



RÉPUBLIQUE  
FRANÇAISE

*Liberté  
Égalité  
Fraternité*



# WEL

## Resident's guide

*Information,  
formalities, emergency  
numbers, instructions,  
contacts, events and more*

# CO

*Crous offers free #àlacarte workshops all year round. Don't miss out on them!*

# ME

# SAFETY INSTRUCTIONS



## FIRE

In the event of a fire,  
**sound the alarm** (break the glass of the  
nearest alarm call point), **call 18 to notify the  
fire department**, and follow the instructions.



+



**Try to put out the fire with the appropriate  
extinguisher**, without taking any risks.



If the smoke is dense,  
**get down on the floor to breathe more easily.**



**If the hallway or staircase is  
impassable due to the smoke:**

stay in your room;



place a damp cloth  
at the bottom of the door;



make your presence known  
at the window until the  
firefighters arrive.



## EVACUATION

**When you hear the alarm**  
or when instructed by a responsible person



**close the windows and doors.**



**Follow the evacuation signs**  
by taking the stairs.

*Don't take the elevator and don't turn back.*



Gather in the  
**assembly area.**



**Your residence hall contacts**

English version



## EMERGENCY NUMBERS

**18** Firefighters

**114** Emergency call for the deaf  
and hearing-impaired

**3919** Information on violence  
against women

**17** Police

**112** European phone number  
for all emergencies

**3114** Distress and suicide prevention

**15** Emergency  
medical assistance

**Free counseling and psychological assistance**



*If you are a witness to or victim of gender-based or sexual violence, harassment or discrimination at Crous facilities, you can report it at the following address [jesignale@crous-toulouse.fr](mailto:jesignale@crous-toulouse.fr)  
Your communication is confidential and enables us to provide support, address the situation and implement appropriate solutions.*



Dominique Froment,  
General Manager,  
Crous de Toulouse-Occitanie

*On behalf of all the staff at Crous  
de Toulouse-Occitanie, I wish you  
an enjoyable experience in your  
residence hall and an excellent  
academic year!*

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Download the digital version:

FRENCH  
VERSION



ENGLISH  
VERSION



# As soon as you arrive

You've just taken possession of your new room and  
we welcome you!

The checklist below reminds you of the steps you need to  
take during your first few days of settling in.

## ALREADY DONE!

### ☒ Security deposit

If you have paid your deposit on line, it will be retained for the duration of your stay.

It will be fully reimbursed to you within a maximum of one month after you vacate your room, if no damage is observed during the check-out inventory of fixtures.

### ☒ Insurance

Comprehensive housing and third-party liability insurance for your accommodation is a must.

### GOOD TO KNOW!

You are responsible for any damage to your room, even in your absence (water leaks, broken equipment, fire, etc.).

### ☒ Internal regulations

These set out all the rules for residing in a community to **live better together**. You have rights, but you also have duties. Read the regulations carefully.

By signing the housing agreement, you undertake to adhere to them!

**Any breach of the regulations may result in sanctions** ranging from a warning to expulsion. **This will be taken into account when considering your accommodation renewal application** for the following academic year.

To (re)read  
the internal  
regulations:



## TO DO!

### ☐ Inventory of fixtures

The inventory of fixtures is a form detailing all the equipment and furniture in the room. It indicates the condition of all the equipment in the room (new, good condition, scratched, etc.). This document is to be completed by you and is a genuine **statement of the existing condition of the room**. You must drop it off at your residence hall's reception desk within 48 hours of your arrival date.

