



Practical Guide for Residents



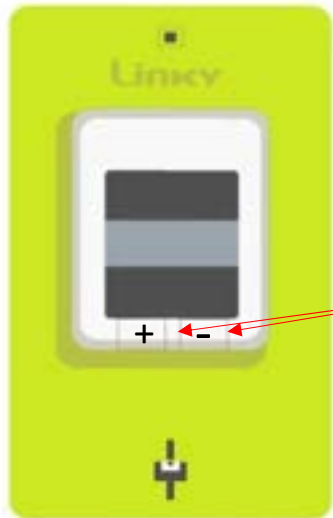


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Meter reading or power outage



To take a *meter reading*, press + or - and note the first number displayed



To turn on the electricity, turn the knob from position 0 to position 1 or press the black button.



In the event of a cut, check that the main circuit breaker is on 0, if this is not the case, lower it and leave it for 3 seconds before raising it.



HEATERS



If you have a problem with your heater, check that it is on before calling the technicians.

It is possible that it was switched off when the former tenant left.

To do this, simply press the button to put it on button 1.

If, despite this, the problem persists, you can send a maintenance ticket to the technicians in order to obtain an intervention (do not forget to write, when writing the ticket, your name and your accommodation number).





Light Bulbs

We remind you that the replacement of light bulbs in the apartments is the responsibility of the residents.



Procedure :

- Switch off the meter at the electrical panel
- Remove the bulb to be changed
- Restart the counter
- Take the used bulb with you and choose the same model, if necessary, present it to the store clerk, to be sure to buy the appropriate model.
- Replace the bulb after switching off the meter at the electrical panel.

If you do not know how to put it back in place, a technician can come and do it for you.

In this case, you will make a request to install a bulb via a maintenance ticket, making sure to leave the new bulb available to the technician in your home.



Intervention request (ticket)

To be able to make tickets to our technical team, you must **connect to your ENT** with your generic agro address.

Following this, you must click on "Help and assistance - GLPI"



Once done, you will arrive on the page below, you must go to "Infrastructure management".



Click on **create a ticket** and write it, remembering to enter your accommodation number.

Do not forget the polite formulas 😊



Intercom

Tip for entering the residence when the front door is closed

- Tape here is also the access code 2309.
- Or scan you student card here





Fire safety



We remind you that it is strictly **FORBIDDEN** to handle fire extinguishers or to press the red manual trigger except in an emergency.

In the event of a fire, press the red manual trigger closest to you to warn the entire campus and your classmates. (In case of misuse, a sanction will be applied).



For your safety, please do not leave anything lying around in the common areas in order to clear access to corridors, doors and stairs.



GOING AWAY FOR A FEW DAYS?

Do not forget, when you leave for several days, to turn off your HEATER.



Remember to clean your accommodation thoroughly (dishes, trash, etc.) to avoid any risk of pests during your absence.



Cleaning checklist in preparation for inventory

The accommodation must be returned empty and clean.

Kitchenette:

Cleaning

- Electric plates/sink + stainless steel plan and wall tiles
- **Defrost your fridge at least 24 hours in advance** so that when you leave, there is no water left that could flood the accommodation.
- Ventilation grid (VMC)

The cleaning of the fridge must be scrupulous (pull it out to clean the floor under it, take out the lower shelves and clean the door seals).

Bathroom :

Cleaning

- Indoor and outdoor sanitary facilities (bowl + lid above/below + WC plinth)
- From the shower (tray + wall tiles + curtain)
- Shower curtain: wash it **at 30° in the machine** and reinstall it before you leave. If too dirty, please install a new one.
- Washbasin and washbasin support + taps + sink stopper.

Main piece :

Cleaning

- Indoor and outdoor cupboards
- Windows (interior and exterior panes).
- Interior shutters
- Interior and exterior desk and drawers
- Wash the mattress cover **at 60° in the machine** and reinstall on your departure.

Miscellaneous :

Cleaning

- Baseboards, switches, electrical outlets and pipes (dust and wash)
- Walls and ceiling: splashes and cobwebs will be removed
- The floor will be vacuumed and washed with a real floor cleaning product.

If the cleaning is not satisfactory, it may be charged.

Recommendation for household products



Cleaner and descaler for your toilets.



Kitchen cleaner and degreaser



Window cleaner



Floor and surface disinfectant.



Scouring cream to descale and degrease



Non-scratch metallic sponge

CAUTION if you use white vinegar remember to rinse very well !



Unclogging Shower Drain

Turn the siphon grid to
 $\frac{3}{4}$.



Then pull to retrieve it.



Once done, remove the
siphon so that you can
remove any hair or other
that is blocking the
proper flow of water



Replace the siphon.





Practical addresses:



Stores :

→ **Intermarché:** 15 min on foot or 5 min by car
6 Av. Favard, 33170 Gradignan

→ **Super Casino:** 7 min by car or 13 min by bus (line 21) or 20 min walk/tram.
412 Cr de la Libération, 33400 Talence



Hospitals :

→ **Hospital Haut l'évêque:** 10 min by car or 33 min walk/tram
Avenue Magellan, 33600 Pessac

→ **Hospital Pellegrin:** 12 min by car or 30-50 min walk/tram/bus
Rue de la Pelouse de Douet, 33000 Bordeaux

→ **Clinique Mutualiste:** 7 min by car or 40 min walk/tram/bus
3 avenue Pasteur, 33600 Pessac



Tram :

→ **Tram stop Doyen Brus (Tram B):** about 11 min on foot

→ **Tram stop Montaigne Montesquieu (Tram B):**
about 9 min on foot



Bus :

→ **Line 21:** 5 min on foot (Talence Peixotto – Gradignan Stade Ornon)

→ **Line 10:** 10 min on foot (Bordeaux Jardin botanique – Gradignan Beausoleil)

→ **Line 31:** 10 min on foot (Bassens Quai français – Gradignan Village 5)

→ **Line 35:** 10 min on foot (Talence Peixotto – Bordeaux Cracovie)

More information on the **tbm** application or on the **tbm.com** website.



Pharmacy :

→ Pharmacy de la rocade : 5min on foot

55-57 Rue de Compostelle, 33600 Pessac

→ Pharmacy de la lisière : 5 min by car or 15 min on foot

3 Av. Favard, 33170 Gradignan



Emergency or medical numbers:

→ STUDENT HEALTH AREA via DOCTOLIB: application for making appointments with health professionals - general practitioners, gynecologists, psychologists, nurses...

→ SOS doctor : 05 56 44 74 74

45 rue de la Pelouse de Douet, 33000 Bordeaux



Laundry :

→ Laundry Crous : 5min on foot

20 Av. de Bardanac, 33600 Pessac

→ Laundry Pessac – Compostelle : 5 min on foot

Rue Compostelle, 33600 Pessac



ATM or bank :

→ **Société général:** 3 min by car or 10 min on foot
Université de Bordeaux III, Esp. des Antilles, 33600 Pessac

→ **Intermarché:** in the shopping mall

→ **Banques trouvables centre de Gradignan:** 7 min by car or 30 min on foot
Surroundings of 100 Cours du Générale de Gaulle.



Post office: 8 min by car or 30 min on foot
1 route de Léognan, 33170 Gradignan



Insurance :

→ **HEYME:** <https://heyme.care/fr> or on 09 71 09 07 07

→ **Can come from banks** (BNP Paribas, La Banque postale, etc.)