



Welcome to
**STUDENTEN
FLATS
@HOME**



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WELCOME TO STUDENTENFLATS @HOME

INTRODUCTION

The address of your unit is Brusselsestraat 145, 143 or 143A, 3000 Leuven. The number of your building is on your contract, as well as the number of your unit which exists of the four last figures.

Building 145 is block A (mentioned on your contract) and consists of 101 units (6 floors).

Building 143 is block B and consists of 53 units (4 floors).

Building 143A is block C, situated in the back of block B and consists of 20 units (3 floors).

All units of Studentenflats@home are owned by different owners. Immo J. Eckelmans is property manager and responsible for the management and the rent.

Students from all over the world live together at Studentenflats@home to build their future. We expressly ask you to respect one another at all times.

Every community needs clear rules which you can find below. We ask you to read these carefully and to respect them.

FIND US

ECKELMANS OFFICE

Parijsstraat 74, 3000 Leuven which is open on weekdays between 9.30 am and 5.30 pm.

CONTACT INFORMATION

Please contact the office via phone +32 16 23 60 50
or via mail at info@eckelmans.com.

We wish you a succesvol academic year and a nice stay at our campus!

PAYMENTS DEPOSIT AND RENT

Deposit

The deposit is equivalent to 2 months' rent and must be paid by bank transfer no later than 10 days after the contract has been signed. As soon as the deposit has been credited to our account, we will countersign the contract.

The deposit will be refunded 2 months after the contract expires. Please do not forget to send us your personal email address and bank details by email to info@eckelmans.com so that we can arrange this.

Rent

The rent must be paid monthly between the **16th and the 20th of the month** by bank transfer.

International students are advised to open a Belgian bank account as soon as possible with a bank of their choice, such as KBC or BNP Paribas Fortis. Setting up a 'standing order' is recommended.

Payments must be made by bank transfer to Immo J. Eckelmans's account: **BE46 0017 0639 8536 – BIC GEBABEBB – SWIFT GEBABEBBXXX**. The bank's address is BNP Paribas Fortis, Vital Decosterstraat 42, 3000 Leuven.

Please ensure that you always quote the structured reference number found on your contract (** 990 **). This is linked to your account and will remain the same for all your payments this academic year.

Cash and credit card payments are NOT accepted

REGISTRATION CITY OF LEUVEN AND STUDENT TAX

Registration city of leuven

BELGIAN STUDENTS

Belgian students who are registered at a Belgian address (with their parents) may NOT register at the unit, unless the City of Leuven expressly permits this. They need to pay the student tax of 190 euro for 2027 to the City of Leuven. Please transfer this amount at the start of the academic year to the same account as stated under 'Payments'.

Immo J. Eckelmans will pay this on your behalf. Students receiving a scholarship need to pay 75 euro

ALL FOREIGN STUDENTS

All **international** students are allowed to register at their unit and must register at the town hall **within 10 days of arriving** in the city. They do NOT have to pay student tax.

Students of Dutch, German, Luxembourgish or French nationality can register as 'cross-border students' and apply for the document in Annex 33. Alternatively, they can apply for full Belgian registration using the document in Annex 19.

The full procedure can be found here:
<https://www.leuven.be/en/registration-student>.

NOTES

After every new registration request at the city, the 'student police' will pass by for a check. This is a standard procedure for every new arrival in the city. As soon as they stated your presence, they will inform the city and you will be able to go and collect your residence card. This might take a couple of weeks. We are NOT involved in this approval process.

Don't forget to deregister when you leave the country permanently.

Student tax

The City of Leuven requires all **Belgian students** to pay the student tax at the start of each calendar year. This rate is indexed/adjusted annually on 1 January. Immo J. Eckelmans will submit this declaration to the City of Leuven on your behalf.

For all **foreign students** living on the campus, Immo J. Eckelmans must provide proof that they are not required to pay student tax.

