

STUDENT HOUSES JETTE

HOUSE RULES



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The full information on VUB housing can be found [here](#).

1. COMMUNICATION

The official communication channel of Student Housing is the [WeAreVUB student portal](#). Check it regularly to ensure you don't miss out on any important news. Personal or very specific communication will only be sent to your VUB email address.

You can also regularly find useful information on the screens in the student houses.

2. CONTACT DETAILS

2.1. STUDENT HOUSING

For questions or problems you can contact the general Student Housing secretariat:

- Phone: 02 629 28 31 (weekdays between 8h30-12h30, 13h30-16h30)
- Email: huisvesting.housing@vub.be
- At the secretariat on the ground floor of building F (in front of Erasmus Hogeschool) during our office hours:
Thursday 8h30-12h30 and 13h30-16h00
Check WeAreVUB regularly for updated opening hours.

There are two members of staff present in the student houses:

- **Gunther Vanopden Bossche 0478 97 89 15** (technician)
- **Helga De Potter 0478 30 68 42** (cleaning)

For urgent problems outside of office hours you can call security. (+32 2 477 41 41)

2.2. KOTCOACH

Our [kotcoach](#) Justine Van Cauwenberghe is at the ready to ensure the general smooth sailing of life in the dorms, to offer mediation in case of conflicts and to lend a sympathetic ear. You can contact her via:

- **0474 56 65 30**
- kotcoach@vub.be

She also organises a plethora of fun activities to help stimulate the sense of community in the dorms. Make sure to keep an eye on the [Facebook](#) and [Instagram](#) pages.

2.3. SECURITY

02 477 41 41

bewaking@vub.be

Security is responsible for the safety on campus and is present and available 24/7. So make sure to program their number in your phone.

Security is your first point of contact for all sorts of problems (vandalism, theft, violence...). When necessary they will immediately notify the emergency services. Security is also equipped with a first aid kit and a defibrillator.

The security office is located underneath building A in room A900B. Security officers carry out several inspection rounds every night. Please report every incident to security.

2.4. VUB EMERGENCY NUMBER

02 629 11 11

Only call the emergency number in case of danger (e.g. fire).

In case of less urgent situations, you can call upon security.

3. REPORTING DEFECTS OR TECHNICAL ISSUES

Defects or other technical problems (vermin, missing material...) need to be reported through the [online report form](#).

This way, your report immediately reaches the correct technician. This is the fastest way to guarantee a solution. It is your duty as a tenant to report defects, vermin or other problems as quickly as possible. Outside of office hours you can report urgent problems concerning electricity or plumbing to security.

4. ACCESS

4.1. 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 for €50. You can either pay the exact amount in cash, or we can add the cost to your rent.

If you have forgotten your keys at home, you can temporarily get a replacement key (max. 1 week) in exchange for your ID card or student card.

Outside of the student housing secretariat's office hours, security can grant you access to your room once.

4.2. PARKING

Students who want to use the carpark next to the student houses and the Erasmus Hogeschool need a badge to open the boom barriers. You can purchase a badge at the secretariat of the Erasmus Hogeschool upon showing your student card and after payment of €10.

The complete parking regulations of the VUB can be found [here](#).

5. POST

There is a shared letterbox in the entry hall of Student Housing.
Your post can only be distributed if your name + block + room number are mentioned on the envelope.

For example:

Vrije Universiteit Brussel Student housing
Your name
Your block + **your room number**
Laarbeeklaan 107
1090 Jette

5.1. RECEIVING PACKAGES

Receiving, sending or returning postal parcels can easily be done via the Bpost parcel lockers opposite block A. How to quickly and easily receive or send a package? Click [here](#). The parcel lockers are available 24/7.

Would you like to order a package that can't be delivered to the parcel locker? Please choose a nearby pick-up point instead. Only packages that fit into your mailbox can be delivered to the campus. The Housing Office does not accept parcels on behalf of residents.

6. INTERNET

You connect to the internet via the WIFI network 'VUBnext', using your NetID. If you are experiencing internet problems you can contact the [ICT helpdesk](#) (02 629 37 37). Make sure to mention your room number, what device you have and the problem that you are experiencing.

7. ROOM

7.1. FURNITURE

The furniture is part of your room and needs to stay there. Don't put it in the hallway or elsewhere in the unit. We do not have a place to store furniture. Do you want to replace your bed or mattress? That is possible, but you will need to find a suitable storage place yourself. At the end of your lease all of our furniture needs to be present in its original state.

