

# Welcome Booklet

2022  
23

Editorial

## *Welcome to your home away from home !*



You have recently got an accommodation in a university hall of residence. This welcome booklet has been designed to help you throughout your stay. It contains information, details of your obligations, not to mention plenty of advice to help you make your stay in your accommodation and your hall of residence pleasant. Store it safely !

You should refer to it whenever you have a question. Moving into new accommodation naturally represents a big change for you ; it is a new way of life.

You will be assisted by a team who will help you to fit in. A special welcome will be extended to you as you take your first steps in the hall of residence and throughout the year, to support you and help you to succeed in studies.

Alain Cordina,  
Director of the Crous Orléans-Tours

## Crous Orléans-Tours

### *At the heart of student life*

The Crous is there to help you throughout student life. Its role is to make your life and your conditions of study easier thanks to the different services. Its offers include : Accommodation, Restaurant facilities, Grants, Social action, Culture, Jobs, and International assistance. The Crous is there to help you !

The Crous Orléans-Tours is present throughout the whole education authority area : Bourges, Blois, Chartres, Châteauroux-Issoudun, Orléans and Tours.

## *Staying in touch !*



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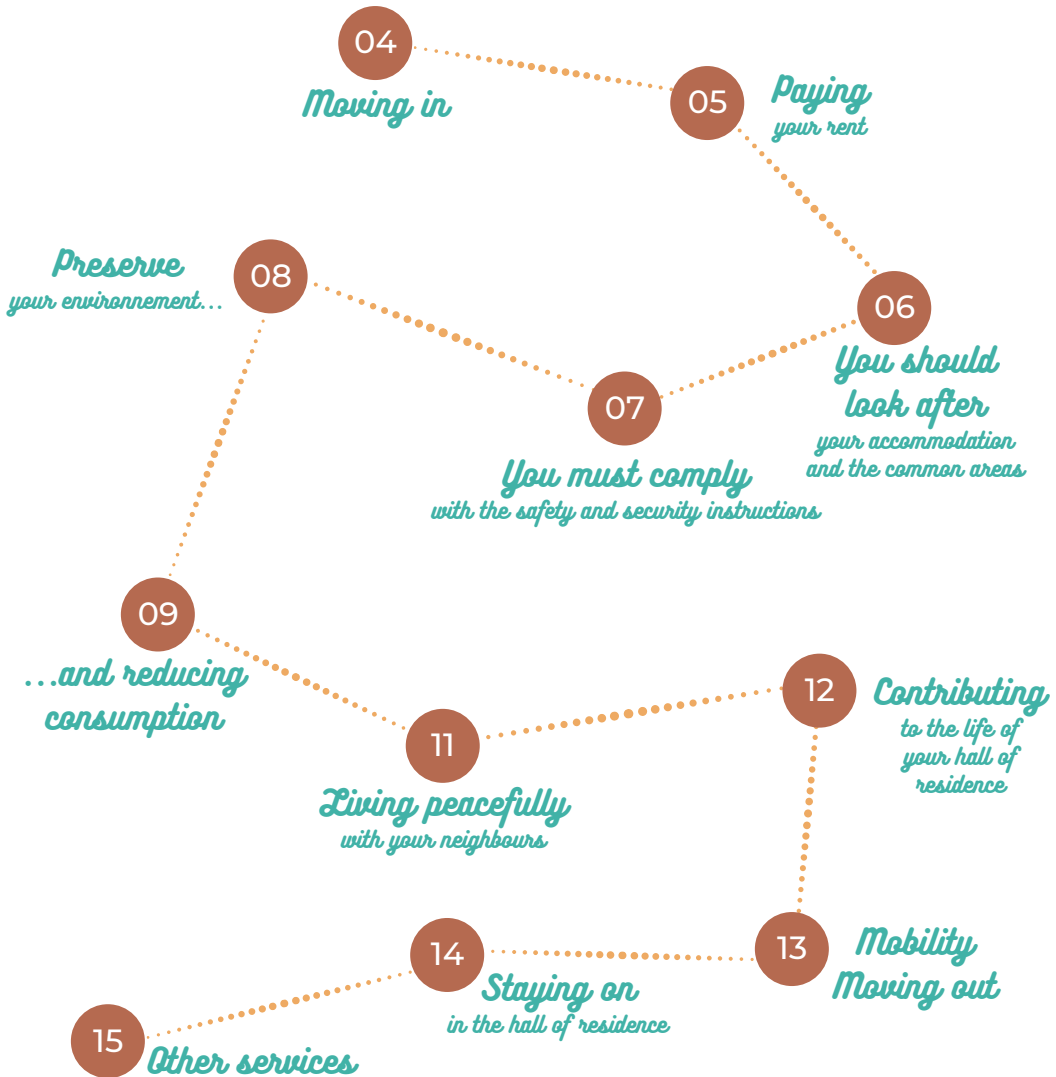


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# Summary



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Thank you.

