



RÉPUBLIQUE
FRANÇAISE

*Liberté
Égalité
Fraternité*



Resident Student Guide ^{2023 2024}

Rhône | Loire | Ain





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Welcome to your Hall of Residence!

Dear residents,

Thank you for choosing to stay in a university hall of residence run by Crous de Lyon.



The Centre régional des oeuvres universitaires et scolaires is a public institution that depends on the French Ministry of Higher Education and Research, which is in charge of implementing State policy in student welfare.

The Crous de Lyon forms part of the network of oeuvres universitaires et scolaires (student welfare offices), headed by the Centre national des oeuvres universitaires et scolaires (Cnous).

It is tasked with facilitating access to higher education as well as student welfare as a whole focusing on four areas: social assistance, housing, university catering and culture.

The Crous de Lyon works closely with the local authorities (region, conurbation, cities), the Community

of universities and institutions of the Lyon Saint-Étienne site (L'Université de Lyon) and higher education institutions, to develop student welfare together.

The implementation of a joint consultation with the above-mentioned stakeholders has resulted in a shared vision and objectives centred on student welfare.

The city of Lyon is one of the French cities where students can enjoy a pleasant study environment therefore making it particularly attractive. I am convinced that you will have a great university experience and a lot of fun living in the Rhône, Loire or Ain Department.

This guide should provide you with all the information you need to move into your university hall of residence, and above all to appreciate the extent of the services the Crous de Lyon can offer you.

The entire staff is at your service to assist you in your move as well as throughout your studies to help you find the solutions which best suit your needs.

I hope that you will settle in well and that you will enjoy the new academic year.

Christian Chazal
Crous de Lyon
Managing Director

Hello,



We are on the verge of a new academic year.

At this very moment, we wish you to have a good moving in to your new hub of life where you will be staying for the year to come.

The elected students at the Crous de Lyon are happy to welcome you to the halls of residence for this new academic year and we wish you to adjust well to our pleasant Auvergne-Rhône-Alpes Region.

As students representatives on the Crous de Lyon Board, we are available to support you all throughout the year, and more specifically, during your studies within the Lyon, Saint-Etienne, Roanne and Bourg-en-Bresse areas.

Every question matters, be it about the Crous organisation, the different services it offers or general information requests! So do not hesitate to ask us!

This guide will provide you with most answers to the questions you may already have on your move and on the beginning of this new chapter which starts for you!

Wishing you all a great start to the year!

Marie Lavoignat
Crous de Lyon
Student Vice-President

The Crous Commitments

quality charter

The Crous de Lyon undertakes to:

1. provide you with furnished and fully-equipped accommodation, located close to campus and public transport, at an affordable rate
2. welcome you, inform you and support you in your move
3. provide you with facilities and ensure you a length of stay that can be adapted to your needs throughout the year
4. provide you with areas and support staff to help and support you, free of charge
5. offer you workshops and events and supporting your cultural, community and charity projects
6. foster our common commitment to sustainable development by raising awareness and implementing responsible initiatives (waste sorting, energy savings, circular economy, well-being, community...)

Settling in

upon arriving in the hall of residence

What do I get?

- ✓ my **keys** and/or a **badge**
- ✓ my resident **card**
- ✓ my Internet connection **codes**
- ✓ the **check in form**



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What do I need to do?

- ✓ **entrance check-in:** I fill out the pre-filled form, sign it then drop it at my hall of residence reception **WITHIN 48H UPON ARRIVAL**
- ✓ **rent:** upon arrival, I pay the first month of rent online via www.messervices.etudiant.gouv.fr: I go to «Gérer son logement» > «Cité U»
- ✓ **social housing allowance:** I download the CAF certificate on www.messervices.etudiant.gouv.fr under the «Gérer son logement» > «Cité U» > «Mon logement actuel» category, then I apply online on the CAF website www.caf.fr (for details check the following page 9)
- ✓ **resident card:** I provide my hall of residence reception with 2 photographs to complete my resident card
- ✓ **mail distribution:** I give the following information to people who want to send me mail: the building number, the exact address and zip code.
Packages must be sent to Points Relais because the hall of residence reception cannot receive packages, for security reasons



The first day I spend in my apartment, I let water run from the faucets for 10 minutes to renew water in the pipes.

