

# Welcome to all new residents!





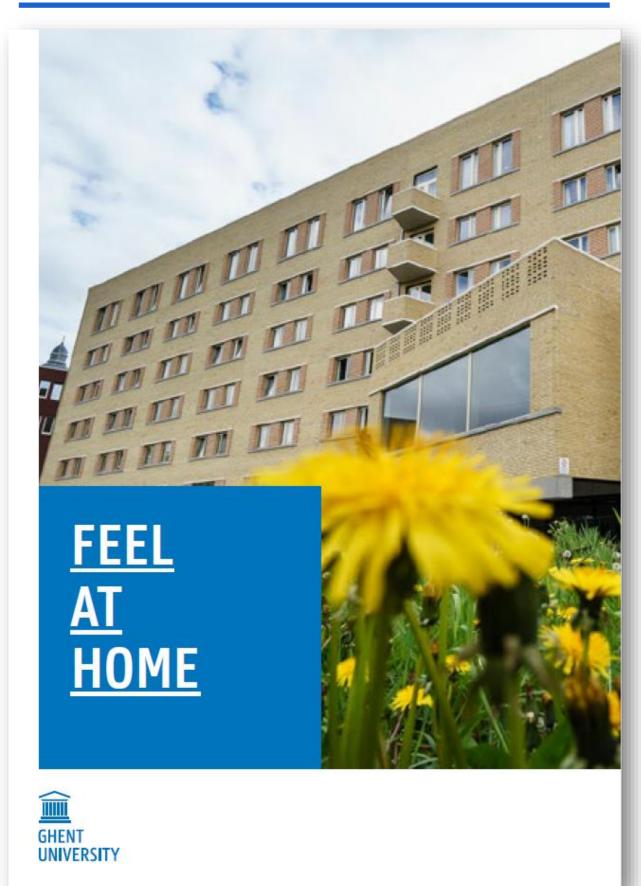


### <u>PROGRAM</u>

- Rent & payment
- Internal Rules and Regulations
- Living in a university residence:
  - Your address
  - Room inventory
  - Repairs and interventions
  - How to use your room
  - Internet
  - How to use the kitchen
- Communication
- Reception desk
- Safety
- Homecouncil



### DID YOU READ...



# UNIVERSITY HALLS OF RESIDENCE INTERNAL RULES AND REGULATIONS

For incoming exchange students, students enrolled in specific study programmes, PhD students, visitors and staff members

Academic year 2022-2023



## RENT & PAYMENT

Invoice by email

- Deposit for home Vermeylen, Boudewijn & Heymans
- No deposit for home Groningen, Göttingen, Uppsala & Canterbury

Check you payment status on oasis.ugent.be







### **OASIS**

### **STUDENT**

#### Links

- → Homepage
- → Course catalogue
- → Minerva
- → Education and Examination Code
- → My calendar
- + General information
- + AY 2019-2020
- AY 2018-2019

### Curriculum

- → Edit curriculum (LW)
- → Exchange

### Courses

→ My courses

#### Financials

→ Tuition fee

### Housing

- → Rental fee
- → Housing applications

Educational evaluation

You have rent arrears for a room at Ghent University for a total amount of 5.3 euro.

#### Please note:

- → Your rental agreement can only be renewed if there are no rent arrears.
- → You can also pay by direct debit; download the application form on Huurfactuur en waarborg
- → It is important that we have the correct bank account number in case of reimbursement. Please check your bank account information on My Oasis Bankaccounts and update it if necessary.

If you pay by direct debit, reimbursements will be credited to the direct debit bank account.

#### Unpaid bills:

### INTERNAL RULES & REGULATIONS

8.1 From 11 p.m. onwards, complete silence must be observed in the entire building. ... During official examination periods, silence must be observed during the daytime as well.











# AFTER 11 PM

⇒ Please continue your activity elsewhere!

# Violation

- home university is informed
- possible expulsion

# LIVING IN A UNIVERSITY RESIDENCE





# DIFFERENT RESIDENCES, DIFFERENT HOME MANAGERS

- Home Groningen
- Home Uppsala
- Home Göttingen
- Home Canterbury
- Home Heymans
- Home Vermeylen
- Home Boudewijn

"Kantienberg"

