

365

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Access

Your residence has two entrances:

365 Avenue de la Couronne (down the E building).

76 Rue César Franck (down the A building).

The gates of the two entrances **close from 7.00pm till 7.00am**.

To enter the residence outside those hours, you need to pass one of your magnetic cards on top of the magnetic reader to open the gate.

- For 365 Avenue de la Couronne:

The magnetic reader can be found on the right wall next to the gate.

- For 76 Rue César Franck:

The magnetic reader can be found on the left side next to the gate.

Address

There are different addresses depending on the building where you live. You will find the exact address of your accommodation in your contract.

Alarms

In case of fire or too much smoke in your room, we will receive an alarm at our office. You will not hear this in your room since it is only at our office that we have an alarm central placed. During day time, we will come over to your room to check what is happening and make sure you and others are safe. If this happens after office hours, the alarm will be sent to our security company and they will come over to check what happened. Since the detectors are very sensitive, we would like to ask you to open the windows and to use the hood when you are cooking.

Smoking in your room and in the common areas is forbidden and can cause the alarms to go off. However, you can smoke outside, and we have foreseen ashtrays on the terraces.

Bank

If you do not have a Belgian bank account, you can open one for free at the ING bank on the ULB Solbosch Campus.

Otherwise the following banks are closely located to 365-residence:

- **ING:** Avenue de la Couronne 449, 1050 Ixelles
- **BNP:** Paribas Fortis: Avenue de la Couronne 466, 1050 Ixelles
- **Belfius:** Chaussée de Boondael 456, 1050 Ixelles

Cleaning

The communal spaces are being cleaned by a cleaning team that we provide. We ask every tenant to take care of the cleanliness of his/her room.

Contact

The office is open every weekday from 9.30am till 12.30pm. If you would like to see us outside office hours, we kindly ask you to make an appointment by email (office@365rooms.be).

	Property Assistant	Property Manager
What for?	<ul style="list-style-type: none">• Any practical issue linked to the residence.• The inventory.	<ul style="list-style-type: none">• The payments
How?	<ul style="list-style-type: none">• office@365rooms.be• Office: 9.30am – 12.30pm• +32 471 22 42 47	<ul style="list-style-type: none">• sylvie@xior.be• Office: 9.30am – 12.30pm
Where?	Office (D+1)	Office (D+1)

Deposit

When you leave our residence, we will do the inventory (check-out) together. In case of damages or uncleaned rooms, money will be taken from the deposit.

Emergency

In case of an emergency at the residence, please come to the office or call: When you need to call G4S, use the security code: **365**

	Office	Concierge	G4S
When:	<ul style="list-style-type: none">• Mon to Thu: 9am–6pm• Fri: 9am–4pm	<ul style="list-style-type: none">• Mon to Fri: 6pm–12am (midnight)• Weekends: 12pm–12am (midnight)	<ul style="list-style-type: none">• Mon to Fri: 12am (midnight)–9am• Weekends: 12am (midnight)–12pm <p>Security code: 365</p>
Contact:	<ul style="list-style-type: none">• +32 471 22 42 47	<ul style="list-style-type: none">• +32 477 215 088	<ul style="list-style-type: none">• +32 2 712 06 32

Possible emergency cases:

Electrical alarm, fire alarm, insecurity issue, water damage, impossibility to enter the residence/room.

In case of an emergency outside the residence, **call 112** (European emergency phone number).

Furniture

If you would like to buy furniture, the most practical option will be IKEA.

- **Ikea Anderlecht:** Chaussée de Mons 1432, 1070 Anderlecht
- **Ikea Zaventem:** Weiveldlaan 19, 1930 Zaventem

Internet

You will find 2 Wifi networks in your room:

- 5.00Ghz: **More stable**, but can not be detected by older devices.
- 2.4Ghz: **Less Stable**.

If needed you can ask us an extra Ethernet cable for € 5.

In case of a problem with the modem, try the following steps:

- 1 Have a look if the cables of the modem are plugged in as shown on the picture below
- 2 Push the button at the back of the modem
- 3 Check if you see two green lights at the front of the modem
- 4 Find your user name on your electronic device
- 5 Fill in your password (*see back of the modem*)
- 6 Check if your internet is working
- 7 If an error occurs, turn the modem off and on again but NEVER use the reset button of the internet modem.
- 8 Restart the procedure
- 9 If the internet still does not work, contact the office

You can access to Wifi in the study room through the “VP-patio” network.

To connect: **Use your room number and personal password**

(which can be found at the back of your modem in your room):

A-00-00
aaaaa1111



Keys/magnetic cards

Depending on the building where you live, you will receive either

- **a key and/or a magnetic card and a mailbox key**

The magnetic cards give you entrance to access the residence and the communal rooms. Some magnetic cards will also allow you to enter your room, if not, you will receive a key that gives you entrance only to your room.

IMPORTANT

If you lose or forget your magnetic card or key, look at **page number 5** who to call or where to go. Know that during office opening hours, you will be **charged €25**. Between 6pm and 9am and in weekend and holidays, you will be **charged €50** when someone needs to open the door. **FYI:** Only a 365 member or the concierge can receive the fine, not a security guard from G4S. Please do not forget to ask for a receipt when you have payed the fine.