It is therefore important that we receive the following documents from **ALL students by mid-December 2026** at the latest, either by email to support@eckelmans.com or in printed form delivered to the head office:

- Your proof of registration at the university for year 26/27
- A printout of your 'residence card', which must be valid on 1 January 2027. Either document 19 or 33. At our head office, we can scan and print your residence card for you. You do not need to make an appointment for this.

NOTES

*In a 2 persons unit only the **main tenant** needs pay the tax.*

If you do not provide us the required documents in time, you will have to pay the normal city tax of € 2.000 for 2027.



INTERNET

Internet

Since September 2025 Immo J. Eckelmans, in collaboration with our IT partner TRAC, has been offering **its own internet connection**. This is a super-fast Wi-Fi network (13 Gbps) with full coverage across the campus.

From 2026/2027, this internet service will be included as standard in your contract. Vouchers will no longer be used. You will simply be able to log in anywhere, at any time, on any device.

However, you will NOT be able to connect via a cable.

Upon arrival in mid-September, you will receive a personal code by email to connect to the network once.

You can send any technical queries directly to our partner at eckelmansleuven@trac.be, copying support@eckelmans.com.

Please remember to include your full name, the name of the campus and your full student number.

KEYS, LETTERBOXES AND PACKAGES

Keys and letter boxes

CHECK-IN & RULES

At your check-in, you will receive 1 key for the entrance door to your building, 1 key for your unit (2 keys if the unit is for 2 people on the contract), 1 key for the letterbox (which you will find on the ground floor of your building) and 1 key for the locker in the kitchen.

The **letterbox** is marked with your unit number. Please do not add any names to them yourself. If you receive a letter intended for another tenant, please place it in the correct letterbox or bring it to the office.

If you would like a **spare key** to the studio for your parents, you can have a duplicate made yourself. To obtain a duplicate of the building key please send an email to support@eckelmans.com stating your name, house number and studio number. You can pick it up at the office. The cost is 43 euro which you can pay with bankcontact (not credit card).

If you rent a **parking space** in the underground car park, you can request a second remote control by emailing support@eckelmans.com. You can then collect it from the office for a fee of 45 euros.

Please return all keys when you check out!

LOST KEYS

If you have lost any keys, please ring the office or the emergency number outside office hours. We will then assist you as soon as possible. Please bring any keys (or other items) you have found to the office.

You must never replace the lock on your studio yourself.

Mails

All communication from Immo J. Eckelmans is sent by email to the email address you provided to us when you signed the contract.

Please email info@eckelmans.com if your email address or mobile number changes.

If you do not check your emails, please let us know so that we can try to contact you by other means.

Packages

Studentenflats@home consists of separate residential units and **does not have a reception or collection point.**

Unfortunately, courier services tend to leave parcels in one of the entrance halls, often without informing the recipient that a delivery has been made.

Please note that Immo J. Eckelmans is not responsible or liable for any damage to or theft of parcels. If a parcel has not been delivered, we advise you to contact the sender or supplier so that they can lodge a complaint with the courier service.

We recommend that you arrange for the parcel to be delivered to one of the **B-Post** (the national postal service) parcel lockers at various locations in Leuven. An overview of where to find these can be found on the B-Post website www.bpost.be:

[https://www.bpost.be/en/points-of-sale/Vlaams-Brabant/LEUVEN-3000?center=filter ac 11%2Cfilter ac 9%2Cfilter ac 21%2Cfilter ac 22&services=](https://www.bpost.be/en/points-of-sale/Vlaams-Brabant/LEUVEN-3000?center=filter%20ac%2011%2Cfilter%20ac%209%2Cfilter%20ac%2021%2Cfilter%20ac%2022&services=)



SERVICES

Services included in your contract

CLEANING

- **Cleaning of common areas** (stairs, corridors, entrance halls and parking lot) which **is done weekly by us**.
- **Basic technical interventions** like clogged sinks or showers, problems with heating, dripping showers, power and water cuts, pest control, broken furniture or windows. Please send a mail to support@eckelmans.com if having any problems. We will handle this as soon as possible and in order of urgency.

