

INTERNAL RULES AND REGULATIONS UNIVERSITY HALLS OF RESIDENCE

(this document is an integral part of the tenancy agreement)

Academic year 2026-2027

1. ELIGIBILITY CONDITIONS

1.1 REGULAR STUDENTS

1.1.1 To be eligible, an applicant must meet these conditions:

- You are enrolled at Ghent University for the academic year with a diploma contract for a programme to obtain a first master's degree;
- Students enrolled in a master in teaching after obtaining a first masters' degree can rent for the duration of the master in teaching;
- Your study programme includes a minimum of 27 credits (this does not apply to one graduation year to obtain a master's degree);
- You are not older than 24 years at the time your tenancy agreement starts (this rule does not apply to reapplicants);
- You have no outstanding debts with the Housing Office of Ghent University.

1.1.2 Students already renting a housing unit ('reapplicants') will be prioritised over new applicants. Within the group of new applicants, scholarship entitled or concessionary students and first-year 'generation students' will be prioritised. The housing units are allocated in order:

- 1 Reapplicants;
2. New applicant and scholarship entitled or concessionary student;
3. New applicant who is enrolling for the 1st time in a 1st bachelor's (and who is not a scholarship entitled or concessionary student);
- 4 Other new applicant.

1.1.3 Flats can be occupied by a maximum of 2 people, with the main applicant meeting the eligibility conditions. The name of the fellow resident must be disclosed to the Housing Office before the start of the tenancy agreement. Only the main applicant is eligible to reapply.

1.1.4 Exceptions to these conditions can be requested at the Social Service of Ghent University.

1.2 INTERNATIONAL STUDENTS AND GUESTS

1.2.1 The housing units can only be rented by Ghent University students enrolled in specific programmes, by PhD students, and by incoming exchange students, visitors and staff members registered at Ghent University.

1.2.2 If the applicant wishes to change the requested reservation period, they must inform the Housing Office at least one month before the start of the requested reservation period. No adjustments are possible after that.

2. APPLICATION PERIOD (ONLY FOR REGULAR STUDENTS)

2.1 **Reapplications** must be submitted from February 16 to February 28 at the latest. Afterwards, the reapplicant loses priority.

2.2 A **new application** can be submitted from March 1 until May 1. Any application submitted after May 1 onwards will not be given priority and will therefore be processed in order of submission, with the exception of applications in priority 2 (see 1.2), for whom 50 rooms are reserved until August 15.

3. CANCELLATION POLICY

3.1 The cancellation of an application for a housing unit must be made via email.

3.2 Cancelling an application is free of charge up until the application is granted by the Housing Office (the applicant will then receive an email with confirmation of accommodation and/or the tenancy agreement).

If an applicant cancels his/her application after it has been granted by the Housing Office, an administrative fee of €100 will be charged, plus two weeks' rent for non-regular students/non-regular applicants if the applicant cancels the application less than two weeks before the start date of the requested rental period. An exemption is provided for applicants who will not meet the eligibility conditions to rent a housing unit in the academic year for which they are applying. Failure to return the tenancy agreement within 7 calendar days of receipt is also considered a cancellation and will result in an administrative fee of €100. In that case, no exemption is possible. For non-regular students/non-regular applicants, a 'no-show' equals a cancellation, for which the administrative fee of €100 plus two weeks' rent will be charged. In this case, no exemptions are possible.

4. SUBLetting AND LEASE TRANSFER

4.1 Tenants who participate in an exchange or internship can transfer or sublet their housing unit. The transferee/subtenant must be a Ghent University student.

4.2 The tenant must communicate the address and contact details of the transferee/subtenant at least two weeks prior to the effective date of the subletting/lease transfer. In the case of subletting, a signed version of the subletting agreement must also be submitted to the Housing Office.

5. TERMINATION OF THE TENANCY AGREEMENT

5.1 The tenant can terminate the tenancy agreement free of charge up to 3 months before the start date of the agreement.

5.2 The tenant can terminate the tenancy agreement less than 3 months before the start date of the tenancy agreement, subject to a termination fee of 2 months' rent. An exemption is provided for tenants who will not

meet the admission requirements to rent a housing unit in the academic year for which they have entered into a tenancy agreement.

5.3 From the start of the tenancy agreement, the tenant can terminate the tenancy agreement in the following cases:

- when the tenant finishes his/her studies. In that case, the notice period is 1 month,
- when the tenant graduates during the first examination period and declares that he or she does not intend to rent a housing unit at Ghent University again. In this case, the tenancy agreement will be terminated on February 15 or July 15 of the current academic year for graduation in the first or second examination period,
- in the event of the death of one of the student's parents or another person responsible for the student's care. In that case, the notice period is 1 month,
- after social and/or financial assessment by Social Service, at Ghent University without a notice period.

Notification of termination must be submitted by email or letter to the Housing Office, stating the reason and attaching the necessary supporting documents.

5.4 Ghent University terminates the tenancy agreement before the tenancy agreement takes effect if the tenant does not meet the eligibility conditions to rent a housing unit.

5.5 Ghent University terminates the tenancy agreement by giving one month's notice if, during an inspection in the current academic year, it appears that the tenant does not meet the eligibility conditions to rent a housing unit.

6. RENT

The rent is determined by the Housing Office prior to each academic year. The rent is all-inclusive, with the exception of any costs caused by the tenant due to negligence.

7. MOVING INTO THE HOUSING UNIT

When moving into the housing unit (check-in), the tenant will receive the QR code where he/she can fill out an inventory report. Any comments on this report must be submitted by the tenant within 7 calendar days after moving in. If no comments are made within this period, the tenant is considered to have received the housing unit in good condition.

8. VACATING THE HOUSING UNIT

8.1 When vacating the housing unit (check-out), the tenant must return the key and access tag to the reception desk of the Housing Office by 10 am on the end date as mentioned on the tenancy agreement. If this is not done, the cost will be charged to the tenant.

8.2 The tenant must leave the housing unit in the same condition as at the start of occupancy. The unit must be completely vacated and cleaned.

8.3 After the tenant has vacated the housing unit, the home manager will compare the original inventory report with the current condition of the housing unit. If the cleaning obligations are not properly fulfilled and/or damage is found, the necessary costs will be invoiced to the tenant.

8.4 Tenants who have not submitted a reapplication may be asked to return their key earlier to allow for the housing unit to be refreshed.

8.5 The tenant may be obliged to move to another housing unit to accommodate essential renovation work.

9. FIRE SAFETY

9.1 Ghent University insures the housing unit against fire and related risks. The university's fire insurer waives recourse against the tenant of the housing unit. However, if there is an insurance policy covering the tenant's liability (such as a fire insurance policy linked to their registered address), the fire insurer of Ghent University retains its right of recourse against the tenant's insurer. If it is determined that the tenant is liable for the damage, the tenant will be responsible for paying the insurance exemption to Ghent University, as well as any additional damage not covered by an insurance contract. The tenant is responsible for insuring their personal belongings.

9.2 Cooking is only permitted in the common areas where there is a kitchen (including fire-fighting equipment). The use of heating appliances is prohibited both in the residential units and in the common areas.

- Room: only a coffee maker, kettle, and microwave oven are permitted. The use of air fryers, cooking, grilling, or deep-frying appliances is prohibited.
- Room with kitchenette (comfort room, studio, flat) and shared kitchens: the use of deep fryers, barbecues, fondue and gourmet appliances is prohibited. Deep frying in a pan or pot is also prohibited.

9.3 All the tenant's electrical appliances must have the 'CE' quality mark and comply with the applicable safety standards. Non-compliant appliances will be removed by the Housing Office with prior notice. Interventions resulting from the use of non-compliant appliances will also be charged to the user.

9.4 The use of extension cords with a 'coupling plug' or a table socket is permitted if they have the 'CE' quality mark and meet the applicable safety standards. They must also be equipped with a 'pin grounding'. The use of sockets with 'surge protection' is not permitted.

9.5 Burning candles and incense is prohibited.

9.6 Detectors must remain clear at all times. Decorations are prohibited. Tenants who render a smoke detector inoperable lose the right to reapply. A fee of 50 euros will be charged for each intervention.

9.7 Tenants must keep fire doors closed unless they are electrically operated. It is prohibited to block automatically closing doors so that they would remain open. Items that block the fire doors will be removed by the Housing Office and kept for a month. Offenders may lose their right to reapply.

9.8 Tenants must keep corridors, stairwells and emergency exits clear. Items lying around will be removed by the Housing Office and stored for a month.

9.9 Changes or repairs to electrical installations may only be carried out by authorised personnel and must be commissioned by the university.

9.10 Tenants are obliged to participate in evacuation drills. The Housing Office determines the time at which these drills take place and whether or not they are announced.

9.11 Every new tenant is obliged to attend the information session about the homes.

10. ORDERLINESS, CLEANLINESS AND MAINTENANCE

10.1 The tenant occupies and maintains his/her housing unit as a prudent and reasonable person.

10.2 Decorating the housing unit is allowed as long as it does not cause damage to the fixtures (walls, doors, etc.).

10.3 The fixed furniture may not be detached or removed.

10.4 Painting the housing unit by the tenant is not allowed.

10.5 The tenant must maintain the communal kitchens in a hygienic condition. Dishes/food leftovers lying around will be removed by the Housing Office with prior warning.