→ Emiel Verstraete

→ Luc Van den berghe

→ Dirk Mathys

homebeheer@ugent.be









Groningen: Voetweg 64 & Stalhof 43 – 9000 Gent

Uppsala: Stalhof 47 – 9000 Gent

Göttingen: Stalhof 49 – 9000 Gent

Canterbury: Stalhof 51 – 9000 Gent

– Heymans: Isabellakaai 30-134 – 9000 Gent

– Vermeylen: Stalhof 6 – 9000 Gent

Boudewijn: Harelbekestraat 70 – 9000 Gent





56.01.120.034

### **Building site:**

56: Kantienberg

91: Boudewijn

55: Vermeylen

& Heymans

### Floor Room number

### **Building**

56.01: Groningen

56.02: Uppsala

56.03: Göttingen

56.04: Canterbury

55.01: Vermeylen

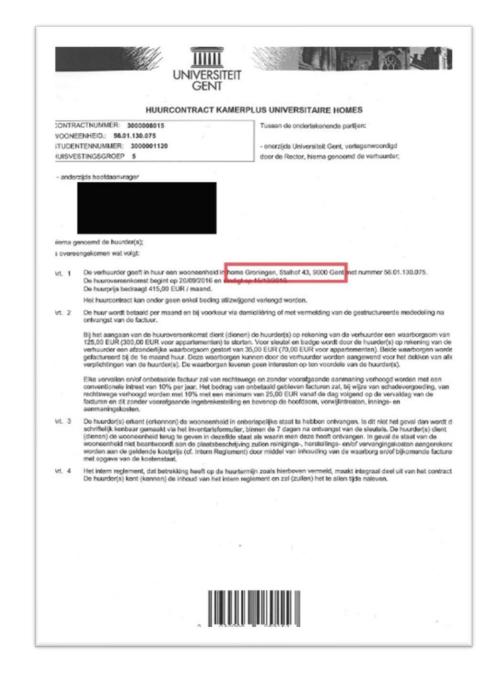
55.02: Heymans





56.01.120.034

→ Also on your tenancy agreement







# FIRST TASK = ROOM INVENTORY





### ROOM INVENTORY



RONINGEN / UPPSALA ÖTTINGEN / CANTERBURY	
oom N°:	→ !! Room number !!

		INVENTORY	
tween landlord: UGer	nt, DSV Housing Office		
I./ Mobile:	E-mail a	address:	
Please in	dicate and/or fill out	OK (Yes/No)	Remark(s)
	door inside		
	door outside		
	door lock		
ENTRANCE HALL	door handle		
	walls		
	ceiling		
	floor covering		
	entrance door		
	washbasin		
	shower		
	shelf under mirror		
	shower head		
	white shower filter		
	toilet		
BATHROOM	towel support		
	paper holder		
	soap holder shower		
	walls		
	coat hanger		
	floortiles		
	mirror		
	ceiling		
	desk + drawers		
	chair (2)		
	mattress		
FURNITURE	wardrobe		
	bookshelves		
	refrigerator		
	dustbin		
	refrigerator light		
	hall		

→ Name & email address

Fill in the condition of the item

- → marks, dirt, missing ...
- → Be thorough, accurate & complete!



In your self-interest (avoid costs)!

### ROOM INVENTORY

LIGHTS	above desk	
2.5.11.5	above bed	
	light switch sink	
	light switch above bed	
	light switch in the hall	
ELECTRICITY/TELECOM	fuse box	
	internet-connecting sockets	
	installed Studenten Internet equipment (if present)	
	sockets under desk	
	sockets in hall	
	sockets in bathroom	
	curtain	
	curtain rail	
	radiator central heating	
OTHER	floor	
	walls	
	ceiling	
	pillow + cover	
	blanket/sheet/mattress cover	
	window sill	

Date,
name & 
signature

ate: Name and signature tenant Name a

Name and signature landlord in behalf of University Ghent

Please fill out this form as detailed as possible: your room, after your check-out, will be compared with this form. You should return the form to the reception desk in Home Vermeylen, within 7 days.

If you don't submit it on time, you are deemed to have received the living unit in a perfect condition.

Assessment of damage, upon your final departure, will be charged by an additional invoice.

Please note that this form is invalid in case personal details or information concerning the living unit are incorrect.

This form is only a survey of the state of your living unit, as required at the beginning of a new tenancy agreement.

In case you want to report a defect, do not only mention this on this form, but go to nomeserve.ugent.be



Return your complete room inventory

When? → in 1 week

### Where?

- → Reception desk
- → Home Boudewijn: in the mailbox at the office of your home manager (ground floor)

### ROOM INVENTORY

— Mentioned on the room inventory ≠ request to repair

→ If you need a repair, please request it through the online repair form.





# REPAIRS AND INTERVENTIONS





Request a repair (immediately) through the online repair form

homeserve.ugent.be



		GRONINGEN / UPPSALA					
UNIVERSITEI GENT		GÖTTINGEN / CANTERBURY					
		Studio N°:					
	INVENTORY						
tween landlord: UGe	nt, DSV Housing OFFICE						
d tenant:				_			
L/Mobile:							
Indicate	and/or fill ou	OK (Y/N)		ai	k(s)		
NTRANCE HALL	door insic						
	door outside						
	door lock						
	door handle						
	walls	4					
	ceiling		$\overline{}$				
	floor covering						
BATHROOM	entrance door						
	washbasin						
	shower	√					
	white shower fiter						
	shelf under mirror						
	shower hea						
	toilet						
	towel						
	pe ur				_		
	sor shower						
	/als						
	oat hanger						
	floortiles						
	mirror						
	ceiling						
FURNITURE	desk + drawers						
	bed + slats						
	chair (2)						
	mattrass						
	wardrobe						



# homeserve.ugent.be

### Log in with your Ghent University account

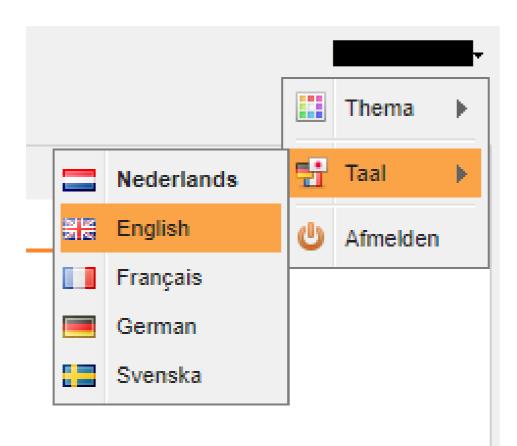
UGent CAS			
Gebruikersnaam			
Wachtwoord			
Aanmelden			





