

# Internal rules - Collective accommodation for people fleeing the war in Ukraine

Name of the reception facility: .....

Address: .....

***Note: these internal rules are complementary and supplementary to the internal rules already in place in the infrastructure.***

**Welcome** to our reception facility!

In these internal rules (IR), we explain your rights and duties and the rules to be complied with during your stay at the reception facility.

The reception facility offers a private space (potentially to be shared) to the occupant and their family (the room) as well as communal areas.

The IR contain a set of rules about living together and the organisation of the reception facility. You are asked to **agree to** and **comply with** these rules to ensure that your stay will be as pleasant as possible for both residents and staff members.

These rules cover the following points:

- Use of the premises
- Delivery of basic services
- Respect for privacy and good manners
- Safety rules
- Rules of hygiene, cleanliness and respect for the environment
- Energy consumption
- Organisation rules for the reception facility
- Presence in the reception facility
- Exercise of parental authority
- Medical monitoring
- Room inspection
- Prohibited items
- Animals
- Vehicles
- Deposit system
- Departure from the centre
- Insurance
- Sanctions and disputes

The IR should be read in conjunction with the **Precarious Occupancy Agreement**, which details the length of your stay in the reception facility, as well as your **financial contribution to the cost of your stay**. Both documents must be formally agreed and signed before the accommodation is provided.

The management and staff wish you a pleasant stay.

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*I confirm that I have read these internal rules, that I have received a copy of them and that they have been explained to me in a language I understand.*

Surname + First name: .....

Date and place of Birth: .....

National registration number: .....

Mobile phone number: .....

Email address: .....

Other members of the household (surname, first name, date of birth, relationship):

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Date: .....

Signature:

## Article 1 - Use of the premises

The private spaces provided by the accommodation centre are intended exclusively for residential use. If necessary, they can be used for remote working.

## Article 2: Delivery of basic services

In return for payment of the **financial contribution** in accordance with Article 3 of the precarious occupation agreement (when the occupant receives an income in Belgium), the reception facility mainly provides you with the following services:

- **accommodation and access to sanitary facilities;**
- administrative support and/or referral to the appropriate administrative services;
- referral to appropriate medical and psychosocial services;
- the referral of children and adolescents subject to compulsory schooling to educational establishments that can accommodate them;
- the provision of a welcome kit containing hygiene and cleaning products.

The reception facility also offers the following **paid** services:

- the organisation of a laundry service or the opportunity to wash your own bed linen and clothes;
- a meal service or facilities to cook for yourself;
- for private areas, the provision of cleaning products not included in the welcome kit or the organisation of a cleaning service.

## Article 3 - Respect for privacy and good manners

- You have the right to privacy and must respect the privacy of other residents. This means that you may not enter the rooms of other residents without permission and that you must respect the sleep of other residents;
- Between the times of ..... and ..... in the morning, quiet is required inside and outside the buildings;
- You contribute to a calm atmosphere in the reception facility. The same applies when you organise activities within the facility with the agreement of the staff. The noise tolerance is equivalent to that generated in collective accommodation of the same type. The use of a music amplifier (Bluetooth speaker, ...) is prohibited between the times of ..... and .....;
- You cannot invite minors into your room without parental permission;
- You can receive visitors during the day between the times of ..... and ..... However, such visitors cannot, under any circumstances, sleep in the accommodation provided. You must comply with the visiting arrangements and ensure that they are respected by those who visit you from outside the facility. The purpose of these visiting arrangements is to ensure your privacy as well as that of the other residents;
- You must respect the personal belongings of other residents and any equipment belonging to the reception facility. The reception facility is not responsible for any damage, theft or loss of your personal belongings. If you cause damage to property belonging to others or the reception facility, you may be required to compensate them;
- You must obtain permission from the reception facility's management before undertaking or organising any activities, especially if they are likely to disturb the peace and order of the reception facility;

- You must be appropriately dressed, respectful of others;
- Any audio or video recording of the centre's staff members or residents is prohibited without the formal consent of the persons concerned.

#### **Article 4 - Safety rules**

- You must comply with the fire prevention and safety rules. It is prohibited to damage fire detection and fire fighting equipment;
- Deliberate destruction or vandalism is strictly forbidden in the reception facility;
- Cooking is prohibited in the reception facility, except in the areas provided for this purpose;
- **Smoking is prohibited** in the reception facility, except in the areas provided for this purpose;
- Any trafficking, possession or consumption of drugs or alcohol is prohibited in the reception facility;
- Any behaviour in the centre related to intoxication or the use of illegal substances is also prohibited;
- Possession of dangerous objects with which you could endanger other people or damage the premises is prohibited (e.g. weapons, personal stoves, unapproved heaters, power tools and flammable materials) These items may be confiscated by staff. The list of prohibited items is given in Article 12;
- Physical or verbal intimidation, sexual and gender-based violence, physical violence and brutality are prohibited as well as any racist or discriminatory behaviour or language towards other persons or groups of persons;
- You must comply with the access restrictions that apply to certain parts of the accommodation facility.

#### **Article 5 - Rules of hygiene, cleanliness and respect for the environment**

- Sanitary spaces are provided for you;
- You are responsible for the proper maintenance and cleanliness of your room or accommodation. This should be cleaned at least once a week. A paid cleaning service or equipment for this purpose are available in the reception facility;
- You must respect the communal areas and not dirty them. You must clean them if necessary;
- You must sort your household waste using the bin bags provided and take them to the place indicated by the staff.