You can add furniture to your room, but these items are your sole responsibility. It is not allowed to leave behind furniture or mattresses after your lease has ended, either in your unit or in/around the containers.

Please note: both the desk chair in your room and the kitchen chairs are marked. You'll find your room number on the bottom of the desk chair and your unit number on the kitchen chairs. Make sure the correct chair is in your room during both the check-in and check-out inventory. If a kitchen chair, a chair from another room, or no chair at all is found in your room when you leave, a fee will be charged.

7.2. ROOM DECORATING

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!

Make sure not to damage your walls (drilling, nails, strong tape...)!

7.3. LEAVING YOUR ROOM

At the end of your lease, you need to leave your room on time, as well as draw up the final inventory of your room with a member of staff before you hand in your key. More information about leaving your room can be found [here](#).

8. COMMON AREAS

8.1. 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 with your dormmates 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. Make arrangements with your dormmates for the division of the fridge, so everyone knows what belongs to which person. Keep your fridge tidy.

Throw away any food items that have expired. Did you spill something or is something leaking? Clean it up yourself immediately so that everyone can store their food in a hygienic manner.

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. Don't place any personal items in your kitchen that don't belong there (bicycles, shoes...).

We do not provide a microwave, oven, toaster, kettle or other appliances. You are free to place these appliances at your own responsibility, granted that your dormmates agree, and you maintain them well. If an appliance is in bad condition or causes technical problems (e.g. power cut), it can be removed by us. Fryers are forbidden.

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 cupboards a good cleaning, and ensures that there is no confusion about what you did or did not leave in the kitchen when you return. Also inform your dormmates and make sure there is a replacement for your shift on the cleaning days and this is indicated as such on the cleaning roster (see 9.2)

8.2. HALLWAYS

The hallways and emergency doors 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, drying racks, ... there.

8.3. LAUNDRY STATION

Left of the secretariat, there is a laundry station with 2 washing machines with automatic soap dispenser (adding your own laundry detergent is not allowed) and 2 dryers.

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 (Bancontact or Payconiq) or with coins of €1 for washing and 50 cents for drying.

The laundry station is freely accessible from 7h to 23h.

8.4. BIKE STORAGE

In front of block F and block C (right hand side) are covered bicycle sheds. There is also bicycle storage at the entrances of all other blocks. Take your bike with you when you leave the dorms.

We do a yearly clear-up of the bikes. Left behind bikes are labelled. If this label is not removed by the bikes' owners, we remove the bikes and redistribute them to other students.

8.5. GARDEN

The student houses in Jette don't have a private garden, but the entire campus is at your disposal to enjoy. On the grass fields you can find football tables, as well as benches and picnic tables.

Next to Tempus, you can find a barbecue which students can use for free. You do need to submit an application at least three days beforehand through Ultimo. More info can be found [here](#).

8.6 COMMUNAL PANTRY

In Dr. Clean (the laundry room), you'll find a communal pantry. Students can leave items they no longer need for others to take, such as books, clothing, furniture, or kitchenware.

Only clean items in good condition may be placed here. This space is not intended for waste disposal. Illegal dumping will result in a fine.

9. CLEANLINESS AND HYGIENE

9.1. TRASH



beeld niet aanwezig

You have to sort your waste and bring in 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 signs of bugs.

You can get trash bags for residual waste and plastic waste, as well as waste paper baskets and boxes for glass for free at the student housing secretariat. There are containers to dispose of this waste, at the garbage stations around the student houses. Small Hazardous Waste and spent batteries can be deposited at the secretariat. (Frying) oil can be deposited next to the garbage containers. Deep fryers are prohibited in the unit!

9.2 CLEANING DAY

The common areas are cleaned weekly on the same day. To make efficient cleaning possible, the residents need to carry out some preparations. On the cleaning day, a check-up is carried out before the cleaning team's arrival. It is important that all necessary preparations are carried out by 8 a.m.

All common spaces and surfaces (incl. showers and vanity shelves) need to be cleared. Dirty dishes need to be done and put away. No time to do your dishes? Place them in your room. All garbage needs to be brought to the garbage containers, etc. A detailed overview of the cleaning day duties can be found in the attachment below. Read it through carefully!

Make a rotation list for your unit, including for the holiday, study and exam periods. This overview needs to be hung on your fridge door. It includes the date of the cleaning day and the responsible person's name and room number. Will you not be present in your unit during e.g. the holidays? Make good arrangements with your dormmates before your departure.

On the cleaning day we suggest waiting to use the kitchen and bathroom until the cleaning team has passed by (if possible). The units continue to be cleaned during the holiday periods, except for bank holidays.

