



FEEL  
AT  
HOME



GHENT  
UNIVERSITY

Ghent University  
Department of Student Facilities  
Housing Office  
Home Vermeylen  
Stalhof 6, 9000 Gent  
[www.ugent.be/housing](http://www.ugent.be/housing)

# WELCOME

Dear resident,

This guide describes the various aspects of living in a University Hall of Residence and provides answers to many of your questions.

Please make sure to also read the Internal Rules and Regulations which are an integral part of your tenancy agreement.

**We wish you a pleasant stay.**

With kind regards,  
Housing Office

# TABLE OF CONTENTS

## **SERVICES**

- 4 Housing Office
- 6 Emergency & Prevention Office
- 7 Health measures and guidelines

## **FACILITIES**

- 9 Kitchens
- 10 Study room
- 11 Recreational facilities
- 12 Launderette
- 13 Bicycles

## **COMMUNICATION & ICT**

- 15 Announcements
- 16 Internet
- 18 Telephone
- 19 Mail

## **SAFETY**

- 21 Lock your door
- 22 Key and entrance badge
- 23 Safety stewards
- 25 Fire safety
- 27 Pull the plug

## **ENVIRONMENT**

- 29 Environmental council
- 30 Household waste
- 31 Energy

## **PEACE & QUIET**

- 33 Observe the silence

## **SOCIAL LIFE**

- 35 Home Council
- 36 Activities
- 37 Visitors
- 38 Smoking ban
- 39 Conflicts

## **INFRASTRUCTURE**

- 41 Repairs
- 42 Room visits
- 43 Heating and ventilation

## **HYGIENE & TIDINESS**

- 45 Cleaning
- 46 Stickers & posters
- 47 Check out

# HOUSING OFFICE



## ADMINISTRATION AND RECEPTION DESK

Home Vermeylen

Stalhof 6, 9000 Gent

Tel. +32 9 264 71 00

[huisvesting@ugent.be](mailto:huisvesting@ugent.be)

[www.ugent.be/housing](http://www.ugent.be/housing)

## OPENING HOURS

Administration:

Monday – Friday

from 8 a.m. till noon and from 1 p.m. till 4.30 p.m.

Reception desk:

Monday – Friday

from 8 a.m. till noon and from 1 p.m. till 8 p.m.

September and February

Monday - Friday

From 8 a.m. till noon and From 1 p.m. till 10 p.m.

Saturday and Sunday

From 10 a.m. till 10 p.m.

Questions about your rental agreement, your application etc.?

Mail to [accommodatie@ugent.be](mailto:accommodatie@ugent.be)

Questions about your invoice?

Mail to [facturatie.huisvesting@ugent.be](mailto:facturatie.huisvesting@ugent.be)

# HOUSING OFFICE



The **home manager** is the communicative link between you and the Housing Office. He inspects and manages the infrastructure, follows up on repairs, and supervises cleaning, waste disposal and general safety. He is also responsible for monitoring compliance with the rules and regulations, and can act as a mediator in case of conflict.

Your home manager for homes Fabiola, Vermeylen and Heymans is

[Luc Van den berghe](#)

homebeheer@ugent.be

Tel. +32 9 264 71 13

Office: home Vermeylen

Your home managers for homes Astrid, Bertha De Vriese and Boudewijn are [Dirk Mathys & Hilde De Brauwer](#)

homebeheer@ugent.be

Tel. +32 9 264 81 71

Office: home Boudewijn, Astrid and Bertha

Your home manager for homes Groningen, Uppsala, Göttingen and Canterbury is [Emiel Verstraete](#)

homebeheer@ugent.be

Tel. +32 9 264 71 04

Office: home Vermeylen

# EMERGENCY & PREVENTION OFFICE



**During office hours**, you can reach the Housing Office. However, in case of an incident, a fire or a (medical) emergency, you contact the Emergency & Prevention Office (PerC).

**After office hours** you can contact the Emergency & Prevention Office for an urgent technical malfunction, noise pollution etc.

Home Vermeylen

Stalhof 6, 9000 Gent

For non-urgent help:

Tel. +32 9 264 71 25 or internal number 71 25

Tel. +32 800 6 7125 (toll-free number)

For emergencies:

**Tel. +32 9 264 88 88 or internal number 88**

**Tel. +32 800 67 888 (toll-free number)**

## TIP

Keep these numbers in mind or write them down just in case you would need them.