Payment of my rent before the end of the current month

Example : I pay my rent of september before october 1st.

If I pay my rent myself:

- I can go to my hall of residence's administration and pay by credit card, check or cash.
- I can make a bank transfer: I need to ask my hall of residence's administration for a RIB (Crous bank account details).
- I can pay online:
 1. I make sure to have the following items ready:
 - ✓ my credit card
 - ✓ my INE number (« Identifiant National Étudiant » indicated on my enrollment certificate or on my scholarship notification). If I don't have it, I indicate my room number.
 2. I log into my personal account via www.messervices.etudiant.gouv.fr
 3. In the «Gérer son logement» category, I click on «Cité U» then select «Crous de Lyon»
 4. I click on «Payer le loyer» ("Pay the rent") and proceed safely
 5. I will receive a confirmation email that will double as a receipt for the transaction



If my rent is paid by my parents or a tierce person:

1. They visit the following site <https://cite-u.crous-lyon.fr/citeU-LYO/>
2. They enter their email address so they can receive the transaction receipt. They must also provide information on the tenant (INE number + lastname + first name + date of birth) and the amount of the rent
3. They click on «Payer le loyer» and proceed safely
4. They receive a confirmation email

I Social Housing Allowance (CAF)

Required documents/information:

- ✓ an email address I check on a regular basis
- ✓ the admission notification and financial annexes
- ✓ documentation stating my income over the past two years
- ✓ the details of my bank account in France, known as a RIB (including the BIC/IBAN numbers)
- ✓ if my parents already have a CAF account, their subscription number
- ✓ the contact information of my hall of residence
- ✓ the amount of my rent (without amenities)

IF MY PARENTS ARE RECEIVING ALLOWANCES FROM THE CAF: I am aware should I benefit from the housing allowance, I will be withdrawn from their administrative household, which could result in a decrease in the allowance my parents are receiving. Allowance could even be canceled.

I visit the following site to apply to housing allowance: [www.caf.fr/faire une demande de prestation](http://www.caf.fr/faire_une_demande_de_prestation).

The housing allowance starts one month following my entry in the room and is not retroactive!

If I don't apply within the first month which follows my room entry, I will not receive the allowance for the time prior to my application.

The first allowance installment usually occurs two months after the application has been submitted.

For example, if I apply online in September, I am eligible from October onwards and will receive the first installment beginning of November.

I Connecting to the Internet

All residences (except for the accommodations in residences for elders) have an Internet connection via the Wifirst network (SmartCampus or PlanetCampus depending on the hall of residence).

If I have trouble connecting to the Internet or with the network stability, I call the assistance line (01 88 24 61 68) to inform Wifirst of the incident.

I would have to give them my lastname, first name, location, hall of residence or building name, floor and room number.

I write the incident number down and email it to my hall of residence administration to inform them.



How to log in the PlanetCampus network:

1. I select the Wi-Fi network « PlanetCampus »
2. the connection portal automatically opens. If it does not open, I type the following URL in my browser: « <https://portal-selfcare.wifirst.net> »
3. there are two connection options:
 - **Through my account**
MesServicesEtudiant.gouv.fr (MSE):
 - ✓ I click on « S'identifier avec MesServices Etudiant »
 - ✓ I enter my MSE login information (email address and password)
 - ✓ I will be redirected to the portal to create an account on PlanetCampus
 - ✓ my connection is validated once my account is fully confirmed
 - **Using my connection code:**
 - ✓ I ask the hall of residence staff for a code when I receive my keys
 - ✓ I enter the code onto the « Code de connexion » line on the PlanetCampus portal
 - ✓ I open an account on PlanetCampus. I enter my lastname, first name, email address and choice of password
 - ✓ my connection becomes active once my account is validated



Good to Know

I can activate the private Wi-Fi option for free in order to connect all my devices on my own private network.

