



WELCOME TO LOGE.GBM

Tenant welcome booklet

loge.GBM

Habitat de qualité avec
Grand Besançon Métropole

Who are we?	3
Welcome to your housing	4
A successful move	5 - 6
Rental contract	5
Security deposit	5
Initial inventory	5
Insurance contract	5- 6
Housing assistance	6
Other formalities	6
The rent and the rental charges	7-8
List of things you have to pay	7
Extra rent	7
What do the charges cover?	8
The Solidarity Rent Reduction (SRR)	8
In case of payment difficulty	8
Understand your payment notice	9
Maintenance and repairs of your housing	10
Your safety	11-12
Access to the electrical meters	11
Gas leak	11
Fire	11-12
Electrical risk	12
Elevator breakdown	12
Absence for several days	12
If your situation changes	13
If your family status changes	13
If you need to leave the housing	13
If you want to change the housing	13
Requests for adaptations	13
Living in a community	14

Who we are ?

For almost 70 years, loge.GBM, a major player in social housing, has been offering low-rent housing rentals to residents of Besançon (Grand Besançon Métropole)

Our missions:

- ◆ Tenants support
- ◆ Housing renting
- ◆ Management, maintenance, and enhancement of heritage
- ◆ The construction or acquisition of collective or individual buildings for main residential use and in particular low-rent housing
- ◆ The rental of these buildings
- ◆ Controlled sale

More than 7.400 housings:

- ◆ 96 % in Besançon Intramuros
- ◆ 4 % on Besançon's territory

Shareholders

- ◆ Besançon's territory
- ◆ The city of Besançon
- ◆ Adestia (CDC Group)
- ◆ Caisse d'Epargne

150 employees

4 major departments

1 head office located in the heart of Planoise

2 decentralized agencies: Clairs Soleils and Ile de France





WELCOME TO LOGE.GBM !

You are moving into your new housing, thank you for your trust!

This booklet will answer all your questions during your moving in and will give you advice, tips, and regulations useful for your well-being in your new living environment.

Throughout your rental journey, loge.GBM's local teams ensure the quality of your living environment and support you in case of difficulties.

- **The local manager** ensures the quality of the service with the team of security guards, area managers and building employees. He/she deals with several residences, including yours. He/she manages the corporate or the local contacts.
- **The block guardian or sector manager** is your privileged contact. He/she intervenes in many areas: reception, inventory, building maintenance, keeping noise down, activities within the residence, etc.
- **The building employee** (sometimes an external company) cleans the common areas and manages the entry and exit of containers.

EMERGENCY SERVICES FOR EVENINGS & WEEKENDS



loge.GBM provides you with an accessible service outside of the opening hours (evenings, weekends, and public holidays)

In case of technical emergency:
03 - 27 - 73 - 83 - 14

- **The social center** is there for you with a personalized support based on any problems you may encounter, including family, social or financial difficulties.
- **The social management officer and the amicable collection officer** support you throughout your rental journey with our assets: changes in your family status, difficulties in paying the rent, issues related to your rental contract, housing adaptation, rental consultation, activities within your building...

A successful move

The rental contract

Before handing over the keys, you have signed a rental contract. Your account manager will give it to you on the signature day.

This document sets out your rights and obligations as well as those of loge.GBM.

This rental contract binds you. Read it carefully and keep it as well as its annexes during the entire duration of your rental.

Security Deposit

When you signed the rental contract, you paid a security deposit, the amount of the security deposit is equal to 1 month's rent excluding extra charges such as utility bills.

It will be returned to you on your departure after possible deduction of rental repair costs, any differences in utility bills, and possible sums due to loge.GBM.

Inventory

Before your arrival in the accommodation, loge.GBM carried out the necessary work to restore the place. The entry inventory is done in your presence by a loge.GBM representative. It shows the condition of the housing on your arrival.

You will write down all your comments or observations regarding the condition of the accommodation and its equipment's. You then have 20 days to report to your agency any anomalies that you failed to report during the inventory.

Regarding the heating elements, you can have your inventory completed in the month following the start of the first heating period.