### GOOD TO KNOW!

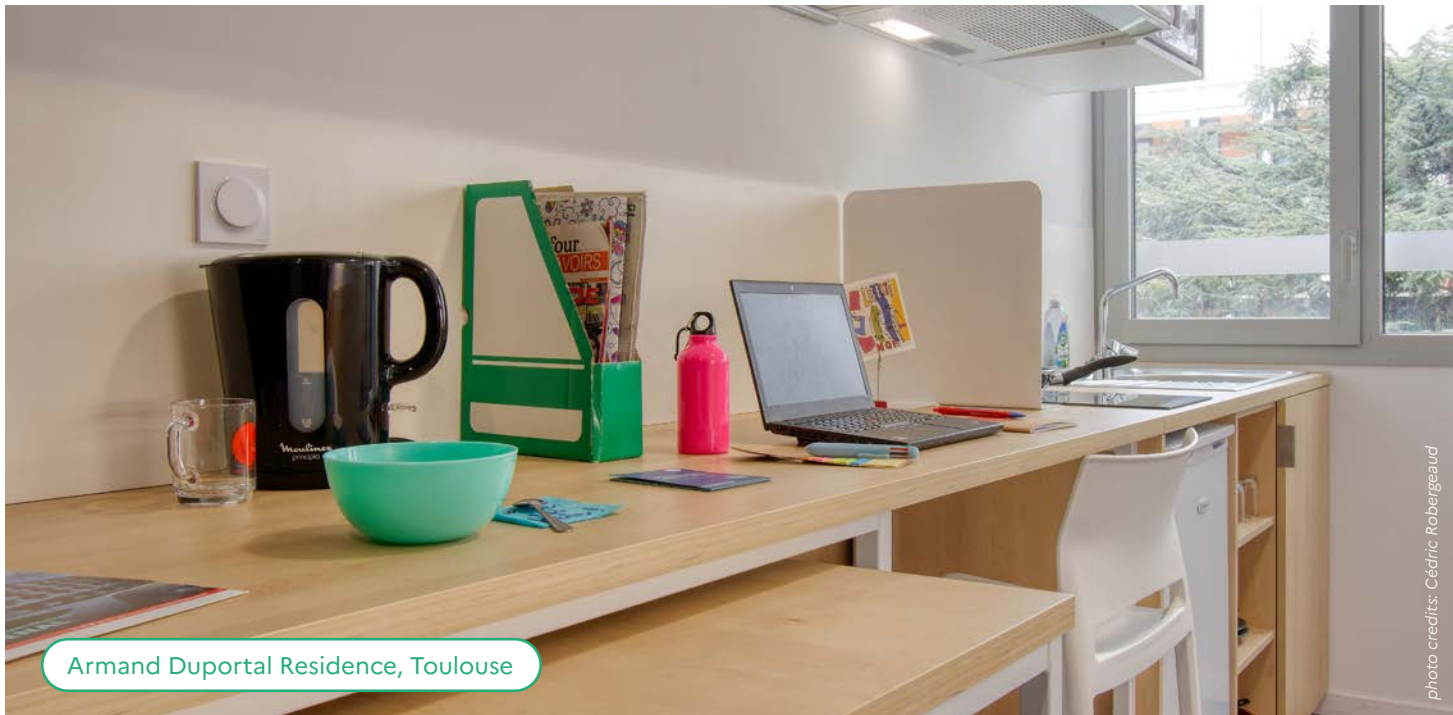
It will be used as a reference when you vacate your residence.

### ☐ Proof of enrollment

You must submit your proof of enrollment via your MSE account ([messervices.etudiant.gouv.fr](https://messervices.etudiant.gouv.fr), Cité'U section) as soon as possible.

### ☐ Emergency contact list

You must submit this list at your residence hall's reception desk. Remember to update it regularly.



Armand Duportal Residence, Toulouse

photo credits: Cédric Robergeaud

## INTERNET CONNECTION

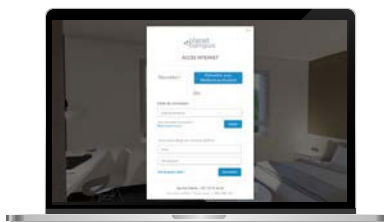
All Crous residence halls offer WiFi Internet access. You can use two networks: PlanetCampus or Eduroam. Here are the **login instructions**.

### Eduroam

In all of our residence halls, you have **continuous access to your university networks**. On the "Eduroam" network, you can use authentication accounts given by your school, if it is an Eduroam partner.

### Planet Campus

Wifirst's PlanetCampus network is available everywhere.



### GOOD TO KNOW!

If you have any problems, contact Wifirst customer service 24/7 at 01 88 24 61 68 or visit [support.wifirst.net](https://support.wifirst.net).