Kitchen necessities

Kitchen appliances can be bought:

- Hema - Chaussée de Boondael 438-440 (*walkable distance from the office*)
- Ikea (*see addresses at furniture p 5*).

Laundry room

We have 2 laundry rooms. You can find the first **laundry room in building C on floor -1. Only the residents from building A,B & C have access.** The second laundry room is in **building E on floor -1 for the residents of building D-E & F.**

There are 5 washing machines and 5 dryers in our laundry rooms. Every washing or drying cycle **costs €2**, but the washing machines and dryers only work with **€1 coins**. In case you need to change coins, you are welcome to do so at our office.

WARNING: You will find the instructions for the use of washing and dryers on the wall of the laundry room. We advise you to have a look at them to prevent your coins being lost.

Letters & Packages

Letters:

You can find the address of your accommodation in your **contract**. To receive letters directly in your mailbox, please **put your name on the mailbox** label. Add the number of your mailbox to your address. (*You will find the mailbox number on a sticker stuck on the left side of the mailbox or on our website at FAQ for residents*).

For example:

M. Smith

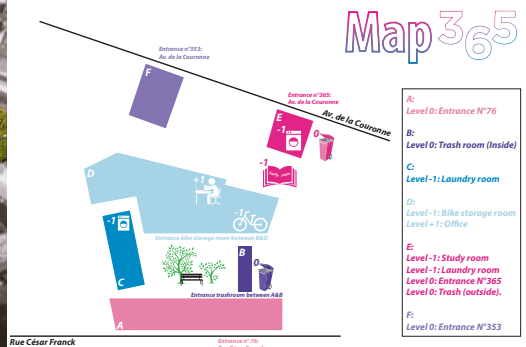
Avenue de la Couronne 365 B-25

1050 Bruxelles.

Packages:

In case of a package, it is advised to give the following address as delivery address: **Avenue de la Couronne 365 with your name**. Since the mailboxes are not suited for packages, it is easier for the postman to deliver all the packages at the office. We will send you an email when we have received it. You can pick up your package at the office during opening hours.

Map 365



Office

The office is open from **Monday to Friday from 9.30am – 12.30 pm.**

Our office can be found in building D (*see 365 map p8*).

We kindly ask you to respect our opening hours. If you do need to see us outside office hours, you are welcome to make an appointment by email (*office@365rooms.be*).

Phone operators

The most well-known phone operators near 365 are:

- **Proximus:** Avenue de l'Université 11 /13, 1050 Ixelles
- **Base:** Avenue de l'Université 15, 1050 Ixelles
- **Viking:** <https://mobilevikings.be/en/> (*only online*)

We cannot advise you which operator will have the best deal for you. The best way to find out is to go to a shop/check the internet and compare.

Rent

The monthly rent can be paid by **bank transfer** at the office.

Please write in your transfers' reference the following information:

- **First name, Last name, Building and Room number.**

Look at page number 4 for more information where you can open a bank account.

Repairs and damages

365 takes care of the repairs due to normal wear and tear, such as the replacement of lamp bulbs.

In case of damages and/or inappropriate use of the facilities provided that would require the intervention of an external company, the bill will be sent to the resident. Thank you for following our recommendations:

- Do not wash the dishes in the washbasin of your room or bathroom.
- Do not throw food in the sink.
- Clean the shower strainer regularly (*attention! do not take the strainer out or unscrew it as the screw will get lost and the strainer will not fit anymore afterwards*)
- Do not forget to switch off the stove, once finished using it.
- Turn off the lights when you leave the accommodation.

Social Media

You would help us by following us on social media and giving us as many **likes** as possible . Tags will be appreciated.

- **Facebook:** 365
- **Instagram:** 365_rooms
- **Website blog:** <https://www.365rooms.be/blog/>

Supermarkets

The closest supermarkets near 365 are:

- **OKAY:** Avenue de l'université 16, 1050 Ixelles
- **Carrefour Market:** Chaussée de Boondael 444, 1050 Ixelles
- **Proxy Delhaize:** Avenue des Saisons 96, 1050 Ixelles

Study Room

You can find the study room in building E on floor -1. The study room is located next to the laundry room. It is open from 9.00am till 7.00pm, from Monday till Friday.

Trash and containers

We ask each resident to empty full bins in the containers provided. Please, do NOT place the bins in the corridors, staircases or in the courtyard.

- **Residents living in A-B-C & D**

You can find the trash room in building B (*entrance is between buildings A and B, close to Rue César Franck*)

- **Residents living in E**

You can find the containers at the entrance of building E.

- **Residents living in F**

You can find the containers in building F on floor -1.

Waste sorting is **COMPULSORY** and necessary for mother earth. You will find instructions on boards hanging in the trash rooms of buildings B and F, and on stickers on the containers and bins for building E.

Website

You are always welcome to ask us a question about the residence but before you do so, check out our **Frequently Asked Questions for residents** at www.365rooms.be

We hope you have
the time of your life at

365