# Moving in

## Before moving in, you have :

- Submitted your complete application to the hall of residence
- Supplied a home insurance certificate
- Appointed a guarantor (family or friend) or requested a VISALE guarantee from Action Logement : international students can now also apply to this free program.

More details on [www.messervices.etudiant.gouv.fr](http://www.messervices.etudiant.gouv.fr).



LES CROIX ActionLogement



## Home insurance

- Home insurance covering the whole length of your stay is compulsory. This should be established in your name and for the address of your accommodation in the hall of residence.
- You should obtain assurance for risks related to tenants' civil liability including : water damage, fires, broken glass, theft, etc. The payment for this insurance is renewable on an annual basis. The hall of residence declines all liability in the event of theft. It is your duty to inform your insurance company whether there is an individual or collective kitchen/kitchenette in your place of residence.



## Issuing of keys

- A set of keys will be issued to you when you arrive at the hall of residence. It allows you to enter the hall of residence at any time. These keys are personal and you will be charged for their replacement if lost or damaged.
- > **If you forget your keys**, a spare key can be temporarily issued to you.
- > **If lost**, the keys will be changed and you will be charged for this. You will possibly need to submit a declaration to the police in order to have the resulting costs covered by your insurance.



## Inventory

- When you arrive, you should perform an inventory inspection. This includes the condition of your accommodation and a full list of all equipment.



## Post

- Don't forget to provide your exact address and bedroom number to family, friends and anyone requiring it.



## Internet

- Your accommodation is connected to the Internet. This service is included in your rent.
- You will receive your connection code by text and/or by e-mail.
- Your connection will be configured for you when you will get your accommodation or during the following days. It provides you with basic access (e-mail, small downloads, browsing). In the event of any problems, you should directly contact the customer service department for the Smartcampus package : 01 70 70 46 26.



# *Paying your rent*

## You can pay your rent in several ways

- You can pay your rent:
  - online, with an account > log into your account on [www.messervices.etudiant.gouv.fr](http://www.messervices.etudiant.gouv.fr) (section "Cité'U"). Your notice to pay can be downloaded here.
  - online, without account > if you have no account: your parents or a third party who pays your rent:  
<https://cite-u.crous-orleans-tours.fr/citeU-ORL>
  - By direct debit from the 25th of the month (you can obtain the direct debit form from the office)
  - by bank transfer (exceptionally)
  - at the office for your hall of residence exceptionally: in cash, by bank card, by cheque

## Payment deadline

- You should pay your rent before the 12 of the month.

### Housing benefit : the CAF

- To help you to pay your rent, the CAF offers 2 different types of benefit depending on the accommodation type (APL or ALS). These benefits are paid directly to the Crous which deducts them from your rent.
- Upon arrival, the secretariat gives you a certificate which will enable you to enter online your request for assistance on the site [www.caf.fr](http://www.caf.fr). This certificate can also be downloaded from your account [www.messervices.etudiant.gouv.fr](http://www.messervices.etudiant.gouv.fr) (section "Cité'U") as soon as you move in. > **IMPORTANT!** The Crous does not operate a third-party payee system (i.e., the CAF part will not be deducted until it has actually been paid).

### Payment difficulties

- Do not wait to talk to us about it! The Crous is there to help you ... If you are experiencing temporary personal financial difficulties, feel free to come and talk to us about it. You can also make an appointment with the social department which is there to listen:  
[secretariat.service-social@crous-orleans-tours.fr](mailto:secretariat.service-social@crous-orleans-tours.fr)



## *You should look after your accommodation and the common areas*



### **Highly recommended!**

- Air your accommodation every day for at least five minutes.
- Clean the shower drain regularly to avoid any water damage.
- Wash and air your bedding regularly for health and cleanliness reasons.

## **You should take good care of your hall of residence...**

- Look after your hall of residence's indoor and outdoor living areas and common areas.
- Look after your accommodation and return it in a clean and tidy condition when you leave. Otherwise you may be billed by the hour for any cleaning required.
- Special health and safety inspections may be carried out.

## **... and keep it looking nice!**

- Any damage noted at the time of your departure will be charged to you.
- You should notify the hall of residence of any problems or of any repairs required, so that the staff can have them fixed.