I visit my customer account (selfcare.wifirst.net), I go to the menu « Wifi privé » and get my Wi-Fi key. I can then enter this key into every electronic device I want to connect to the Internet with.

I Daily Life in a Shared Living Space

Responsibilities

- ✓ I have to subscribe to a civil liability insurance and a housing insurance
- ✓ I am responsible of my room, including furniture and equipment at my disposal. I cannot change the design or access; existing furniture must remain in my room
- ✓ It is forbidden to add in my room some furniture or a mattress coming from outside the hall of residence because of bed bugs
- ✓ It is strictly forbidden to sublet my room in exchange of any counterpart, including money
- ✓ I can have people visit my place if I am present. I however cannot have someone for the night
- ✓ It is forbidden to add locks in my room

Rules and Regulations

- ✓ I avoid loud activities, including during the day, so other residents' rest and work time is respected
- ✓ I leave the shared spaces clean (kitchen, halls...) and clean the kitchen area upon cooking (stove, microwave oven, walls nearby...)
- ✓ Alcohol consumption is forbidden in the shared spaces and outdoors within the enclosure of the hall of residence or of the site
- ✓ Smoking and e-smoking are forbidden in the lobby, halls, and shared spaces as well as in my room



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Room Maintenance and Eco-friendly Behaviours

- ✓ I am responsible for my room maintenance
- ✓ Pets are forbidden in halls of residence, including for temporary stays
- ✓ I must clean, tidy, and ventilate my room for 5 to 10 minutes every day
- ✓ The sink, cupboards or refrigerator must be cleaned up regularly;
I remove hard water stains in the shower, keep all the parts of the toilets clean
- ✓ When I go on holidays or leave for the weekend, I make sure the refrigerator is empty

Preventing pest:



- ✓ I keep the cupboards clean (I can use white vinegar) and tidy; I do not keep open food around and do not let boxes or packaging on the floor (pizza or take away boxes, papers, books, clothes...)
- ✓ I throw the garbage away on a regular basis and put it away in the garbage containers
- ✓ I do not add some furniture coming from outside the hall of residence
- ✓ If I notice pest, I immediately inform my hall of residence (via email or directly to the reception) and I strictly follow the recommendations for pest control treatment in my room and for not spreading contamination to other rooms

Waste sorting



I Safety and Security

- ✓ I make sure nobody enters the hall of residence behind me when I open the door to get in
- ✓ I make sure to close the residence door upon leaving and entering
- ✓ It is strictly forbidden to unplug or block the smoke detectors in my room
- ✓ I agree to not use any gas device, convection heater, portable electric stove or washing machine in my room and to not overload the power outlets
- ✓ Before leaving for a while, I make sure to shut down or unplug all my devices, turn off the faucets and close the windows
- ✓ To prevent accidents, placing objects on the windowsills or throwing anything out of the windows is forbidden



Fire prevention

Crous

Consignes de sécurité incendie

En cas d'incendie dans votre logement
If a fire breaks out in your accommodation

Un incendie se déclare dans votre logement.
A fire begins in your accommodation

Essayez d'éteindre l'incendie avec un extincteur.
Try to put out the fire with a fire extinguisher.

Le feu est important, quittez votre logement en fermant portes et fenêtres.
The fire is important, leave your accommodation by closing doors and windows.

Déclenchez l'alarme en appuyant sur le déclencheur manuel.
Press on a manual call point.

Appelez les pompiers et prévenez l'accueil de la résidence.
Call the firefighters and warn the reception.

Évacuez en suivant le balisage.
N'utilisez pas les ascenseurs.
Evacuate by following the beaconing.
Do not use elevators.

