

# Frequently Asked Questions – CROUS

## May 24<sup>th</sup>, 2019 update

Based on replies received from CROUS International received recently following students' questions. For more details check with CROUS directly:

**CROUS International Student contact form:** <https://www.messervices.etudiant.gouv.fr/envole/message/new>

Translation and help: Student\_Contact\_form (doc.1)

**Le Creusot CROUS office:** [site.lecreusot@crous-bfc.fr](mailto:site.lecreusot@crous-bfc.fr)

**Accommodation booking website:** <https://trouverunlogement.lescrous.fr/>

Translation and help: Book\_your\_accommodation (doc. 4)

**International student tutor for accommodation:** [guide.crous@gmail.com](mailto:guide.crous@gmail.com)

**English housing application guides:** Will be uploaded in the student zone upon availability, named **CROUS Guidelines DSE Application 2019**. The 2018 guidelines are still available: **Crous\_Guidelines\_DSE\_General\_2018** AND **Crous\_Guidelines\_DSE\_Application\_2018**

Submit any questions you may have about CROUS procedure or other housing related requests to above-mentioned **CROUS International Student contact form**.

National institutional and partner websites remain the official sources to be referred to. No rights can be conferred to information contained in this information sheet.

### **STEP BY STEP: HOW TO PROCEED WITH YOUR CROUS APPLICATION?**

- 1) Create your personal account and fill out the form (Check questions 1 to 4)
- 2) Do not forget to **tick “Je demande un logement”!**
- 3) Receive your DSE along with other documents
- 4) Send the DSE and all the requested documents filled out and signed to the scanning centre in France. **Hard copies only** (Check Questions 5 to 14 + form template at the end of this FAQ)
- 5) Book your accommodation on <https://trouverunlogement.lescrous.fr/>
- 6) Receive the receipt confirmation from CROUS and the list of your missing documents (if applicable)
- 7) Receive your booking confirmation from CROUS (Check Question 15)
- 8) CROUS Le Creusot send you the last batch of the requested documents (including housing insurance) (Check Question 15 to 18)
- 9) Pay the 1<sup>st</sup> rent and deposit (Check Question 19, 20)
- 10) Get your keys! (Check Question 21)

#### 1. Where do I create my personal account and how to fill out the form?

This first step is an online procedure, available here: <https://www.messervices.etudiant.gouv.fr>. If you need help through the form to fill it out, please check the guidelines available online (Students'zone, VIBOT website).

#### 2. I don't have my parents' “avis d'imposition” (tax notification), what should I do?

This part is not required for international students. You can leave the boxes blank and go to the next page.

#### 3. What is a “Catégorie soci-professionnelle” and why does CROUS want this information?

For **statistic use**, CROUS is asking for the Work status of your parents. You can try to answer as close as possible to this question, but it will not be used for anything else than reports on CROUS activities.

#### 4. Should I have to pay the 6 Euros fees as requested in the application of housing?

No, it is not compulsory for international students. You can pay at your arrival in Le Creusot. Do not pay on-line; it would cost you more than 6 Euros with your bank fees.

5. What do I have to do with the documents I receive after my application (such as “DSE”, “Fiche Famille”, “Informations”)?

You must print and check them. Please add the requested enclosures and documents, and send it back as soon as possible following the instructions: **send it by post (mandatory)**, no scanned documents will be accepted.

On your “DSE” document (“Logement étudiant international) with the tables and the “vœux” (vows), “Le Creusot” won’t be written. Only “Dijon” will appear. **To make sure you are booking an accommodation for Le Creusot, simply cross it out and write “Le Creusot” instead (handwriting is ok).**

Follow the steps:

