

## FAQ - ENGLISH

### **I have been accepted into a program but I did not receive any housing application, what should I do?**

*You can make your housing application via the online portal of ALEGESSEC:*

<https://housing.alessec.fr/authenticate>

*Only the students who have their ESSEC username (B00...) and password can access the online reservation portal.*

### **I would like to know how long the reservation process is.**

*Depending on the programs, the delay is different. As soon as you have received your ESSEC username (B00...) and password, you can log onto the reservation portal:*

<https://housing.alessec.fr/authenticate>

*You will get a definitive answer towards the end of July.*

### **What supporting documents do you need from me to apply for housing?**

*You need to provide your credit/debit card information and a copy of an identity document. For the scholarship holders, they will have to provide a proof of scholarship.*

### **I don't know the exact length of my studies. Which dates should I write on the housing application form for the length of the contract?**

*It is preferable to ask your program what the dates are for the beginning and end of your education. Keep however in mind that it is possible to adjust your departure date when you arrive. Furthermore, the length of your housing contract cannot be shorter than the length of your program.*

### **When will my credit card be charged?**

*To make the reservation request, you give the imprint of your credit card, but the card will not be charged immediately. It will be charged when we have assigned you a room. You will receive an email informing you that your credit card will be charged within 5 days.*

### **My payment has been refused, what can I do?**

*If your payment has been refused, you will receive an email informing you of this refusal. To finalize your reservation, you will have the possibility to reconnect and proceed to the manual payment by credit card.*

### **The security deposit, is it refundable?**

*Yes, the security deposit is refundable subject to the conditions indicated in Article 24 of the [Rules and Regulations](#).*

### **Can I change my mind and cancel my housing application?**

*Student who has applied for housing can cancel his/her reservation request. Please see Article 27 of the [Rules and Regulations](#).*

### **I am required to get a multi risk housing insurance when I arrive. What do I need to do? How much does it cost?**

*You can get a housing insurance with your personal insurance company, your bank, or online with ISIC on the following link: <http://isicassur.fr/assurances-habitation/residences-essec>*

***When you've received a confirmation of the housing allocation, you will have access to the ALEGESSEC student portal where you need to submit your insurance certificate before your arrival.***

**My insurance company is asking me about the surface of my room. What can I tell them?**

*In average, our rooms are 19 m<sup>2</sup>. The surface of the couple's apartments is between 36 and 39 m<sup>2</sup>.*

**What is the difference between the rooms on the floors and the rooms on the ground floor at the Parc residence?**

*The price of the room is different because on the ground floor the common areas are not attached to the rooms.*

**Does a minor have priority in getting an accommodation?**

*Yes, minors have priority in the room allocation. The priority criteria is indicated in Article 4 of the [Rules and Regulations](#).*

**Being over 18 years old at the beginning of the academic year, may I sure to get a room in the Parc residence?**

*We do our best to respect your choice, but we must follow the priority criteria according to the [Rules and Regulations](#).*

**I would like to visit some of the rooms on the residences, is that possible?**

*You have the possibility to have virtual visit on our website.*

**I would like to see some photos of the residences and the studios, is that possible?**

*You can find photos of the residence and the studios on our website [www.essec.edu/housing](http://www.essec.edu/housing)*

**I want to know if there are parking lots on each of the residences and if they are secure.**

*Yes, there is a secure private parking on each of our residences.*

**I would like to live in a double studio with a roommate, what should I do?**

*You need to specify it on your housing application where you choose your residence. We will try to respect your request depending on availability.*

**I sent in my housing application but I never received a confirmation, when will I know if a room has been assigned to me?**

*You will get a confirmation by email during the month of July if a room has been assigned to you.*

**I applied for housing but I'm afraid to not get a room assigned?**

*We do our utmost to respond positively to all housing requests. Please remember to send us all the requested so your application is complete.*

**When can I pick up my keys?**

*For the beginning of the school year at the end of August, a "Welcome Week" will be organized on the ESSEC campus. You will receive the schedule for this "Welcome Week" with the dates when we will give out the keys depending on the programs by email at the same time as your room assignment confirmation. Apart from the "Welcome Week", you can collect them directly at our offices **Residence du Parc, 7 avenue du Parc, 95000 CERGY** at our opening hours. Also, depending on the period and / or the arrival times.*

**I haven't gotten the number of my room yet, how do I get it?**

*The number of your room will be made available to you the day of your arrival. **Under no circumstances will it be disclosed to you earlier.***

**I will not be present the day when you will give out the keys, what can I do?**

*You can ask somebody to pick up the keys for you. It is necessary to send us an email at [alegessec-gestion@essec.edu](mailto:alegessec-gestion@essec.edu) indicating the name of the person who will have to bring an ID card with him/her.*

*If nobody can pick up the keys for you, please send us an email explaining your situation and we will make an appointment for you to come and get your keys or they will be brought to the ESSEC security desk which is open 24/7.*

### **How is the inventory of places of entry?**

*You have 48 hours after your arrival to do it online on your portal.*

### **I would like to reserve a specific room in advance for next year, is that possible?**

*If you are renewing your contract, you can indicate that you would like to stay in your current room. We will try to respect your request depending on availability.*

### **I would like to send or drop off my luggage in advance, is that possible?**

*Yes, certainly once your request has been confirmed. You need to make an appointment and come to the Parc residence. You can also send them by mail during our office hours, by providing us with the day of the arrival of the parcels. The address is the following:*

*Your last name and first name  
ALEGESSEC  
7 AVENUE DU PARC  
CS 90065  
95020 CERGY PONTOISE CEDEX  
FRANCE*

*Please don't forget to write your coordinates on each suitcase as well as your arrival date. Your items will be kept in a secure room and then brought to your future room. We are not responsible for the luggage or the items arriving damaged. Please do not send perishable goods.*

*Please note that we can only accept maximum **2 suitcases** or boxes not exceeding 90 cm (height) x 50 cm (width) x 50 cm (depth).*

***NB: all taxed parcels (custom fees...) will be refused.***

### **When can I access my room?**

*As soon as you have received the keys.*

### **What is the welcome kit?**

*This is the equipment of first necessity, which you can order at your reservation (99 euros for an individual kit, 150 euros for a simple kit).*

### **What does the kit include?**

*Simple kit: 4 plates (2 flat, 2 hollow), 8 cutlery sets (2 knives, 2 forks, 2 tablespoons and 2 teaspoons), 2 glasses, 2 cups, 1 pan, 1 saucepan, 1 cover, 1 sheet cover, 1 flat sheet, 1 pillow, 1 pillow case, 1 towel and 1 bath towel.*

*Couple kit: 8 plates (4 flat, 4 hollow), 16 cutlery sets (4 knives, 4 forks, 4 tablespoons and 4 teaspoons), 4 glasses, 4 cups, 1 frying pan, 1 large saucepan, 1 quilt, 1 fitted sheet, 1 duvet cover, 2 pillows, 2 pillowcases, 2 towels and 2 bath towels.*

## How is my room equipped?

Details on the equipment in the rooms of all the residences are listed in the table here below.

	SINGLE	DOUBLE
<b>HAUTS-DE-CERGY</b>	<p><b>ROOM:</b> Full bed linen (base, mattress, headboard, drawer), 1 mattress cover with zipper, 1 big closet, 1 bookshelf, 1 L-shaped desk, 1 chair, 1 desk lamp, 1 wastepaper basket, blinds, 1 smoke detector, 1 telephone, 1 table, 1 stool</p> <p><b>KITCHENETTE:</b> 2 hotplates, 1 refrigerator, 1 garbage bin, shelves</p> <p><b>BATHROOM:</b> 1 shower with curtain, 1 mirror, 1 sink, 1 garbage bin, 1 shelf, 1 peg</p> <p><b>WC:</b> 1 toilet lid, 1 brush, 1 paper dispenser</p>	<p><b>ROOM:</b> Full bed linen (base, mattress, headboard, drawer), 1 mattress cover with zipper, 1 big closet, 1 bookshelf, 1 L-shaped desk, 1 chair, 1 desk lamp, 1 wastepaper basket, blinds, 1 smoke detector, 1 telephone, 1 square table, 1 stool, 1 sink, 1 garbage bin (bathroom), 1 towel rack, 1 mirror</p> <p><b>KITCHEN:</b> 2 hotplates, 1 refrigerator, 1 garbage bin, shelves, 1 cabinet, 1 table</p> <p><b>BATHROOM:</b> 1 shower with curtain</p> <p><b>WC:</b> 1 toilet lid, 1 brush, 1 paper dispenser</p>
	SINGLE	DOUBLE
<b>LINANDES</b>	<p><b>ROOM:</b> Full bed linen (base, mattress, headboard, drawer), 1 mattress cover with zipper, 1 night stand, 1 big closet, 1 bookshelf, 1 L-shaped desk, 1 chair, 1 desk lamp, 1 wastepaper basket, 2 blinds, 1 smoke detector, 1 telephone, 1 table, 1 stool</p> <p><b>KITCHENETTE:</b> 2 hotplates, 1 refrigerator, 1 garbage bin, shelves, 1 microwave</p> <p><b>BATHROOM :</b> 1 bathtub with curtain, 1 mirror, 1 sink, 1 glass shelf, 1 peg</p> <p><b>WC :</b> 1 toilet lid, 1 brush, 1 paper dispenser</p>	<p><b>ROOM:</b> Full bed linen (base, mattress, headboard, drawer), 1 mattress cover with zipper, 1 big closet, 1 bookshelf, 1 L-shaped desk, 1 chair, 1 desk lamp, 1 wastepaper basket, blinds, 1 smoke detector, 1 telephone, 1 stool, 1 sink, 1 peg, 1 towel rack, 1 mirror</p> <p><b>KITCHEN:</b> 2 hotplates, 1 microwave, 1 refrigerator, 1 garbage bin, shelves, sink cabinets, 1 table</p> <p><b>BATHROOM:</b> 1 bathtub with curtain, 1 peg</p> <p><b>WC:</b> 1 toilet lid, 1 brush, 1 paper dispenser</p>

