

Crous Accommodation FAQs

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- Can I keep my Crous accommodation if I stop studying before the end of the academic year?
- I want to change accommodation. What should I do?
- I am an international student and I would like to extend my stay in the accommodation.



I would like to keep my accommodation for the next academic year

- I don't know my admission results yet. Should I still apply to renew my current accommodation for the next academic year?
- When and how should I submit my renewal application?
- What if I haven't submitted my renewal application or confirmed my reservation for next year by the required deadline?
- Can I return to my current accommodation next year if I leave before 31 August?

Useful information

- I have a question about grants or my Student Benefits Application (DSE, Dossier Social Etudiant).
- I'm having financial difficulties, I can't pay my rent this month.
- How do I activate or top up my Izly account?

I have been allocated Crous accommodation at the Académie de Bordeaux

Can I visit my accommodation?

It is not possible to visit the accommodation.

If you are a disabled student with an MDPH notification (or an official document certifying your disability), it is possible to visit the accommodation as part of an affectation following a request for adapted housing, by contacting the residence's secretariat.

Can I arrive at the allocated accommodation before the scheduled date?

- Scheduled arrival from 1 September: yes, from 25 August 202X if the accommodation is available (per night rate applies). Contact the office at the hall of residence in question: [contact details can be found here](#).
- Arrival during the academic year: no, you cannot arrive before the date specified on your notice of allocation and admission decision.

Can I cancel even though I have reserved accommodation? Will I get my €100 advance fee back?

The advance fee of €100 is refundable in the event of cancellation if you request it from the [hall of residence office](#) before the start date specified in your admission decision.

I am unable to submit some documents for my rental application. What should I do?

A rental application (admission decision, fixed-term guarantee) may contain multiple pages or documents.

You must combine them into a single PDF file and upload it to your space as a single document:

<https://www.messervices.etudiant.gouv.fr/envole> > Manage my accommodation > Cité U > Current reservation > Admin file.

It's easy to scan multiple PDFs and submit a single document.

You can merge your documents for free on several sites: https://www.ilovepdf.com/merge_pdf, <https://pdfcandy.com>, <https://www.pdf2go.com> etc.

I don't have my certificate of enrolment yet. Which document should I submit instead?

The certificate of enrolment is optional until 30 September of the current year. You have time to submit it to your space.

There is no need to submit a certificate of enrolment for the current year or any other document (proof of registration, payment of tuition fees, etc.).

Make sure you submit it online as soon as you get it.

Please notify the [hall of residence office](#) if you cannot provide it after 30 September.

I tried to pay my security deposit but the payment button did not appear.

You attempted to pay the deposit but did not complete the transaction, and the link is no longer visible. You must wait for one hour before trying again.

The link and the "Rent payment" button will reappear.

What should I do if I don't have a physical guarantor?

You can apply for a VISALE guarantee [here](#) before entering the accommodation.

Visale is a free rental guarantee scheme (unpaid rent and damage guarantees) managed by Action Logement. It is available to students enrolled on undergraduate or sandwich courses who are 30 years old or younger and moving into Crous accommodation.

What should I do if I am not eligible for the VISALE rental guarantee scheme?

You can hire a physical guarantor, pay the total cost of your stay, or join another scheme like [Garantme](#), which charges 3.5 percent of the rent plus charges for the entire lease term (x 12 months).

How do I apply for personalised housing benefit (APL) or social housing allowance (ALS)?

The APL is reserved for university halls of residence, while the ALS is for university housing campuses.

You can submit your application online on the [CAF](#) website once you have moved into the accommodation. The benefit granted by the CAF is paid directly to the Crous. The student only pays the portion of the rent they are responsible for.

The CAF is asking me if the halls of residence are subsidised. Where can I find this information?