A copy of the inventory, signed by you and loge.GBM, is given to you. **Keep it carefully. It is a document which will be used upon your departure, to calculate the amount of any rental repairs you should pay.**

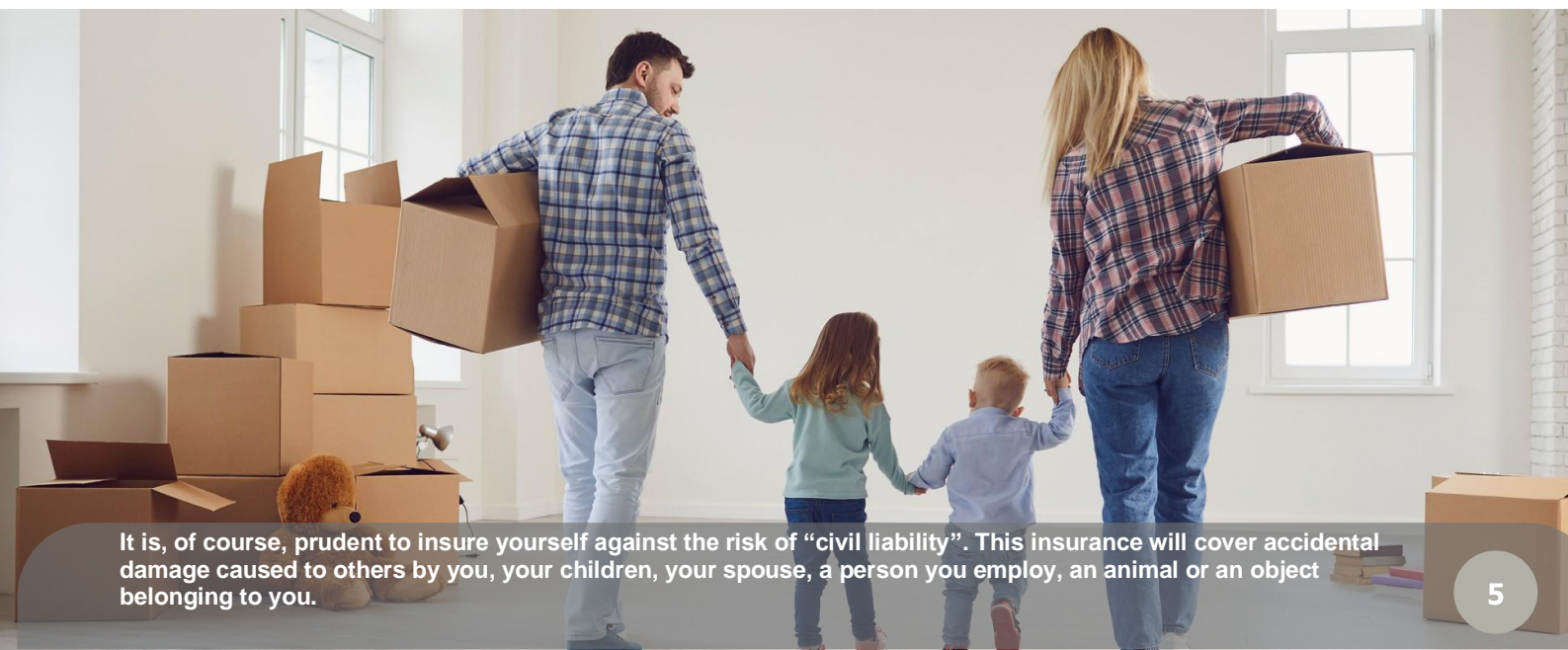
Insurance contract

Being insured is an obligation.

When you signed your rental contract, you provided an insurance certificate

Every year, at the end of your insurance period, you will receive a new certificate which must be completed by your insurance and must be returned to loge.GBM.

Insure yourself against fire, explosion, water damage, broken windows, possible appeal from neighbors.



It is, of course, prudent to insure yourself against the risk of "civil liability". This insurance will cover accidental damage caused to others by you, your children, your spouse, a person you employ, an animal or an object belonging to you.