### **Strongly disadvised!**

- Doing any laundry in the apartment.
- Drying out your clothes and linen.
- Blocking the mechanical ventilation and extraction units. Humidity can cause mould.
- Getting the electric hot plates wet when cleaning them, (which can cause power cuts).
- Cooking in the bedroom.
- Making any holes in the walls, floors, partitions or ceilings and dismantling the furniture (failing which you will need to repair them/it afterwards).



## You must comply with the safety and security instructions



The Crous staff help to protect your security and safety and ensure compliance with the Site Rules (which you will have signed when you arrive) for the well-being of all the residents.

- **You should keep** the entrance doors closed to avoid undesirable visitors and cold-callers from entering. You should inform reception of any suspicious individuals.

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- **You should ensure** that the roads and paths in and around the hall of residence are kept clear for the emergency services.

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- **You should park** your vehicle in the parking spaces provided for this purpose.

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- **You should report** any serious infectious disease or any invasion of parasites, mice or insects of all kinds in order to allow the Crous staff to take the necessary measures.

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- **You should look after** the safety and security equipment (fire extinguishers, alarms, smoke removal systems, fire doors, etc.).

- **You can't sublet** your accommodation. Keys are handed over to you. It is strictly forbidden to lend it to someone else.

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- **You can't stock** personal goods in the corridors or interior staircases, which must be kept clear at all times for emergency purposes.

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- **You can't use** or park bicycles, scooters, roller blades or skateboards in the courtyards, corridors and stairwells of your hall of residence.

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- **You can't hang** any item of any kind from the windows, or place them on the balconies or throw them from the windows or balconies.

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- **You can't smoke** in the hall of residence or common areas.

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- **You can't bring** pets or other animals into the hall of residence.

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- **You can't leave** the door of your accommodation open, even if you are briefly away.



### In case of emergency

- Carefully read the safety instructions displayed behind your door and in the corridors of your hall of residence.
- There is a single emergency number for the Fire Brigade, the SAMU (paramedic) and the police, etc.: 112



## *Preserve your environment...*



### **Household waste**

• You should regularly take your household waste down and put your garbage into the containers. No bin bags should be left in the corridors or stairwells, etc.



### **Selective waste sorting**

• Taking your rubbish out is compulsory. Containers are located inside or near your hall of residence.

• Rubishes are divided by different colors depending on the type of recyclable materials (paper, plastic, glass, etc.).



### **Bulky items**

• Please note : you may not throw out or otherwise dispose of bulky items (used electrical household goods, mattresses, furniture, etc.) or clothing on the hall of residence or in the public areas. To dispose of them, please contact the office for further details.







... and reducing consumption

## Environmentally friendly behaviour and saving electricity

- Opt for daylight
- Turn off the light when leaving the room and the common areas
- Don't leave any electronic devices on standby
- Turn off the hot plate when you stop cooking (the hot plates will stay hot for 15 minutes after they are turned off)
- When the water reaches boiling point, reduce the hot plate's heat setting by half
- Avoid opening the oven door during cooking
- Defrost the refrigerator at least once every six months
- Avoid placing hot food in the refrigerator
- Don't forget to close the shutters at night
- Turn off the heating if you're going to be away for a while or in the case of a short absence simply turn down the radiator setting

 Read more: [www.ademe.fr](http://www.ademe.fr)



## Electricity consumption

• In some halls of residence, you'll need to know the hourly charge rates of your electricity consumption for invoicing purposes:

**Winter hours:** from November 1 to March 31

**Summer hours:** from April 1 to October 31

**Standard hours:** 6 AM to 10 PM

**Off-peak hours:** 10 PM to 6 AM

**Peak hours:** 8:30 AM - 10:30 AM and 5:30 PM - 7:30 PM in December, January and February



## Saving water

• The taps in the halls of residence are equipped with eco-aerators to reduce consumption.





## *Living peacefully with your neighbours*

### Show respect for others

- Showing respect for the hall of residences, other residents and staff is greatly appreciated.
- You should not disturb the peace and quiet, the work and the sleep of other residents. You should avoid any noisy activities (both during the day and night).
- Through their actions, each resident contributes to ensure a peaceful and respectful atmosphere within the hall of residence.
- In the case of neighbourhood disturbances, you should contact the warden and inform the reception staff and/or the office.
- Domestic pets are not allowed in the hall of residence.