10.6 The tenant must report defects in the housing unit or in the common areas online to the home manager as soon as possible at <https://homeserve.ugent.be>. If a tenant reports defects in the housing unit less than 48 hours before vacating the housing unit, a negligence fee of €100 will be charged.

10.7 The damage caused by the tenant (by his/her negligence) will be invoiced to the tenant.

10.8 The tenant must always allow the Housing Office to inspect the housing units, with prior notice or in case of force majeure, disruption or for safety reasons.

10.9 A rota is drawn up for each corridor in mutual consultation to keep the kitchen clean. Each resident takes on an equal share of the tasks associated with the rota, regardless of how often they are present in the home.

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the tenant respects the kitchen guidelines and the guidelines for the sanitary facilities. The tenant adheres to the agreements made with fellow residents and Housing Office.

11. PEACE, QUIET AND RESPECTFUL BEHAVIOUR

- 11.1 The tenant must behave with respect for the other tenants. The tenant must avoid any form of nuisance. Bullying, other forms of physical and/or verbal violence, and inappropriate behavior will not be tolerated. Perpetrators, victims, and bystanders can report inappropriate behavior via the residence coach, the home council, or the confidential advisors at the student center.
- 11.2 From 11 pm, complete silence must be observed. Activities organised by the Home Council and approved by the Housing Office may be an exception. During official exam periods, silence must also be respected during daytime hours.
- 11.3 Smoking is prohibited in all homes, with the exception of the terraces at Home Heymans, located on the street side (Isabellakaai).
- 11.4 No photos or video recordings may be taken without the consent of the people involved.
- 11.5 Tenants are not allowed to give instructions to the staff. Complaints, problems or proposals can be submitted to the Home Council or the Housing Office.
- 11.6 Tenants must always show their student card to the staff of the Housing Office or the Emergency Centre upon request.

12. VISITORS

- 12.1 Visitors are allowed but cannot stay the night.
- 12.2 The tenant must meet the visitor(s) at the front door and bears full responsibility for the visitor(s), except for the civil consequences of a crime committed by the visitor(s). Visitors are not allowed to use utilities such as showers or kitchens.
- 12.3 Visitors may be asked to leave the hall of residence if they cause nuisance.
- 12.4 Every visitor must, if requested to do so by a member of staff of Ghent University or security, identify themselves and state who their host is. If a visitor refuses or fails to do so, they will be considered an intruder and appropriate measures may be taken, including immediate removal from the building and, if necessary, reporting to the appropriate authorities.

13. ACCESS CONTROL

- 13.1 The tenant ensures that his/her door is closed when leaving the housing unit. He/she also must close every non-automatic entrance door when entering or leaving.
- 13.2 It is prohibited to make the housing unit available to third parties.
- 13.3 The key and tag are strictly personal. Only the resident can, in the event of loss or defect and against payment of the cost, obtain a duplicate of his/her key or tag at the reception desk of the Housing Office.
- 13.4 The tenant has one or two storage cupboards in the communal kitchen. Its use is strictly personal. The number corresponds to the number of the housing unit. In the event of unlawful use, the content may be removed by Housing Office.
- 13.5 There is camera surveillance at the entrances to the buildings. The images and how they're processed are only used for security purposes to keep people and property safe and prevent any trouble.

14. ANIMALS

Animals are prohibited. An exception is made for service dogs of students with a functional impairment.

15. REFRIGERATOR

If not provided by the university, one refrigerator of a maximum 'tabletop' size is allowed in the housing unit. The E-label is the minimum energy efficiency requirement.

16. HOUSING OFFICE AND EMERGENCY & PREVENTION OFFICE

- 16.1 For questions or problems (e.g., noise nuisance, loss of a key), the tenant should contact the Housing Office. Outside of office hours, contact the Emergency Centre (at 0800 67 125).
- 16.2 In the event of an emergency, contact the Emergency Centre at 0800 67 888.
- 16.3 Residents will be charged for interventions by the Emergency Centre if they were caused by the resident's fault or negligence.

17. PENALTIES AND MEASURES

- 17.1 If the provisions of the Internal Rules and Regulations and / or the tenancy agreement are breached, in

case of theft, disturbance of the peace or abuse of the fire and safety installations in a university hall of residence or, in general, if a resident behaves in a way that is not compatible with (shared) living at a university hall of residence, the Head of the Housing Office may attempt to reach an amicable settlement which is acceptable for all the parties involved. This requires the approval of the director of the Functional domain Student Facilities (possibly by email).

17.2 **§1.** If the Head of the Housing Office deems that an amicable settlement is neither opportune nor possible, he or she will report this to the director of the Functional domain Student Facilities. If necessary, the latter will transfer the case to the president of the Homes Commission.

