

Housing département

Campaign 2023



## Frequently Asked Questions

How the « Guichet Unique Paris Saclay » works, or « GUPS ».



1. *What is the "Guichet Unique"?*

The Guichet Unique Paris-Saclay (GUPS) is an online site that enables you to :

- Consult housing offers from various landlords on the Plateau de Saclay, near Télécom Paris,
- Apply for accommodation in a residence in this area,
- Reserve accommodation in a residence once your application has been accepted.

2. *How do I apply for accommodation via GUPS?*

- Log in to your account on [messervices.etudiant.gouv.fr](https://messervices.etudiant.gouv.fr)
- Make a wish list of 3 residences and submit the required documents.

Once your application has been submitted, the Telecom Paris housing department checks with the Teaching Department to ensure that you have been admitted or enrolled at the school, and then validates your request.

3. *When should I apply for accommodation via GUPS ?*

Housing applications are processed from mid-June to mid-September.

4. *My application has not yet been validated by Telecom Paris: why?*

There are several reasons:

- The housing department handles a large number of applications every day, so it takes time to process them. Please be patient!,
- The housing department is waiting for confirmation from the teaching department that you are registered as a student for the following year,
- You have not yet confirmed your admission to Telecom Paris (for example: only candidates who have answered "definitive yes" on the SCEI site of the CCMP entrance exam are taken into account).

5. *I have been rejected by Telecom Paris : why ?*

Telecom Paris validates housing requests from students who have actually been admitted or enrolled at Telecom Paris for the following academic year.

There are several reasons for rejection:

- You are not a Telecom Paris student for the next academic year,
- You have already applied for accommodation with our partner residences,
- The number of housing units allocated to Telecom Paris via GUPS has been reached. We can offer you other accommodation solutions on the [Telecom Paris website, in the Accommodation section](#).

6. *My housing application has been accepted on the GUPS website. What happens next?*

The residences for which you have made requests will receive your housing application, in the order in which you have ranked them.

**Telecom Paris is not involved in this selection process**, which is at the discretion of the residences. If you have any questions, please contact them directly.

7. *I've been accepted by one of the 3 residences I applied for: what should I do?*

You will receive a mail (to the address you used to log in) to confirm your accommodation:

**ATTENTION: You only have 72 hours to confirm your accommodation.**

If you do not confirm your accommodation within this time, the assignment is lost and you will no longer be able to get it.

If you refuse the offer of the residence to which you have applied, you will no longer be able to get an accommodation in this residence.

#### 8. *Administrative documents*

To finalize your application, you will need to provide a number of documents:

- Identity document,
- Certificate of schooling / Letter of admission,
- Proof of address (if you live abroad, you must provide proof of your current country of residence),
- If you have a scholarship, your scholarship notification,
- Proof of income: **you may mention that you receive no personal remuneration.**
- Guarantor: VISALE (preferred choice for residences) or proof of income from your physical guarantor.

If you have any difficulty in sending or obtaining these documents, you should contact the residence for which you have obtained accommodation as soon as possible (copy [logement@telecom-paris.fr](mailto:logement@telecom-paris.fr) if necessary). The residence will inform you of the procedure to follow (documents to be sent by e-mail or later).

You can find all the information you need about the VISALE guarantee on their website: <https://www.visale.fr/visale-pour-les-locataires/avantages/>.

If you have any difficulty in obtaining proof of your guarantee, please inform the residence where you have obtained accommodation as soon as possible.

#### 9. *My 3 wishes have been rejected on the GUPS : what should I do?*

If your 3 wishes are rejected in the GUPS, you cannot make any new.

You are still considered to be looking for accommodation: the GUPS will make you new accommodation offers.

#### 10. *What happens if I refuse a residence proposed by the GUPS?*

You can refuse the proposal of a residence if it does not suit you. You will receive other offers if there are still residences available.

If you refuse too many offers, the GUPS may no longer offer you residences.

#### 11. *I am currently in "Waiting for confirmation from the establishment" status: what does this mean?*

You are in this status after submitting your wishes on the GUPS. This means that Telecom Paris accommodation service has not validated yet your application.

#### 12. *I am currently in "Forwarded to lessor" status: what does this mean?*

This means that your application is being processed by one of the residences on your wish list (or another residence if your 3 wishes are rejected). If your status does not change after 7 days, [contact Housing Services of Telecom Paris](#).

13. *I'm having a technical problem using the GUPS website (connection problem, accessibility problem, faulty functions, etc.)*

In the event of technical problems with the GUPS site, contact <mailto:logement@campus-paris-saclay.fr> : Telecom Paris does not own or administer the GUPS site.

## **USEFUL CONTACTS DETAILS**

- ❖ Telecom Paris – Housing Department : [logement@telecom-paris.fr](mailto:logement@telecom-paris.fr)
- ❖ Telecom Paris – Admission Department : [admission@telecom-paris.fr](mailto:admission@telecom-paris.fr)
  
- ❖ GUPS : [gups@crous-versailles.fr](mailto:gups@crous-versailles.fr)
- ❖ GUPS – Customer service : [logement@campus-paris-saclay.fr](mailto:logement@campus-paris-saclay.fr)
- ❖ CROUS Versailles : <https://www.crous-versailles.fr/contacts/logement-et-vie-en-residence/> and/or se rendre sur <https://www.messervices.etudiant.gouv.fr/envole/message/new>
  
- ❖ Residences on GUPS
  - Résidence CROUS Jean d’Ormesson : [residence.jean-dormesson@crous-versailles.fr](mailto:residence.jean-dormesson@crous-versailles.fr)
  - Résidence CROUS Eileen Gray : [residence.eileen-gray@crous-versailles.fr](mailto:residence.eileen-gray@crous-versailles.fr)
  - Résidence CROUS Georges Sand : [residence.george-sand@crous-versailles.fr](mailto:residence.george-sand@crous-versailles.fr)
  - Résidence All Suites Study : [saclay@allsuites-study.com](mailto:saclay@allsuites-study.com)
  - Résidence ALJT : <https://www.aljt.com/contact/>
  - Résidence Hacker House : <https://www.uxco.com/fr/contact/> ou [contact@uxco.com](mailto:contact@uxco.com)
  - Résidence ARPEJ Alexandre Manceau : <https://www.arpej.fr/fr/contactez-nous/>
  - Résidence Twenty Campus MIA Palaiseau : <https://www.twenty-campus.com/fr/contactez-nous/>

19 Place Marguerite Perey  
91120 Palaiseau - France  
[www.telecom-paris.fr](http://www.telecom-paris.fr)

