

PLEASE NOTE: Any late payment exposes the resident and their guarantor to the consequences of debt recovery proceedings; failure to comply with a formal payment demand will result in the resident's expulsion. In the event of financial difficulties, it is essential to meet with the MAISEL Director promptly.

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

THE MAISEL RESIDENT GUIDE



WHAT YOU MUST DO WHEN YOU ARRIVE

1. **Check in:** 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 Maisel 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.



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 Maisel 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. **Departures on weekends and public holidays are permitted only in exceptional cases.**

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.

Civic attitude: Avoid waste and think about the environment! Even though you do not have to pay separate bills for water, electricity, and heating, everyone's efforts help reduce the impact of utility consumption, which is factored into the service charges. Savings in this area enable MAISEL to carry out other initiatives for the benefit of students.

When leaving your home, remember to turn off the lights and close the taps, as well as your window in winter; the entire community will benefit.

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

Depending on the outcome of the property inspection, your security deposit will be refunded **only via bank transfer** to your account or that of a third party (prior authorization from you is required); no other method of refund is possible. It is your responsibility to provide us with your bank details before your departure. The security deposit amount may potentially be deducted from your final payment based on the move-out inspection—provided this takes place in your presence and during our office opening hours; however, if your account has a credit balance, the refund will be made exclusively via bank transfer no later than one month after your departure

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*

Household waste: You must dispose of them in the designated areas, adhering to sorting guidelines; the locations of these areas are indicated on the notice boards in each building's lobby. A monthly fee of €5 is charged for waste management.

Emergency & usefull numbers: A list is displayed on the back of the entry door to each accommodation; 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 associative 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 allow strangers to enter the buildings along with you; the safety of everyone depends on it.



ALWAYS USE YOUR BADGE !

As with all private buildings, emergency exits are not accessible at all times.

These doors must only be unlocked **in the event of an evacuation**. MAISEL provides push-bars that allow you to exit through these doors; **however, under no circumstances may you block them to gain entry.** Any such obstruction will result in the expulsion of the person responsible.

Unlock building access doors using the emergency release units and use the emergency exits ONLY IN CASE OF DANGER!

Monthly fees : At the end of each month, you will receive a payment notice via email. Fees are payable monthly, in arrears; payment is due on the last day of the month in question—and no later than the 5th of the following month—at the MAISEL reception desk. Upon your arrival or departure, your fee is calculated based on your monthly rent, prorated according to the number of nights spent (from your arrival date to the end of the month, or from the start of the month until your departure date).