### INFO AND COMPLETE DOCUMENTATION:

[crous-toulouse.fr/wifiresidence](https://crous-toulouse.fr/wifiresidence)

Practical information for your life in the residence hall:



# What you need to do

When and how do you pay your rent? What housing assistance is available? What do you do if you want to vacate or stay in your room? This section explains everything.

## RENT

### When to pay?

Rent is payable in **full by the due date** (not later than the 1<sup>st</sup> of the month following occupancy).

### How to pay?

Online via your MSE account:

> [messervices.etudiant.gouv.fr](https://messervices.etudiant.gouv.fr),  
> Cité'U section.

Please note that if the rent is not paid on time, the guarantor will be asked to settle your debt. Crous reserves the right to undertake legal proceedings to recover unpaid rent.

**If you have a problem**, you can contact the secretary's office of your residence hall and/or social service assistants.

**CONTACTS ON**  
[crous-toulouse.fr/social](https://crous-toulouse.fr/social)

### What does the rent include?

Hot and cold water, electricity\*, heating and Internet access\*\* are included in the rent.

**Not provided:** RJ 45/Ethernet cable, bed linen, towels, tableware, kitchen utensils, cleaning materials.

\*except Les Humanités residence hall

\*\*except INSA residence hall

## FINANCIAL ASSISTANCE TO PAY YOUR RENT

### CAF (Caisse d'allocations familiales)

You may qualify for **housing subsidies paid by CAF** to help you pay your rent and utilities. Submit your application on [caf.fr](https://caf.fr) as soon as you take possession of your room, because the aid is **not retroactive!** The financial aid will be paid directly to the residence hall and deducted from your rent. **Please note:** The 1<sup>st</sup> month is known as the "**waiting month**": no financial aid is provided by CAF during this 1<sup>st</sup> month.

**FOR MORE INFO:**  
[caf.fr](https://caf.fr)



### GOOD TO KNOW!

Before submitting your application, download your Crous proof of residence certificate on MSE. There is no form to be filled out by the residence hall; the certificate is sufficient.

### Instal'toit

Instal'toit is financial aid from the city of **Toulouse** to help cover the **costs of settling down** in the Toulouse Métropole area. It is in the form of a loan (max. €500) with no interest, no insurance and no administration fees, and is repayable over a maximum of 2 years.

### DID YOU KNOW?

**Other financial assistance is available.** Contact your school, SIMPPS or the Crous social services department to find out if you are eligible.  
[crous-toulouse.fr/social](https://crous-toulouse.fr/social)

**étudiant** <sup>gouv.fr</sup> **MesServices** [etudiant.gouv.fr](https://etudiant.gouv.fr)

### MANAGE YOUR ACCOMMODATION

Go to the Cité'U section to:

- pay your rent
- download your certificate for CAF
- access your monthly receipts
- submit your advance notice



## HOW TO KEEP YOUR ROOM FOR THE NEXT YEAR

You can **stay in your room** for the following academic year.

This renewal is subject to certain conditions. Eligible students will be informed by their residence hall in the spring.

You can also **change your room** during the year (subject to conditions). Please contact the secretary's office at your residence hall by e-mail for a possible transfer between residence halls.

## HOW TO VACATE YOUR ROOM

### Advance notice

If you wish to vacate your room during the year, you must give **1 month's notice** via your MSE account:

- > [messervices.etudiant.gouv.fr](mailto:messervices.etudiant.gouv.fr),
- > Cité'U section,
- > your current accommodation.



### GOOD TO KNOW!

You must be up to date with your rent payments when you vacate your room.

## Check-out inventory of fixtures

Whether you vacate during the year or at the end of your agreement, you must make an appointment with the team at your residence hall to carry out an inventory of fixtures together. This will be **based on the check-in inventory of fixtures**, and then signed.

If you need any advice, please don't hesitate to ask the receptionists at your residence hall.

The keys must be returned after this check-out inventory. Before you leave, you'll need to **clean your room**. In the event of damage or if cleaning has not been done, you will be billed for the required "work": it will be **deducted from the security deposit** (according to the rates voted\* by the Board of Directors).

**\*RATES AVAILABLE AT:**

[crous-toulouse.fr/tarifsannexes](http://crous-toulouse.fr/tarifsannexes)



Olympe de Gouges Residence, Toulouse

photo credits: Philippe Ruault for NLM

# Life in the residence hall

This section answers your everyday questions regarding using your room, living together, safety, sorting and more.

