

THE MAISEL RESIDENT GUIDE



WHAT YOU MUST DO WHEN YOU ARRIVE :

1. **Registration:** First of all proceed to the MAISEL desk during our opening hours **from 1:30pm to 5:30pm from Monday to Thursday and from 1:30pm to 4:30pm on Friday** in order to sign your lease contract and pay your deposit (in case it is not already done); no keys shall be given without this mandatory step.
2. **Room inventory:** Do it yourself by checking your furnishings and room condition and filling in the given form accordingly; when this is done, just drop the form into the MAISEL desk mailbox; your copy will be returned to you after we set up our records; any eventual incident must be reported in the form in order for the technical team to fix what could be wrong quickly.
3. **Postmail:** Distribution in the mailboxes is done by the post office officer, except registered letters or packages must be picked up at the post office; you will be advised if any by a delivery notice in your mailbox (The Maisele staff does not collect any package).

Please do not forget to indicate to your senders your exact MAISEL address and your room number in order to avoid missing any mail.

4. **Internet connection:** Get access to the high speed campus network from your room by asking your connection to **MINET** which is the association responsible for the campus network; you will find their office in the Foyer associatif building, a small fee will be charged to you; you will also receive plenty of broadcast television channels on the network (no terrestrial TV reception in the buildings).
5. **CAF application for housing subsidies:** It is your responsibility to make it on the CAF website where the "how to" procedure is explained; we advise you to make it **before the end of the month of your arrival** in order for you to expedite the application process; we will give you some hints to help you but please note that we are not CAF representatives, you are sole responsible to follow the status of your file by connecting yourself regularly to your CAF account with your confidential IDs.
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WHAT YOU MUST DO PRIOR TO LEAVING :

1. **ANTICIPATE your departure date AT LEAST ONE MONTH IN ADVANCE :**

If you wish to change your departure date in order to leave sooner than the date mentioned in your lease contract, **you must advise with a one month notice prior to leaving** either by email or registered letter to the Director of the MAISEL and copy to the MAISEL desk; **VERY IMPORTANT: if the one month notice is not met, your deposit shall not be reimbursed.**

2. **Make an appointment at the Maisele desk for your check out inspection**

Your appointment must be made in advance at the MAISEL desk, your check out inspection has to be done the day you leave, time at your convenience according to the technicians duties; after your inspection is done, you have to pay your last housing fees and then leave. Checking out on week-ends or holidays is possible.

According to your room condition, your deposit will be reimbursed in a maximum 1 month delay by **bank transfer only** after you are gone; **make sure that you have given us your bank details (EBAN).**

ATTENTION : Any damaged or missing furniture, or any additional required cleaning will be charged; should you not attend to your checking out inspection, no claim shall be accepted.



IN CASE OF TECHNICAL PROBLEMS :

The technical team takes care of the buildings conditions and maintains the equipments of the MAISEL; **in case of an emergency, there is a technician on duty at night and during holidays.**

Should you get some trouble in your room, the technical team will make its best to fix your problem as soon as possible after you reported it :

- ☐ **Always by email** to entretien-maisel@imtbs-tsp.eu
- ☐ **By phone in the event of an extreme emergency** (water leak, short circuit, discomfort, etc.) :
Security : **01 60 76 40 71**



QUALITY LIFE IN THE MAISEL, from A to Z :

AED (Automated External Defibrillator): This device is a part of the first aid equipment which must be used only in case of life threatening cardiac arrhythmias; it is located in front of the MAISEL desk.

Banknotes to coins changing machine: Available in front of the MAISEL desk (1€ coins).

Civic attitude: Avoid waste and think about the environment! You do not have to pay water, electricity and heating bills, everyone's efforts contribute to reducing the impact of fluid consumption on the environment and energy saving. Damages in common spaces: Any anonymous damage in common spaces will be charged to all MAISEL residents.

Deposit & credit balance reimbursements : **NO REIMBURSEMENTS BY CASH**

According to your check out inspection (room condition), your deposit will be reimbursed **within 1 month by bank transfer only** to your bank account (or a third party account upon your prior authorization), there is no other mean of reimbursement. **Make sure to give us your bank details prior to leaving.**

If your check out inspection was done with you during the MAISEL opening hours, your deposit can be deducted from your last invoice eventually, but your credit balance shall be reimbursed by bank transfer anyway.

If you opened a french bank account previously, DO NOT CLOSE IT PRIOR TO LEAVING ! You will close it later from you country, this is also the only possibility for you to obtain late housing subsidies from CAF.

Disturbances at night: The right to rest and to sleep for everyone must be respected, disturbances at night are punished by the Law and of course prohibited in the MAISEL Charter.