Regagnez votre logement uniquement sur ordre d'un responsable Crous ou des pompiers.
Return to your room only by order of a Crous employee or firefighter.

En cas d'alarme sonore
Upon hearing the fire alarm signal

Sortez de la résidence et rejoignez le point de rassemblement.
Go out of the residence and join the meeting point.

Évacuez en suivant le balisage.
N'utilisez pas les ascenseurs.
Evacuate by following the beaconing.
Do not use elevators.

Restez dans le logement, fermez la porte et mettez du linge humide en bas de la porte.
Stay in your accommodation, close the door and put a humid linen at the bottom.

L'alarme retentit.
Alarm blares.

Quittez le logement en refermant bien portes et fenêtres.
Leave your accommodation by closing doors and windows.

Restez dans le logement, fermez la porte et mettez du linge humide en bas de la porte.
Stay in your accommodation, close the door and put a humid linen at the bottom.

Regagnez votre logement uniquement sur ordre d'un responsable Crous ou des pompiers.
Return to your room only by order of a Crous employee or firefighter.

I Where to Go if I Need Help

Main Reception

I can contact my hall of residence reception 24/7:

- ✓ if I have a question regarding administrative matters (on ongoing procedures, my rent payment...); I can also email my hall of residence (→ check the administration contact information on the following page 26).
- ✓ in the event of a technical problem in my room or in the shared spaces (i.e. broken heating system, no hot water, burnt light bulb, clogged sink, pest invasion, stuck elevator...); I file the form online : <https://urlz.fr/mGBv> or scan the QRcode on the last page of this guide. A technical agent from the Crous will deal with the issue and may have to work on site, in my room, in my presence or with my permission if I cannot be there. I will receive an intervention report afterwards.

Student Points of Contact (étudiants référents)

- ✓ Every hall of residence run by the Crous de Lyon has appointed points of contacts among students. I can contact them if I need to talk, if I encounter an issue and more globally if I have questions (i.e. scholarships, accommodation, social allowance, student life...)
(→ check the student points of contact information on the following page 26).



Disability and Accessibility

- ✓ The Crous de Lyon supports everyone with a disability thanks to dedicated accommodation facilities and reception areas. Various accommodation facilities are available depending on the needs. I feel free to contact the Support Centre for People with Disabilities at the Crous de Lyon so my needs can be taking into account:
handicap@crous-lyon.fr

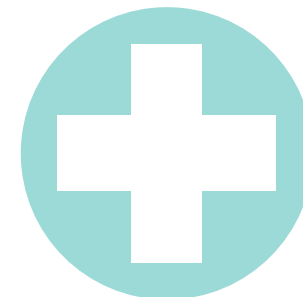
Social Services

- ✓ In case of financial or personal issues, all students can receive free assistance from social workers. I can make an appointment by emailing at ssocial@crous-lyon.fr. I make sure to give the following information: the academic institution I am enrolled in, my major, the reason I am contacting them, my phone number.

Health

- ✓ The University Center for preventive health and health promotion (Les services de santé étudiante) are free of charge for all students. Medical team and paramedics are here to listen to students, can administrate certain vaccines, or provide psychological support in collaboration with therapists, psychiatrics, and social workers.

- ✓ Consultations with specialists are also available by appointment and free of charge (nutritionists, tobaccologists, ob-gyns...). I can get more info at my university.



Mental Health

- ✓ The Crous de Lyon gives you the opportunity to meet a therapist free of charge. Information regarding in person consultations will be provided at the beginning of the academic year, via email and on the information boards. I can also ask the student points of contact or the administration of my hall of residence.

- ✓ Need of a psychologist ? You can call for free ACCA 24/24 and 7/7 :

0800 73 08 15. They can help you in french, english and spanish (only by appointment)

The University of Lyon has a portal dedicated to health and mental health:
<https://masante.universite-lyon.fr/>

| My Life as a Student

For details, please visit: <https://www.crous-lyon.fr/sortir-bouger-creer/>

Transportation

Public transport

✓ In Lyon with the TCL network

The TCL network runs from 5 AM to 12AM, 7 days a week, except on May 1st. The subway runs until 2 AM on Fridays and Saturdays and the "Pleine Lune" bus lines run all night.