PARKING CARS

- You can hire a parking space for your car in the **underground car park**. If you are interested, please send an email to info@eckelmans.com. We will then send you a separate contract. The remote control can be collected from the office.

BICYCLE PARK

- The site has both an above-ground and an underground (enclosed) **bicycle park**. The underground car park is accessible with the entrance door key and can be reached via Brusselsestraat at number 143 or in Building B (143) via the stairs.
- Bicycles can be hired or purchased from VELO <https://student.velo.be/en/what-we-offer> or Swapfiets <https://swapfiets.be/en>. They offer special student rates.

SAFETY

- There are **several cameras** on the site: in the entrance halls, at the garage entrance and at the entrance to the cycle park.

We accept no liability for damage and/or theft. Always lock your vehicle securely. Theft must always be reported to the police immediately.

- There is **no concierge** in the building. If you have any problems, please email main office at support@eckelmans.com or call main office on +16 23 60 50. We will deal with this as soon as possible, prioritising issues according to urgency.

EACH BUILDING IS EQUIPPED WITH ELEVATORS

If it gets stuck, press the **alarm button for 10 seconds**. The alarm will connect you to the Schindler control centre. They will contact you via the intercom. Always state clearly which building you are in and on which floor you are stuck.

Please also notify us via the office number or the emergency number +32 16 28 41 79 outside office hours.

Not included services (own responsibility)

- **Cleaning your unit** on regular basis
- **Remove your waste at least once a week** and sort it correctly. Waste must not be left in communal areas such as corridors and stairwells
- The **replacement of lamps**. These you can buy in all supermarkets
- Replacement and storage of **own furniture**
- There is **no washing room** or **cleaning material** on site

FURNITURE, DEVICES AND ENERGY

Furniture

ALL UNITS ARE EQUIPPED WITH

- A single bed and matching mattress (dimensions 90 x 200 cm)
- A wardrobe with hanging space and shelves, a bedside table and a bookcase
- A desk and desk chair
- In some units: a kitchenette with a microwave and fridge
- Window blinds

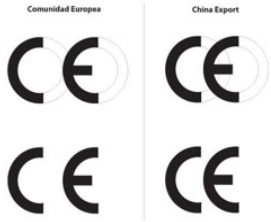
RESTRICTIONS

- You are not permitted to install a washing machine in your own unit
- Furniture or appliances left behind by previous tenants may be taken over. We will check this for you. Please send an email to info@eckelmans.com regarding this
- No holes may be drilled in the walls or doors
- You may not paint the studio
- **Cooking is NOT permitted in your unit.** It is only allowed in the communal kitchens

When you leave the studio, it must always be returned to its original condition, empty and clean.

House hold devices

For safety reasons all electrical devices need to have the correct European certification label “CE label”.

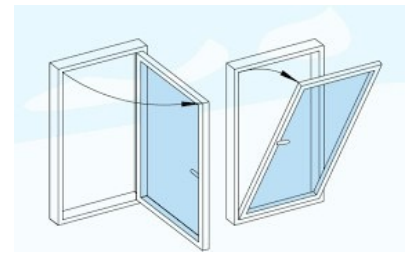


Windows

Some studios have ‘turn and tilt windows’.

These windows have 3 possible positions

- Closed > the handle points downwards
- Turned > the handle points sideways
- Tilted > the handle points upwards



The window can only be placed in one of these positions. Positions cannot be combined. Never turn the handle directly from an open turn position to an open tilted position!

First close the window and only then move the handle in one motion to the tilt position.

Is your window stuck? Notify us as soon as possible via the portal or send an email to support@eckelmans.com.

Insect screens are not provided. If you would like them, you must arrange this yourself and bear the costs. You must not drill into the windows for this.