To determine whether or not the hall of residence is subsidised, see the rent confirmation form to be sent to the CAF:

- If the hall of residence is subsidised, the rent confirmation form will be called "Student housing benefit (APL) Crous hall of residence certificate / Subsidised accommodation" and an agreement number will appear in the "Accommodation" section at the bottom.
- If the hall of residence is not subsidised, this document will be called "Student housing benefit (ALS/ALF) / Crous hall of residence certificate / Non-subsidised accommodation"

Where can I find my rent confirmation form (attestation de loyer) for completing my APL/ALS (CAF) application?

You can only get this once you move in.

You can only apply to the CAF for housing benefit once the check-in inventory has been completed. You can download a rent confirmation form once the check-in inventory has been completed and within a maximum of 10 working days by logging in to your space on [messervicesetudiants.fr](#) > Manage my accommodation
> Cité U > My current accommodation > CAF confirmation form

This confirmation form will allow you to submit your APL/ALS application to the CAF website.

When you complete your APL/ALS application online, make sure you check the box that asks if you have the Crous rent confirmation form.

Don't forget to enter your landlord and tenant codes when submitting your application. This will help the CAF process your application faster.

What charges are included in the monthly fee?

Water, heating, electricity, maintenance of communal areas and internet access (Wi-Fi). There is no French housing tax.

I live in Crous accommodation at the Académie de Bordeaux.

I can't connect to the Wi-Fi in my halls. What should I do?

Your personal Wi-Fi code was sent to you via email and/or SMS.

Log in to the "PlanetCampus" network.

You can also log in using your Mes services Etudiant (My Student Services - MSE) credentials. Click the "Log in using My Student Services" button.

If you still cannot connect, you can contact a dedicated Crous hotline on +33 (0)1 88 24 61 68 (free call).

It is not possible to use a service provider other than Wifirst and install a box.

Who should I contact if I have a technical emergency at night or over the weekend?

In case of a technical emergency (no water, no hot water, power cut, or a problem with your lock, etc.), you can contact the on-call service for your hall of residence on Monday to Friday from 18:00 to 08:00 (or 16:00 in the holidays) and at any time over the weekend.

For more information, please contact the [hall of residence office](#).

I have pests (insects, rodents) in my accommodation. What should I do?

It is critical that you notify the hall of residence concerned as soon as possible so that the pest control protocol can be implemented and other areas of the accommodation are not contaminated. You can do this either by using the QR CODE displayed in your accommodation or by contacting the hall of residence office: [Contact details can be found here](#).

The Crous will bear the costs (protocol cost, company intervention) but they may be invoiced to the resident if the infestation is not reported or the decontamination protocol is not followed.

I want to leave my accommodation before 31 August. How do I give notice to leave?

You must notify your hall of residence one month in advance:

- Either via your digital space (Cité U),
- or by email with acknowledgement of receipt,
- or by registered letter with acknowledgement of receipt,
- or by handing your notice to the hall of residence in person and obtaining a receipt.

Any notice of departure request made:

between the 1st and 15th of the month will result in the end of the tenancy and payment of fees up to the 15th of the following month.

between the 16th and 30th/31st of the month will result in the end of the tenancy and payment of fees up to 30th/31st of the following month.

(Please note that your APL will not be paid if the contract ends on the 15th of the month)

The procedure for each Campus can be found [here](#).

I would like my security deposit refunded.

The maximum time limit for the deposit refund is two months from your actual departure date. You can contact the [office of your hall of residence](#) for more information about the refund.

Can I keep my Crous accommodation if I stop studying before the end of the academic year?

Crous accommodation is only available to students enrolled in higher education at an approved higher education establishment and on an approved higher education course (undergraduate or sandwich course).

If you stop studying or change course, please notify the appropriate unit as soon as possible, indicating your first and last name and your INE (French national student ID number):

- for international students: logement.international@crous-bordeaux.fr
- for DSE students: logements.dse@crous-bordeaux.fr

I want to change accommodation. What should I do?

You can change your accommodation between 1 November after the start of the academic year and 15 March. No changes can be authorised outside the period indicated above.