## YOUR ROOM

### Use and maintenance

On arrival, you will find your room clean and tidy. It is your responsibility to maintain it regularly and leave it clean when you vacate.

For hygiene and safety reasons, you must **maintain your room regularly** (ventilation, cleaning, housekeeping).

Remember to take out your garbage every day, or if you are going to be away.

#### **GOOD TO KNOW!**

When you move into your room, or after an absence of more than a month, run the water from your taps for 3 to 5 minutes (until the hot water flows) to avoid the risks associated with water stagnation.

### Repairs

If problems occur (water leaks, heating failure, faulty lighting, miscellaneous repairs, etc.):

- please contact the receptionist at your residence hall so that repair work can be scheduled as soon as possible;
- Crous is **authorized to enter the rooms** to carry out technical, safety and health inspections (see Internal regulations, Article 10).

Any work to be carried out in the room **requires your prior authorization, except in an emergency**.

### Access card / keys

If you have forgotten your keys, a spare key will be lent to you on presentation of proof of identity (a deposit check may also be required). You must return this key as soon as possible. To do so, go to the reception desk of your residence hall.

If you have lost your keys, the lock cylinder will be changed and the entry badge replaced. Replacement costs, which can amount to several dozen euros, will be charged to you (see Internal regulations, Article 6).

### Pest control

Numerous factors encourage the development of pests (bedbugs, cockroaches, ants, silverfish, etc.), including heat, humidity levels, cleanliness of the room, etc.

You must **immediately notify the receptionist** at your residence hall if you detect any pests.

Don't use insecticides. The use of chemicals in your room can be harmful to your health. You must **comply with your residence's internal treatment protocol**, which will be explained to you at your residence hall's reception desk.

Working together  
to control pests  
Information & advice



If necessary, a guide is available at the reception desk of your residence hall.

### Cockroaches

Cockroaches live where there's darkness, warmth and food. Keep your room as neat and clean as possible, **don't leave food out in the open, and take out your garbage regularly**.

#### **GOOD TO KNOW!**

As a preventive measure, 2 insect and rat exterminations are carried out annually by an external pest control company. We'll let you know when this happens. These operations will require qualified personnel to access your room.

### Bedbugs

Bedbugs are great travelers. It's very easy to bring them into your room, without your knowledge, simply by coming into contact with an infected person or luggage.

**Watch out for bites and itching.** In the event of an allergic reaction, you may have to consult a doctor.

#### **ACT QUICKLY:**

Report any pests (cockroaches, bedbugs, etc.) to the reception desk immediately. Crous will help you take the necessary measures to get rid of them.

## YOUR SAFETY

Crous makes every effort to ensure safety in the residence halls it manages. We need your cooperation to achieve this. Here are a few good habits to adopt.

**GOOD TO KNOW!**  
All the useful numbers are given on the detachable poster on page 2.

### Personal and property safety

- Make sure you **keep building doors closed** to prevent unauthorized entry into the premises.
- **Lock your room**, even if you're only away for a few minutes.
- It is **prohibited to use hazardous materials**, **modify** electrical installations and **convert** your room in any manner.

### Fire safety

- Don't leave electrical appliances plugged in when not in use.
- Don't overload electrical outlets.
- Extinguish cigarettes completely.
- Don't leave candles burning while you're away.
- Don't leave pots and pans on the heat unattended.
- Don't forget to unplug straighteners.
- Keep flammable products away from radiators, light bulbs,

hotplates, etc.

- In common areas, **don't block fire doors** open: they're there to limit the spread of fire and smoke in the event of a fire.
- **Keep landings and passageways clear.**
- **Don't handle fire extinguishers** or force emergency exits.

All Crous residence halls are equipped with a smoke detector with a siren to alert you if there is a fire.

Don't remove or cover it.

**Test it once a month.**

Report any malfunctions to the reception desk: smoke detectors can save your life!



**The alarm sounds: leave your room immediately, locking all doors and windows.**

#### DID YOU KNOW?

In the 1<sup>st</sup> minute, a glass of water is all it takes to put out a fire.  
By the 2<sup>nd</sup> minute, a bucket of water can still stop the fire.  
By the 3<sup>rd</sup> minute, only the fire department can put out the fire.