# HEALTH MEASURES AND GUIDELINES



In special situations (e.g. a pandemic), measures and guidelines can be issued in our residences.

In that case the university relies on the common sense and good citizenship of every resident and trusts you to comply with the measures and guidelines in order to take care of yourself and those around you. Checks can be carried out, and infringements will be sanctioned.

Please note that all activities described in this guide can be subject to the measures and guidelines and can therefore be (temporarily) phased out.

We will keep you up-to-date via [www.uqent.be/housing/specialmeasures](http://www.uqent.be/housing/specialmeasures).



## IN OUR KITCHEN

- we wash our dishes and store them in the cupboards
- we take care of the cooking plates
- we do not not pour oil or food leftovers down the drain
- we throw away food that is expired
- we sort our waste correctly
- we clean up after using the kitchen

# KITCHENS



We count on you to leave the shared kitchens tidy and in a good state out of respect for your fellow residents and the cleaning personnel.

## **Kitchen locker**

Every resident (except for those in studios or flats) has a personal locker in the communal kitchen. The locker number corresponds with your room number. To close the locker, you need a small padlock. If you use the locker of someone else, the content and the padlock will be removed.

## **Hood**

Please make sure that you switch on the hood while you are cooking, to prevent unnecessary fire alarms. If applicable, click the front side open. Keep in mind that some cookers have a safety button.

## **Food leftovers & oil**

It is not allowed to pour food leftovers or oil down the sink. It causes clogging. In every kitchen there are several garbage/oil cans, each one intended for a different type of waste. Please sort your waste and drop it in the proper container.

Dishes left unattended will be removed by the cleaning staff. In case of frequent pollution, dirty kitchens may be closed until the next scheduled cleaning.

**Thank you for your cooperation.**

## STUDY ROOM



Home Vermeylen, home Fabiola and home Astrid have a study room. In home Boudewijn you can study in the bar and in the scullery on the 4th and 11th floor. In homes Bertha and Canterbury, the recreation room can be used for this purpose during the examination period.

A Wi-Fi signal (Eduroam) is available.

The study room is accessible **to residents of that building only**. The study room in home Canterbury is also accessible to residents of home Groningen, Uppsala and Göttingen. Absolute silence has to be respected.

# RECREATIONAL FACILITIES



Residents can make use of the communal recreational facilities. These facilities can be found in the **recreation room**. A Wi-Fi signal (Eduroam) is available.

Keep in mind that the organization of any activity in the recreation room is the home council's responsibility as well as the coordination and the approval.

The final approval of each activity lies with the Housing Office. (See "Activities in the University Residences".)

## LAUNDERETTE



Washing machines and tumble dryers are available in every residence (except for Vermeylen, Groningen, Uppsala and Canterbury):

Home Astrid: first floor, room N° 110.061

Home Bertha De Vriese: ground floor, room N° 100.053

Home Boudewijn: ground floor, room N° 100.007

Home Fabiola: ground floor, room N° 100.014. Access outside

Home Heymans: in the garage, room N° 090.012. Access outside.

Home Göttingen: ground floor, room N° 100.003

Residents of home Fabiola, Vermeylen, Groningen, Uppsala, Göttingen and Canterbury also have access to the launderette in the basement of home Heymans during office hours. You can reach the laundry room if you go through the gate between home Vermeylen and home Heymans and walk down the slope.

There is a token dispenser in every launderette.

Mind your fellow residents: make sure you clear the machine as soon as possible.

Should you experience problems with one of the appliances, please find the number of the helpdesk in the laundry room: 0495 643 624; [michel.debodt@skynet.be](mailto:michel.debodt@skynet.be)

# BICYCLES



Homes Astrid, Boudewijn, Heymans, and the homes on site Kantienberg (Groningen, Uppsala, Göttingen and Canterbury) have a locked bicycle shed. The full responsibility for these vehicles lies with the owners.

Mind you, **bicycles that are left outside of the bicycle racks will be removed at regular times.** Bicycles are NOT allowed inside the Halls of Residence.

