Welcome to University of Glasgow, Laurieknowe Hall. We hope that you will enjoy your stay.

The purpose of this guide is to provide you with as much information as possible for living at Laurieknowe Hall. Please take some time and read it before arriving. If you have any questions, please do not hesitate to contact Julie Bowman (01387 702132, Julie.bowman@glasgow.ac.uk).

We look forward to meeting you and hope you will enjoy your stay at Laurieknowe Hall.

With all good wishes for the year ahead at the University of Glasgow and in Laurieknowe Hall.

Natalie Anderson
Head of School Administration
General Information

Address
Room No,
University of Glasgow,
Laurieknowe Hall of Residence
34 Laurieknowe
Dumfries
DG2 7AJ

Absence from Residence
Residents may be away at any time. Residents are asked to advise the Living Support Assistant and Julie Bowman if they intend to be away overnight or longer. This is a legal requirement for Fire and Security reasons.

Access to room / flat
During your stay at Laurieknowe Hall, access can be required to your flat / room by various members of University staff, LHA / Dumfries and Galloway Homes staff or sub-contractors. We endeavour to email you in advance with access requirements however please be aware that in some cases this may not be possible.

Regular access requirements include (but are not limited to):

- LHA Staff: Weekly: Fire Alarm Testing and Fire Safety Check
- Office Staff: Once a term: Room Inspections
- Electrician: Annually: PAT (Portable Appliance Testing)
- Electrician: Emergency Light testing and maintenance
- Contractors: Fire Alarm Maintenance
  - Smoke and Heat Detector Maintenance
  - Water Hygiene Monitoring

This is not a full list of possible access requirements. Wherever possible we will try to email you with advance notice of any access requirements such as repairs.
**Animals**

No pet or animal may be brought into or kept in the Hall or the grounds.

**Banned Items**

The following items are banned from the residence / your room:

<table>
<thead>
<tr>
<th>Item</th>
<th>Banned from Room / Residence</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Heaters, including electric blankets</td>
<td>Residence</td>
<td>Fire Risk</td>
</tr>
<tr>
<td>Candles, incense sticks and burners</td>
<td>Residence</td>
<td>Fire Risk</td>
</tr>
<tr>
<td>Deep Fat Fryers</td>
<td>Residence</td>
<td>Fire Risk</td>
</tr>
<tr>
<td>Plug-in Air Fresheners</td>
<td>Residence</td>
<td>Fire Risk</td>
</tr>
<tr>
<td>Electrical Cooking Items (eg kettles, toasters, rice cookers)</td>
<td>Room (can only be used in Kitchen, if found in room they will be removed)</td>
<td>Fire Risk and damage to room</td>
</tr>
</tbody>
</table>

**Did you know** – Banned items are a common cause of false fire activations and fires in residences.

If any of these items are found they will be removed and will not be returned to you until the end of your stay. In addition to these restrictions, all items brought into the Hall, which are recognised as being permissible, should be fitted with a correctly rated fuse, a correctly wired plug and a cable in good order. Electric blankets are only permitted where you have a current test certificate from a qualified electrician plus a medical certificate from your GP.

Irrespective of any restrictions made above, the Residence management team or Living Support Assistants can refuse the introduction of any piece of electrical equipment which is deemed not to be in the welfare of other residents of the flat / residence or of the flat itself. Please remember that this list of regulations is drawn up for your own, and other residents, well-being and safety.

**BBQs**

Barbeques cannot be used onsite or in the grounds due to fire and noise regulations.

**Bedrooms**

Rooms are inspected each term to check for any repairs and to ensure you are keeping your room clean.

**Bikes**

Bike storage (outdoor) is available at the Laurieknowe Hall, however items are left at your own risk and your Hall Insurance will not cover bikes unless you top up your insurance (see insurance details). We do not allow bikes to be brought into the Hall of Residence building.
Bins
Please ensure that all waste from your kitchen, common areas and bedrooms is emptied into the waste bins outside.

At all Halls of Residence there are specific bins for cigarette butts and ash (with smoking not being permitted internally). Please do not throw cigarette butts on the ground.

Car Parking
Car parking is available onsite however cars are left at the owners risk.

Cleaning
Cleaning is only provided in common areas, in Laurieknowe Hall this is the common stairway, hall and the laundry.

Each resident is responsible for cleaning their room, the common areas of the flat and the laundering of their bed linen. There is a vacuum cleaner, dustpan & brush, mop & bucket available in each flat for residents’ use only.

Hints on keeping your flat / hall clean:
Often the best way to solve any problems is to draw up a rota of cleaning that is required.

Hob / Cooker – clean after each use and thoroughly clean each week to avoid a build-up of grease and dried in foods. Use a good surface cleanser that is appropriate for cookers / hobs, and remember to use a scouring pad to get the dried-in foods off easily.

Kitchen Wall Tiles – clean with some soapy water and a cloth, or with a spray-on cleaner, then wipe down. This helps to remove a build-up of grease.

Microwave – clean outside and inside regularly, including the plate which can be removed and washed separately. Cover all food being cooked and do not use any metal (including tinfoil) in the microwave

Oven – Cook food using a tray / oven proof dish and use aluminium foil to capture oils and grease. Regularly clean the bottom of the oven and grill pan to avoid a build-up of grease / food items

Fridge – throw out foods that have expired to avoid smells. Clean shelves and doors with a damp cloth. Avoid ice building up in the freezer as excessive ice can break the fridge / freezer. If there is a problem with the door not closing properly, it is often caused by a build-up of ice or due to the freezer being over-filled.

Worktops / sink and surrounds – clean after use with hot soapy water or antibacterial spray and thoroughly clean frequently to prevent a build-up of bacteria

Floors – use the mop to clean vinyl flooring in kitchens and shower rooms frequently. