

Manual for student quarter Etterbeek

The full information on VUB housing can be found on <https://my.vub.ac.be/en/housing>.

Official communications from Housing Services will only be through your VUB e-mail address.

Housing Department 02 629 28 31 huisvesting.housing@vub.ac.be

The central secretariat's office of the Housing Department is located in the student quarter Etterbeek.

There are 2 employees for the student area Etterbeek:

- Fransie De Man 0496 68 46 40 (technician)
- Winny De Smedt 0471 55 11 04 (maintenance)

Office hours: 8.30 - 12.30 am and 1.30 - 4.30 pm.

Outside office hours you can call the security Service.

Security 02 629 21 76 bewaking@vub.ac.be

They can be reached 24/7, 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 Service is responsible for the safety on campus and is **present 24/7**. Moreover, the whole campus and student quarters are patrolled day and night. The Security Service is situated at Building F, rotule 4, level esplanade. See the plan here: https://my.vub.ac.be/sites/default/files/nieuws/users/cmuller/bewaking_etterbeek.jpg (opposite the entrance of the student restaurant).

Please report every incident (e.g. aggression, vandalism, theft, burglary, harassment, unwanted persons ...) to the Security Service.

Emergency number 02 629 11 11

If you are in an emergency, call the emergency number.

Room key

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 euros.

Trash

Each student needs to sort the garbage and take it to the garbage dumpsters. Arrange to take turns for this in your unit.

There are 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://my.vub.ac.be/sites/default/files/nieuws/users/bvbeek/household_dangerous_waste.pdf). Dead batteries can be deposited in the entrance hall.

Mail

Each resident has a private mailbox in the entrance hall.

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

Vrije Universiteit Brussel
Student Quarter Etterbeek
Ludo Reuter

Room 365
Pleinlaan 2
1050 Brussel

Parcels must personally pick up at the secretariat.

Repairs

To report a defect, please use the defect book in the secretariat's office.

For urgent problems with electricity or plumbing outside office hours, please contact the security service 02 629 21 76.

Kitchen

Everyone has their own cabinet in the kitchen. The kitchen will be cleaned once a week, always on the same day. In order to make it possible to clean the kitchen, the residents need to clean up the kitchen beforehand and take the trash to the containers themselves. Arrange to take turns for this!

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 rita.de.brabanter@vub.ac.be

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 neutral colors. White paint is available free of charge at the secretariat's office. To avoid problems afterwards please use only our own paint!

Vacuum cleaning

There is a vacuum cleaner for student use at the housing service office. A form of ID (ID or student ID card) will be held until the vacuum cleaner is returned.

Laundry

There is a washing machine and tumble dryer available in the central secretariat's office.

Fire safety

https://my.vub.ac.be/sites/default/files/nieuws/users/cmuller/fire_safety_and_prevention_in_your_student_room.pdf

Smoking ban

In student houses there will be no smoking in communal rooms. Smoking is only permitted in the bedrooms.

Conflicts

In a dorm you live with a large group of people close together. In order to make this livable a number of agreements need to be respected. Most occurring annoyances: noise pollution (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. Should this fail then you can ask the Housing Department for advice. After consideration and if every reasonable attempt fails the Housing Department can take measures; this can lead to immediate termination of the tenancy agreement.

Have a nice stay! Respect your neighbors: no loud noise after 11 pm.