## RENT A BIKE

Information can be found on <https://fietsambassade.gent.be/en> or [swapfiets.be](https://swapfiets.be)

## REPAIRING A BIKE

There are fixed bicycle pumps outside the residences. You can make use of the bicycle repair service, situated in Sint-Hubertusstraat or Kattenberg, where you can fix your bike with the available tools and materials present or buy new spare parts at a favourable price. There is always someone present who can help you or give advice.

Check out [www.ugent.be/en/facilities/bike](https://www.ugent.be/en/facilities/bike) for more information.

In the visitors bicycle shed in Home Groningen, there is a small repair station. You have several tools at your disposal for repairs.





# ANNOUNCEMENTS



The Housing Office will regularly post announcements via e-mail and in the UGent Residence Journals on Facebook.

You can find the link to your group (your residence) on [www.ugent.be/housing](http://www.ugent.be/housing).

**We strongly advise you to become a member of one of the Facebook groups, in order to stay informed on planned renovations, pest control check-ups, energy audits, etc.**



Home Groningen – UGent Residence Journal  
Home Uppsala – UGent Residence Journal  
Home Göttingen – UGent Residence Journal  
Home Canterbury – UGent Residence Journal

Home Astrid - UGent Residentienieuws  
Home Boudewijn - UGent Residentienieuws  
Home Vermeylen - UGent Residentienieuws  
Home Fabiola - UGent Residentienieuws  
Home Heymans - UGent Residentienieuws

# INTERNET



'Studenten Internet' offers a **monthly** volume of at least **200 GB**.

Attention: 'Studenten Internet' **cannot be compared with a home network**. The formula provides a constant background connection for mobile devices, but is not meant for streaming with a huge group of co-residents at the same time.

There are two ways to connect to Student Internet:

- **Cable internet**: this gives the fastest and **best connection**. You will need to provide your own UTP cable for this. Try all free connection points, because not all of them are connected to the Internet.
- **WiFi**: Connect your device to the WiFi name 'Eduroam' and log in with your account details (see 'Login').

## LOGIN

Log in with your Eduroam account and password of Ghent University. Log in with **[abbreviated username]@ugent.be** or your Ghent University email address. Your abbreviated username is the letter combination based on your name that you received with your account details.

**It is not necessary to buy or apply for a voucher.**



## MORE INFO

You will find everything about using cable, connecting via WiFi, about internet speed and security in the **internet brochure**.

## PROBLEMS

Report problems **preferably by phone and as soon as possible** to the 'Studenten Internet' helpdesk. This way, the helpdesk can test where the problem is and give instructions on how to solve it.

Email: [support@studenteninternet.be](mailto:support@studenteninternet.be)

Phone. +32 9 395 60 00

Monday – Friday 9 a.m. – noon & 1 p.m. – 6 p.m.

Please always **mention** your home & room number and be as specific as you can (which network, when, which website, ...)

## TELEPHONE



Each hallway is equipped with a phone, which can be used to which can be used to call the Emergency & Prevention Office by dialling 88.

We advise you to buy a Belgian SIM-card upon arrival and forward the number to the Housing Office. This makes it easier for them to contact you if necessary. It is also less expensive.

# MAIL



**Mail** is delivered to your mailbox by Bpost (or the postal service). You can find your personal mailbox in or near the entrance hall of your residence.

Your mailbox number has 3 digits. (E.g.: 528 is the mailbox for YOUR room 28 on the 5th floor)

Do you wish to receive mail?

Here is an example of how you should write your address:

Anna Sanchez

Home Uppsala

Stalhof 47 – room 208

B-9000 Gent

Belgium

Mail that cannot be delivered to the tenant directly, is left at the reception desk of Home Vermeylen. The reception desk only accepts parcels that:

- were sent from outside of Belgium;
- have study-related content (e.g. from your faculty);
- have medical content.

In such cases, the receptionist will inform you by email.

**Parcels from commercial companies** with goods purchased (online) (shoes, clothes, etc.) will **not be accepted**. Please have your parcels delivered to a **pick-up point nearby**.



**THANK YOU FOR YOUR  
VIGILANCE !**

# LOCK YOUR DOOR



Always make sure that you **close and lock the door of your living unit**, even if you leave for just a second or while you are asleep.