	<b>SINGLE</b>	<b>DOUBLE</b>	<b>COUPLE</b>
<b>PORT</b>	<p><b>ROOM:</b> Full bed linen (base, mattress, headboard, drawer), 1 mattress cover with zipper, 1 night stand, 1 big closet, 1 bookshelf, 1 desk with shelves, 1 chair, 1 desk lamp, 1 wastepaper basket, blinds, 1 smoke detector, 1 telephone, 1 table, 1 stool</p> <p><b>KITCHENETTE:</b> 2 hotplates, 1 refrigerator, 1 garbage bin, shelves, 1 cabinet</p> <p><b>BATHROOM :</b> 1 shower with curtain, 1 mirror, 1 sink, 1 garbage bin, 1 shelf, 1 peg</p> <p><b>WC:</b> 1 toilet lid, 1 brush, 1 paper dispenser</p>	<p><b>ROOM:</b> Full bed linen (base, mattress, headboard, drawer), 1 mattress cover with zipper, 1 night stand, 1 big closet, 1 bookshelf, 1 desk with shelves, 1 chair, 1 desk lamp, 1 wastepaper basket, blinds, 1 smoke detector, 1 telephone, 1 square table, 1 stool, 1 sink, 1 garbage bin (bathroom), 1 towel rack, 1 mirror, 1 table, 1 stool</p> <p><b>KITCHEN:</b> 2 hotplates, 1 refrigerator, 1 garbage bin, 1 shelf, cabinets, 1 table, 2 stools</p> <p><b>BATHROOM:</b> 1 shower with curtain, 1 towel rack</p> <p><b>WC:</b> 1 toilet lid, 1 brush, 1 paper dispenser</p>	<p><b>LIVING ROOM:</b> 1 double sleeping couch (base, mattress), 1 cover for the couch and 2 cushions, 2 night stands, 1 or 2 big closets, 1 shelf unit, 1 desk with shelves, 1 table, 1 chair, 1 coffee table, 1 desk lamp, 1 wastepaper basket, 1 television, 1 telephone</p> <p><b>KITCHEN:</b> 1 standing table with storage, 2 stools, sink cabinets, 2 hotplates, 1 microwave, 1 refrigerator, 1 fan, cabinets, 1 garbage bin (kitchen)</p> <p><b>BATHROOM:</b> 1 shower with curtain, 1 mirror, 1 shelf, 1 garbage bin, 1 towel rack, 1 peg</p> <p><b>WC:</b> 1 toilet lid, 1 brush, 1 paper dispenser</p>
	<b>ROOM</b>	<b>LIVING UNIT</b>	
<b>PARC</b>	<p>Full bed linen (base, mattress, headboard), 1 mattress cover with zipper, 1 night stand, 1 bookshelf, 2 book cases, 1 desk, 2 chairs, 1 desk lamp, 1 wastepaper basket, blinds, 1 smoke detector, 1 telephone, 1 mirror, 1 sink, 1 towel rack, 1 bathroom shelf, 1 peg</p>	<p>7 armchairs (no armchairs on ground floor nor in building E), 1 small white coffee table (no coffee table on ground floor nor in building E), 1 round table, 7 chairs (5 for building E and ground floor), 1 kitchen buffet for the living units on ground floor and building E, 2 storage cabinets (1 for building E and ground floor), 2 refrigerators/freezers (3 on ground floor B), 2 hotplates as well as a microwave, 1 big garbage bin, 1 broom, 1 shovel, 1 waste separation bin, 1 toilet brush, 1 garbage bin (WC), 1 mirror, 2 shower curtains, 1 ironing board</p>	