Heating/airco and warm water

HEATING/AIRCO

Your unit has a thermostat that allows you to set the temperature yourself. It is connected to a heat pump. The instruction manual will be provided at your arrival.

When you switch it on, the unit may blow cold air for a short while before it starts blowing warm air, this is normal. However, if it continues to blow cold air for a long time or if the device starts to leak, please email us at support@eckelmans.com.

Each unit has a safety mode that activates automatically if the temperature falls below 17° or rises above 25°. If you do not intend to use your unit for a long period, you can switch it off.

WARM WATER BATHROOM

If you don't have warm water, please check if the fuse is 'on'.

The fuses for your unit are in the fuse box next to the door.

The blue one is the boiler fuse. The settings are:

- 1 = on
- 0 = off
- clock symbol = timer (off-peak rate)

If this doesn't work, please send a mail to support@eckelmans.com. We will come to check it.

Energy

We advise you to use all energy carefully as costs can rise quickly.

A monthly advance payment for your water and electricity consumption is included in your rent. At the end of the academic year, your total annual consumption will be compared with the amount you have paid in advance during your stay. If you have used less, you will be refunded the difference. If you have used more, you will be charged for the excess.

Interim meter readings cannot be submitted.

WASTE

Waste

GLASS

Glass must be placed in the underground glass containers on the Brusselsestraat in front of number 161. For safety reasons, flat glass or mirrors must be packed in a cardboard box and placed with the general waste.

PAPER/CARDBOARD, PMD, GENERAL WASTE AND FRUIT/VEGETABLES

Must be placed in the separate bins in the underground car park of building 143 level -1. This is accessible with the key to the entrance door.

Remove all items from the boxes like plastic and polystyrene. These belong in the general waste. Please also fold up the boxes. Soiled paper and cardboard boxes like pizza boxes must be placed in the general waste bin.

Please ensure your **general waste** is placed in a securely closed bag. You do not need to buy bags from the City of Leuven. For **PMD** (all soft plastics and briks) you can request a free PMD bag via support@eckelmans.com.

ELECTRICAL APPLIANCES

Coffee machines, hairdryers, computers, etc. must be taken to the recycling centre or a Recupel collection point.

BATTERIES

Must be disposed of in one of the Bebat boxes which can be found in all supermarkets.

OILS

Must be poured into a sealed plastic bottle and deposited in one of the Olioboxes: <https://www.oliobox.be/nl/inzamelpunten>.

REUSABLE FURNITURE, BOOKS, CLOTHING

Must be handed in at Kringwinkel Vites: lizerenmolenstraat 10-12, 3001 Heverlee.

ALL NON-REUSABLE ITEMS

Must be handed in at the Heverlee Recycling Centre: Grauwmeer 1, 3001 Heverlee.

IMPORTANT NOTICE!

Waste must not be left outside your front door or in the hallway.
All details can be found at <https://leuven.be/afval-en-recycleren>.

PUBLIC TRANSPORT

Public transport

AIRPORT

Brussels Airport is only 20 minutes from Leuven by train and 60 minutes by bus.

TRAIN

The main train station of Leuven is situated in Martelarenplein 20. 3000 Leuven. Tickets can be bought via NMBS:

<https://www.belgiantrain.be/en/>

The central bus station is also located here.

BUS

In Leuven the bus company De Lijn provides bus transportation. Information about bus schedules can be found on the website

<https://www.delijn.be/en/gemeente/leuven/>.

UBER & TAXI

Also Uber is available www.uber.com/be/en and taxi's offer a 24/7 service to and from the airport.

WALKING

Leuven city centre is small and easy to explore on foot. Everything is within a 20-minute walk. Google Maps will guide you everywhere.

NUISANCE

Nuisance

Student flats are a study environment. It is very important that everyone respects the peace and quiet of others, so that everyone can study and sleep. Please keep noise to a minimum between 10.00 pm and 6.00 am.

IT IS NOT ALLOWED TO

- Hold a party in your studio or in the communal kitchens
- Having a barbecue on the domain
- Go onto the roof
- Smoke in your studio or in any communal areas.

