



FEEL  
AT  
HOME

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 an enjoyable stay.**

With kind regards,  
Housing Office

# **TABLE OF CONTENTS**

## **SERVICES**

- 4** Housing Office
- 7** Emergency & Prevention Office

## **FACILITIES**

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

## **COMMUNICATION & ICT**

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

## **SAFETY**

- 21** Lock your door
- 22** Key and entrance tag
- 23** Safety stewards
- 24** Fire safety

## **ENVIRONMENT**

- 27** Environmental council
- 28** Energy
- 29** Waste

## **SOCIAL LIFE**

- 35** Home Council
- 36** Activities
- 36** Visitors
- 37** Smoking ban
- 37** Conflicts
- 39** Observe the silence

## **INFRASTRUCTURE**

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

## **HYGIENE & TIDINESS**

- 45** Cleaning
  - 46** Decorating your room
  - 46** Check out
- 
- 48** City plan Ghent

# HOUSING OFFICE



## ADMINISTRATION AND RECEPTION DESK

Home Vermeylen

Stalhof 6, 9000 Gent

+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 8.00 a.m. 'til 12.00 p.m.

from 1.00 p.m. 'til 4.00 p.m.

Reception desk:

Monday – Friday

from 8.00 a.m. 'til 12.00 p.m.

from 1.00 p.m. 'til 8 p.m.

September and February

Additionally open on Saturday and Sunday

from 10:00 a.m. 'til 10:00 p.m.

# HOUSING OFFICE



The home managers are responsible for a pleasant living environment in the homes and:

- inspect and manage the infrastructure,
- follow up on repairs,
- supervise cleaning, waste disposal and general safety.

Contact: [homebeheer@ugent.be](mailto:homebeheer@ugent.be)

Your home manager for **homes Fabiola, Vermeylen and Heymans** is [Luc Van den berghe](#)

Tel. +32 9 264 71 13 or +32 478 49 13 92

Office: home Vermeylen (55.01.100.023) - ground floor, on the right.

Your home manager for **homes Astrid, Bertha De Vriese and Boudewijn** (under construction) is

[Hilde de Brauwer](#)

Tel. +32 9 264 81 71 or +32 478 94 38 86

Office: home Astrid (53.01.100.005) - entry on the left  
and Bertha (40.13.100.055) - glass office next to washing room.

Your home manager for **site Kantienberg** (homes Groningen, Uppsala, Göttingen and Canterbury) is

[Emiel Verstraete](#)

Tel. +32 9 264 71 04 or +32 473 92 16 90

Office: entry at Stalhof 45 (56.02.100.002), call 7250 at the intercom - floor -1, across the elevator.

# HOUSING OFFICE



## RESIDENCE COACH

Residence coach Charlotte wants to create **a pleasant living environment** so you can feel at home.

Need to talk? Conflict or other problems in your home? Looking for help but not sure where to start? The residence coach Charlotte is there for you. Together we find for answers to your needs.

You can contact Charlotte **freely** and **anonymously**:

- Via email
- Plan a meeting in person
- Plan a meeting online

More info at **[ugent.be/housing/residencecoach](https://ugent.be/housing/residencecoach)**

## OTHER QUESTIONS?

About your rental agreement, your application, your contract etc.?

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

About your invoice?

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

About common rooms, repairs etc?

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



# EMERGENCY & PREVENTION OFFICE



Home Vermeyleen, Stalhof 6, 9000 Ghent



Housing Office  
Non-urgent help **DURING** office hours

+32 9 264 71 00

Examples non-urgent help:  
Overall failure of power utilities  
Multiple interruptions of internet  
Forgot/lost key or tag  
Noise nuisance

Emergency & Prevention Office  
1. All emergencies

**+32 9 264 88 88** or inside line 88  
**+32 800 67 888** (free)

Examples emergencies:  
Fire, disease, accidents  
Agression, threats  
Suspicious smell or smoke  
Burglars, strangers in the building

2. Non-urgent help **AFTER** office hours

+32 9 264 71 25 or 0800 6 7125 (free)



I saved the emergency contacts in my phone in case I need help unexpectedly

# IN OUR KITCHEN

- we wash our dishes and store them in the cabinets
- we take care of the cooking plates
- we remove leftovers from the sink
- we keep the fridges clean
- we throw away expired food
- we sort our waste correctly

Internal Rules and Regulations, article 8



# 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 cabinet**

- In the communal kitchens
- Locker number = room number
- Provide a small padlock, your cabinet is strictly personal

## **Hood**

- Please make sure that you switch on the hood while you are cooking to prevent unnecessary fire alarms, these interventions will be charged.
- 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.
- Please sort your waste and drop it in the proper container.
- Dishes left unattended will be removed **weekly** by the cleaning personnel. In case of frequent pollution, dirty kitchens may be closed until the next scheduled cleaning.

**Thank you for your cooperation.**

# STUDY ROOM



Several homes have a study room. They are accessible **to residents of that building only.**

Seats can not be reserved.

Absolute silence has to be respected.

## Home Vermeylen

- Study room on the ground floor, entry at the back of the building

## Home Fabiola

- Study room on the ground floor
- Solarium on the top floor (during exam periods)

## Home Astrid

- Study room on the ground floor
- Solarium on the top floor (during exam periods)

## Home Bertha

- Study- (block B) en recreation room (block A) on the first floor (during exam periods)

## Site Kantienberg (homes Canterbury, Göttingen, Groningen en Uppsala)

- Recreation room in home Canterbury, on the first floor (during exam periods)

## Home Boudewijn (under construction)

- Study rooms on the 4<sup>th</sup> en 11<sup>th</sup> floor
- Recreation room on the ground floor (during exam periods)

A Wi-Fi signal 'Eduroam' is available.

# RECREATIONAL FACILITIES



Residents can make use of the communal recreational facilities. These facilities can be found in the **recreation room**. You can ask your home manager or the home council about it.

The organization of any activity in the recreation room is the home council's responsibility (page 36).

## Where can you find the recreation rooms?

### Home Vermeylen

- Recreation room on the ground floor, on the right in the entry hall

### Home Fabiola

- Recreation rooms on the ground floor
- Solarium on the top floor

### Home Astrid

- Recreation room on the ground floor
- Solarium on the top floor

### Home Bertha

- Recreation room (block A) on the first floor

### Site Kantienberg (homes Canterbury, Göttingen, Groningen en Uppsala)

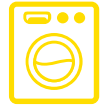
- Recreation room in home Canterbury, on the first floor (during exam periods)

### Home Boudewijn (under construction)

- Recreation room on the ground floor, on the left in the entry hall

A Wi-Fi signal 'Eduroam' is available.

# LAUNDERETTE



Washing machines and tumble dryers are available in the following homes:

- Home Astrid: first floor, room N° 110.061
- Home Bertha De Vriese: ground floor, room N° 100.053
- Home Fabiola: ground floor, room N° 100.014 (access outside, behind the building)
- Home Heymans: in the garage, room N° 090.012 (access outside, behind the building)
- Home Göttingen: ground floor, room N° 100.003
- Home Boudewijn: ground floor, room N° 100.007

Residents of homes Fabiola, Heymans, Vermeylen, and site Kantienberg (homes Groningen, Uppsala, Göttingen and Canterbury) have access to each other's launderette.

## HOW DOES IT WORK?

1. Bring **cash** money
2. Buy tokens in the token dispenser to operate the machines
3. Put your laundry in and check the time
4. Mind your fellow residents: make sure you clear the machine as soon as possible.

## PROBLEMS?

Please find the number of the helpdesk in the laundry room:  
+32 495 643 624 or [michel.debodt@skynet.be](mailto:michel.debodt@skynet.be).

# BICYCLES



There are locked bicycle sheds available in the following homes:

- home Astrid
- home Heymans
- site Kantienberg (homes Groningen, Uppsala, Göttingen en Canterbury)
- home Boudewijn (under construction)

## **Attention!**

- Ghent University is not responsible for damages or theft.
- Bicycles that are left outside of the bicycle racks will be removed frequently.

## **RENT A BIKE**

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

## **REPAIRING A BIKE**

In the visitors bicycle shed in home Groningen, there:

- is a small repair station where you can hang your bike
- are several tools at your disposal for repairs.

**Need help?** Contact your home manager.

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. 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.