§2. The Homes Commission (i.e. the Appeals Commission in case of an appeal) may take all appropriate measures it deems necessary with regard to the resident in question (such as, but not limited to, the (temporary or permanent) restriction of access to the home involved (or all homes), possibly with the option to move into a housing unit in another home, which is the only scenario in which the rent remains due). The measure is to be communicated in a written, motivated decision and after hearing the resident in question, as described in **§3** below.

§3. The president of the Homes Commission must summon the resident for a hearing, as well as inform him or her of the offences charged, in compliance with Article 17.2 §2 of these regulations. This notice is given by registered letter (which is deemed to have been received the second working day after the posting date) or by delivery against receipt. The resident should have received the notice at least 5 working days prior to the hearing. The resident may be assisted by a counsellor (for example, a lawyer) of his or her choosing and can file a written appeal by the date of the hearing. The Homes Commission must reach a decision after hearing the resident. The president of the Homes Commission may decide to impose a measure, but only if the majority of the members of the Homes Commission – including the president – support that measure. The president cannot take a more severe measure than the one deemed appropriate by the majority of the members of the Homes Commission. The Homes Commission can be advised by whoever it wishes to consult. The decision is signed by the president of the Homes Commission and communicated to the resident within 5 working days after the date of the decision, by registered letter (to be received on the second working day after the posting date) or by delivery against receipt. The notice will also mention the option to lodge an appeal as described in Article 17.2 **§5**.

§4. The Homes Commission consists of three members: the Chief Logistics Administrator, who also acts as president, a student representative and a delegate of the university (not part of the Functional domain Student Facilities), appointed by the Social Council at the start of each academic year. If one of the members of the Homes Commission is impeded or absent, a proxy takes their place. As for the Chief Logistics Administrator, the director of the Functional domain Governance, Legal Affairs and Compliance acts as deputy chair. The Social Council will always appoint a proxy when choosing a student representative and a delegate of the university. The terms of office in the Homes Commission are renewable. The members of the Accommodation Committee remain responsible until the Social Council has appointed new members (and proxies) (except for the Chief Logistics Administrator).

§5. The resident may lodge an appeal with the Homes Appeals Commission against the decision to impose

a measure as described in Article 17.2 §2, within 5 working days after notice of the decision has been received (under penalty of inadmissibility). The appeal is lodged by means of a registered letter addressed to the president of the Homes Appeals Commission, accompanied by the decision and a possible written defense. After hearing the resident, the Homes Appeals Commission makes a final decision to maintain, adjust or cancel the imposed measure. The procedure, including serving the notice, follows the same rules as those which apply to the Homes Commission, as described in Article 17.2 §2.

§6. The Homes Appeals Commission consists of three members (who cannot be a (deputy) member of the Homes Commission): the Chief Academic Administrator, who also acts as president, a student representative and a delegate of the university (not part of the Functional domain Student Facilities), appointed by the Social Council at the start of each academic year. If one of the members of the Homes Appeals Commission is impeded or absent, a proxy takes their place. As for the Chief Academic Administrator, the director of the Functional domain Education acts as deputy president. The Social Council will always appoint a proxy when choosing a student representative and a delegate of the university. The terms of office in the Homes Appeals Commission are renewable. The members of the Homes Appeals Commission remain responsible until the Social Council has appointed new members (and proxies) (except for the Chief Academic Administrator).

§7. An imposed measure shall take effect as soon as the appeal period mentioned in Article 17.2 **§5** has expired or, in the event that the resident in question has lodged an appeal in time, once the notice of the final decision in the appeal has been served. The Head of the Housing Office is responsible for implementing the measure.

17.3 If the Head of the Functional domain Student Facilities believes that the nature of the facts warrants a disciplinary measure, he or she may file a complaint with the Rector in accordance with the Disciplinary Regulations for Students. Without prejudice to the option to impose additional disciplinary measures, the Rector may dismiss the complaint after an investigation or refer it to the Student Disciplinary Committee. For further information on this procedure, please consult the above-mentioned Disciplinary Regulations for Students.

18. COMPLAINTS AND DISPUTES

18.1 Taking personal measures towards fellow residents is not permitted. An aggrieved party may file a complaint with the home council or residence coach (Housing Office). If the solution is not satisfactory, a complaint can be filed with the Housing Office, which may act in accordance with the stipulations in Article 17.

18.2 In case of a dispute between the tenant and the Housing Office, both parties may turn to the mediation facilities of the Social Service.

18.3 If the Internal Rules and Regulations or the tenancy agreement have been breached by the management, aggrieved residents may file a complaint in accordance with Article 18.1.

