire safety, it is not allowed to barbecue on the terraces or footbridges of the student residences. Barbecuing is only allowed outside on the ground floor. You can receive permission for this via this form, that you need to hand in at security. Once they have given you permission, you can pick up a fire extinguisher there.

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 expected 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 X buildings.**
**Respect your neighbours, keep it quiet after 23h, both inside and outside the student house.**