A successful move

Housing assistance

Request for Personalized housing assistance (*aide personnalisée au logement*, or APL in French) with Ideal

IDEAL is an application allowing the remote transmission of the data necessary for the study of a right to housing assistance (APL) by the landlord to the services of the Family Allowance Fund. You are moving into new housing, when signing the lease, provide the following information to your landlord:

- Social Security Number
- Beneficiary number (if you have one)

Your landlord completes your housing assistance request for you via IDEAL.

This makes the transmitted information more reliable: the processing of your file is accelerated and the payment of allowances to your customer's account is faster.

The solidarity Rent Reduction (*Réduction de loyer de solidarité* or RLS in French)

The RLS is state aid put in place since February 2018 to reduce the amount of rent for the most precarious households.

To benefit from the rent reduction, you must:

- not exceed a resource ceiling which varies depending on the household and geographical area
- live in housing approved by HLM or managed by a mixed economy company (MEC), giving entitlement to personalized housing assistance (PHA)

If you are eligible for the aid, you do not have to complete any formalities.

Two scenarios:

- You are a beneficiary of the CAF or the MSA, which calculates the amount of your PHA and your SRR each month and transmits it to your lessor.

All this information appears on your payment notice.

Other formalities

Contracts and memberships

Contact immediately an energy supplier to open your electricity and possibly gas meters (note that it can take up to approximately 20 days to activate the energy supply: make the request as soon as possible).

Report your new address to the following administrations:

- Social Security Fund
- The Post office
- Prefecture (for the registration document of your vehicle)
- Telephone and Internet provider and any other current membership



List of things you must pay

When signing the contract

The security deposit which amount is equal to 1 month rent excluding extra charges such as utility bills.

It will be returned to you on your departure after possible deduction of rental repair costs, any differences in utility bills, and possible sums due to loge.GBM.

Every month

At the end of the month (in arrears), the rent and provisions for rental charges.

The Solidarity Rent Supplement (*Supplément de loyer de solidarité* or SLS in French)

The law provides that an additional rent must be applied to tenants whose resources exceed the resource ceilings provided for by the regulations by at least 20%. It is determined by the reference tax income of the tenant. Every year, Loge.GBM carries out a survey and sends to the tenants concerned a questionnaire entitled "Survey for the establishment of the solidarity rent supplement."

You must respond and provide your tax declaration. If you do not respond to this survey, the maximum flat-rate additional rent will be applied to you as well as administration fees.

How to pay your rent?



By direct debit, easy and quick set up
several debit dates offered to you
(The 5, 7, 10, or 13) it's so simple!



by credit card, via our website
www.logegbm.fr



via check payable to loge.GBM



Transfer to BDF BESANCON C250
0000000



By mandate (do not forget to mention
the references found on the notice of
payment)-solution billed by the Post
Office

Payments in cash are not accepted.

What do rental charges cover?

In addition to the rent, loge.GBM asks you to pay charges corresponding to:

- the removal of household waste, services and supplies concerning the common areas divided between all the tenants of the building (cleaning, electricity, elevators, green spaces, etc.) loge.GBM takes care of the part relating to any vacant accommodation
- your personal consumption (water, heating)

The water

You have a cold-water meter and perhaps a hot water meter.

Every month, you pay a deposit on your annual consumption with your rent. Your meter reading is carried out remotely by a specialized company.

Attention: if the company responsible for the reading cannot have access to the meter, a flat rate will be applied to you, which could be unfavorable to you. Also, in case of absence, leave your keys to a neighbor or post water consumption in m³ on your door.

Be careful, do not leave a tap or your toilet running! Inform a plumber or the company with a maintenance contract if you notice a leak.

The heating

- collective heating: you pay a provision every month, regularization takes place in the spring of the following year.
- individual heating: your gas or electricity meter measures your consumption, and you pay your bills directly to your supplier

Charges are payable in monthly installments. Their amount is directly linked to changes in the cost of living, the price of services and energy. loge.GBM cannot therefore know, in advance and with accuracy, the amounts that will be invoiced to it.