Smoking is only permitted outdoors.

- Use drugs anywhere in the buildings

Please bear in mind that, as a resident, you are also responsible for your visitors.

Immo J. Eckelmans is not responsible for the behaviour of residents or their visitors.

WHAT TO DO IN CASE OF EMERGENCY

If you notice a resident overstepping the boundaries, please do not hesitate to speak to them politely about it.

If that does not help, please let us know. You can do this by emailing support@eckelmans.com or by calling the emergency number +32 16 28 41 79 outside office hours.

Please bear in mind that in the event of serious and/or repeated disturbances, the police will be called and an official report will be drawn up.

This may lead to the unilateral termination of your tenancy agreement and may result in additional fines.

EMERGENCY NUMBERS

In case of an emergency you can call our emergency number 24/7:
+32 16 28 41 79

This is only allowed when there is a fire, an electrical power outage, a serious water leak or a blocked elevator.

In case of theft, intimidation or serious injury, you need to call the police at +32 101 (police) or +32 112 (firemen/ambulance).

FIRE ALARM AND EVACUATION

Fire alarm

The fire alarm system is **highly sensitive to smoke and heat**.

There are smoke and heat detectors in the corridors and kitchens.

And, after the summer, there will also be detectors in every unit.

You are NOT allowed to cook in your unit.

Always stay next to the stove whilst cooking and switch on the extractor fan. Don't forget to switch off your stove after cooking. Clean the stove afterwards to ensure that oil residues do not cause a fire.

Do not smoke in the studio and take care with candles.

Evacuation

STEP-BY-STEP PLAN IF YOU HAVE A FIRE

- **Make 1 attempt to put out the fire.**

Extinguish the fire, remove the pan from the hob and, if necessary, use the fire extinguisher or a fire blanket. Open the windows if smoke develops (not the door).

- **Call the emergency number +32 16 28 41 79. If there is an actual fire, you must also call the fire brigade directly on +32 112.**

- **Everyone must go outside and gather in the outdoor car park.** Close the door to the unit (without using the key) and the window. Take the stairs, NOT the elevator.

- The caretaker will arrive on the scene as soon as possible, switch off the alarm to avoid disturbing neighbours and check the unit in question. As soon as the danger has passed, **the person in charge will give permission to go back inside.** Please wait for this.

The fire alarm going off regularly is due to the fact that there is actually smoke or heat somewhere. **We urge you to go outside every time this happens.**

GUESTS AND SUBLET

Guests

Friends and family may only stay in your unit for a limited period. The insurance only covers the number of people registered in your studio.

We are unable to provide you with any extra mattresses or beds.

Subletting

You are **NOT permitted to sublet your unit.**

In exceptional circumstances like an Erasmus exchange, an internship or the completion of your studies, permission may be granted following a request and approval by Immo J. Eckelmans. Please email the subletting agreement to info@eckelmans.com for our information.

You remain ultimately responsible for all payments, keeping the studio in good condition, paying the bills for electricity, water and heating, being present at the check-out and resolving any disputes.

Your deposit will only be released 2 months after the end of your contract, even if you have not been living in the unit for some time.

Immo J. Eckelmans is not a party to the contract in the event of subletting and therefore has no responsibility or authority in this matter, nor does it offer any administrative and/or legal support.

For further information, please contact the Immo J. Eckelmans office by telephone or email at info@eckelmans.com.

END OF CONTRACT,
FINAL
SETTLEMENT
AND 'CHECK OUT'

Contract extension

You have a one-year contract that will not be automatically renewed for the following academic year.

In February 2027 we will mail you to ask whether you wish to continue your stay at Studentflats or not.

If you renew your contract, you can still cancel it free of charge up to 3 months before the start of the new contract.

Anyone staying in their unit whilst on holiday may leave their personal belongings there.