Never put a wedge under or in the door in order to allow friends or acquaintances to enter the residence. An open door can inspire a potential thief to steal a wallet or portable computer from your room.

**Never allow strangers to enter the building.**



## KEY AND ENTRANCE BADGE



Your key and badge are personal. Never lend them to anyone else.

Only you can, in case of loss, theft or defect and upon payment of the cost, ask for a duplicate at the reception desk of home Vermeylen.



# SAFETY STEWARDS



In each home, residents are trained as Safety Stewards who contribute to (fire)safety in their home. They report emergencies to the housing department or Emergency Center of the University. They also help in case of an incident and if necessary they assist their co-residents to evacuate as quickly as possible in a safe and efficient way.

In case of fire, injuries or other medical problems, you can always contact them.

You can recognize them by their fluorescent jackets. Please follow their instructions carefully.

**Safety stewards attend a training session in First Aid and Fire safety provided by the Internal Office for Prevention and Protection, they keep a First Aid kit at their disposal.**

**Do you want to become a safety steward?  
Check out the information posters in your residence or  
[www.ugent.be/housing/safetysteward.htm](http://www.ugent.be/housing/safetysteward.htm)**



**STAND BY**  

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**YOUR PAN**  

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# FIRE SAFETY

Please respect the fire safety regulations in your residence:

- Keep all fire doors closed. This includes kitchen doors and emergency exits.
- Never obstruct corridors, safety exits and emergency stairs.
- It is strictly forbidden to cover or dismantle the smoke detector in your room (or any other detector).
- The lighting of candles or incense sticks and 'open flames' are forbidden inside the residences.
- The use of cooking, grilling, frying or heating apparatuses is strictly forbidden in the rooms, studio's and corridors.
- Keep an eye on your pots and pans when you are cooking.

During the academic year, several evacuation exercises are organized to familiarize all residents with the safety procedures. Participation is mandatory.

**In case of a fire, immediately contact the Emergency and Prevention Office: dial +32 800 67 888 (free of charge) or by using the phone in the hallway and dial 88.**



EEFI Brandveilig

## PULL THE PLUG



A lot of fires start with a malfunction or defect of an electrical device.

These appliances use up electricity even if you don't use them.

Please remove the plugs of your device(s) from the socket when you are asleep or leave your room.



# ENVIRONMENTAL COUNCIL



The Environmental Council informs and sensitizes residents about sustainable housing and living policies by organizing specific activities.

Residents as well as staff members of the Environmental Office, the Central Department of Buildings and Facility Management and members of Ecocampus are part of the formation of the Council.

If you want to participate in the Environmental Council, you should contact the home council for more information via [praeses@homekonvent.be](mailto:praeses@homekonvent.be).

**Your help or support is highly appreciated.**

# HOUSEHOLD WASTE



## **Litter is sorted:**

- blue refuse bag: Everything made from plastic, metal packaging, juice boxes or carton that is recyclable. For more information check out the posters above the refuse bag
- blue or grey plastic box: paper and cardboard
- orange container: glass jars and empty bottles
- fluorescent green refuse bag: All waste that cannot be recycled. For more information check out the posters above the refuse bag
- green container: food leftovers & organic waste

The refuse from the studio's should be left in the waste disposal rooms on the groundfloor of site Kantienberg. Use your badge to enter the waste room. You will find collection boxes for used batteries in the entrance hall of each home. Please only deposit batteries in this box!

**Please note:** needles must be put in a special 'box'. You must provide this needle box yourself. You can find them at the local chemist.

**Respect for the environment and sustainable refuse management go hand in hand. Thank you for your contribution.**

**The Swap Shop** sees to it that perfectly functioning tools & utensils that are left behind by outgoing international students get a 2nd life. The items donated by the outgoing students are swiftly collected by the Home Konvent and the home managers and handed out at the Swap Shop. Laundry racks, cleaning products, cutlery, pens, freshly washed blankets etc. [Contact the Swap Shop via swapshop@lists.ugent.be](mailto:swapshop@lists.ugent.be)



# ENERGY



**A sustainable attitude towards energy is good for the environment and for your wallet.** The annual energy invoice for the Residences is an important factor in determining the rental price.