Regularization of charges

It is done once a year, **it is the difference between the monthly provisions and your actual expenses.** Your annual consumption of charges is sent to you personally. Within one month, after notification, the amount will be reflected on your due date notice. If you have opted for payment by direct debit, loge.GBM sets up an automatic plan in the event of high regularization.

Attention: the cost of removing objects stored in common areas is reflected in the charges. By dropping off your items directly at the recycling center, you will pay nothing.

In case of payment difficulties

Inform the lodge.GBM social center immediately. In collaboration with the social services in your neighborhood, they can help you with all of your various problems and offer the services you may possibly benefit

Do not let your debt get worse, you will expose yourself to litigation proceedings..

A reconciliation plan is always possible. So don't hesitate to contact the amicable debt collection officer at lodge.GBM!



Understand your payment notice

Better understand your payment notice

- 1 Security deposit, only for the first payment notice
- 2 Amount of rent without charges
- 3 Amount of monthly provision of charges
- 4 Amount of PHA (APL)
- 5 Solidarity Rent Reduction
- 6 The amount you will have to pay in the end
$$= 2 + 3 - 4$$
- 7 Billing file: allows you to access your tenant space online
- 8 The payment stub which must be attached to your payment by check or presented when paying by credit card at the lodge.GBM payment counter.



LOGE.GBM
au Capital de 13 677 872 €
6 rue André Bouilloche - BP 2147 - 25052 Besançon Cedex
Tél. : 03 81 41 42 43
R.C.S Besançon B 493 017 826

MME JABER RABIA
5 RUE DE FRANCHE COMTE
25000 BESANCON

AVIS DE PAIEMENT OU indemnité d'occupation

ÉCHÉANCE : avril 2021

DÉTAIL DES OPÉRATIONS	en notre faveur	en votre faveur
4 Alloc. Iqt familiale		429,00
1 Régularisat. charges	29,12	
1 DEPOT GARANTIE		387,61
LOYER NON CONV	399,12	
CHARGES GENE.	101,92	
CHAUFFAGE	81,16	
EAU FROIDE	14,00	
EAU CHAUDE	23,00	
TOTAL DE L'ÉCHÉANCE		-168,29

LOCATION :
5 RUE DE FRANCHE COMTE

TOTAL EXIGIBLE LE 30 avril 2021

Situation de votre compte arrêtée au 21/04/2021

Dettes à ajouter : 152,85
Crédit : 15,44

LOGE.GBM

au Capital de 13 677 872 €
6 rue André Bouilloche - BP 2147 - 25052 Besançon Cedex
Tél. : 03 81 41 42 43
R.C.S Besançon B 493 017 826

Émis le : 21/04/2021

Échéance : avril 2021

Montant : -15,44 Euro(s)

Référence : 0021805 / 00511-00001-00003-00110

A rappeler pour tous vos règlements par mandat, virement chèque

TALON DE PAIEMENT

(voir informations au verso)

MME JABER RABIA
5 RUE DE FRANCHE COMTE
25000 BESANCON

Maintenance and repairs in your housing

The improvements

All work must be the subject of a prior request to loge.GBM, as well as its agreement.

Attention: the removal of plaster or special coverings (wallpaper, fabrics, cork, etc.) which are generally expensive might be charged to you if you leave.

The Law authorizes the owner (loge.GBM) to access your accommodation once a year and in the event of an emergency.

Maintenance contracts

Certain buildings benefit from specific contracts included in your charges: taps, bath heaters, electric tanks, individual gas boilers, pest control, etc. Your agency can provide you with information on whether such contracts exist for you. It can also inform you of planned visits by maintenance agents. If you are absent during their visits, it is preferable, for your safety and comfort, to leave your keys with your caretaker, your agency, or a neighbor

The repairs you must pay

All repairs are not the responsibility of loge.GBM.

You must take care of routine maintenance and small jobs related to the normal use of certain equipment.