## homeserve.ugent.be

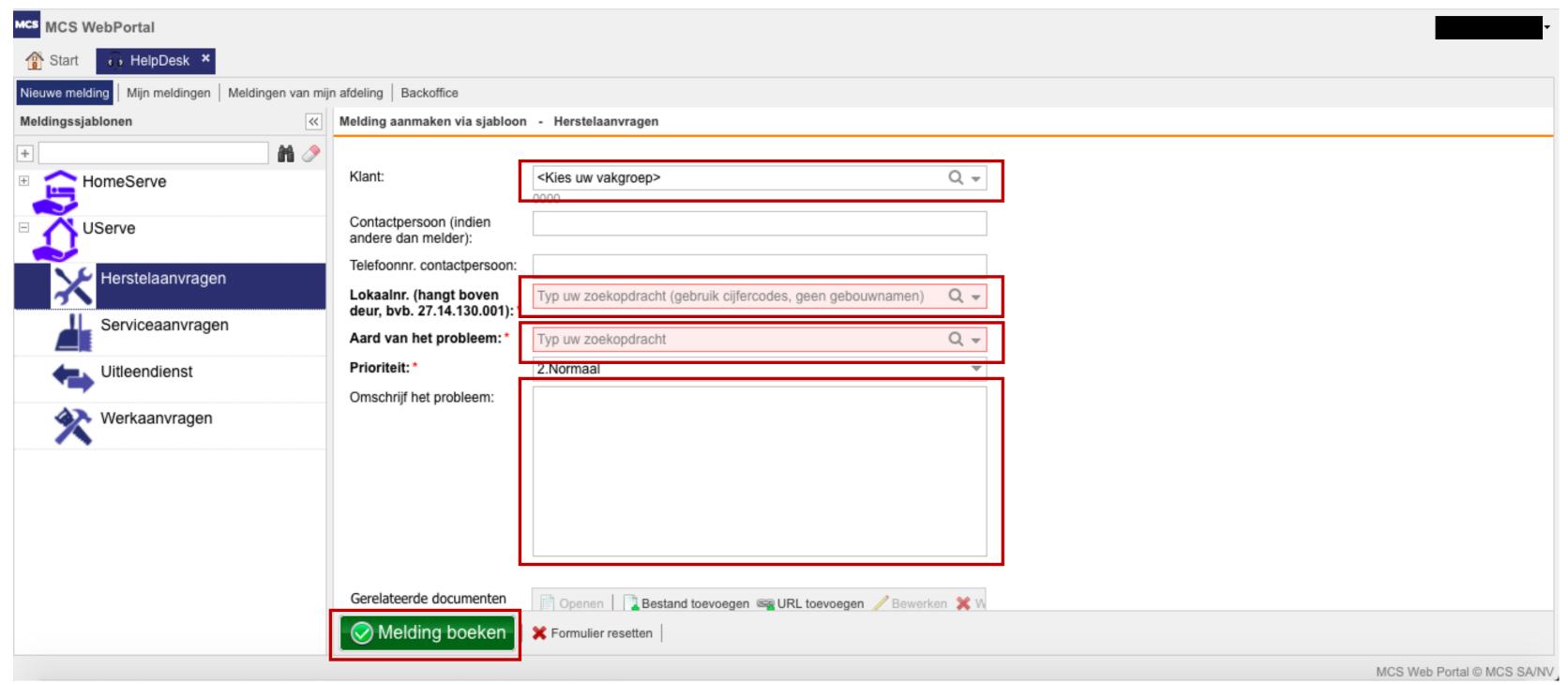
### Change the language



- 1. Click on your name in te top right corner
- 2. "Taal"
- 3. Choose a language









- After the request, we will enter your room to solve the problem as soon as possible. Your presence is not necessary.
  - → No prior notification

- Urgent repairs in the weekend or outside office hours?
  - Emergency and Prevention Centre
  - → T. +32 800 6 7125





## INTERVENTIONS

- Scheduled check-ups:
  - Hygiene, safety, vermin ...
    - > Prior notification

- Emergencies:
  - fire, flooding, urgent technical repairs …
    - → No prior notification possible





# HOW TO USE YOUR ROOM





## YOUR ROOM

- Keep it safe:
  - Keep the fire detector in your room clear
  - Do not use candles
  - Keep your personal belongings in your room (not in communal areas)
  - Lock your room





## DUR ROOM

- Keep it clean:
  - Cleaning material
    - Kantienberg: opposite the elevator
    - Other residences: made available during the semester
  - Borrow a vacuum cleaner at the reception desk



There is a laundry room in Göttingen, Heymans & Boudewijn





## YOUR ROOM

- Keep your room healthy
  - → Air your room 15 minutes every morning (window open)
  - → Air your bathroom after showering (door open)
  - Clean the ventilation grid in your bathroom (clogged = no ventilation)

Prevent mould and musty smells!



## YOUR ROOI

— Keep it sustainable → SAVE ENERGY

- Window open = heating off
- Not at home = heating off & lights out
- Cut down your shower time
- No standby consumption (no chargers plugged in without device)





## OUR ROOM

— Keep it sustainable → SAVE ENERGY

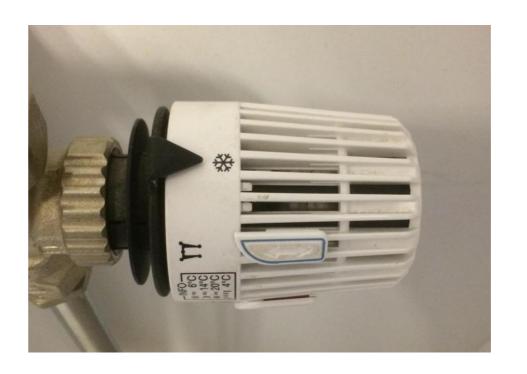
We will regularly remind you!