The Técély pass is compatible with any type of subscription plans

www.tcl.fr | 04 26 10 12 12

✓ In Bourg-en-Bresse with the RUBIS network

www.rubis.grandbourg.fr

✓ In Saint-Étienne with the STAS network

The OÙRA pass is the card for all travel options on the Saint Étienne public transport network and can be used to travel across the Rhône Alpes region too

www.reseau-stas.fr

✓ In Roanne with the STAR network

www.bus-star.com

Or ride a bicycle or an electric scooter

✓ In Lyon

Vélo'v is a self service bicycle rental service.

There are various subscription plans, but the bikes can be rented for the day too

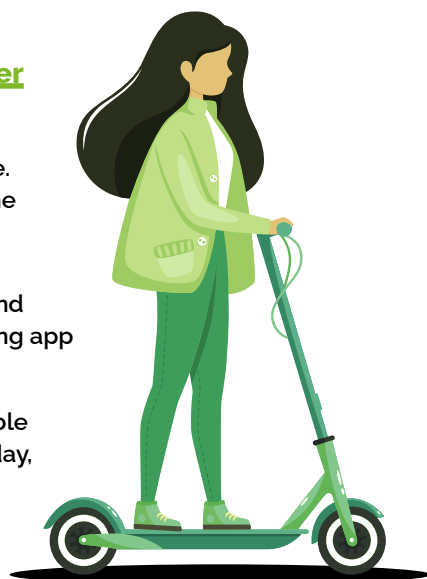
www.velov.grandlyon.com

The electric scooters www.ridedott.com and tier.app are accessible via the corresponding app

✓ In Saint-Étienne

The bicycle rental service Vélivert is available in self service. Bicycles can be rented per day, per week or per year

www.velivert.fr



University Restaurants

The Crous catering services provide **complete, varied, healthy and affordable menus**, in **12 restaurants and 25 cafeterias**. All those facilities are located near the universities and higher education institutions.

The Crous proactively works toward sustainability and uses **fresh, on season, quality produce** every day for **healthier and more sustainable food**:

- ✓ meat is labeled « Bleu-Blanc-Cœur »
- ✓ organic yoghurts and coffee
- ✓ fish comes from sustainable fishing
- ✓ vegetarian option
- ✓ fruits and vegetables are locally sourced and on-season

Addresses and opening hours available on [crous-lyon.fr/se-restaurer/](https://www.crous-lyon.fr/se-restaurer/)

IZLY: contact-less payment method

Easy, quick and safe, Izly allows to pay meals in the Crous de Lyon's restaurants and cafeterias.

How to activate my Izly account (do that only once!):

When I first enroll in a high education institution in France, I receive a temporary password on the email address I entered when I paid the CVEC (Contribution de Vie Etudiante et de Campus - Student and Campus Life Contribution).

How to pay my meals:

1. my multiservice student card and my Izly account will be automatically debited (if I have recharged it beforehand!)
2. I download the Izly app on my smartphone, generate a QR code (every time) and show it as I check out





Animations in Halls of Residence

The Crous de Lyon has an animation team whose goal is to foster bonding between students, encourage cultural awareness and promote eco-citizenship by organizing events in the halls of residence: new academic year's drinks, game nights, open-campus days, fitness events...

I can get in touch with activity managers for more details and join my hall of residence Instagram group (✓ check [the animation contact information](#) on the following page 26).

I ask my hall of residence reception for the guide «Les Clefs du Crous» (available in English) which lists deals and local businesses in the neighbourhood.



Events all Year long

Deals, exchanges, good ideas available all year long, live or through social media, to make the best out of my life as a student.