# COMMUNICATION & ICT





# ANNOUNCEMENTS



Housing Office will regularly post announcements:

- via your personal University email
- on message boards in the homes and residencies
- in the UGent Residence Journals on Facebook

We advise you to become member of the Facebookgroup of your home to stay informed about contructions, pest control, activities, etc.



Home Groningen – UGent Residence Journal  
Home Uppsala – UGent Residence Journal  
Home Göttingen – UGent Residence Journal  
Home Canterbury – UGent Residence Journal  
Home Boudewijn - UGent Residentienieuws  
Home Vermeylen - UGent Residentienieuws

I have joined the Facebookgroup of my own home

# INTERNET



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

## Attention!

'Studenten Internet' **cannot be compared to 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 the free connection points on the device, because those in the wall are no longer connected to the Internet.
- **WiFi**: connect your device to the WiFi name 'Eduroam' and log in with your account details (see 'Login').

## LOGIN

1. Log in with your Eduroam account: **[abbreviated username]@ugent.be**. Your abbreviated username is the letter combination based on your name that you received with your account details. **Attention**: this is not the same as your email address!
2. Fill in your password of Ghent University.

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

# INTERNET



## MORE INFO

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

- Ask about it at the reception desk in home Vermeulen
- Or go to [ugent.be/housing/wifi](https://ugent.be/housing/wifi)

## 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.

**Phone. +32 9 395 60 00**

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

Monday to Friday

9.00 am 'til 12.00 pm

1.00 pm 'til 6.00 pm

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

Problems after office hours AND other residents experience the same problem? Contact the reception desk at +32 9 264 71 25 or Emergency & Prevention Office at +32 9 264 71 25 (after office hours).

# TELEPHONE



Each hallway is equipped with a phone, which can be used to make free calls to the **Emergency & Prevention Office**:

1. Take the phone of the hook
2. Dial the **number 88**
3. Wait for an answer
4. You end the conversation by putting the phone back on the hook, otherwise the line stays occupied for all residents

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 for you.

# PRINTERS



In several buildings of the university, including the homes, printers are available to print your material. All information about how and where to print can be found at [helpdesk.ugent.be/publicrepro/en/student.php](https://helpdesk.ugent.be/publicrepro/en/student.php) or scan the QR-code:



# MAIL



## LETTERS

**Letters** are 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, at your door or in the hall way.

Your mailbox number has 3 digits, relating to your floor and room number. (E.g.: 528 is the mailbox for room 28 on the 5th floor).

Do you wish to receive mail? Please include your name, name of your residence, adress of the residence and your room number. For example:

Anna Sanchez

Home Uppsala

Stalhof 47 – room 208

B-9000 Gent

Belgium

## PARCELS

The reception desk of home Vermeylen only accepts parcels that:

- were sent from your home country;
- have study-related content (e.g. from your faculty);
- have medical content;
- have official documents (e.g. pasport)

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

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

# SAFETY



# LOCK YOUR DOOR



Help keep the University Halls of Residence safe and

- 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. If the home managers find your door open, they will close it.
- **Never put a wedge under 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.** You are always responsible for the people you invite in with your tag or by opening the door for them.

The University of Ghent is not responsible for any theft or damages.

# KEY AND ENTRANCE TAG



Your key and tag are personal. Never lend your key or tag to anyone else.

## KEY OR TAG LOST

- Only you can, in case of loss, theft or defect ask for a duplicate at the reception desk of home Vermeylen.
  - Block your tag as soon as possible at the reception desk or the Emergency & Prevention Office.
- Lost your key or forgotten in your room? A duplicate is available. Call the reception desk at +32 9 264 71 00 or stop by. After office hours you can reach the Emergency & Prevention Office to open your door.

### Attention!

The intervention of the Emergency & Prevention Office or duplicate will be charged in case of **negligence** (Internal Rules and Regulations), such as losing or forgetting your key or tag.



# SAFETY STEWARDS



## WHAT?

### Safety stewards

- receive appropriate training, first aid training, a firefighting course and have a first aid kit (🇪🇺).
- commit to actively participate in (fire) safety in the University Halls of Residence during the academic year.
- assist you in case of an evacuation of the building.
- contact and assist the emergency services in case of an evacuation.