### **CENTRAL HEATING**

- Active as soon as the outside temperature drops below 15°C during the day.
- Heating on position 3 = sufficient heat.
- Between midnight and 6 a.m., the system is off (sufficient residual heat).





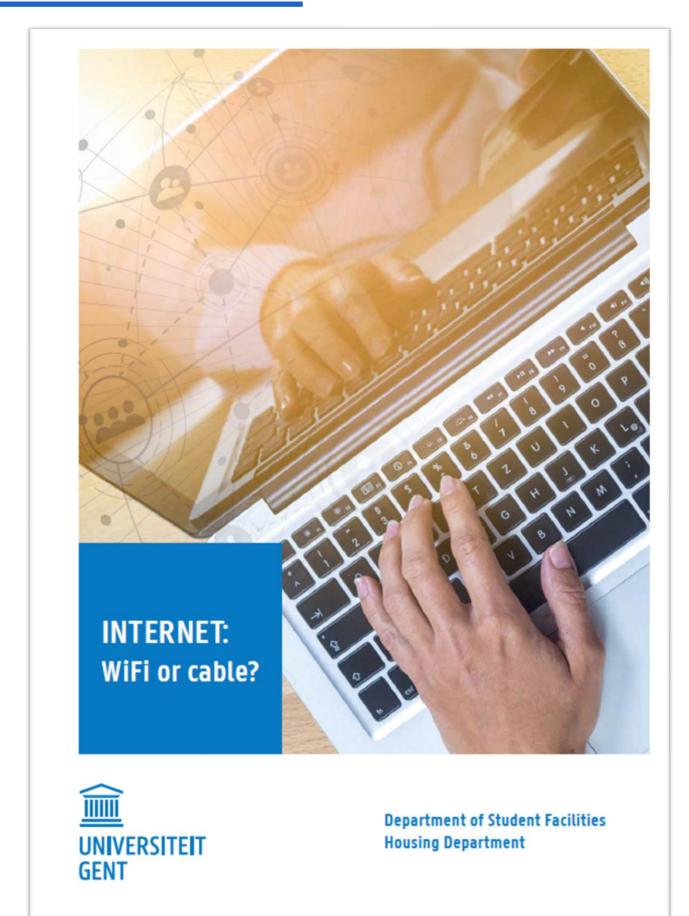


# INTERNET





# DID YOU READ...



Internet brochure in your room



## <u>INTERNET</u>



VIA CABLE

<u>WIFI</u>

Login using <u>UGENT</u> credentials



### INTERNET IN YOUR ROOM



# Keep the existing set-up!

- Your own UTP-cable
- AVAILABLE Socket

And

WiFi: EDUROAM





### <u>INTERNET</u>



# WIRELESS CONNECTION



Login using UGENT credentials



## INTERNET

### WiFi: EDUROAM

[Ghent University Login]@ugent.be Ghent University password wachtwoord

ATTENTION: usually not your email address



### INTERNET IN YOUR ROOM



## UTP TO USB SWITCH/CONVERTER



### <u>INTERNET IN YOUR ROOM</u>



- UTP-cable in AVAILABLE Socket

Or

- WiFi: EDUROAM

> www.studenteninternet.be

Credentials received by email







### EDUROAM – check the house regulations

### → Canterbury Common Room





### <u>INTERNET ISSUES</u>



### Room:

www.studenteninternet.be

+32 (0)9 395 6000

ICT HELPDESK

UGent account, classes, restaurant, ...

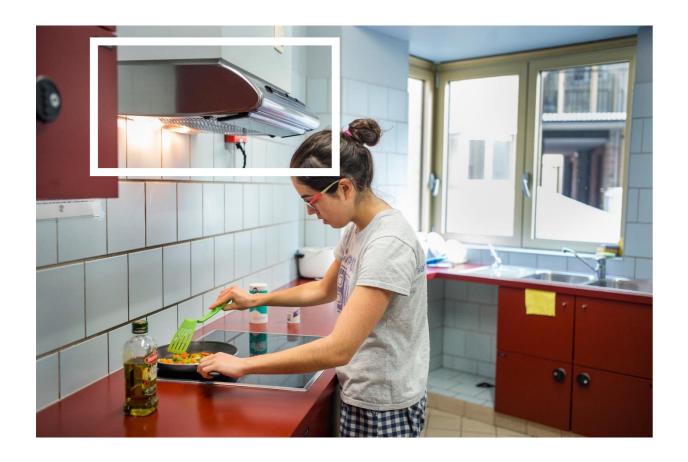


# HOW TO USE THE KITCHEN





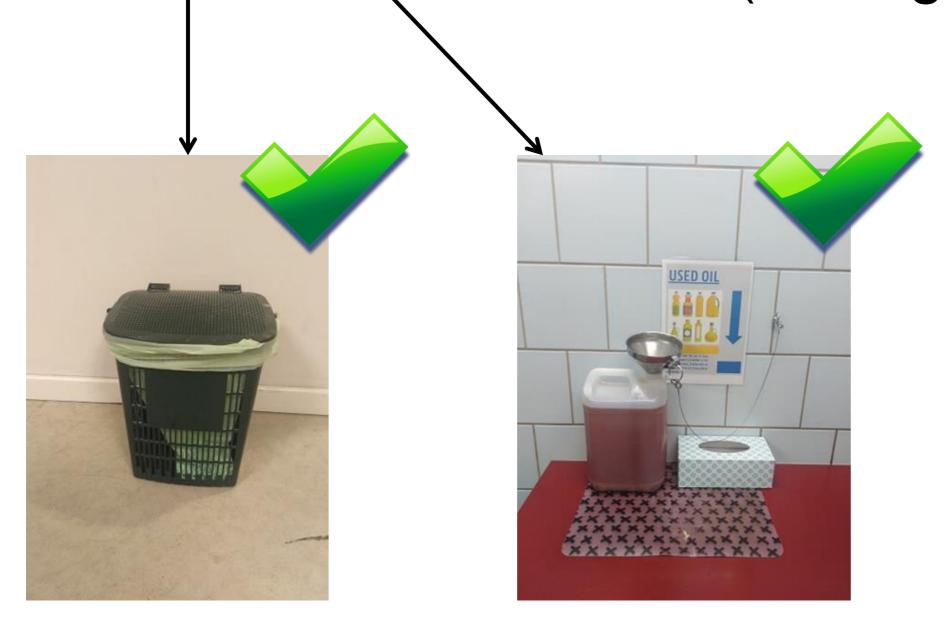
- Frying and grilling equipment is forbidden
- Smoking is not allowed (smoke alarm intervention)
- Use the cooker hood