- Print, check and sign the 2 pages of the document entitled “DSE”. This document confirms your choices of room and city. If you have made a mistake, simply correct and write down the correct information;
- Print, check, fill out and sign the 2 pages of the document entitled “Fiche Famille”;
- Send the “DSE” and the “Fiche famille” along with all the requested document :
  - ✓ **Programme admission letter**
  - ✓ **Passport**
  - ✓ **Certificate of enrolment** (year 2018-2019), if applicable (if you are not currently studying, you can attach a certificate of employment/internship, etc.)
  - ✓ **Last completed degree copy**
  - ✓ **Statement of financial resources:** financial aid certificate OR work contract in France with last 3 pay slips OR declaration of coverage with proof of ID and last 3 pay slips of guarantor of the person residing in France OR certificate of standing order OR certificate of application to Visale (<http://www.etudiant.gouv.fr/cid118982/aides-pour-la-caution.html>)

6. I don’t have any “certificat de scolarité” yet, which document can I provide?

You can send a student card or transcripts, or any document providing proof of any activities (professional or non-professional).

7. I don’t have my degree yet, what should I do?

You can send transcripts or a letter of successful course completion.

8. What is a guarantor and who could it be? (cautionnaire/garant in French)?

A guarantor vouches for you, it agrees to pay the fees (rents and deposit) if you cannot. This document is mandatory whatever your resources. Your guarantor **must live and work** in France. It is mandatory to have a guarantor for your accommodation.

One of your parents/ a firm/ a bank can be a sponsor. You can also apply for VISALE (see question 10).

9. What if I do not have a guarantor living in France?

You can follow the VISALE procedure.

In the meantime, if you want to send a complete file, you can **ask your bank to issue a certificate of standing order attesting that money is frozen on a bank account for your studies** (between 600 and 700€ per month during 10 months).

10. What do you mean by “statement of financial resources”?

This document is requested for your CROUS application. It can be:

- any **financial aid** (sponsor or grant) **certificate** (such as: Erasmus Mundus, French Government, Campus France, or any other grants),
- or **work contract in France** (with last 3 pay slips),
- or **declaration of coverage** with proof of ID and last 3 pay slips of guarantor of the person residing in France
- or certificate of standing order OR certificate of application to Visale (<https://www.visale.fr/#/>)

11. I cannot provide a deposit, what can I do?

You must provide the deposit (1 month of rent), and have a guarantor for your accommodation.

If you cannot provide any guarantor, you have to follow the *VISALE procedure*. The VISALE is a State insurance allowing students without guarantor to have easier access to housing.

12. How do I apply for Visale?

If you chose the VISALE solution, you have to do this procedure **BEFORE** your arrival in France.

You must be under 30 y.o. to apply for VISALE. A guide to for the procedure is available on the Student Zone: **VISALE\_GUIDELINES\_2019**

**IMPORTANT:** the VISALE requires documents that you cannot provide yet: **your French visa and your certificate of enrolment for 2018-2019:**

- Instead of your French visa: upload your certificate of French visa application. The Embassy may be able to provide you one, once you have initiated the procedure.
- Instead of the certificate of enrolment: upload your acceptance letter in our programme.

**We strongly advise you to follow the VISALE procedure: you won't be asked a guarantor.**

13. Where do I have to send the documents I have received?

You have to send the documents CROUS sent you ("DSE" & "Fiche Famille"), along with the documents you are asked to attach, to the following address:

CENTRE DE NUMERISATION DU CROUS DE DIJON  
TSA 24019  
59901 LILLE CEDEX 9

14. Do I have to send the documents needed by the local post service?

You can send the documents by your local post service, **even if it takes more than 8 days.**

**Please do not send the documents by a private company** (DHL, FedEx for example). A private company, not CROUS, processes the documents directly; they cannot sign de receipt and accept your parcel.

- ⇒ **For UB students staying in Le Creusot: you also have to complete the DSE procedure and send all the requested documents by post only.**

15. What is next?

Once you have sent all the requested documents along with the DSE, you will receive a room affectation and more document to fill out, in order to confirm your application.

**You have to send them** (along with the other documents needed such as housing insurance, and the rental agreement) **BEFORE your arrival in Le Creusot.**

Send this batch of documents by email to the following address: [site.lecreusot@crous-dijon.fr](mailto:site.lecreusot@crous-dijon.fr)

16. I don't have my visa (consular procedure), what should I do?

If you don't have your visa yet, please send all the other required documents (e-mail to the following address: [site.lecreusot@crous-dijon.fr](mailto:site.lecreusot@crous-dijon.fr)) and send the visa as soon as it is delivered.

