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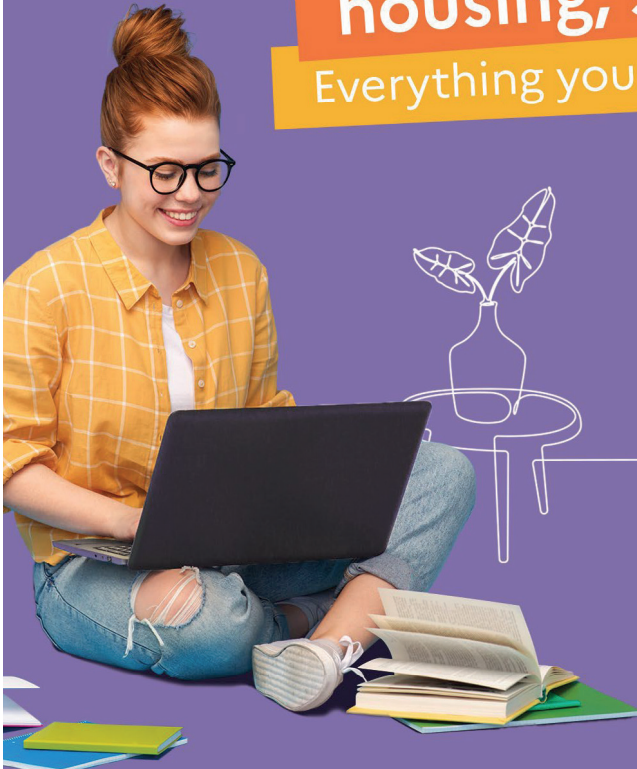
les Crous

# Resident's GUIDE

2023 - 2024

housing, services...

Everything you need to know!



lescrous.fr

**housing, services...**  
Everything you need to know!



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# 1 Welcome to your home!



## 1 — Welcome to your home!

### editorial

Dear students, for this new academic year, the Crous are implementing new initiatives to harmonize rental management practices and simplify all your procedures. In addition to this, constant efforts have been made, even in times of crisis, to ensure a permanent welcome and support adapted to your needs, within the framework of the residences, but also by ensuring the link with higher education institutions.

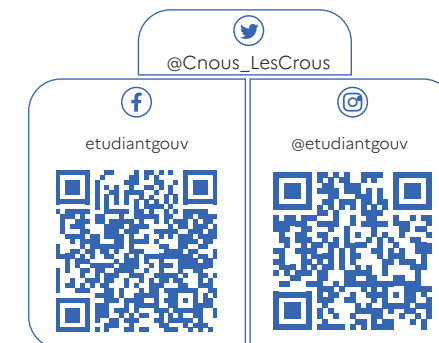
Your academic success, which is our primary concern, requires several prerequisites. A quiet but culturally rich environment. Extracurricular activities that are abundant without being intrusive. Understanding and conviviality. Mutual help and support in daily life and in studies. And therefore, places to live that bring together all these factors in harmony with the neighborhoods in which they are located.

This guide will help you make the most of these places by reminding you of the good habits to have throughout the year to ensure that your living and studying conditions are as favorable as possible to your personal development.

Enjoy your reading and the new school year.

**Dominique Marchand**  
*President of Crous*

Join us on social networks:



# 2 Your journey



## 2 — Your journey

### 2.1 — Before your arrival

#### HOME INSURANCE

Home insurance protects you from any damage that may occur during your stay in the residence. It must cover fire, explosion, water damage and civil liability, as you are liable for any damage caused in your accommodation even in your absence.

It is compulsory to hand in the certificate of home insurance to the administration to obtain the keys to your home.

This should indicate the address of the insured accommodation, the period of cover and the risks covered for all rented premises.

It is advisable to take out additional insurance against theft, as the basic home insurance does not include this option.

#### GUARANTOR

Your Crous will ask you for a guarantor (who will vouch for you). If your parents cannot provide a guarantor, there are alternative arrangements.

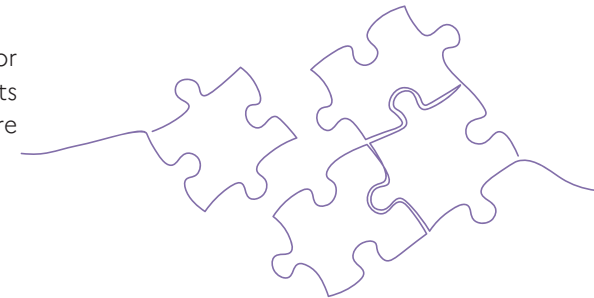
#### VISALE GUARANTEE

This scheme is an alternative to parental or bank guarantees, in agreement with the landlord. Action Logement will act as a guarantor for you, free of charge, for any type of accommodation rented from a private landlord. For students and work-study students, the scheme also applies to social housing. In the event of unpaid rent, the sums are advanced to the landlord by Action Logement and you will then have to repay these sums in monthly instalments.

You can test your eligibility for the Visale guarantee on:

[site.actionlogement.fr/eligibilite-visale](https://site.actionlogement.fr/eligibilite-visale)

Apply online for the guarantee at [www.visale.fr](https://www.visale.fr)



### 2.2 — Upon arrival

#### KEYS AND/OR BADGES

Your residence issues a key and/or a badge, so you can finally move in! The key and/or badge are strictly personal.

Under no circumstances should you lend your keys or permit anyone to enter the premises. In case of loss or theft, you should contact the reception desk, which will provide you with a duplicate.

You will be charged for the replacement of the key and/or badge.

#### INVENTORY

The inventory of fixtures is a mandatory document. It describes the accommodation room by room, as well as the equipment and annexes.

This is a report on the condition of the property and its equipment at the time it is handed over to you. It specifies the condition of the floor, wall and ceiling coverings, equipment, and elements.

Keep your copy for the duration of the tenancy. To be valid, the inventory of fixtures, drawn up on entering the accommodation, must be signed.



#### HOUSING BENEFITS FROM THE CAF

As soon as you start renting, apply online at [caf.fr](http://caf.fr). You can receive housing benefit regardless of your status (student, apprentice, employee, etc...) unless your parents are already receiving family allowances. On the other hand, if your income is modest, the CAF may grant you assistance to pay your rent.

If you keep your accommodation in July and August, remember to inform the CAF before the end of June. Otherwise, your assistance will be automatically suspended on 1 July.

When all conditions are met, the first payment is usually **made in the month following the application** without retroactivity.

**Don't forget to regularly log into your CAF account to track your requests.**

### 2.3 — During the year

#### RIGHT OF OCCUPATION

The resident has a personal and non-transferable right of occupation. They may not relinquish their accommodation to a third party.

Only one occupant per accommodation (room or studio).

It is forbidden to lodge another person in the accommodation, whether they are strangers to the residence or not, even for a single night and/or free of charge.

#### MONTHLY RENT AND FEES

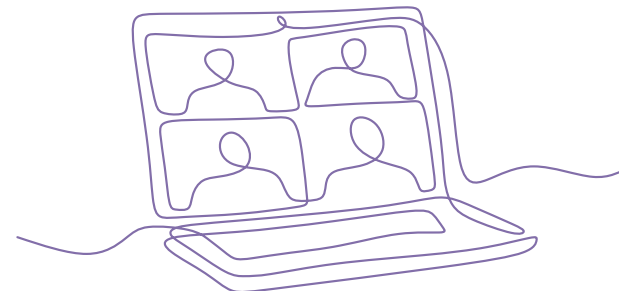
The payment is due before the end of each month. For CAF recipients, the amount of housing subsidies (ALS and APL) is directly deducted from your monthly payment as soon as the CAF has paid the first allowance to Crous.

#### PAYMENT OF RENT

**Paying your fee online in 6 steps is simple, fast and flexible:**

1. Prepare your bank card, your INE number and an e-mail address.
2. Log in to your account on [etudiant.gouv.fr](http://etudiant.gouv.fr) (or create one if you do not have one) It will give you access to all Crous services.
3. Click on the «Cite'U» service. Choose «pay my rent».
4. Enter the desired amount.
5. You are then redirected to Paybox to secure the payment.
6. Once the payment has been validated, you will receive your ticket by email and a confirmation.