— No food or oil in the sink (unclogging = no use of sink)







- Recycle in the kitchen or waste room
  - → Sort your waste!

— How? -> Follow the instructions on the info sheets near the bins





















- Keep your belongings in your room or kitchen locker
  - Prevent theft

- Store your food in sealed boxes or jars
  - Prevent vermin



### YOUR KITCHEN - SUMMARY

- Frying and grilling equipment is forbidden
- Smoking is not allowed (smoke alarm intervention)
- Use the cooker hood
- No food or oil in the sink
- Recycle in the kitchen or waste room
- Belongings in room or kitchen locker
- Store food in sealed boxes or jars
- → Kitchen stewards will help you make good use of kitchen
- Questions? Ask them at the reception desk!





# COMMUNICATION





### COMMUNICATION

 On checks & works, on good practices in your residence or room, on campaigns (e.g. on energy saving)...

— We notify you if possible well in advance!





### COMMUNICATION

- Main channels:
  - 1) Your Ghent University email
  - 2) Facebook groups -> 'UGent Residence journal'
- But also:
  - Posters in your residence
  - **Flyers**







#### Home Groningen - UGent Residence Journal

**⊙** Public group · 329 members

#### Home Uppsala - UGent Residence Journal

**⊙** Public group · 283 members



#### Home Göttingen - UGent Residence Journal

**⊙** Public group · 287 members

#### Home Canterbury - UGent Residence Journal

**③** Public group ⋅ 287 members

# RECEPTION DESK













### RECEPTION DESK

Practical questions: parcels, mail, keys ...

### Contact:

- Stalhof 6 9000 Gent
- +32 9 264 7100

- Opening hours:
  - Weekdays: 8 a.m. noon & 1 p.m. 8 p.m.



# TAG OR BADGE



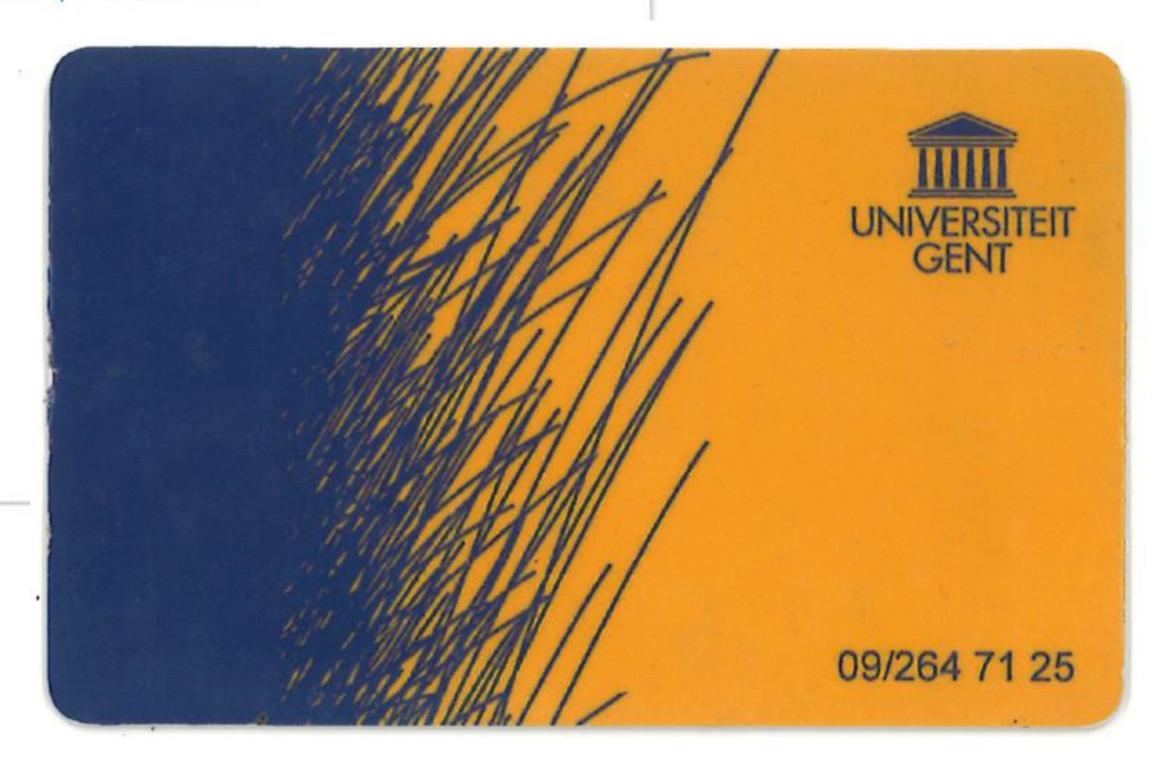


### TAG OR BADGE



Permanentiecentrum 24/7: +32 9 264 71 25







### LETTERS AND PARCELS



### NO COMMERCIAL PARCELS

- → Delivery companies do not stop (or worse: don't wait)
- Choose a pick-up point nearby during payment

### Exceptions:

- Heavy parcels from home
- Health related/Urgent





### LETTERS AND PARCELS



- Pick-up/Parcelshop
- Use correct address





### LETTERS AND PARCELS





Afz.: AMAZON FR
Best.: ALEX
HOME V STWEG 6
9000 GENT

Afhaling van 3 manieren.