## **Please mind the following guidelines:**

### Heating

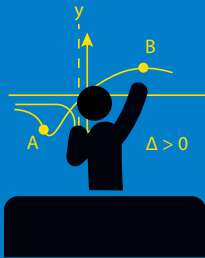
- Adjust the radiator in an appropriate way.
- Close your window when the radiator is on.
- Turn off the heating or lower the radiator setting to position '3' when you leave the room for a longer period of time.

### Electricity

- Turn off the lights when you are the last to leave a room.
- Switch off electric plates after use and do not leave electric chargers in the socket without a device connected to it.
- Switch off an appliance (e.g. a computer) completely instead of putting it on standby.
- Compare the energy consumption when ordering and buying electrical appliances. Information can be found on the energy label.
- At least go for an F label (the former A+ label) appliance. The most energy efficient appliances have at least an F label.

### Water

- Don't shower longer than necessary.
- Report leaking taps or toilets immediately to the reception desk of the Housing Office (or to the Emergency & Prevention Office after office hours).
- Don't waste water.



PLEASE OBSERVE THE SILENCE

# OBSERVE THE SILENCE



## **Silence at night**

To ensure each resident a good night's rest, you have to observe silence in the Residences after **11 pm**.

## **Curfew period**

During curfew periods (examination period), the Housing Office guarantees that no works or renovations that cause noise nuisance will be carried out. During that time residents are asked to respect complete silence **24/7**.

Each curfew period is determined in function of the academic calendar. The exact dates can be found on <http://www.ugent.be/housing>

## **Nuisance**

In case of nuisance, you can contact the Emergency & Prevention Office in all discretion by dialing +32 800 6 7125 (toll-free number). A security officer will verify what is happening and file a report.

**All types of nuisance will be sanctioned** according to the Internal Rules and Regulations (of the Halls of Residence) and the Student Disciplinary Code.



## HOME COUNCIL



Homes Vermeulen, Fabiola, Boudewijn, Astrid, Bertha and site Kantienberg have a home council. Each resident of these homes is automatically a member.

The home council has two duties. It represents the residents within Ghent University structure and channels their remarks and questions. It also organizes student activities for their own residents such as cultural events, sporting events and all kinds of festivities.

Every home council is part of the Home Konvent. This is the third largest student organization in close cooperation with Ghent University and the City of Ghent.

**You can find them on Facebook and Instagram by mentioning the name of your home.**

**The Council looks forward to meeting you!**

# ACTIVITIES



Activities can only take place in the recreation rooms. By exception, an activity can take place in the study hall or at the solarium (e.g. in home Fabiola).

You can apply for an activity via [www.ugent.be/housing](http://www.ugent.be/housing) > Application for activities. In the **Activity Charter** you will find the conditions that apply. The Housing Office expects you to respect and honour these conditions. During curfew periods, no activities are allowed, to limit disturbances during studying.

Each activity is the home council's responsibility and as such is organized and/or approved by the home council. The final approval of each activity lies with the Housing Office.

## VISITORS



Meet your guests at the main entrance. You are allowed to have visitors but they cannot stay the night, nor make use of the facilities such as communal kitchens or showers. You are fully responsible for your visitor(s). Visitors are subject to the provisions of the **Internal Rules and Regulations**.

## SMOKING BAN



In the Halls of Residence smoking is not permitted, except in the privacy of your own room.

When you smoke in your room, please smoke near an open window to avoid setting off the fire alarm. We count on your cooperation. Think of your neighbours: don't let them be subjected to passive smoking.

Any intervention due to a fire alarm triggered by smoking, will be fined to the residents.

Please note that covering a smoke detector is a serious safety violation that endangers the lives of everyone in the building. Any violation will be sanctioned.



# CONFLICTS



Sometimes conflicts arise due to minor disturbances such as noise nuisance, dirty dishes in the kitchen, litter ...

**The best way of addressing problems is communication: talk with each other and look for solutions.**

However, if you cannot reach a mutual understanding, do not hesitate to contact the home manager. The home council can also mediate.

In case of noise pollution, do not hesitate to (anonymously) contact the Emergency & Prevention Office via this toll-free number +32 800 6 7125. A security officer will intervene and file a report.