You must pay your rent until the end of the lease. If you are unable to pay your fees online, please contact the secretariat of your residence.



### 2.4 — Your departure

#### NOTICE OF DEPARTURE

If you leave your home before the end of the contract, you must give one month's notice.

It is imperative that you notify the administration of your residence in writing.

**It is recommended to log in to citéU to request your notice to the administration of your residence.**

You are obliged to pay your monthly fee until the end of the lease and subject to the actual return of the accommodation.

Before leaving your home, remember to inform the various organisations, as the secretariat will not follow up your mail.



#### DEPARTURE FROM THE ACCOMMODATION / INVENTORY OF FIXTURES

To leave your accommodation, make an appointment with your residence to carry out the inventory of fixtures.

This will be done in the light of the inventory of fixtures on arrival and then signed.

Before you leave, you must clean your home.

In the event of damage or unfinished cleaning, you will be charged for the work done: it will be deducted from the deposit (according to the rates voted by the board of directors).

You must be up to date with your fees.

The keys must be returned at the time of the inventory of fixtures. Otherwise, you remain responsible for the accommodation and therefore liable for the current monthly payment.

If no damage is found between the inventory of fixtures on arrival and on departure, you will be able to recover your security deposit within one month.

In the event of damage, the security deposit is reduced by the amount due and is returned within two months.

# 3 Residence life



### 3.1 — Rules in residence

#### REMINDER OF HOUSE RULES

The house rules that you agreed to when you signed your lease set out your rights and duties.

You have received it by email. It is a very important document, read it carefully and keep it.

If you have lost it, you can ask for one at the reception.

Failure to do so may result in the loss of your right to accommodation.

#### NUISANCE

Respect other occupants: stay calm and quiet so that everyone can live in the best possible conditions.

In case of nuisance, please report it to the reception; noise is not allowed after 10 pm. For the safety of all, smoking is not allowed inside the buildings (including corridors, workrooms and kitchens).

#### SECURITY

Security is everyone's responsibility, solidarity and vigilance.

To live in peace, a few recommendations:

- Lock the door and window of your home (even if you go out for a short time).
- Do not lend your keys, never have them remade.
- Don't open up to people you don't know.
- Only use fire escapes in case of danger. Their doors should remain closed and never be used as a staircase or alternative access.
- Close the front door of the building.
- Make sure you do not leave any objects in your vehicle to prevent break-ins.

Fire extinguishers are an essential part of fire safety. Using them improperly puts you at serious risk and generates expenses that put a strain on the home budget.

#### SAFETY OF GOODS AND PEOPLE

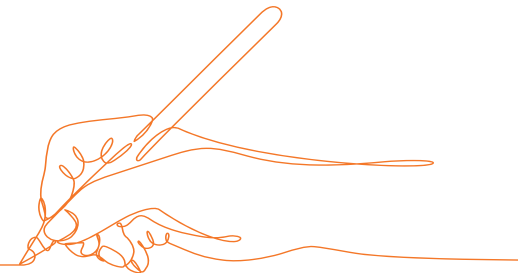
In rooms and studios, it is forbidden to have hotplates, stoves or any other cooking appliance (other than those provided by the Crous) with the exception of microwave ovens. Collective kitchens are provided to prepare meals. The use of dangerous materials, the modification of the electrical installation and the transformation of dwellings are prohibited.

**Your responsibility as a resident will be engaged:**

- In the event of fire resulting from your negligence.
- In the event of flooding due to negligence.

**You will ensure that:**

- Do not block the automatic closing system of doors (emergency exits) or fire doors.
- Do not obstruct smoke detectors (smoke alarms) mounted on the ceiling of the dwelling (or in the hallway).
- Preserve your window space.



**Thus, you cannot:**

- Putting perishable food, rubbish or other objects on your windowsills or throwing them out of the window.
- Installing satellite dishes or other reception facilities.

