

F.A.Q. STUDENTS

1. Who is U-residence Team and how can we help you ?

- We are a real estate company named Federale R.E.I.M.
- We are a team of colleagues who work for U-residence (Federale Verzekering/Assurance)

- Aurélie De Bock: Student Coordinator and Building Manager of U-Residence
 - Rental agreement
 - Accommodation
 - Complains
 - Short-Stay reservations

- Davy Braem: Property Manager
 - Technical
 - Complains
 - Reparation Key
 - Key dispenser
 - Renovations

- Erika Lenoir: Back-up administration

- Malika Ouliki : Cleaning staff
Cleaning on site on weekdays except Fridays and Saturdays

- Mourad : Cleaning staff
Cleaning on site on weekdays except Thursdays and Sundays

2. Where is the office of U-residence ? Is U-Residence office always accessible ?

The office is in room **04.16 on the 4th floor.**

As your student coordinator I'm present in the office from 09AM-5PM excepted at weekends.

Please note that I'm often away in another building for monthly meetings or busy on another floor in the building.

All general questions regarding your rental agreement, accommodation, payments, complaints, repairs...can be sent by e-mail to info@u-residence.be An answer will be given to you within the 24 hours.

**For urgent matters* after 5PM+Week-ends please contact
the emergency number
0032/ 263.52.98**

***Concerning** : lost key, no water, no electricity, no access to room, security complains, key dispenser damaged.

3. When does the cleaning staff clean my room ?

Please note : the cleaning can be planned one day later if U-Residence Hotel is fully booked.

Monday	Room 402-408 + 302-310
Tuesday	Room 311-327
Wednesday	Room 328-210
Thursday	Room 211-222
Friday	Room 223-234

4. What should I bring in my room ?

My Room	Present in room	<u>Not</u> present in room = to bring yourself
Dorm	Bed with mattress	Bed linen, cushion, blankets, ...
Kitchen place	Fridge, microwave and sink	Towels, <i>cutlery*</i> , <i>plates*</i> , <i>pans*</i> , soap, electrical cooking plate
Shower place	Shower, sink, mirror and toilet	Towels, toilet paper, soap

**at your free disposal when you arrive by asking at U-Residence Team*

5. What is my responsibility in the cleaning of my room?

May we ask you to pay attention:

1. For any technical problem, no matter what -> SEND EMAIL ASAP TO INFO@U-RESIDENCE.BE , don't wait till the housekeeping went to your room.
2. To remove your hair out of the sink in the bathroom after brushing your hair! This is also valid for the shower.



NOT DONE



RESULT

3. **Not** to hang anything on the heating.



4. To sort out correctly your trash and to put them regularly (1x week) in the lobby garbage downstairs in the parking.



5. To clean thoroughly and regularly your room.

Please note: The housing keeping service is only responsible for briefly cleaning once a week.

6. Can I ship post or packages to U-Residence ?



May we ask you to pay attention:

To precise each time your room number to receive your mail by post.

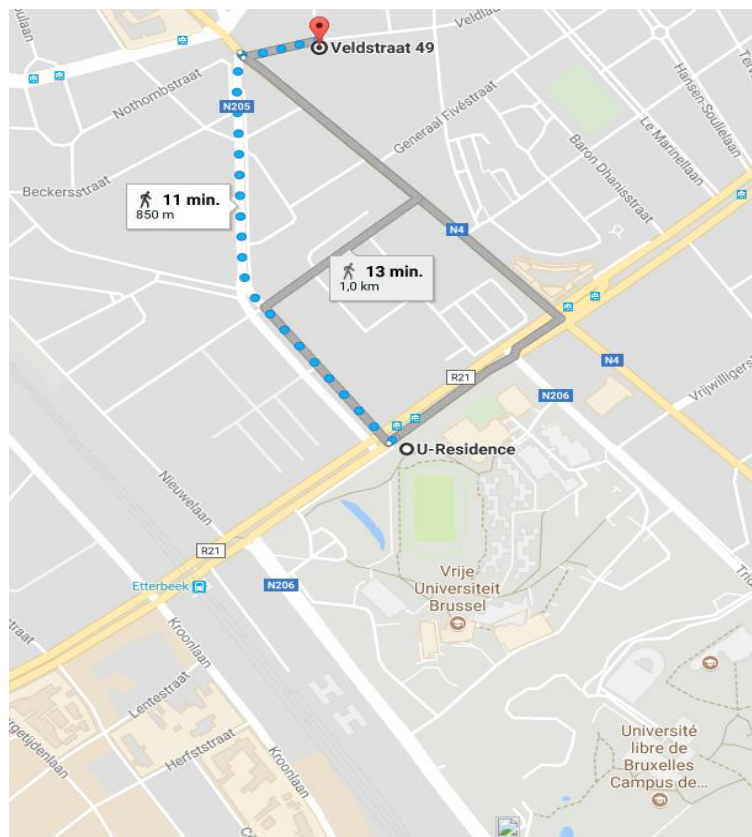
NAME, First Name
 Boulevard General Jacques 271
 Roomnumber 02.?? or 03.??
 1050 Brussels

Please note: U-Residence Team does not reception any post or packages for students.
 Post and packages is on the responsibility of the students.

What should I do if the postman has left one note in my letterbox ?

- On the note of the postman you will find instructions how to withdraw your post or packages at the nearest post office within the opening hours.

Nearest post office : Rue Des Champs 49-51, 1040 Etterbeek (09.30AM-6PM)



7. Where is the City Hall of IXELLES ?

Address: Chaussée d'Ixelles, 168A-1050 Brussels

Contact: 02/515.64.11

For other facilities, see attachment.

8. Do I have to pay a tax by renting a room in Ixelles ?

May we ask you to pay attention to every student who has a room at U-Residence for +- 6 MONTHS/ ONE YEAR/ OR MORE:

You will be susceptible to have to pay an annual tax of 80 euro asked by the town of 1050 IXELLES.

Please contact the town for more information.

Openingsuren, toegang en contact

Gemeente Elsene

Elsensesteenweg 168

1050 Brussel

Tel. +32 (0)2 515 61 11

Fax +32 (0)2 515 61 59

Openingsuren van de diensten Bevolking

Vandaag: van 8u tot 13u en van 14u tot 16u

We thank you very much for your collaboration.

Kind Regards

U-Residence Team
Generaal Jacqueslaan 271
1050 ELSENE