### **Is there any reservation fee?**

*Yes, there are indeed fees for contribution, file and membership fees that are due regardless of the duration of the program.*

### **Is the annual fee mandatory even if I only have 3 months of study?**

*Yes, they are due annually and are not prorated to the duration of attendance.*

### **When do I need to pay my rent?**

*Your rent will start as of the date indicated on your application form. You will be able to pay your rent on the "My student account" portal with your credit / debit card. You will also have the option to pay your rent repeatedly with your credit / debit card.*

### **What is included in my rent?**

*We offer a formula that includes: water, electricity, heating, maintenance and assistance with your housing subsidy (APL) application process. The housing tax and the internet of a private provider are not included in the formula.*

### **What is the APL? Am I entitled to it?**

*The APL stands for "Aide Personnalisée au Logement" and is a financial aid from the Caisse d'Allocations Familiales (CAF) meant to reduce your monthly rent, giving you housing subsidies. You can apply for the subsidies as soon as you receive your keys by following the instructions that we will send you by email after your arrival. The CAF will then study your application and decides whether or not you are eligible for the APL. In the case you are eligible, the CAF will deposit the subsidies on your ALEGESSEC account and the amount received will be automatically deducted from your rent. ALEGESSEC will not be responsible for any delays in the APL payments, and if so, you would be liable for the amount of your entire rent.*

### **Where can I eat?**

*There is no cafeteria on the residences. However, as a student of ESSEC, you have access to the DéliMarché of ESSEC where you can find sandwiches, salads, hot meals, drinks... Some associations also offer a special lunch formula for students. You can also find a multitudes of restaurant around the campus.*

### **Is water safe to drink in residences?**

*Yes the water is drinkable.*

### **Can I receive parcels?**

*Yes, you can receive packages that do not exceed 5kg. You must send them to the following address specifying your room number:*

***Your last name and first name***  
***Room number***  
***ALEGESSEC***  
***7 AVENUE DU PARC***  
***CS 90065***  
***95020 CERGY PONTOISE CEDEX***  
***FRANCE***

### **Can I leave my luggage and boxes when I leave my room?**

*You can leave 3 luggage and/or boxes in the luggage room of your residence only if you renew your contract at ALEGESSEC residences.*

### What are the office hours of ALEGESSEC?

The ALEGESSEC office is located at the Parc residence and is open:

- Monday and Wednesday from 2 p.m to 5:30 pm.
- Tuesday and Thursday from 9 am to 5:30 pm without interruption,
- Friday from 9 am to 4:30 pm without interruption.

We are closed on weekends.

You can also contact us by telephone at 01 34 20 60 00 or by email: [alegessec-gestion@essec.edu](mailto:alegessec-gestion@essec.edu)

### What are the office hours of my residence?

You can find the office hours of your residence in the table below:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Hauts-de-Cergy	8:30 – 9:00 am 4:30 – 5:30 pm	8:30 – 9:00 am	8:30 – 9:00 am 4:30 – 5:30 pm	8:30 – 9:00 am	8:30 – 9:00 am 3:30 – 4:30 pm
Linandes	8:30 – 9:30 am	8:30 – 9:30 am 4:30 – 5:30 pm	8:30 – 9:30 am	8:30 – 9:30 am 4:30 – 5:30 pm	8:30 – 9:30 am
Parc	2:00 – 5:30 pm	9:00 am – 5:30 pm	2:00 – 5:30 pm	9:00 am – 5:30 pm	9:00 am – 4:30 pm
Port	8:30 – 9:00 am 4:30 – 5:30 pm	8:30 – 9:00 am	8:30 – 9:00 am	8:30 – 9:00 am 4:30 – 5:30 pm	8:30 – 9:00 am 3:30 – 4:30 pm