Bent u een bedrijf? Z

Bent u een particuliei 1.U haalt de zending Opgelet: Een aanget afgegeven bij handt identiteitskaarten. E

2.U kan iemand ander Hiervoor vult u ond

Ilc, ondergetekende,

geef toelating aan.

om de zending ver

Maak een kopie van Geef dit bericht en i zending zal afhalen.

3. Via www.bpost.be/r zending nog eens aa

323210090100004338102030

U bent niet altijd thuis wanneer de postbode langskomt? Laat uw pakje leveren in een van onze 1.250 afhaalpunten of in een van onze 150 pakjesautomaten. Meer info op www.bpost.be/bpack

Vriendelijke groeten, uw postbode.



### YOUR ADDRESS

56.01.120.034

### **Building site:**

56: Kantienberg

91: Boudewijn

55: Vermeylen

& Heymans

### Floor Room number

### **Building**

56.01: Groningen

56.02: Uppsala

56.03: Göttingen

56.04: Canterbury

55.01: Vermeylen

55.02: Heymans





### CONTACT DETAILS



### Important mail & contact information

- Bank account and student cards
- Visa and residence card
- Activation codes and vaccination letters
- Registered SIM-cards, online or in shops
- Letters from embassy regarding voting etc.

→ Reception desk will contact you Update your information on OASIS!