✓ **Bootcamp and yoga sessions** for free

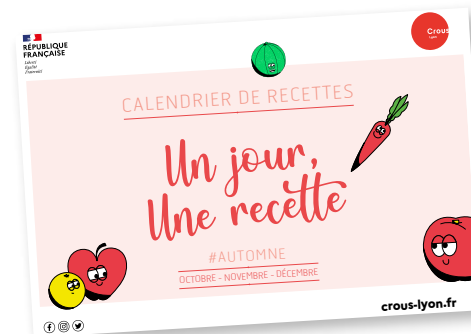
✓ **Cook with our chefs:** easy and affordable recipes in video on the Crous de Lyon's Tiktok and Youtube channel

✓ **Healthy-eating workshops in cafeteria and restaurant**

✓ **Deals, advice,** contests, live events on Instagram [@crouslyon](#)

✓ **Freestival** at the Delessert hall of residence in Lyon 7^{ème} (145 avenue Jean Jaurès, Lyon 7), on September 22nd & 23rd

✓ **Festi'VE** at the Tréfilerie Campus in Saint-Étienne, on September 28th



Supporting Students' Projects

The Crous assists the students with projects proactively acting for the life on campus.

- ✓ **The Culture-ActionS project** is a grant **up to 1,300€** for initiatives taken by students for the promotion of cultural action, community commitment and solidarity, artistic production or the diffusion of sciences and techniques
- ✓ If I have a project related to life on campus as an association or a student group, I can apply to the **CVEC's call for projects** (Contribution de Vie Etudiante et de Campus - Student and Campus Life Contribution).

There are several selection committees each year.

More information : www.crous-lyon.fr

Contest for Student Creation

The Crous is a platform for **multiple national contests designed for students:** dance, music, theater, short story writing, photography, comics, short film.

More information via email to culture@crous-lyon.fr or www.crous-lyon.fr.



How to Keep my Accommodation next Year*



In order to keep my accommodation next year, I must stay until the end date as stated in my lease contract.

I am allowed to stay in a hall of residence during 5 university years.

From January 2024 onwards

- ✓ I log in www.messervices.etudiant.gouv.fr and enter my Dossier social étudiant (DSE) in the section «Demande de Dossier social étudiant (DSE)»; I also tick the box «demande de logement».

Beginning of March 2024

- ✓ I log in www.messervices.etudiant.gouv.fr, go to the section « Cité U », then « Crous Lyon », then « Mon Logement actuel ». I click on « Demander mon renouvellement ».

Before the end of April 2024

- ✓ If the recap receipt is correct, I do not need to do anything else; it means my application will be processed. I wait for the proposal I will receive by email and I contact my hall of residence if necessary.
- ✓ If I have to provide further documents (recap rectifications or fully completed file), I do so in a timely manner.

* Please check the conditions for international students

I How to Prepare Before I Leave

The **contracts are for a period of 12 months**, but I can leave before the end. I am aware however that if I leave earlier than the end of my lease contract, I will not be able to apply for renewal. I will have to follow the regular process of application on my DSE (Dossier social etudiant) if I want to rent a room/apartment next September.

How to proceed when I want to leave?

1

Advance notice

One month before the date I want to leave, I must give my hall of residence reception an advance notice, in person, then I will get a receipt. I can also send a registered letter with delivery confirmation to the manager of my hall of residence. I make sure to add my bank information by sending a RIB along.



3

Cleaning

I ask the cleaning guidance sheet to my hall of residence reception. I make sure my room is completely empty and clean **BEFORE** checking out.



2

Inventory

I have to make an appointment with the **administration** of my hall of residence for the room check out inventory.



4

Inventory

I complete the checkout inventory



5

Mailbox

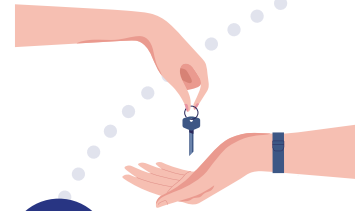
I make sure my mailbox is empty, inform the Postal Service of my change of address, and set up mail redirection.