You can check the terms and conditions and procedure for [changing accommodation](#) to see if you meet the criteria to submit your request.

I am an international student and I would like to extend my stay in the accommodation.

You must contact your institution's International Relations Department if you want to extend your stay.

No request for a stay extension will be considered less than one month before departure.

I would like to keep my accommodation for the next academic year

I don't know my admission results yet. Should I still apply to renew my current accommodation for the next academic year?

If you are unsure whether you will continue your studies in your current department in the next academic year or have yet to receive your PARCOURSUP, **we strongly advise you to apply for a renewal**. If you are admitted to a different sector, you can cancel your existing accommodation booking up to 31 August by writing to your hall of residence office.

When and how should I submit my renewal application?

You must apply for a renewal for the last accommodation you occupied. You must submit your application between 15 March and 1 May via your My Services account by going to the "Cité U" section and clicking the "Apply to renew" button.

[Once your request has been approved](#), you will receive an allocation by mail and SMS before June with a link **to confirm the renewal of your accommodation via Cité U** by email and SMS within 72 hours.

The renewal criteria for university halls of residence are available

- [for DSE students](#) who, to receive their renewal, must have entered their Student Benefits Application for the following year;
- [for international students](#) (page 2).

What if I haven't submitted my renewal application or confirmed my reservation for next year by the required deadline?

Any application received after May 1 will be considered late, and no remedial action will be available if the confirmation deadline has passed.

When the Additional Offer opens (mid-July), you will be able to log in to your account at messervices.etudiant.gouv.fr, go to the "Find accommodation in Crous halls of residence" section and see which accommodation is still available. You can then look for the **same accommodation type and hall of residence as you are currently in**. There is no guarantee however, as it will depend on the spaces still available for the new academic year.

Your accommodation application will be considered based on social criteria priority and the number of available places in the halls of residence. Your application for accommodation will not be given priority.

Can I return to my current accommodation next year if I leave before 31 August?

If your departure is linked to a work placement: provided that you meet the admission requirements and have sent your work placement agreement signed and stamped by all parties before June. You will be eligible for Crous accommodation **subject to availability**. However, we cannot guarantee the same accommodation because it depends on our available spaces.

You will not be automatically renewed if your departure is not for a work placement. You will then need to [apply for accommodation in the usual manner](#).

The renewal criteria for university halls of residence are available

- [for DSE students](#) who, to receive their renewal, must have entered their Student Benefits Application for the following year;
- [for international students](#) (page 2).

Useful information

I have a question about grants or my DSE.

You must log in to [MesServicesEtudiant.gouv.fr](https://mesServicesEtudiant.gouv.fr) with your credentials (email address and password) and send a message via "Support" (*Student Life section*). You can attach a document if necessary.

You can track the progress of your DSE from Track DSE in the YOUR FINANCIAL BENEFITS" section.

You can also call the Student Life Service phone line on

+33 (0)9 72 59 65 33 from Monday to Friday from 08:30 to 16:30 (excluding public holidays and the annual closure in late December).

I am having financial difficulties, I can't pay my rent this month.

Contact the hall of residence as soon as possible. [Contact details can be found here.](#)

You can also apply to the welfare service for one-off financial assistance after having your situation assessed by a welfare worker. Click here to [make an appointment](#).

How do I activate or top up my Izly account?

To activate your account:

Log in to your student email (address and credentials provided by your university). You will receive an email with your temporary codes.

- 1 - ACTIVATE your personal space using the temporary secret code you received in your student mailbox.
- 2 - REGISTER by entering your personal information and remember to change your secret code.
- 3 - ENTER the security code you received via SMS
- 4 - CONFIRM your registration

To top up your account:

Click "Top up" on the mobile application or web homepage and top up your Izly account in just a few clicks using the available options. You can also top up your Izly account using cash (see the crous-bordeaux.fr website for a list of top-up points).

You can contact assistance-izly@crous-bordeaux.fr if you have any problems.