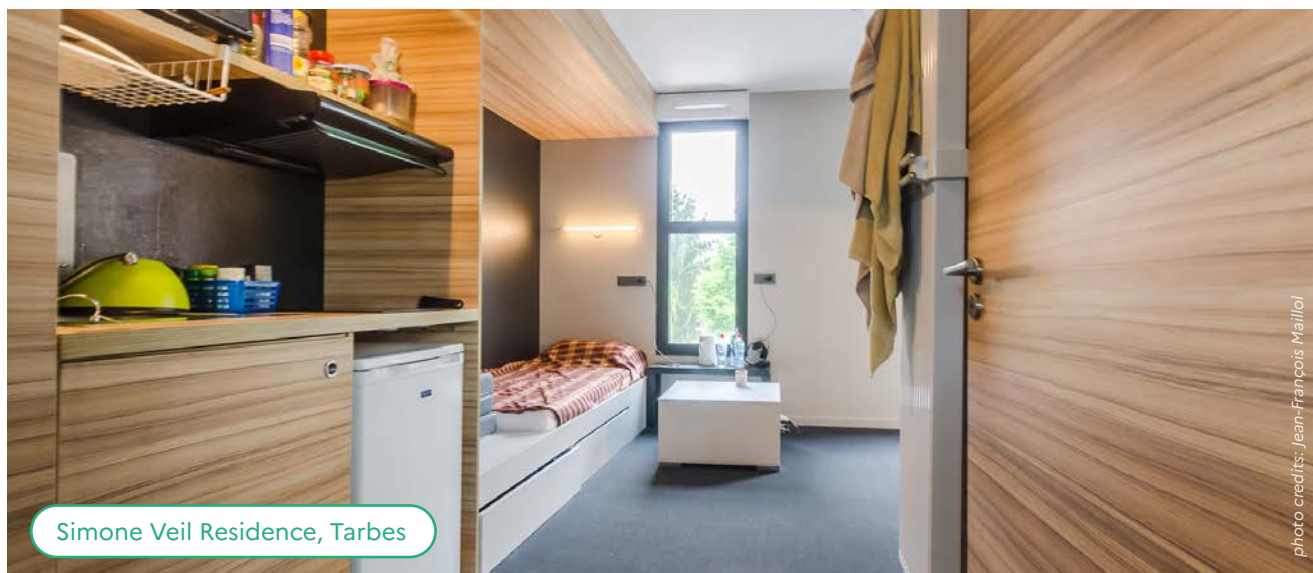
### Major risks

Preventive, protective and safeguard measures are in place to minimize the impact of events on people, property and the environment.

You too can contribute to civil protection:

- by knowing the nature of the major risks, more specifically depending on the location of your residence hall;
- by registering with the municipal warning system;
- by learning what to do in the event of an alert.

**FOR MORE INFO:**  
[georisques.gouv.fr](http://georisques.gouv.fr)  
or [risques.gouv.fr](http://risques.gouv.fr)



Simone Veil Residence, Tarbes

photo credits: Jean-François Maillol

## CODE OF CONDUCT

Life in a residence hall is all **about living well together**. If you have any questions or require further information, please don't hesitate to contact the residence hall staff (receptionists, service staff, secretary's office, etc.), student advisors, civic service volunteers or facilitators.

**YOU'LL FIND CONTACT DETAILS**  
on the residence hall info sheet

### Maintaining your living area

- The common areas are maintained by the staff of your residence hall; however, you are required to respect the areas made available to you.
- Don't leave garbage bags in the hallways or in your room.
- Don't leave anything on windowsills: falling objects can injure people.
- Don't park on the lawns or in spaces reserved for service and emergency vehicles or personnel. Parking spaces are also reserved for people with disabilities. You can park here provided you can produce your disability "parking" card.

Pets are not allowed in university residence halls, except on presentation of a notification from the CDAPH (Commission des Droits et de l'Autonomie des Personnes Handicapées) recognizing the disabled person status. The animal must be licensed.

### Respecting others

You agree to **behave with civility** and respect for others: your neighbors and Crous staff.