#### **Article 6 - Energy consumption**

**Electricity and energy are very expensive in Belgium.** We therefore ask that you comply with the following rules:

- If you leave the accommodation: turn off the lights and all electrical appliances (e.g. radio and TV) and turn off the heating;
- Turn off the heating at night;
- Do not open windows when the heating is on;
- The use of additional electric heaters or appliances not approved by the owner is prohibited;
- Turn off the tap as quickly as possible and report any water leaks you identify.

## **Article 7 - Organisation rules for the reception facility**

- You must comply with the instructions given to you by the employees of the reception facility.
- In order to guarantee the proper supervision of your accommodation, you have a duty of disclosure with regards our reception facility. This means that you must communicate all the information related to your administrative situation.
- The on-site staff will inform you of the opening times of the different services from which you can benefit. Services are not available outside of the communicated hours.
- If the reception facility makes an appointment for you with an external service provider (municipality, PCSW, training, doctor, hospital, etc.), you must respect it and show up on time for this appointment.
- If you wish, you can contribute to the communal tasks or offer a sympathetic ear to people in the reception facility who may be affected by the circumstances.

## **Article 8 - Presence in the reception facility**

- Our reception facility is open. This means that you do not have to stay there. If you decide to leave the facility, you must still notify the staff in accordance with Article 16.
- In order to keep your reception place, you are required to be present at the reception facility on a regular basis. If you are going to be away overnight, you must inform the reception facility and provide a means of contacting you.

## **Article 9 - Exercise of parental authority**

- Adults are responsible for minor children in their care.
- As a parent(s), you are responsible for the supervision and education of the minor child(ren) in your family.
- You are also responsible for taking and picking up your children from school.
- The accommodation facility can provide you with support in this matter if you wish, particularly with accompanying school children.

## **Article 10 - Medical monitoring**

- Staff can refer you to the appropriate medical and psychosocial services if you request them.
- If you are ill or have symptoms of COVID-19, you must notify the person in charge and remain isolated from others. You are asked to agree to be tested and to follow any instructions from the doctors and nurses.
- It is possible to get yourself vaccinated for both COVID-19 and other diseases. Ask the staff if you need to.
- **In case of emergency, you must first call 112.**

## **Article 11 - Room inspection**

- Room inspections may be carried out to check compliance with the various rules regarding safety, fire prevention, hygiene and compliance with these rules.
- If, during the inspection, items that are prohibited by these rules (see following article) are found, they will be confiscated. A list of confiscated items is prepared and a copy can be provided upon request.

- If an item seized during a inspection appears to be dangerous for the physical integrity of the residents and staff, it is handed over to the competent services.
- If the item was seized and could be kept, it is returned to the resident when they leave the reception facility.
- If the seized item or any other item belonging to a resident is not taken away when the resident leaves the reception facility, the facility can dispose of it freely 3 weeks after departure.

## **Article 12 - Prohibited items**

### Items prohibited in the rooms:

In order to comply with health and safety regulations, here is the list of items prohibited in the rooms:

- Any electrical equipment without a CE safety mark;
- Any electrical equipment that is defective or may constitute a hazard;
- Any electric resistance device;
- Deep-fryers;
- Hotplates;
- Gas, electric or microwave ovens;
- Waffle iron or sandwich maker;
- Toasters;
- Pierrade heated stone or raclette machine;
- Bottle warmer (except for authorised persons);
- Electric radiators;
- Iron or steam generator;
- Bedding or mattresses not provided by the centre;
- Halogen lamps;
- Broken or unframed mirrors;
- Personal hangings or curtains;
- Any furniture not provided by the centre;
- Carpet or rugs;
- Tools.

### Items prohibited in the reception facility:

- Firearms, ammunition and explosives;
- Bladed weapons (knife, brass knuckles, etc.) ;
- Drugs;
- Flammable materials (candles, incense, etc.).

## **Article 13 - Animals**

- Small pets (dogs, cats, hamsters, etc.) are **allowed/prohibited** (*delete as appropriate*).
- If they are allowed, you will be responsible for keeping them clean and cleaning up their excrement.

- It is also advisable not to leave the animal alone if it is subject to frequent barking or other nuisances during the day.

## **Article 14 - Vehicles**

Personal vehicles are not allowed inside the centre.

If you have a vehicle and wish to leave it in the outdoor car park, please ask the staff for permission.

## **Article 15 - Deposit system**

The reception facility may ask for a deposit in return for the equipment provided to you. This deposit is returned if the equipment is returned in good condition when you leave the reception facility or when you return the borrowed equipment.

## **Article 16 - Departure from the centre**

When you leave the centre permanently, you must:

- notify the staff who will help you prepare for your departure;
- return all the equipment that has been provided to you (keys, badge, cutlery, bedding, etc.);
- vacate and clean your room.

Items not taken away are only stored for three weeks.

## **Article 17 - Insurance**

In case of accident or damage to the accommodation, you must contact the organisation that has taken out an insurance policy for this purpose.

## **Article 18 - Sanctions and disputes**

If you violate any of the laws or rules contained in this policy, you may be subject to sanctions. Acts committed outside of the reception facility may also result in a sanction if they have a significant impact within the accommodation facility.

The nature and seriousness of the offence, as well as the practical circumstances in which it was committed, will always be taken into account. You can be questioned by the *facility manager* before a sanction is imposed and be accompanied by the person of your choice during the interview. You will always be notified in writing of the sanction decision.

Sanctions that may be imposed are:

- A warning;
- Where applicable, temporary exclusion from activities organised by the reception facility;
- Limiting access to certain services;
- Repair and/or compensation in whole or in part for the damage caused;
- Discharge from the reception facility in accordance with the terms of the precarious occupancy agreement and transfer to another facility;
- Permanent exclusion from any reception facility.