## CONTACT?

In case of fire, injuries or other medical problems, you can always contact them. You can find their **contact information**:

- on the info sheet in the entry hall of your building
- on the message boards on every floor

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

## HOW TO BECOME A SAFETY STEWARD?

Check the info sheet in your building or go to [ugent.be/housing/safetysteward.htm](http://ugent.be/housing/safetysteward.htm)

To thank you for your engagement, you receive a one time rental discount.

# FIRE SAFETY



## FIRE REGULATIONS

Please respect the fire safety regulations in your residence:

- Keep all fire doors closed. This includes kitchen doors and emergency exits. Exception: doors kept open with magnets will close automatically in case of emergency.
- Never obstruct corridors, safety exits and emergency stairs. Clutter will be removed.
- Keep an eye on your pots and pans when you are cooking.
- Remove the plugs of your device(s) from the socket when you are asleep or leave your room. Do not link multiple distribution plugs.

It is strictly forbidden to (Internal Rules and Regulations):

- cover or dismantle the smoke (or any other) detector in your room (violation = no reapplication).
- light candles or incense sticks and 'open flames'
- use cooking, grilling, frying or heating apparatuses (except a coffee machine, kettle or microwave with 'CE' approval)

## EVACUATION EXERCISES

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

## FIRE

**Immediately contact the Emergency & Prevention Office: dial +32 800 67 888 (free) or by using the phone in the hallway and dial 88.**



**STAND BY**  

---

**YOUR PAN**  

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# ENVIRONMENT



# ENVIRONMENTAL COUNCIL



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

Residents as well as members of the home council, 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.

Are you passionate about the environment and want to participate in the Environmental Council? Contact the home council for more information at [praeses@homekonvent.be](mailto:praeses@homekonvent.be).

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

# ENERGY



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

**Please mind the following guidelines:**

## HEATING

- Keep the radiator free so heat can spread.
- Close your window when the radiator is on.
- Turn off the heating or lower 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.
- Switch off your PC/laptop completely (not on standby).
- Remove electric chargers from the socket without a device connected.
- Compare the energy consumption when ordering and buying electrical appliances. Information can be found on the energy label. The most energy efficient appliances have at least label F.

## WATER

- Don't waste water.
- Don't shower longer than necessary, turn off the water while soaping.
- Report leaking taps or toilets immediately on [homeserve.ugent.be](https://homeserve.ugent.be) AND at the reception desk or the Emergency & Prevention Office (after office hours).

# WASTE



## AGREEMENTS

- **Batteries** are collected in the **battery boxes** in the entry halls of the buildings.
- **Needles** are put in a special '**needle box**'. Please provide this box yourself.
- Residents of the studio's on the ground floor of site Kantienberg can use the garbage room at the ground floor of home Göttingen.
  - Garbage room 56.01.100.055 is no longer in use.



**All waste is sorted** according to set standards: plastics, glass, paper, residual waste and organic waste. Be sure to check out the **Ivago waste guide** via the QR code for more information.

