

Resolving Housing Conflicts

Occasionally conflicts arise between students and landlords. The most frequent housing issues concern security deposits, untimely departures, behavior problems (i.e. excessive noise, alcohol misuse) and late payment or non-payment of rent.

Housing Deposits

In France, landlords have **two months to return the security deposit** following the departure of a tenant. The Housing Office requests that our landlords return the deposit if not at departure, then as quickly as possible.

In order to recover your security deposit, the place you have rented must be left in the condition in which you found it. If your *état des lieux* (walkthrough) has been properly filled out, you will have proof that any previously existing stains or damages were not caused by you. If your place is dirty – i.e. microwave, fridge oven, shower have not been cleaned – or if anything is broken, you could be charged a fee.

Money can also be withheld for outstanding electricity consumption. If you disagree with your landlord about the amount withheld, the Housing Office staff will intervene for you to try to resolve the problem. If you have kept your electricity meter readings, your usage can easily be calculated. EDF sends bills every other month.



Excessive Noise/Unacceptable Behavior

It is important that **students housed by AUP abide by French law as well as the Rules and Regulations of the Housing Office.** You should be aware of how your behavior affects others and show respect for your neighbors. In France, it is against the law to cause excessive noise after 10 p.m. Be careful of loud conversations even on the phone. Keep the volume of your music or television at a reasonable level and use earphones if you want to listen late at night. Plumbing in French buildings can also be noisy – it is a good idea to avoid taking showers or baths at midnight.

If you repeatedly disturb your neighbors, they may call the police or petition for you to be evicted. Disruptive behavior will lead to forfeiting of any rights to use the AUP housing services.

As stipulated in the AUP Code of Conduct, use or possession of any substance classified as a narcotic by French law is prohibited and will result in eviction from your housing. Misuse of alcohol is also prohibited.



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Untimely Departure

Remember that students using the AUP Housing Office services **must make a one-semester commitment** to their housing choice. There must be a very serious reason for leaving before the end of a semester. Premature departure could lead to a loss of the security deposit and ineligibility to use the services of the Housing Office in the future.

Late Payment or Non-Payment of Rent

If you are having problems paying your rent on time or anticipate having problems paying your rent on time, **it is important that you communicate with your landlord and/or with the Housing Office.**

The worst thing you can do is to avoid telephone calls or messages from your landlord or the AUP Housing Office. If there is a good reason why you have been unable to access funds to pay your rent and the landlord is notified in advance, an understanding can usually be reached. If a student accumulates an excessive housing debt, his/her grades and transcripts will be blocked until the debt has been cleared.

Disagreement with Housing Office

There are times when there is no easy answer to a housing conflict. If a student feels that he/she has been treated unfairly by the Housing Office, **a written request for formal mediation should be submitted to the Dean of Student Services.**

The request for formal mediation should include your name, student ID, address, telephone number as well as the landlord's name and telephone number and a description of the problem. Once completed, the request can be submitted directly to Marc Monthéard, Dean of Student Services.