6

Return the keys

I **return the keys**, badge, and pay any pending expenses I could have.



7

Security deposit

I check if the security deposit is returned to me within one month upon returning the keys. My security deposit is subject to financial penalties.



I Contacts in Halls of Residence

I indicate my lastname, first name, hall of residence's name and accommodation number when I send a message to my hall of residence. 3 contact information are mentioned for each hall of residence, in the following order: **Administration** / **Student points of contact (étudiants référents)** / **Activity (animation)**.

Aimé Césaire

24 rue Maréchal Leclerc
69800 Saint-Priest
04 72 80 85 61
residences.lyon8@crous-lyon.fr
referent.cesaire@crous-lyon.fr
@ residences_lyon_8_saint_priest

Althéa

3 avenue Einstein
69626 Villeurbanne
04 78 93 34 21
jussieu@crous-lyon.fr
referent.jussieu@crous-lyon.fr
@ Residencedoua

Antonins

28-30-32 rue des Antonins
69626 Villeurbanne
04 78 93 34 21
jussieu@crous-lyon.fr
referent.jussieu@crous-lyon.fr
@ Residencedoua

André Allix

2 rue Sœur Bouvier 69005 Lyon
04 78 25 47 13
allix@crous-lyon.fr
referent.allix@crous-lyon.fr
@ residences_lyon_5_lyon_9

André Lirondelle- Château de la Buire

6 rue Rachais 69003 Lyon
04 78 60 13 20
cavalier@crous-lyon.fr
referent.lirondelle@crous-lyon.fr
@ residences_lyon_3

Arches d'Agrippa

Rue du Fort Saint-Irénée
69005 Lyon
04 78 25 47 13
allix@crous-lyon.fr
referent.allix@crous-lyon.fr
@ residences_lyon_5_lyon_9

Archimède

7A et 7B avenue Einstein
69626 Villeurbanne
04 78 93 34 21
jussieu@crous-lyon.fr
referent.jussieu@crous-lyon.fr
@ Residencedoua

Benjamin Delessert

145 avenue Jean Jaurès 69007 Lyon
04 78 61 41 41
delessert@crous-lyon.fr
referent.delessert@crous-lyon.fr
@ residenceslyongerland

Bourg-en-Bresse

31 bd Jules Ferry
01000 Bourg en Bresse
04 78 93 34 21
jussieu@crous-lyon.fr
referent.bourgenbresse@crous-lyon.fr
@ Residencedoua

Bugeaud

119 rue Bugeaud 69006 Lyon
04 78 93 34 21
jussieu@crous-lyon.fr
referent.puvibugeaud@crous-lyon.fr
@ Residencedoua

Chavanelle

9 rue Marcellin Allard
42100 Saint-Etienne
04 77 81 85 50
logcloud@crous-lyon.fr
referent.chavanelle@crous-lyon.fr
@ Antennecrous42

Claudie Haigneré

29 rue du Professeur Joseph Nicolas
69008 Lyon
04 78 74 41 64
residences.lyon8@crous-lyon.fr
referent.saintexupery@crous-lyon.fr
@ residences_lyon_8_saint_priest

Commandant Charcot

2 rue sœur Bouvier 69005 Lyon
04 78 25 47 13
allix@crous-lyon.fr
referent.allix@crous-lyon.fr
@ residences_lyon_5_lyon_9

Confluence

120 rue Delandine 69002 Lyon
04 78 61 41 41
delessert@crous-lyon.fr
referent.confluence@crous-lyon.fr
@ residenceslyongerland

Croix du Sud

115 avenue Général Frère
69008 Lyon
04 78 00 82 85
residences.lyon8@crous-lyon.fr
referent.croixdusud@crous-lyon.fr
@ residences_lyon_8_saint_priest

Einstein

1 bis avenue Einstein
69626 Villeurbanne
04 78 93 34 21
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