**Questions?** Contact your home manager at [homebeer@ugent.be](mailto:homebeer@ugent.be)

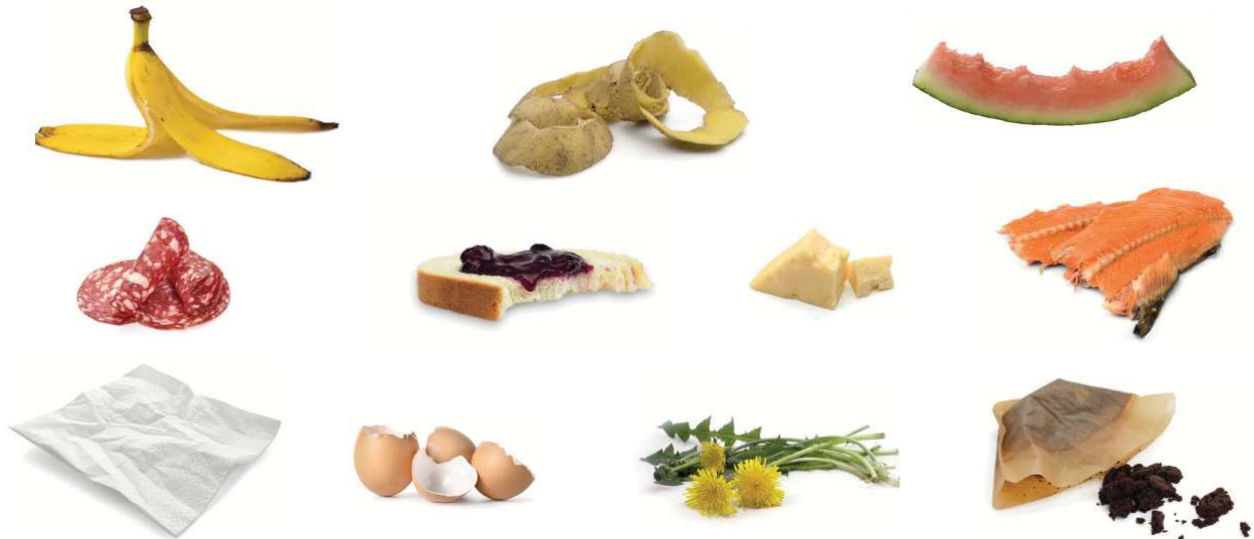
## SWAP SHOP

Leaving the University Halls of Residence? Still have products or stuff left (laundry racks, cleaning products, cutlery, pens, freshly washed blankets etc.)? Donate them to **the Swap Shop** at [swapshop@lists.ugent.be](mailto:swapshop@lists.ugent.be)



# ORGANIC WASTE

YES 👍



- Fruit and vegetables • Food scraps, meat and fish leftovers ...
- Eggs, bread, charcuterie • Paper towel • Leafs, grass, wheads ...

NO 👎



- Soup, milk, coffee, sauce ... • Teabags and coffee pads • Bones and shells
- Cat litter • Disposable nappies and other hygiene waste • Dirt





# RESIDUAL WASTE

YES 👍



- Teabags, coffepads • Bones and shells • Bioplastics
- Disposable nappies and other hygiene waste • Pizzaboxes, take-awayboxes ...

NO 👎



- Paper and cardbox, plastics and glass • needles, medicines
- Paint, frying oil, batteries, lamps ...



# PLASTICS (PMD)

## YES

P



- Plastic bottles
- Trays
- Cups
- Jars
- Tubes
- Household foils
- Bags ...

M



- Aluminium trays and containers
- Food and cosmetic sprays
- Metal lids and caps
- Beverage cans
- Canned food ...

D



- Beverage carton of fruit and vegetable juice, soup, milk ...

## NO



- Packaging with child-resistant closure
- Packaging with one of the following pictograms
- Packaging more than 8 liters
- Aluminium foil and styrofoam



# PAPER and CARDBOARD

YES 



- News papers, magazines, folders
- Paper bags and cardboard boxes
- Books
- Print paper

NO 



- Dirty or greasy paper
- Paper towels, toilet paper

# SOCIAL LIFE



# HOME COUNCIL



Homes Astrid, Bertha, Boudewijn, Fabiola and Vermeylen have a home council. Each resident of the homes is automatically a member. The board is elected each year. For the residents of site Kantienberg home Mundo was founded and for internationals there is the Erasmus Student Network Ghent (ESN).

## DUTIES

The home council has **two duties**:

1. representing the residents within Ghent University structures and channels for remarks and questions.
2. organizing student activities 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 Ghent. They organize activities during the academic year.

**Do you want to participate or do you want more information?**

Check out <http://www.homekonvent.be>

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



# ACTIVITIES



All regulations and agreements regarding organizing activities can be found in the **Activity Charter** via [www.ugent.be/housing](http://www.ugent.be/housing) > Application for activities.

- Activities can only take place in the **recreation rooms**. Exceptions can be discussed with the home manager.
- Each activity is the **home council's responsibility** and as such is organized and/or approved by the home council.
- Activities are organized for **residents**, external parties or visitors are not allowed.
- The final approval of each activity lies with the **Housing Office**.

# VISITORS



Visitors are allowed and are welcomed at the main entrance, without exception. Never give your key or tag to a visitor or external party.

You are fully responsible for your visitor(s) from arrival until they leave the building. They cannot stay the night, nor make use of the facilities such as communal kitchens or showers.

Visitors are subject to the provisions of the **Internal Rules and Regulations**.