Early contract termination

Your tenancy agreement is a fixed-term contract. Legally speaking, this means that **early termination is not permitted** and that you are therefore obliged to complete (and pay for) the full 12-month tenancy period. However, under Belgian tenancy law, there are two exceptions to this rule:

- Completion of your studies
- The death of yourself or the person who is financially responsible for you

In both cases, you must submit an official written certificate. In the event of the completion of your studies, this must be a certificate of deregistration from your educational institution; in the latter case, an official death certificate for the person responsible. Please send all

the required information and documents to info@eckelmans.com.

A two-month notice period applies starting on the first day of the month following the date of written notification. You remain liable for the rent for the two-month notice period. During this period, you may continue to live in the studio but are obliged to allow viewings by potential new tenants.

In all other cases of early termination, you are obliged to continue paying the rent and associated costs as set out in your contract until a new tenant takes over your studio. If a replacement tenant cannot be found before the end date of your contract, you remain liable for all rent and costs until the official end date.

Check-out

Just as an inventory was made when you checked in, another inventory will be carried out when you leave the unit. The meter readings will also be recorded at that time.

Check-out is always by appointment and takes place exclusively on weekdays between 9.30 am and 5 pm. The tenant is legally required to be present in person for check-out. If this is truly not possible, you may give someone written authorisation. Please send this to info@eckelmans.com. Do not forget to include the studio number, the full name and the mobile number of the person.

In early July, we'll send you an email with a link allowing you to book a check-out slot. If you'd like to check out earlier, our office team will reserve a time slot for you via email at info@eckelmans.com.

If you require temporary access to the courtyard to move out, you can request this by phone via the office or by email to support@eckelmans.com. We will come and lower the boards for you.

A check-out list:

- As of 2026 all check-ins/outs will be done digitally via the platform but If you still have a written state- in document, please bring it.
- Empty your **letterbox** and inform your contacts of your new coordinates. Immo J. Eckelmans can not be held responsible for any lost correspondence and / or parcels.
- Make sure to return all **keys**.
- Do not forget to **cancel your internet** subscription in time and to hand in your modem to your chosen provider.
- If you are registered at your address, you must inform the City of Leuven of your departure. You are obliged to officially deregister.
- All **furniture** in your unit must be cleaned, including the windows (both the inside and the tilting sections). Please also check that all light fittings are working – replace them if necessary. The floors must be vacuumed and clean
- In the **kitchen** the fridge must be empty and clean. It must remain closed and switched on. The freezer compartment must be defrosted.
- In the **bathroom** the ceiling, floors, walls, toilet, washbasin, shower, mirror and all taps must be cleaned free of limescale.
- **Bicycles** must be taken home or taken to the charity shop.
- If you have a **parking space**, please also hand over the remote control.

CONTACT AND USEFUL NUMBERS

Eckelmans

MAIN OFFICE IMMO J. ECKELMANS

Open on weekdays between 9.30 am and 5.30 pm except official holidays

Parijsstraat 74, 3000 Leuven

+ 32 16 23 60 50

Info@eckelmans.com: administration and general information

support@eckelmans.com: technical interventions

Emergency

EMERGENCY NUMBER

Only permitted when fire, a power cut, a serious water leak or a faulty lift.

+32 16 28 41 79

EMERGENCY NUMBER AMBULANCE/FIRE

+32 112

Police

EMERGENCY NUMBER POLICE

+32 101

MAIN POLICE OFFICE

Philipssite 4, 3001 Leuven

+32 16 21 06 10

<https://www.politie.be/5388/>



CITY OF LEUVEN

Professor Roger Van Overlaetenplein 1, 3000 Leuven

<https://leuven.be/en>

Doctors

DOCTORS LEUVEN

<https://www.doctena.be/en>

MEDECINE SERVICE OUT OF HOURS

Dial first +32 1733

<https://wachtpostleuven.be/en>

PHARMACY OUT OF HOURS

<https://www.apotheek.be>



ECKELMANS