To find out what repairs are the tenant's responsibility, go to www.logegbm.fr and consult the brochure "The tenant's guide: repairs and maintenance" from loge.GBM.



*reference : décret « charges » d'août 1987 loi du 23 12 1986



Access to meters

Identify circuits that could be the cause of accidents and leave free access to different meters. Each member of the family must know the location so that they can turn off the electricity, gas, or water in case of necessity or prolonged absence.

Remember that you must provide proof of damage. Do not throw away damaged items and gather everything that can justify the value of the missing or damaged goods (invoices, warranty certificates, photos, etc.).

Fire

Call 18 or 112

Free emergency number accessible throughout Europe, 112 allows you to contact the local emergency services who will send an appropriate response.
It even works from a locked phone or one that does not have a SIM card.

While waiting for emergency services to arrive, please respect the following instructions:

Remember this expression: “Where there is smoke, you must not go”.

The fumes released during a fire are deadlier than flames because they are hot and toxic, and cause asphyxiation. Depending on what's burning, you can lose consciousness within two breaths of toxic fumes.

If you are in a smoky room, hold a wet cloth to your nose and bend down, the fresh air is close to the floor.

Adapt your behavior to the situation:

If a fire breaks out in your home and you cannot put it out immediately:

- ◆ Leave the place,
- ◆ Close the door to the burning room and to your home, this will delay the spread of fire and smoke
- ◆ Exit through the nearest door.

If the fire breaks out in another room, another apartment or in the common areas of a building

- ◆ Stay in your home, the smoke from the fire might invade the corridors and staircases (hot gases rise), making escape routes dangerous,
- ◆ Close the door to your home, wet it and seal it with a damp cloth,
- ◆ Stand at the window so that the firefighters can see you when they arrive at the scene.
- ◆ Do not try to evacuate if the escape route is too dangerous : avoid the smoke.



ATTENTION, in all cases: if you have to open a door, check for the presence of smoke from a fire while taking maximum precautions:

- ◆ Start with an opening of a few centimeters, without trying to stick your head through, and being ready, immediately, to close the door securely. If smoke is present, it will be visible from the slightest opening,
- ◆ Never take the elevator. If the electricity is cut off, you would find yourself a prisoner. Always prefer the stairs.

Some tips to help you prepare:

- ◆ Avoid cluttering stairs and doors,
- ◆ If your door is locked, always leave the keys nearby so you can get out easily,
- ◆ Define an evacuation plan with all the members of your household
- ◆ Determine with them a meeting point outside your home,
- ◆ Carry out evacuation drills with your children to raise their awareness from an early age.

Elevator breakdown

If you are inside the elevator and it breaks down, follow the safety instructions displayed in the elevator: alarm buttons, wait for intervention from outside, etc.

NEVER ATTEMPT TO EXIT AN ELEVATOR STUCK BETWEEN TWO FLOORS.

If you are outside, invite those inside to follow the safety instructions. Notify the company responsible for repairs 24 hours a day, 7 days a week. **Their telephone number is on a metal plate above the elevator door on the ground floor.**

Also notify the caretaker or loge.GBM agency. **Do not attempt any maneuvers yourself. REMINDER: UNACCOMPANIED CHILDREN SHOULD NOT USE ELEVATORS. IN THE EVENT OF AN ACCIDENT, YOU ARE RESPONSIBLE.**

In the event of a prolonged unavailability of the elevator, loge.GBM can set up a free shopping delivery service in your building.

Absence for several days

If there is a central water and/or gas valve inside the home, remember to turn off the water and the gas supply to the gas stove.



If Your situation changes

If your family situation changes

Don't forget to systematically notify the Family Allowance Fund (*Caisse d'allocations familiales* or CAF in French) to update your rights, as well as loge.GBM who will regularize your situation.

If you get married

Provide loge.GBM with a copy of the family record book: your spouse will be added to the rental contract.

If your family grows bigger

Following births, send a copy of the family record book to loge.GBM.

If you get divorced

Provide loge.GBM with an extract from the court decision specifying the identity of the person remaining in the home as well as your family record book with mention of the divorce.