# SMOKING BAN



- Smoking is not allowed in the Halls of Residence, except in the privacy of your own 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, candles or incense will be fined to the resident (Internal Rules and Regulations)..

# CONFLICTS



Sometimes conflicts can 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.**

If you cannot reach a mutual understanding, you can contact:

- the residence coach (p. 6)
- the home manager (p. 5)
- the home council (p. 35)

to find a constructive solution for the problem.

In case of noise pollution after 11 p.m., do not hesitate to (anonymously) contact the Emergency & Prevention Office via this toll-free number 0800 6 7125. A security officer will intervene and file a report.





# OBSERVE THE SILENCE



## SILENCE AT NIGHT

Please observe silence in the Residences after **11 p.m.** This way we can ensure a good night's rest for each resident.

## CURFEW PERIODS

During curfew periods (exam period), the Housing Office guarantees:

- that **no works or renovations** that cause noise will be carried out by the university.
- that silence is respected **24h/24h**.
- that **no activities** are organized in the homes.

Each curfew period is determined in function of the academic calendar.

The exact dates can be found on <http://www.ugent.be/housing>

## NOISE NUISANCE

In case of noise nuisance after office hours, 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.

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

# INFRASTRUCTURE



# REPAIRS



Repairs in your room or the communal areas need to be reported to your home manager as soon as possible via the online application:

[homeserve.ugent.be](https://homeserve.ugent.be)

## AGREEMENTS

- Keep your report short and to the point, don't forget your room number.
- It is **not** possible to plan a repair in advance. If you make a report, a technician will stop by as soon as possible, without announcement. By making a report, you automatically give permission to enter your room, studio or flat, even if you are not present.
- Report all defects at your check-out. Defects that were not reported, will be charged.
- Want to know more? Scan the QR code:



### Attention!

**Please keep in mind that defects stated in the inventory form are not requests for repair.** Do not forget to report the defects you write down on the form via Homeserve.

## URGENT REPAIR

Report it at homeserve **AND** contact the home manager as well (p 5).  
Examples: water leak, door stuck ...

Questions or problems regarding the internet? Check p 16-17.

# ROOM VISITS



Housing Office staff or technicians are only allowed to enter your room, studio or flat:

- if it's an urgent malfunction,
- if there's a serious neglect of the room's upkeep,
- to inspect on observing the rental agreement or Internal Rules and Regulations,
- and for safety reasons.

**Attention!** This will only occur after you made a report in homeserve, after an announcement by the Housing Office or in case of emergency.

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).

You do not have to be present during interventions in your room. If your presence is required, you will be notified beforehand. Afterwards, a note is left on the inside of your door.

# HEATING AND VENTILATION



## TEMPERATURE

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 (20°C from 8 am 'til midnight, and 13°C from midnight 'til 8 am).

### **Attention!**

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 [homeserve.ugent.be](https://homeserve.ugent.be).

## THINK ABOUT THE CLIMATE

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.

# HYGIENE & TIDINESS



# 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 personnel.**
- use the **toilet** in the correct manner:
  - do not leave tampons or sanitary pads in the toilet but throw them in the bin
  - use the toilet brush
- clean the **white plastic filter** inside the drain regularly. If it is leaking, please notify your home manager.

### Problems or questions?

Contact your home manager. It is never allowed to give feedback or instructions to the cleaning personnel.

## YOUR ROOM

The cleaning of your room and bed linen is your **own responsibility**.

- You can borrow a vacuum cleaner at the reception desk.
  - max. 1 hour
  - in exchange for your student card
- You can borrow a cleaning set from the home manager

**Thank you for your cooperation!**

# DECORATING YOUR ROOM



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

It is forbidden to put posters or stickers on your door, because of fire hazards.

You are not allowed to paint your room. If necessary, please contact your home manager.

# CHECK OUT



Your housing unit needs to be vacated at the latest by 10 a.m. on the date of departure (see tenancy agreement). You might lose your deposit if:

- key and tag is not returned before 10 a.m. (a fee of € 35 will be charged)
  - If the reception desk is closed, leave your key and tag in a sealed envelope in the big black mailbox of Stalhof 8, just in front of the Housing Office and the Emergency & Prevention Office.
- the unit is not left in the same state as it was upon checking in.

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