**CARE AND MAINTENANCE**

**Maintenance of the dwelling and the common areas**

- Not all repairs are covered by Crous, please check with your residence to know the details.
- The Crous covers the cost of major repairs and improvements to your accommodation (restoration, insulation, etc.).

**ATTENTION:** In the event of deliberate or accidental damage, you will be responsible for the repair work.

- A dwelling infused with tobacco odor requires cleaning and/or repainting, which is at your expense
- Maintenance contracts are taken out by your Crous for the maintenance and repair of certain elements (ventilation, common areas, automatic garage door, lift, etc.).

These contracts are included in the rental charges, which are included in the rent.

**Repairs: who should you contact?**

See your residence sheet.

**USE OF COMMON AREAS**

Common areas (lobbies, landings, stairs, etc.) are a place of passage and not a meeting place.

**They should not be cluttered.**

**DISPLAY**

If you wish to communicate information to other residents by means of posters, you must use the appropriate media, subject to authorisation from the residence management. Commercial, political or religious posters and/or posters in a foreign language that has not been translated are prohibited.

## 3.2 \_\_ Maintenance of the home

You are responsible for your home and the furniture and equipment in it. In the event of damage, penalties may be imposed and you may be charged for repairs, so please take care of your accommodation...

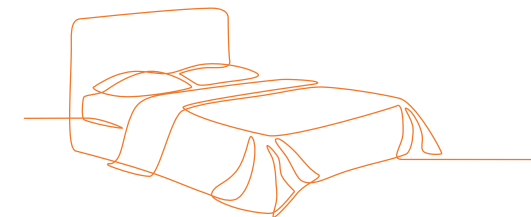
**CLEANING TIPS**

**Every day:**

- Ventilate for 10 minutes.
- Sweep the floor, if possible, with a microfiber broom to retain the dust.
- Clean walls and wall tiles to remove any splashes (Grease spills, ink, shoe marks, etc.) as soon as a stain appears, with a non-abrasive sponge.
- Remove hair from the shower drain (which can be removed) to avoid blockages.
- Clean your hotplates as soon as they have cooled down: the stains will be easier to remove if you don't let them dry.
- Using a sponge and a suitable product, clean the toilet with a toilet brush for the toilet bowl and a sponge for this purpose.

**Every week:**

- Wash the floor and use a product suitable for plastic flooring (do not wash it with water).
- Clean your taps.
- Wash your clothes as regularly as possible. Accumulation of dirty laundry in your room can lead to unpleasant odors and pest infestation. Use your own washing powder (if possible) at the launderette, choosing the most suitable program.
- Clean the microwave oven: set up a bowl with water and a little vinegar or lemon juice. Let the oven run for a few minutes and sponge it off. The oven becomes easy to clean: the spills will easily come off with a sponge.
- Clean sinks, shower trays and silicone seals. Remove mold in the bathroom with a suitable product or white vinegar.





#### 2 times/month or monthly:

- Dust furniture and shelves with a cloth and a suitable product or a micro-fiber cloth.

#### 1 to several times a year:

- Regularly clean the exhaust grilles in the kitchen, bathrooms, and toilets.
- Clean the refrigerator with a sponge soaked in cold water and vinegar. Do not rinse or wipe. To disinfect, use a disinfectant in addition.
- Clean window drip grooves and unblock drain holes.
- Clean the windows with a non-abrasive sponge and a suitable product or a microfiber cloth.

#### VERIFICATION AND PREVENTION VISIT

Each dwelling may be subject to preventive technical inspections:

- The technicians' job is to check that the equipment is working properly and to carry out repairs, which are the responsibility of your Crous.
- You will be informed of the date of the visit (either collectively or individually), by posting and/or by e-mail.

### 3.3 \_\_ Sustainable living

#### GOOD HABITS

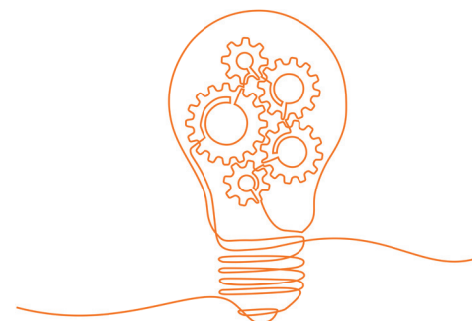
Residents adhere to the values of citizenship, respect for the environment and sustainable development that the Crous promotes as a responsible administration. This implies limiting the waste of water or electricity in both common and private areas, for all residents.