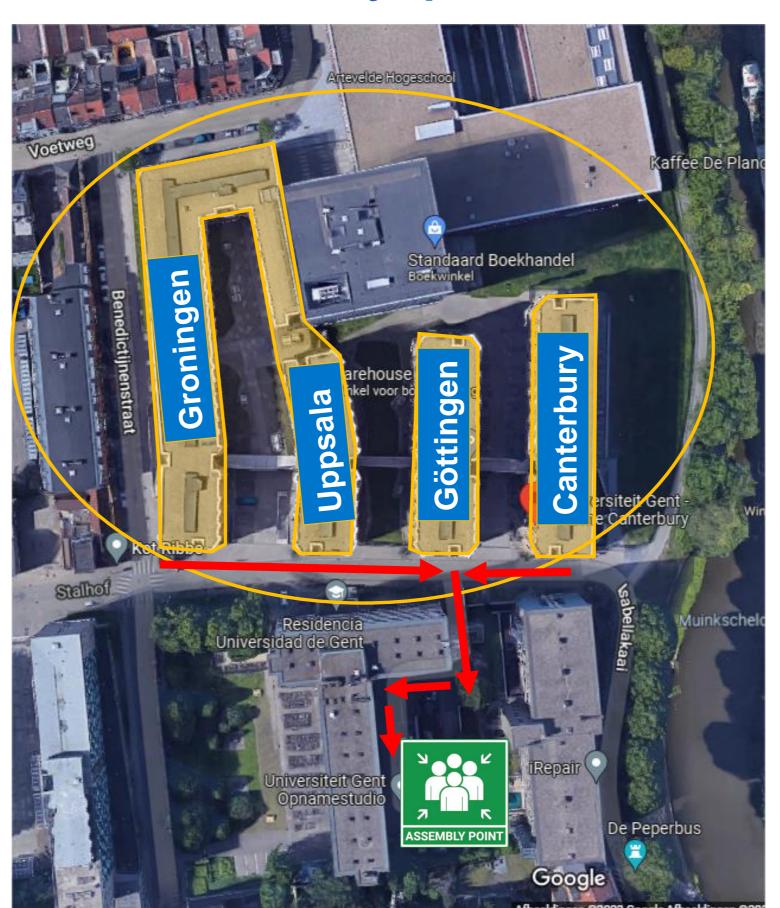
# SAFETY

IN CASE OF AN EMERGENCY



# In case of emergency...

## Assembly point



# Assembly point

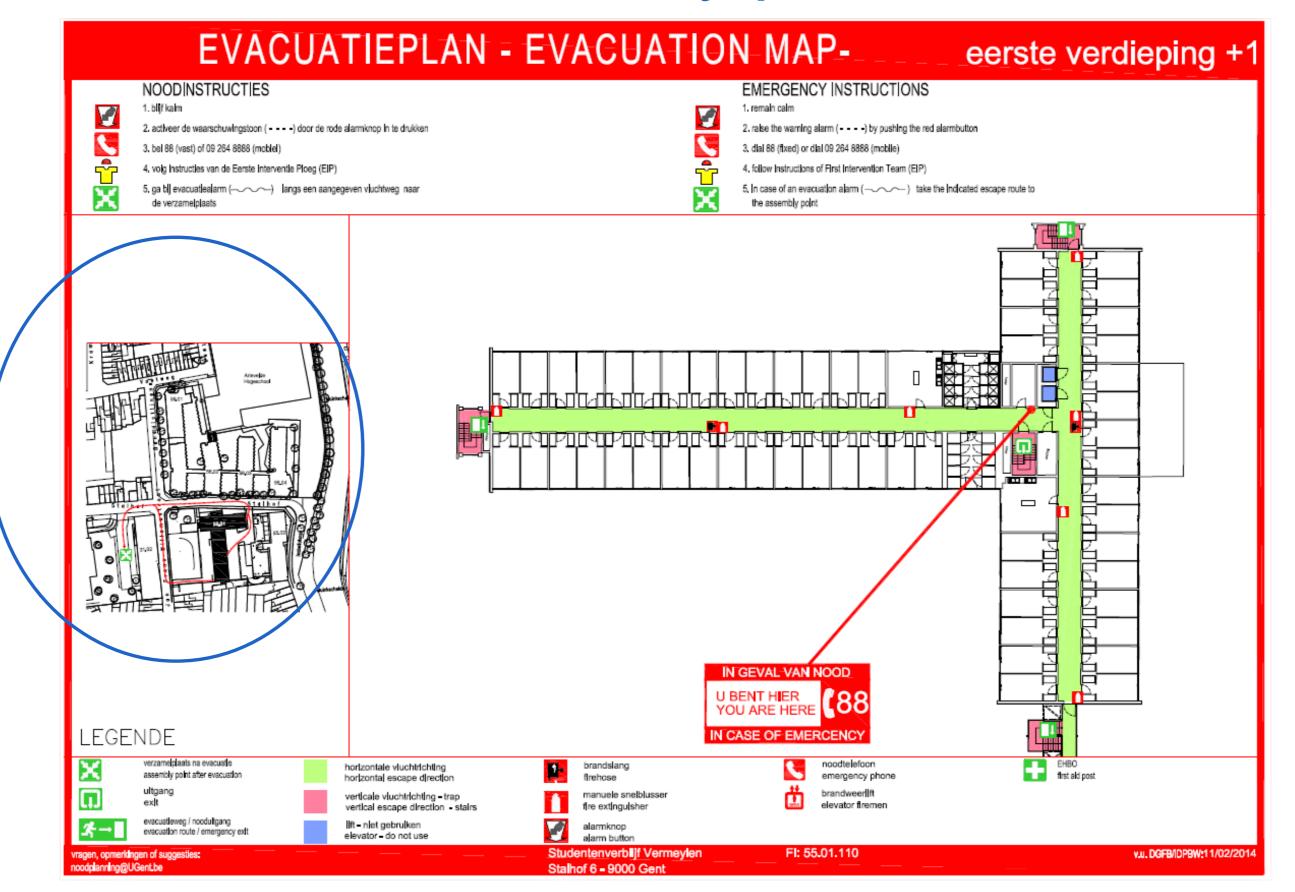
### No lingering:

- at exits
- on the street
- Between the buildings



### Assembly point





# Follow the instructions of the Safety Stewards

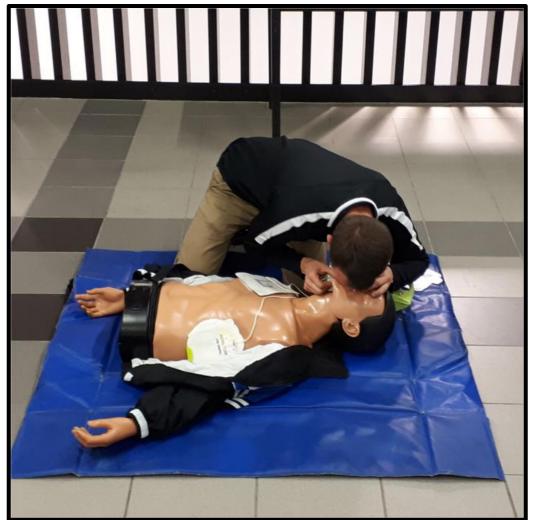






# www.ugent.be/safetystewards









### www.ugent.be/safetystewards

- Residents of one of the homes of Ghent University who contribute to (fire)safety in their home.
- What do we expect?
  - Follow the information session about emergency procedures and tasks of the Safety Stewards: 29/9/2022 or 4/10/2022
  - Be present at the evacuation exercise
  - Actively cooperate during incident and evacuation
- What do you get?
  - Opportunity to follow a first aid and firefighting training
  - One-time discount on monthly rent
  - Digital articipation certificate via Badgr





## Small medical problem?



- Reception desk Housing department
- Safety Stewards









Prevent!