If one of the spouses dies

Provide loge.GBM a civil status document mentioning the death.

If your resources change

If the resources of the people living in the household are changed, quickly notify the Family Allowance Fund (CAF) as well as loge.GBM, especially if you pay additional rent (SLS)

Request for handicap adaptations

If you are over 65 years old or if one of the occupants has a recognized disability, loge.GBM can take care of all or part of the adaptation of your accommodation.

How to formulate the request?

What are the conditions?

If you want to leave the housing

Inform loge.GBM

To terminate your lease you must inform loge.GBM of your departure by sending a registered letter with acknowledgment of receipt or by dropping it off at the reception of our offices and making sure to get proof of receipt. The notice period is indicated in your lease. loge.GBM will arrange an appointment for you for the advisory visit as well as the inventory.

Remember to attach your bank account number to facilitate the refund of your security deposit.

The advisory visit

The technician will tell you the work to be carried out before the inventory of fixtures is taken.

You will then have the time necessary to carry them out, which will save you additional costs for recoverable rental repairs provided for by the regulations in force.

Exit inventory

It is a very important document. It will be drawn up and signed by you and by loge.GBM (a copy will be given to you). This document notes the condition of the accommodation at the time of your departure and will be established when your apartment is emptied of all furniture. (Do not forget to also empty the cellar). It determines any rental repairs that are payable by you in comparison with the inventory of premises upon entry. Repairs necessitated by normal wear and tear or resulting from normal use are the responsibility of loge.GBM

In the case of your absence, the inventory will be established by a court commissioner at your expense.

Handing over the keys

During the inventory, you must give the keys to your accommodation, mailbox, cellar and garage to the loge.GBM representative, indicating your new address.

Some tips for living in a community

Be tolerant and stay polite.

- ◆ Maintain good neighborly relations.
- ◆ If you are planning a special evening or DIY work, let your neighbors know. They will appreciate your gesture and understand that the inconvenience caused is only temporary.
If a member of your neighborhood is noisy, your first step will be to address them directly in a friendly and polite manner
- ◆ The Police will only be able to intervene as a last resort in the event of more serious disturbances.

Life quality

- ◆ Respect your environment!
- ◆ Teach your children to respect your housing, stairwells, elevators, games, or outdoor spaces.
- ◆ Leave access free for firefighters.
- ◆ Do not store equipment, furniture, or packaging in the common areas of the building (stairwells, landings, cellar corridors, etc.).
- ◆ **Do not throw anything out of windows and balconies**, for everyone's safety and for hygiene reasons, thrown food attracts pigeons and rats.
- ◆ Regularly clean your landing and the stairs leading down to the lower floor.
- ◆ **Machinery is prohibited in the common areas and parking lot of your residence**





The Head Office

6 rue André Boulloche
25052 Besançon

Agency of Clairs Soleils

102 rue de Chalezeule
25000 Besançon
agence.clairssoleils@logegbm.fr

Agency of Planoise

7 avenue Ile de France
25000 Besançon
agence.planoise@logegbm.fr



One phone number: 03 81 41 42 43

www.logegbm.fr



Who to contact

Clairs Soleils Agency
102 rue de Chalezeule
25000 Besançon



agence.clairssoleils@logegbm.fr

Ile de France Agency
7 avenue Ile de France
25000 Besançon



agence.planoise@logegbm.fr



One phone number : 03 81 41 42 43

Proximity

Building keeper

Sector manager

Service & maintenance providers

Nearby

Amicable debt collection officer

Service and maintenance providers

Useful numbers

Fire and accidents:	18 or 112
Medical emergencies (SAMU):	15
Help for homeless people (SAMU social):	115
Gas emergency:	0 800 47 33 33
Helpline for children in danger:	119
Violence against women:	3919

Your online tenant account

Go to www.logegbm.fr !

On the home page, click on **You are a Tenant** (*Vous êtes locataire*) and register

To assist you with the procedure, consult our online **memo**.

From your online account you can:

Pay your rent

File a claim

Consult your rental account

Provide your rental insurance certificate