#### RECYCLING

You live in a communal building. To maintain a clean and healthy environment, your household waste must be packed in airtight bags and deposited only in the places reserved for this purpose (containers inside or outside the buildings). The rules of selective sorting must be respected. They allow for maximum recycling and reduce the amount of waste incinerated.

#### How to sort properly?

- Sorting waste and taking out the bins without waiting for the weekend.
- Use the containers provided in the residence on campus, in the neighbourhood.
- Sort packaging: cardboard, plastic, paper, tins for put them in the appropriate bins. In case of doubt, put them in the household waste.
- There are glass recycling facilities near the residences.



Strasbourg's Eco Gesture:  
[calameo.com/crous-strasbourg/read/006703930e9e39fa2b95d](https://calameo.com/crous-strasbourg/read/006703930e9e39fa2b95d)

Strasbourg's resident's guide:  
[calameo.com/crous-strasbourg/read/006703930b7220f153ae7](https://calameo.com/crous-strasbourg/read/006703930b7220f153ae7)

### 3 \_\_ Residence life



#### SAVE WATER

- Remember to turn off the tap while washing dishes or brushing your teeth: 1.5 litres of water flows in one minute.
- Watch for water leaks: a trickle of water running down your toilet, shower or sink wastes between 7 and 14 litres of water per hour. In case of leaks, inform the residence agent for a quick intervention.

#### SAVE ON HEATING

In winter, 19°C is the normal temperature.

- Do not leave the window open when going to school, especially in winter.
- Do not cover radiators and do not block vents. CMVs prevent moisture from remaining in the home.

#### SAVE ELECTRICITY

Remember to turn off the lights when you leave the house.

The standby lights on the hi-fi system, the television and the computer screen are indicators of consumption (i.e., 1/3 more consumption).

#### Are your electrical outlets damaged?

- Notify the residence staff. Use approved power strips with circuit breaker to secure the connections.
- Unplug the phone charger after use, as it may remain on and potentially cause a fire.

If the refrigerator or hotplates do not work properly, please inform the residence manager.

### 3 \_\_ Residence life



#### REACTING TO PESTS

The resident must report the presence of pests in his home to the administration as soon as possible. The resident must allow free access to their home and follow the recommendations for treatment.

If necessary, the premises should be cleaned before treatment and in cases of severe infestation, the home should be vacated during treatment. Bed bugs are great travelers. It is very easy to bring them into the home without knowing it, simply by contact with a person or luggage. Carried in clothing and luggage, bed bugs can find their way into nooks and crannies and hide in mattresses, headboards,

carpets, and textiles, etc.

This insect usually stays close to the bed and may settle on a fold of clothing or in luggage. Its presence can be detected by traces on the skin or small brown spots on the sheets, sometimes accompanied by an unpleasant odor. A bed bug measures between 4 and 7 mm and is brown/beige in color. They are active at night. Be aware of bites and itching. In case of an allergic reaction, consult a doctor.

If in doubt, **immediately notify the receptionist** so that a diagnosis and protocol can be established.

# 4 The Crous at the heart of student life



## 4 — The Crous at the heart of student life

### IZLY: YOUR CONTACTLESS PAYMENT METHOD

The Izly electronic payment system is the mandatory method of payment in university restaurants and cafeterias. Your multiservice student card is linked to your [izly](#) account. You must open and reload your account as soon as you receive the email on your [messervices.etudiant.gouv.fr](#) account.

When you check out, your online account will be debited automatically. Thanks to contactless payment, your checkout is faster and easier: top up your account online 24 hours a day using a computer, smartphone or tablet. It's also more convenient: by paying with your Izly card, you can take advantage of offers and promotions in restaurants and cafeterias all year round.





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# 5 Emergency numbers



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