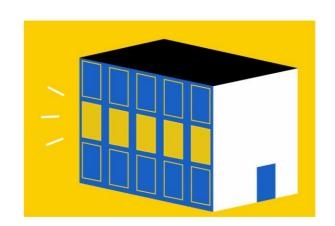


### React!

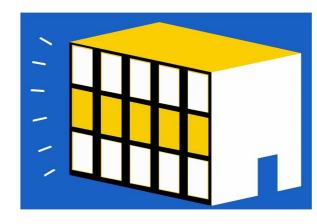


#### Difference between

Warning signal -----



Evacuation alarm \\_\_\_\_





# **Emergency Centre Ghent University:**

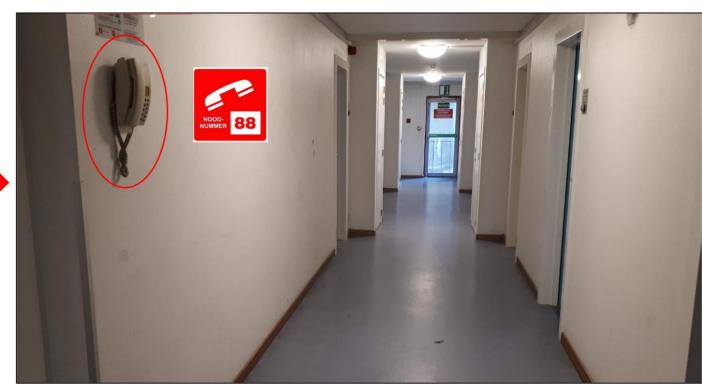


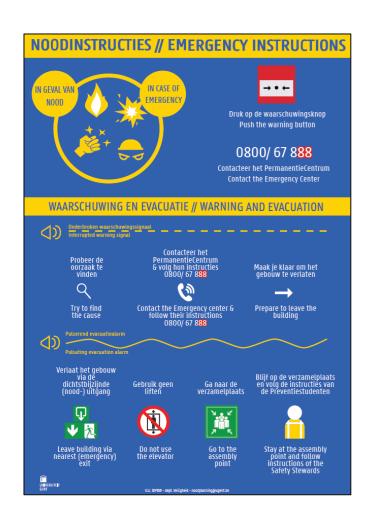
0800 67 888

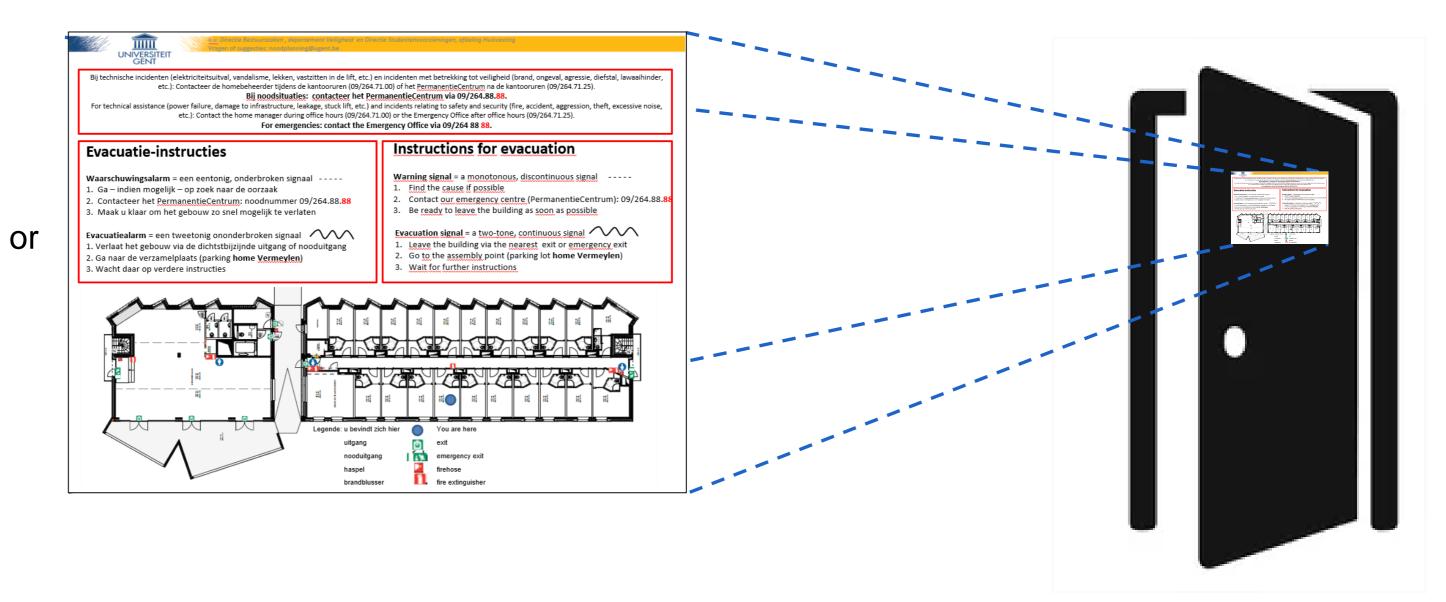
09 264 88 88

88 ->











Lander

# HOME COUNCIL





#### HOME KONVENT





Who are we?
Student association
Home councils
Residents of the Homes

What?

Activities

Contact point

Communication

-> For a great experience of student life in Ghent

For whom?

Residents of the homes

### HK INTERNATIONAL

- Lander Callens
- Goal: make it easier to get in touch with HK
- Don't hesitate to get in touch!









FEEL AT HOME www.ugent.be/housing



86

- Ghent is full of life, even after 11PM!
  - Overpoort
  - Pop-up bars @Home Vermeylen & @Home Fabiola
- Pop-up bar @Kantienberg Common Room, more info soon!
- April: two free festivals
  - August in April @Home Vermeylen
  - Vosrock @Home Boudewijn

More events and information: WhatsApp & Facebook (QR-code)

UENI

### Sustainability@HK-homes



What?

**Ecohomes** 

Find us on



**Ecohomes** 

Milieu.homekonvent.be

How?

March

Environmental

Month

Swap Shop

HK-cups

**GFT** containers

Who?

Home counsils

Fellow residents

. . .











### Sustainability @ HK-homes



- Swap Shop and textiles sale
  - Duvets, pillows, towels...
  - More info soon: QR code
- Ecohomes
  - QR code











#### **GET IN TOUCH**

Hadewig Claeys (president)

Praeses@homekonvent.be

0495 70 44 86

Lander Callens (HK International)
<a href="mailto:international@homekonvent.be">international@homekonvent.be</a>
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www.homekonvent.be

Find us on

UNIVERSITEIT

**GENT** 