# REPAIRS



Repairs in your room or the communal areas need to be reported online to your home manager as soon as possible via the online application: [homeserve.ugent.be](https://homeserve.ugent.be)

Please keep in mind that **defects stated in the inventory form are not requests for repair**. The inventory form is a merely descriptive document. **Do not forget to report the defects you write down on the form via <https://homeserve.ugent.be>.**

Please address questions or problems concerning the internet to Studenten Internet: Tel. +32 9 395 60 00 [support@studenteninternet.be](mailto:support@studenteninternet.be)

## ROOM VISITS



Housing Office staff or technicians are only allowed to enter your room, studio or flat when necessary or inevitable. Lawful reasons are an urgent malfunction, a serious neglect of the room's upkeep, inspections on observing the rental agreement or Internal Rules and Regulations, and safety.

For large-scale, general interventions, audits and checks, the Housing Office will ensure that you are notified at least one week in advance (and at least via email and Facebook).

**Please keep in mind that repairs are not carried out by appointment.** When you submit a malfunction, a technician will come to repair it as soon as possible, without prior notice. By submitting a request for repair you give the technician permission to enter your room, studio or flat.

You do not have to be present. If your presence is required, you will be notified beforehand.

# HEATING AND VENTILATION



The amount of heat distributed throughout the building is determined centrally. You can still regulate your radiator locally when it's too hot or too cold. Please turn off your heating if you are airing the room or when you are away.

There are external and internal sensors measuring the temperature. Based on these readings, the system calculates the amount of heat necessary to ensure that the minimum guaranteed temperature is maintained.

When the sensors feel that the temperature in the building is already sufficient, there may not be any extra heat distributed inside the building, which means that your heater might feel cold even if switched on.

Problems with your heating? Report the problem via the online application [homeserve.ugent.be](https://homeserve.ugent.be).

It is advisable to air your room at least 20 minutes every day. This ensures optimum air quality. Preferably do this in the morning, because during the night the humidity in your room increases and this can eventually lead to mould formation.



# CLEANING



## COMMUNAL AREAS

The communal areas such as kitchens, sanitary facilities, corridors, etc. are maintained by Ghent University. **We count on you** to see to the tidiness of the communal areas after use out of **respect** for your fellow residents and the cleaning staff.

## ROOM

The cleaning of your room and bed linen is your **own responsibility**. You can borrow a **vacuum cleaner** and cleaning tools (dustpan, brush, mop, bucket ...) from the reception desk of home Vermeylen.

## SHOWER AND TOILET

We expect you to use the toilet in the correct manner. Do not leave tampons or sanitary pads in the toilet but throw them in the bin. If you have your own shower, maintenance of the drains is your responsibility. Clean the white plastic filter inside the drain regularly. If it is leaking, please notify your home manager.

## REMARKS

Remarks with regard to cleaning can be passed on to the home manager. Residents are not allowed to give instructions to the cleaning personnel.

## CHECK-OUT

When checking out, you must leave your room in a clean and hygienic state. Do not forget to report defects via Homeserve before leaving the room.

## STICKERS & POSTERS



You can put up posters, stickers and announcements, as far as no damage is caused to the walls, furniture, etc .... In home Groningen, Uppsala, Göttingen and Canterbury posters are only allowed on the cork wall.

It is forbidden to put posters or stickers on your door.



## CHECK OUT



Your housing unit needs to be vacated at the latest by 10 a.m. on the date of departure (see tenancy agreement). Your access badge will automatically be deactivated at 10 a.m.