17. Is the insurance for the accommodation compulsory?

**Yes, it is compulsory.**

The Insurance for the accommodation will be requested for your arrival. Give it directly to the CROUS in Le Creusot. You have to give CROUS your housing insurance to get your keys, it is mandatory. You can send it by email a few days before your check-in appointment.

If you cannot provide a housing insurance certificate, CROUS will not give you the keys.

18. What should I do if the French Consulate/Embassy or Campus France requires a proof of application for accommodation?

Print or show all the messages exchanged with <https://www.messervices.etudiant.gouv.fr/envole/message/new> to the Embassy. Moreover they will send a letter confirming that your **application is on process**. You have to request this letter to them. **It will only be issued once your application is complete** (meaning when all the documents are received by CROUS).

19. How do I pay the fees (1<sup>st</sup> rent, deposit, etc.)?

**Cash is no longer accepted** by CROUS. You can only pay by bank transfer; cash transfer order (called "Eficash") or credit card directly at CROUS when you arrive. Please see CROUS bank details below.

If you chose bank transfer or cash transfer order, do not forget to bring the receipt with you when you go to CROUS, as a proof of payment. If you chose to pay by credit card, please make sure that your credit card limit is high enough to pay the first rent, the deposit, and the different things you may have to pay upon arrival.

20. I want to pay the deposit and the first month of rent by international Internet transfer or cash transfer order, where should I send the money?

Here are the CROUS bank details:

TRESOR PUBLIC

RELEVÉ D'IDENTITÉ BANCAIRE

PARTIE RÉSERVÉE AU DESTINATAIRE DU RELEVÉ

Le relevé ci-contre est destiné à être remis à vos créanciers ou débiteurs, français ou étrangers, appelés à faire inscrire des opérations à votre compte (virements, paiement des quittances etc...)

Identifiant national de compte bancaire - RIB							
Code banque	Code guichet	N° de compte	Clé RIB	Domiciliation			
10071	71000	00001006393	64	TPMACON			

Identifiant international de compte bancaire - IBAN

IBAN (International Bank Account Number)							
FR76 1007 1710 0000 0010 0639 364							BIC (Bank Identifier Code)
							TRPUFRP1

TITULAIRE DU COMPTE :  
REGIE CROUS LE CREUSOT

21. How do I get my keys?

You have to book a check-in inventory of fixtures appointment to get your keys, following the procedure: <https://mesrdv.etudiant.gouv.fr/fr>

**You will not get your keys without an appointment. Come to your appointment with all the requested documents.**

**GENERAL INFORMATION:**

1. What is the period of stay in Le Creusot?

The "chambre confort" booked by the international students are attributed for one academic year **only** (from September 1<sup>st</sup> to June 30).

You can terminate your lease before the end of the academic year, sending a termination notice ONE MONTH (minimum) before your departure. If you are staying at Le Creusot for just one semester, we advise you to notice the CROUS of your departure mid-September (when you leave at the end of the first semester).

In French, it is called "un préavis de résiliation de bail".

2. What are the prices for a student accommodation in Le Creusot?

The monthly rent for a room at the Acacias residence is 238 €.

3. What is the address of the Acacias Residence ?

2 rue des Acacias

71200 LE CREUSOT

4. Is it possible to move in before September 1<sup>st</sup>?

Yes, if you want to arrive before September the 1<sup>st</sup>, you can. You still have to book your appointment to give your documents and get your keys.

Of course, the nights you spend in the residence have to be paid.

5. I have left Le Creusot but want to do my S4 in Dijon/Le Creusot, how can I book a CROUS accommodation?

You cannot follow the same procedure for this situation. If you want to book a CROUS accommodation from January for your 4<sup>th</sup> Semester in Le Creusot or in Dijon, you have to contact CROUS at the following address: [logements.internationaux@crous-bfc.fr](mailto:logements.internationaux@crous-bfc.fr) and put [ri-lecreusot@u-bourgogne.fr](mailto:ri-lecreusot@u-bourgogne.fr) and admin ([admin.vibot@u-bourgogne.fr](mailto:admin.vibot@u-bourgogne.fr)) in cc.