Please maintain **peace and quiet** so that everyone can live in the best possible conditions. Please report any nuisance: **noise is prohibited after 10 p.m.**

**GOOD TO KNOW!**  
Deliberately setting off alarms can lead to penalties, including criminal sanctions.

### Taking care of each other

If you are a witness to or victim of distress, gender-based or sexual violence, harassment or discrimination, don't hesitate to talk about it.

**GOOD TO KNOW!**  
All the useful numbers are given on the detachable poster on page 2 or scan this QR code:



#### DID YOU KNOW?

Assisting a person in danger or alerting emergency services in the event of danger is a legal obligation (Article 223-6 of the French Penal Code). If you hear cries of distress or a call for help, call the police and inform the reception desk at your residence hall.

### Eco-friendly actions

Crous is committed to an eco-responsible approach and invites you to help out on a daily basis. #Crousdurable

**OUR COMMITMENTS:**  
[crous-toulouse.fr/crousdurable](https://crous-toulouse.fr/crousdurable)

Here are a few simple everyday actions that are good for the planet!

- Turn off the lights when you go out.
- Don't leave electrical appliances plugged in when not in use.
- Turn off unnecessary water (showers, dishwasher, etc.).
- Air out the room for 10 minutes a day.
- Choose soft mobility and public transport.

**GOOD TO KNOW!**  
Articles R.241-25 to R.241-29 of the French Energy Code impose the obligation to limit heating temperatures in buildings. These upper limits are set on average at 19°C.

### Take your garbage out regularly and sort your packaging for recycling.

Use the bins provided in your residence hall, on your campus or in your neighborhood. Glass recycling bins are available close to the residence halls. All sorting instructions are indicated on your residence hall info sheet. No bulky waste may be disposed of in the residence halls: it must be taken to the city's waste collection centers.

**GOOD TO KNOW!**  
Crous offers you a bag to help you sort your waste. Don't forget to pick it up at the reception desk of your residence hall.



Olympe de Gouges Residence, Toulouse

photo credits: Crous de Toulouse-Occitanie

## EVENTS

### Civic service volunteers, student advisors and facilitators

Student advisors and civic service volunteers, assisted by a facilitator, are present in most residence halls to **let you know about activities and events**.

Their mission is to help you enjoy life in the residence hall by proposing daily activities. Refer to your residence hall's info sheet to find out more, or ask at your reception desk to find out **where, when and how you can contact them**.

#### CONTACTS:

[crous-toulouse.fr/infos-pratiques](https://crous-toulouse.fr/infos-pratiques)

### GOOD TO KNOW!

To keep up to date with events, check the notice boards, contact your facilitation team and listen to "Instant Crous" on Campus FM 94 MHz.

## Your initiatives

Do you have an idea for your residence hall? Submit it to the **participatory student budget!** This is a participatory democracy scheme that provides funding for projects to develop and improve life in the residence hall. All students living in a Crous de Toulouse-Occitanie residence hall can submit their ideas between early September and early November at [jeparticipe.crous-toulouse.fr](https://jeparticipe.crous-toulouse.fr), and then vote for their favorite projects.

Winning projects can receive €40,000 from the CVEC. Validate your account on the website using the e-mail address you used for your MSE account!



### GOOD TO KNOW!

Don't hesitate to share your ideas and projects with our civic service volunteers and facilitators. They'll be glad to help you bring your ideas to life!

## Shared gardens

Are you an experienced or amateur gardener?

The Crous de Toulouse-Occitanie offers shared gardens in various residence halls (in Toulouse: Les Tripodes, Clément Ader, Maryse Bastié, Taur, Daniel Faucher residence halls and in Tarbes: Simone Veil residence hall).

**Events by professionals are offered on a regular basis.**

Don't hesitate to talk to your residence hall's facilitators and civic service volunteers.

#### FOR MORE INFO:

[crous-toulouse.fr/jardins](https://crous-toulouse.fr/jardins)

## Sports facilities

Certain residence halls have sports facilities to help you develop your sports skills. These multi-activity sports facilities have cardio training equipment (elliptical bikes, magnetic weights, suspension grids, etc.) that can be connected via Bluetooth to an interactive exercise program.