### Receiving visitors

- You are allowed to receive visitors. For security reasons, visits are limited to the period from 7 AM to midnight and visitors must be accompanied by you at all times.
- You are responsible for your visitors' behaviour and any nuisance or damage they may cause.



### Common areas

- You should contribute to the upkeep of the common areas to make communal life in the hall of residence as pleasant as possible!
  - Shared and equipped kitchens are at your disposal.
- You should apply the basic rules of collective living.
- Make sure you do not forget to clean the appliances at your disposal. No cooking appliances are allowed in your bedroom.

> **IMPORTANT:** For your safety, it is vital to keep an eye on food when you are cooking.

# Contributing to the life of your hall of residence



## The hall committee

### • What is it ?

A discussion group which serves as a source of ideas in each hall of residence.

### • What for ?

- To organise evening events and other activities
- To participate in communal life
- To pass on resident's needs and ideas
- To provide information about the hall of residence and the Crous departments

### • How to stand for election ?

The hall committee is elected every year in October.

You should draw up a candidate list with other students in the hall of residence. I make my individual declaration of candidacy and I do a list with other students. These two forms can be downloaded from the Crous website.

### • How to vote ?

I log in to my account on [messervices.etudiant.gouv.fr](https://messervices.etudiant.gouv.fr).

I check that my voting rights are activated and I vote online on E-vote within the time limit.




- Improving your CV
- Getting involved in student life



## Guided in my student life

- Young civic service volunteers and referring students are present in your residences: you can meet them and talk about the activities you want to have in your residence.
- Their role is to encourage cohesion in the hall of residence.
- Activities include: integration evening, themed working sessions together (methodology, organisation, etc.), organised activities and entertainment.

## The Crous makes student's mobility easier

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- No period of notice required when moving between two university halls of residence !



## Moving out

### When moving out, you must:

- Give notice of your departure one month before (date to date).  
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- Make an appointment for your outgoing inventory and accommodation inspection.  
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- Empty and clean your accommodation.  
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- Don't forget to notify your change of address to the post office (La Poste). No post will be stored, left with a third party or forwarded to another address.  
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- Ensure you are up-to-date with your rent.  
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- Carry out the inventory and inspection of your apartment with a Crous staff member and return your keys.

### > DEPARTURE DURING THE YEAR

You should officially announce the date of your departure by registered letter with proof of receipt, to the management of your hall of residence at least one month before departure (date to date).



### > DEPARTURE AT THE END OF YOUR CONTRACT

At the end of the year, you should contact the office for details of the departure formalities (to make an appointment for the inventory inspection and to return the keys).

# Staying on in the hall of residence

## ...in July/August

• Your hall of residence will ask you in March/April if you would like to stay in your accommodation in July and in August.



## Be prepared for next year

• If you want to be readmitted next year, please request it on [messervices.etudiant.gouv.fr](https://messervices.etudiant.gouv.fr), according to the information given by the hall of residence in the spring.



### Rules and regulations

• Please carefully read the rules and regulations.

• Commits you to comply with rules and regulations.

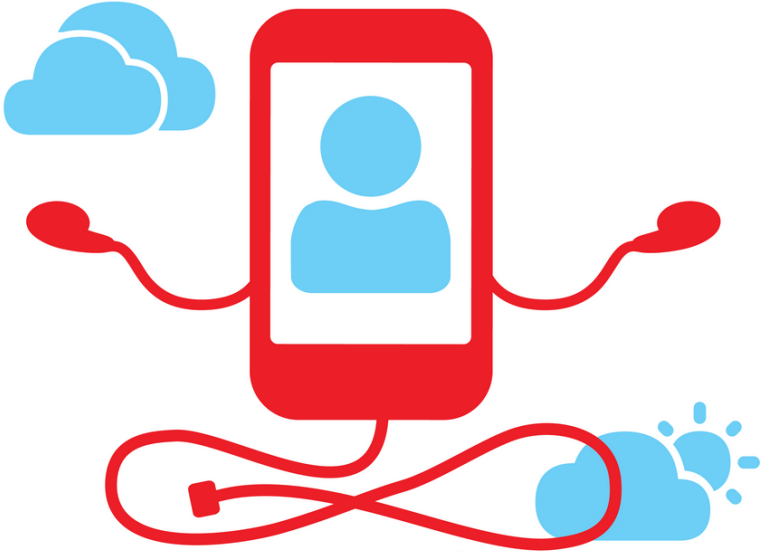
#### > WHAT FOR ?

Those rules and regulations govern communal life and tenancy conditions.





# Contactless payment on campus



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[www.izly.fr](http://www.izly.fr)