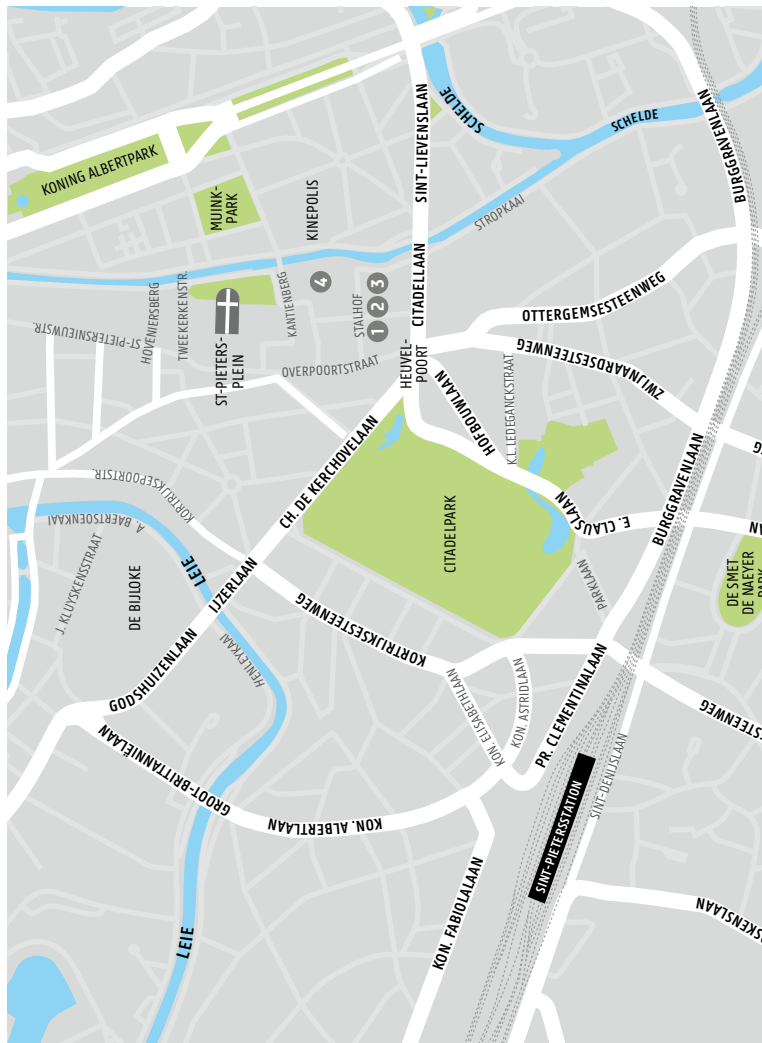
The unit needs to be cleared and cleaned.

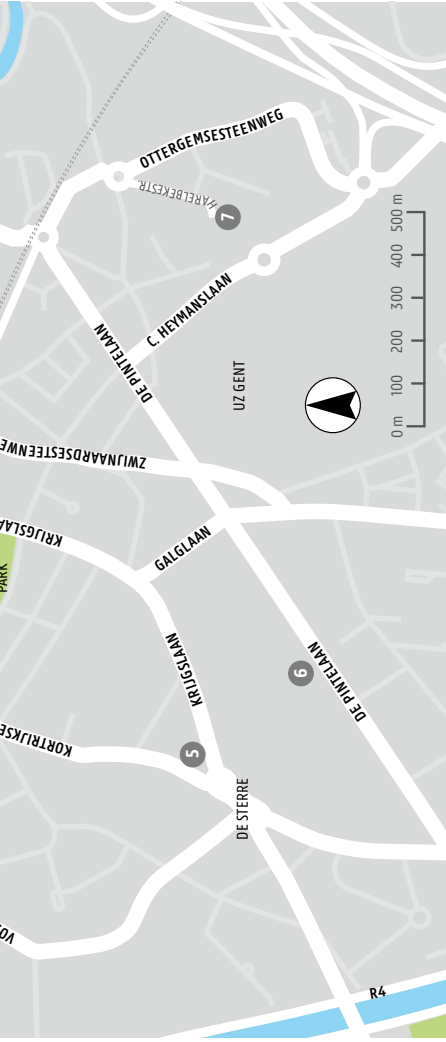
You need to leave the room in the same state as it was upon checking in.

Key(s) and badge(s) need to be returned to the reception desk of home Vermeylen. When not handed in on time (before 10 a.m.), a fee of € 35 will be charged.

If the reception desk is closed, you leave your key and badge/tag in a sealed envelope (with your name and room number on it) in the big black mailbox at the entrance of the reception desk at Home Vermeylen, Stalhof 6.

Prepare well for your departure via [www.ugent.be/housing/checkout](http://www.ugent.be/housing/checkout).





## Studentenhomes

- 1 Home Fabiola
- 2 Home Vermeylen - Housing Office
- 3 Home Heymans
- 4 Home Groningen, Home Uppsala, Home Göttingen, Home Canterbury
- 5 Home Astrid
- 6 Home Bertha De Vriese (Campus Sterre)
- 7 Home Boudewijn (Campus Heymans)