Should you be bothered by night disturbances, try first to fix the trouble amicably, this works most of time...If not at last resort, call the technician on duty by dialing 01 60 76 40 71 and make him a full report (*) : **The authors of night disturbances will be punished for each reported offense by the MAISEL technician on duty and this will be mentioned in the student's file**; in case of a repeat offence, the punishment will be an irrevocable exclusion from the MAISEL. (*) *any unjustified call to the technician on duty between 10pm and 7am involves a punishment to the caller*

Domestic rubbishes: You must dump your rubbishes in the dustbins places only; the location of the closest place to your building is displayed on the information boards in the hall of each MAISEL building.

Emergency & usefull numbers: A list is displayed on the back of the entry door to each appartement; a list is also displayed beside the MAISEL desk entry.

Entry codes: All residence halls have an access code which each resident will receive in the form of a Maisel badge upon arrival; this badge gives also access to rooms located in U3, U5, U7 and a part of U6 buildings which are equipped with electronic locks.

Access to Foyer associatif building with your student card only; non MAISEL residents (if authorized) may access the residence halls by using their student card too, after activation by the Maisel office.

Do not let unknown people coming in the buildings with you, **ALWAYS USE YOUR BADGE !**

Except in case of an evacuation, NEVER unlock the residence hall entrance doors by using emergency units and NEVER use emergency exits ! Doing this creates a security hazard by making free access to the buildings for unwanted people, and **this is punished by an exclusion of Maisel.**

Housing fees: You will receive your invoice by email by the end of every month; invoicing corresponds to the housing fees for the last past month. Payment is required **from the last day of the past month, until the 5th of the beginning month**; please pay at the MAISEL desk. Each fortnight (*) is due but a special adjustment is set **in order for you to avoid to pay for a full fortnight** depending on the dates of your arrival:

□ If you arrive within the seven last days of a full fortnight, you will pay the per night fee established by the MAISEL (25 €/night); if you arrive on any other day of that fortnight, you will pay the full fortnight.

For the month of your departure, your last invoice shall be calculated upon the basis of your monthly housing fee in proportion to the number of nights spent until the day you check out.

() Each month is divided into two fortnights; the 1st to the 15th and the 16th to the last day of the month; the corresponding fee for a full fortnight is the half of the monthly housing fee.*

ATTENTION: Any delayed payment exposes the resident and his/her guarantor to the consequences of a debt collection procedure by law; **any formal demand notice to pay without any result implies the MAISEL exclusion of the resident.** In case of difficulties you should meet the Director of MAISEL.

Insurance: Civil liability insurance is required by the school; for furnished accommodation, home insurance is required by MAISEL because you are fully responsible for any damage caused during your stay and for which you will be billed; moreover, it is your responsibility to insure your personal belongings, which are not covered under any circumstances and MAISEL SudParis cannot be held responsible in the event of theft or damage.

Keys/badge loss: Contact immediately the MAISEL desk or the technical staff by dialing 01 60 76 40 71, **please note: No service at night after 10:00 pm**, should it be the case, ask for a locksmith.

- **In case of a key loss**, your lock will be replaced for security reasons but we will ask you for a cheque (uncashed) of the value of the new lock and you have 15 days to find your lost key before we cash your cheque.
- **In case of badge loss / damaged**, a new one will be issued anyway and charged to you.

Laundries: In each building is a laundry area with washing machines and dryers as well as an ironing board and an iron; washing is charged (detergent included), drying is free.

Maisel Bylaws and Charter : You must know your rights and obligations in the Maisel, **read carefully its bylaws and Charter on our website** ! All residents must obey the rules and regulations described in the Charter and bylaws by their acceptance of the lease contract when checking in.

Private events: You may book a common space in the MAISEL in order to organize a private event (birthday party, meeting...) upon special conditions for use; ask the Director of MAISEL.

Safety: Full compliance with the safety rules and equipment is mandatory; **any damage or unjustified use of a safety/security devices** (extinguishers, emergency unlocking devices of entrance doors, etc...) **is severely punished**, as well as using forbidden devices in your room (see list appended to the MAISEL Charter; in case of doubt ask the technical team).

Video surveillance: All MAISEL buildings are equipped with a video surveillance system agreed by the "CNIL", a government authority; the project aims to ensure security but also to prevent damage to furniture and other equipment found in the common areas of the buildings. The system aims also to prevent robbery and break-ins. Rules for accessing recorded images are regulated by law and displayed on the information boards in the MAISEL halls.

WE WISH YOU A VERY NICE STAY IN THE MAISEL SudParis !

Please connect to our website, you will find more information : <http://maisel.imtbs-tsp.eu> and on the **ecampus**, the digital workspace of IMTBS and TSP