

Les Héliotropes Residence Hall

78 route du Rhin - 67 400 ILLKIRCH-GRAFFENSTADEN

Tél. : 03 88 21 13 37

E-mail : cite-u-heliotropes@crous-strasbourg.fr

Office opening hours: Joint reception with the Illkirch Residence Hall for co-op students (22 route du Rhin). Monday through Friday from 7 am to 11:30 am and from 1 pm to 8 pm and from 3 pm to 8 pm on weekends

Services

Administration office (payment - per check or credit card only, no cash - and administrative services): reception/secretariat of the co-op student's residence

- Tel: 03 88 21 13 37

Technical services (keys, repairs): for small repair jobs or other technical problems, please notify the reception during the opening hours or per mail. Services could be invoiced.

Moving in

Upon your arrival, you will be issued the key for your studio, which also opens the outside building entrance and your letterbox key. If necessary, switch on the electrical circuit breaker to turn on your lights and electric devices. The water heater only operates at night.

You can access the common rooms (gym, study rooms, rest rooms) of the co-op student's residence by asking the reception during the opening hours.

Internet

High-speed Internet access in every studio.

Monthly access codes displayed at the reception, annual code for residents staying the whole year.

Public transportation

Tram - lines A and E: stop Campus d'Illkirch

Parking lots

Cars: The parking lot is located right outside the residence hall. It is free of charge and not locked.

Bicycles: a covered bike shelter, not locked, is available for your use. We recommend you lock your bike with a hardened-steel chain bike lock.

Please do not store your bike anywhere not intended for that purpose. It is forbidden to store a bike in your studio.

Emergency Numbers

In the event of danger call emergency numbers directly: **112 EMERGENCIES** from a cellphone/**18 FIREFIGHTERS / 17 POLICE / 15 SAMU** (medical emergencies) or **SOS Médecins** - 03 88 75 75 75. Indicate your location.

Please notify the reception of the residence by calling 03 88 21 13 37 or the night guard at 06 43 83 36 33. They will be able to provide directions to emergency services and will alert the administrator's office if necessary.

Firefighters intervention (other fire or health problems) can be invoiced to you.

Trash bins/recycling bins

Residents are responsible for sorting of the trash.

Bins are located next to the entrance of the residence, route du Rhin:

- YELLOW bins: paper, cardboard and plastic

- BLUE bins: other non-recyclable trash, put trash in plastic trash bags

Security

To ensure security in campus buildings and to prevent intrusions or theft, lock the outside entrance gate with your key. Each studio is equipped with an intercom unit so that residents can open the door for visitors who will use the digital door code panel at the entrance: enter **the studio number (001 à 199) followed by “🔔” Press “C” to cancel or start over.**

Be sure you do not to leave your key in the door. If your key is lost or stolen, your lock will automatically be changed, requiring an advance payment (€80) which will be reimbursed if your key is found/returned within 8 days. You will be charged for service calls and labor if you lose your key or lock yourself out. Do not obstruct smoke detectors or VMC in any way (fire hazard). Turn off hotplates and water faucets and close windows when you leave your room. **Guests must stay with you at all times and are not allowed to stay beyond 11:00 pm. It is forbidden to lend/give your keys to another person.**

Laundry

The residence is equipped with washing machines and dryers. You can access the laundry facility with the key to your room.

The laundry works through the Izly pass system (which allows you to pay for your meals in the Restos'U) with online top up or with a credit card from Europe (CB, Visa, MasterCard, etc.).

Restaurants

Illkirch's Resto'U welcome you from Monday to Fridays from 7:30am to 3pm for breakfasts and lunches.

Your mail

Put your name on your letterbox when you arrive. The mail carrier will deliver your mail to your letterbox which must be labeled as follows:

*M or Mme
Studio N° ...
Résidence universitaire Les Héliotropes
78 route du Rhin
67 400 ILLKIRCH-GRAFFENSTADEN*

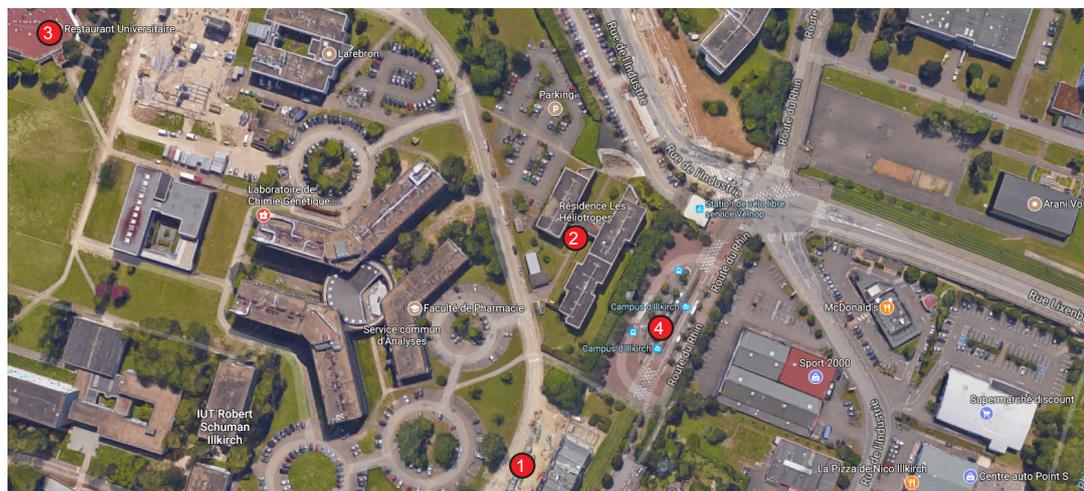
The mail is delivered in the mail box by a Post Office agent. Packages and parcels cannot be accepted by campus staff. A delivery notice will be left for you. Mail forwarding requests should be made directly at the Post Office. Any mail inadvertently delivered to your letterbox should be taken to the main office or dropped in the administration office's letterbox.

Telephone

Your accommodation is equipped with a telephone jack. Contact the telephone operators and give your telephone number to the administration.

Shops nearby

Lidl, Baggersee mall, access to Illkirch city center with the tram.



- 1 Résidence Les Alternants
- 2 Cité U Les Héliotropes
- 3 Resto' U d'Illkirch
- 4 Arrêt de tram, lignes A et E Campus d'Illkirch

Enjoy your stay and best of luck with your studies!
The administrator and the entire staff

CONSULT :

The resident handbook online in French or in English as well as the rule of Procedure that needs to be signed.

CROUS-STRASBOURG.FR