WARNING! If the preparations have not been carried out on time you will receive a warning. If this is repeated, you will receive a €25 fine as of the third warning. We rely on your rotation overview for our check-ups, so make sure it is accurate and up to date. Even outside of cleaning day, it is important to keep the unit clean. Dirty dishes on the countertop and full or smelly rubbish bags will not be accepted. Excessively dirty kitchens can also receive a fine outside of the cleaning day.

If you have any comments about the weekly cleaning, send an e-mail to infradesk@vub.be.

Each unit kitchen is equipped with a broom and a dustpan with a small brush. Any additional cleaning supplies, such as sponges, dish soap, or cleaning cloths, must be provided by the residents themselves.

In the toilet and shower area, you'll find a squeegee and toilet brushes. Here too, extra items like toilet paper or hand soap must be provided by the residents.

We regularly replace the items we provide. If something is missing from your unit or gets broken, please report it to the Housing Office or file a technical report form, and we will see if it can be replaced.

9.3 VACUUM CLEANING

You can borrow a vacuum cleaner from the secretariat 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.

10. SAFETY AND NUISANCE

10.1 SMOKING BAN

It is forbidden to smoke in the student houses, including in the bedrooms. Cigarettes, waterpipe or cannabis, as well as all other types of smoking are not allowed. Violating the smoking ban results in a €50 fine and other possible sanctions.

All spaces are equipped with automatic smoke detectors.

You can smoke outside or on the grass fields, but make sure to use the designated ashtrays. Sanctions may be taken in all cases of suspected smoking ban violations (e.g. ashtrays and cigarette butts in your room/unit).

VUB student housing carries the Generation Smokefree label. We put the health and safety of all residents first. Do you want to stop smoking? [VUB's group practice](#) offers smoking cessation support.

10.2 ILLEGAL SUBSTANCES

The use and possession of various illegal substances is forbidden by law. Drug-related nuisance can lead to direct consequences for the rental agreement.

10.3 FIRE SAFETY

How to practise fire safety? What to do in case of emergency? Read all about it [here](#).

10.4 CONFLICTS

In a student residence, you live closely together with a large group of people. To ensure a pleasant living environment for everyone, certain rules must be followed.

After 11 PM, quiet hours apply: do not play loud music or hold noisy gatherings in the common areas or on the walkways.

If you invite friends over or organize a party, always consult with your flatmates first. You are welcome to receive guests, as long as it doesn't cause any disturbance or happen on a very frequent basis. External guests are not allowed to stay overnight in the common areas.

Pets are not allowed in the residence.

Bullying, harassment, discrimination, racism, vandalism, violence, and any other forms of inappropriate or transgressive behavior among residents are strictly prohibited. If you experience such behavior, we strongly encourage you to report it to the [VUB reporting point](#).

Conflicts may sometimes arise within a unit. As adults living together, the expectation is that you first try to talk things through, make agreements, and find solutions yourselves. If that doesn't work or communication becomes difficult, please contact your kotcoach. If this does not lead to a (sustainable) solution, you can reach out to Student Housing. We will assess the situation, and if every reasonable attempt at resolution fails, further action may be taken; this may include a warning, a fine, or even immediate termination of the rental contract.

We wish you a pleasant stay in our Student Houses.

We wish you a pleasant stay in our Student House 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.



ATTACHMENT 1

RULES CLEANING DAY

In order to provide you with a clean unit, you need to carry out some preparations (by 8 a.m.). Draw up a rotation roster and hang it on your fridge.

Kitchen:

- Clean the dishes (don't put dirty dishes in the cupboards or under the sink!)
- Clear the countertop and stove
- Clear the kitchen table
- Clear the kitchen floor
- Place the benches/chairs on the table

Bathroom:

- Clear showers, sink and bathroom vanity
- Clear the bathroom floor

Waste:

- Bring the regular waste, plastic waste, paper waste and glass to the garbage containers

Common:

- Keep the hallways clear (=fire exit)
- Clean your own kitchen appliances
- Don't dump food remnants in the sink
- Correctly recycle your garbage
- Keep the fridge clean
- Keep the countertop and stove clean

Trash bags (residual waste and plastic waste), waste paper baskets and boxes for glass can be collected at the student housing secretariat for free.

For hygiene reasons, mouldy food items, dirty pots and pans... may be removed by us.

If the unit is not sufficiently prepared you will receive a warning. If repeated, a fine of €25 will be charged and additional sanctions may be imposed.

Do you have any comments about the weekly cleaning? Send an email to infradesk@vub.be