#### THEIR LOCATIONS:

[crous-toulouse.fr/plateauxsportifs](https://crous-toulouse.fr/plateauxsportifs)

## Living spaces

### Communal areas

In some residence halls, **student lounges, coworking spaces and study rooms** are at your disposal. Find out more at the reception desk of your residence hall, or refer to its info sheet.

Please contact the reception desk for the opening times. These are great places to organize game nights, **meet your neighbors**, play futsal, carry out group projects and more.

### JOIN THE FACILITATION TEAM:

To find out more about becoming a Civic Service volunteer, visit [crous-toulouse.fr/vsc](https://crous-toulouse.fr/vsc)

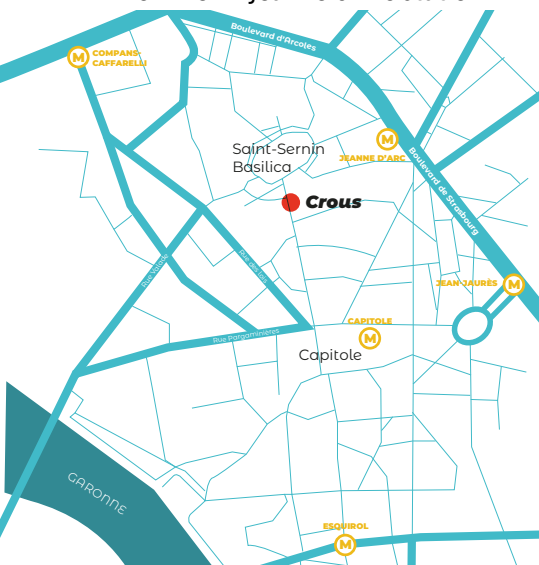


# Your Crous contacts

Crous de Toulouse-Occitanie has offices in Albi, Auch, Castres, Figeac, Millau, Tarbes and Toulouse.

## HOW TO VISIT CROUS

**Crous de Toulouse-Occitanie**  
58 rue du Taur - CS 67 096  
31 070 Toulouse Cedex 7  
Metro line A - Capitole station  
or line B - Jeanne d'Arc station



**GOOD TO KNOW!**  
Scholarships, financial aid, social support, culture, campus life, student jobs: Crous is there to help all students.

Resident's guide published by Crous de Toulouse-Occitanie  
Publication manager: Dominique Froment, General Manager, Crous de Toulouse-Occitanie  
Editing: Crous departments  
Translation: Raptrad Imagine  
Printed by: In Print  
Published: June 2024 - 7,818 copies

## HOW TO CONTACT CROUS

If you have questions about financing your studies, accommodation, catering, cultural life, CVEC or anything else, Crous is here to help!

**By message**  
[crous-toulouse.fr/mailmse](mailto:crous-toulouse.fr/mailmse)

### By phone

- Housing, social services, culture, campus life, etc.  
**05 61 12 54 70**
- Scholarships and CVEC  
**09 72 59 65 31**

### By appointment

- With a student life advisor on [crous-toulouse.fr/rdvconseiller](https://crous-toulouse.fr/rdvconseiller)
- With the social service on [crous-toulouse.fr/formulaire](https://crous-toulouse.fr/formulaire)

**CONTACTS:**  
[crous-toulouse.fr/contacts](https://crous-toulouse.fr/contacts)

## FOR MORE INFO



## YOUR STUDENT REPRESENTATIVES

Elected for a 2-year term, they represent you on the Crous Board of directors. They contribute to the development of projects, defend your interests and participate in decision-making. Don't hesitate to contact them - they're always ready to help you!

**CONTACTS:**  
[crous-toulouse.fr/elus-etudiants](https://crous-toulouse.fr/elus-etudiants)

## STAY INFORMED

**Your student account:**  
- [messervices.etudiant.gouv.fr](https://messervices.etudiant.gouv.fr)

**News:**  
- [crous-toulouse.fr](https://crous-toulouse.fr)  
- [etudiant.gouv.fr](https://etudiant.gouv.fr)

**Social networks**  
Crous is on the networks: news, useful information, competitions, feedback on events, etc.

**FOLLOW US!**  
[@CrousToulouse](https://twitter.com/CrousToulouse)     



Sticker available on the door of your room.