

# QUESTIONS/ANSWERS

## Additional information to complete the housing application procedure

**Summer Campus?** These are private lessons given by the establishment during the summer.

**Certificate to be attached?** A document explaining your presence in **Montpellier** (School certificate, internship agreement, email or letter of invitation from an organization etc...). **A definitive attestation is required. Pre-enrolment certificates are not valid. The certificate must relate to the requested rental period.**

## What date of arrival or departure should I put on the application?

The date of the exact day you will be at the residence to collect the keys and the day you will return them. Any day of the year **except weekends and public holidays.**

## How do I get the keys if I arrive outside of the opening hours of the residence?

1. Someone can come and collect the keys for you at the reception desk, **on condition that a cheque for the amount of the security deposit**, which we will not cash, is given in exchange. **(No other means of payment accepted).**

2. However, **you will take an appointment to come to reception the next day** (or Monday, for arrivals over the weekend) to carry out the administrative procedure for moving in to the accommodation officially.

3. The keys can also be collected **under the same conditions** from the technical service during their opening hours. (Please enquire beforehand, but in general: Monday to Friday from 9am to 12.30pm and 1.30pm to 4.30pm).

4. Otherwise, you will have to find a temporary solution at your expense (hotel).

## What is included in the rent?

Heating, electricity, water and internet.

## When and how to pay the rent?

### Long stays (more than 1 month):

The 1st rent must be paid on your arrival. It is calculated on a pro rata basis according to your date of arrival.

From the 2nd rent, it is advisable to pay by bank transfer.

Rents must be paid before the 20th of the month concerned.

The final rent is calculated on a pro rata basis. **No payment can be made by cheque for the last 2 rents.**

Beware! If you have the CAF indemnity: the CAF **only pays the full months.**

**For short stays (less than 1 month):** the rent must be paid in full on arrival.

You can pay by credit card, or cheque **à l'ordre du « Régisseur de la cité des élèves ».**

**We do not make automatic withdrawals from your bank.**

## When and how do I pay the security deposit?

On arrival.

No key is delivered before payment for the security deposit is given.

You can pay the deposit by credit card or cheque **à l'ordre du « Régisseur de la cité des élèves »**.  
(No cash and no transfer).

It is cashed and refunded one month after your departure if everything is ok in the accommodation at the time of departure. By bank transfer to the IBAN (RIB) that you will leave us when you give notice of your departure. (Possibility of accounts abroad)

## Why can't we stay in the accommodations after 20/08?

In September, accommodation is blocked for incoming Montpellier SupAgro students who are following university courses.

## How can I get accommodation for several years when our course is spread over several years?

You have to re-apply every year.

Some courses (engineers or Masters 3A registered at Montpellier SupAgro) may ask for an extension from one year to the next. The procedure will be indicated to those concerned during the year in due course.

## How do I know if my application will be given priority or not?

Given the diversity of the public, the training courses, the periods, the different types of accommodation, we cannot answer you without the complete information requested in the application form.  
An individual response is made for each file received.

## Can we access the residence if we are not a SupAgro student?

Yes, depending on the places available after allocation to Montpellier SupAgro students. You have to send a request and we will reply according to your file and the period concerned.

## How do I do I get access the car park?

With the "campus card" which will be issued to you on your arrival.

Conditions : You must send a copy of your registration card + proof of insurance by email to the technical residence in order to identify your vehicle. (documents destroyed at the end of your stay).

## Can we accommodate someone?

NO

## Can we change accommodation during the year?

NO - We carry out approximately 2000 allocations/year. It is impossible for us from a logistical point of view to respond to all requests for changes.

## Double accommodation

You have the possibility to share double accommodation with a person of your choice and thus share the rent. (It's up to you to find the person, we have no one to propose to you)

Be warned that in the D1 and D2 of the residence CIGALES, the beds are nailed to the ground and impossible to push closer together.

A person who occupies a double apartment alone must pay the full rent and the deposit in full. It is therefore important to determine your arrival and departure dates together so as not to inconvenience your roommate.

## CAF

You are eligible for the CAF indemnity in any of the 3 residences.

**No steps must be taken with the CAF before signing your contract upon arrival at the residence.**

The whole procedure will be explained to you on your arrival. (N° SIRET SUPAGRO : 130 026 222 00013)

Res: HAMMELS and SUN (APL): Covered by an agreement. CIGALES (ALS) res. not covered by an agreement.

## COMPULSORY HOUSING INSURANCE

It is a **legal requirement** to take out insurance for the accommodation. (Short or long stay)  
(Personal liability insurance does not cover housing insurance).

The accommodation must be insured for fire damage, water damage, theft, civil liability...).

Proof of your housing insurance policy must be provided on your arrival or at the latest, the following week. (For foreign residents)

**In the absence of insurance coverage, all expenses incurred following a claim must be paid by the tenant.**

## When and how do I leave the accommodation?

On the date you wish (before 20/08) but you must hand in the departure notification form at least 1 month before the date of departure.

## What is the inventory of fixtures in the accommodation?

**Inventory of fixtures on moving in:** You fill in this form by yourself. You have one week to return it to the technical service.

**Check-out inventory:** You do this on the day of departure, **with a technician**, when you return the keys.

**You must make an appointment with the technical service at least one week beforehand.**

## Mail and parcels

The residence does not receive any packages on your behalf.

Mail: Warning! The postal services deliver mail directly to the residents' mailboxes. If the number of your room does not appear in the address of the mail to be delivered, it will not be delivered.

It is important that you write your name on your letterbox as soon as you arrive at the residence.