Please precise your INE/ DSE used for your previous stay in CROUS if you can find it.

6. How long is the "Registration Pending Validation" status?

It takes approximately 48 hours for your registration to be confirmed.

7. How do I fill out the "DSE Fiche de situation familiale" document?



**FAMILY SITUATION**  
**FICHE DE SITUATION FAMILIALE**

<b>ETUDIANT YOU</b>		Né(e) le : <b>DATE OF BIRTH</b> A : <b>PLACE</b> Commune : <b>COUNTRY</b> Département :
N° INE ou BEA (sur carte étudiant ou lycéen)	<b>INE NUMBER</b>	
Nom	<b>NAME</b>	
Prénom	<b>FIRSTNAME</b>	
@adresse électronique	<b>EMAIL</b>	
Nationalité	<b>NATIONALITY</b>	
Année d'obtention du BAC	<b>YEAR IN WHICH BAC WAS OBTAINED</b>	Mention très bien : oui <input type="checkbox"/> non <input type="checkbox"/>

Parent 1 <input type="checkbox"/>	Tuteur <input type="checkbox"/>	<b>VOS PARENTS (à l'exclusion des beaux-parents)</b>	Parent 2 <input type="checkbox"/>	Tuteur <input type="checkbox"/>
Nationalité	<b>NATIONALITY</b>	<b>YOUR PARENTS</b>	Nationalité	
Nom	<b>NAME</b>	Nom		
Prénom	<b>FIRSTNAME</b>	Prénom		
Date de naissance	<b>DATE OF BIRTH</b>	Date de naissance		
<input type="checkbox"/> décédé : date		<input type="checkbox"/> mariés-pacsés - date : <b>DATE OF MARRIAGE</b>	<input type="checkbox"/> concubin	<input type="checkbox"/> pacsé
<input type="checkbox"/> concubin	<input type="checkbox"/> pacsé	<input type="checkbox"/> divorcés date : <b>DIVORCE</b>	<input type="checkbox"/> célibataire	<input type="checkbox"/> veuf
<input type="checkbox"/> célibataire	<input type="checkbox"/> veuf	<input type="checkbox"/> séparés date : <b>SEPARATED</b>		
Adresse	<b>THEIR ADDRESS</b>	Adresse		
Code Postal		Code Postal		
Localité		Localité		

PARENTS : CHANGEMENT DE SITUATION FAMILIALE	
Parent 1	Parent 2
Remarié ou pacsé le :	Remarié ou pacsé le :
Nom du conjoint :	Nom du conjoint :
Divorcé ou séparé le :	Divorcé ou séparé le :

**OTHER CHILDREN**

ENFANTS RATTACHES FISCALEMENT sur L'AVIS FISCAL des PARENTS					
Nom et Prénom <b>NAME &amp; FIRSTNAME</b>	Date de Naissance <b>BIRTH</b>	Rattachement fiscal sur l'avis d'imposition des parents (répondre oui/non)		SITUATION : SCOLARITE (préciser le niveau d'études et le lieu) ou AUTRE (chômage, activité...)	
		En 2015	En 2016	En 2016/2017	En 2017/2018 (situation envisagée)

ETUDIANT : VOUS ETES MARIE(E) ou PACSE (E) - RENSEIGNEMENTS SUR VOTRE CONJOINT	
Nom	<b>IF YOU ARE MARRIED, ABOUT YOUR SPOUSE</b>
Prénom	
Situation professionnelle	
Date du mariage ou du pacs	
Vos enfant(s) : (Nom, Prénom, date de naissance)	

« JE SOUSSIGNE(E) **YOUR NAME** ..... CERTIFIE SUR L'HONNEUR L'EXACTITUDE DES RENSEIGNEMENTS PORTES CI-DESSUS »

SIGNATURE DE L'ETUDIANT : (ou du représentant légal si mineur)

**YOUR SIGNATURE**

Document à retourner impérativement avec votre dossier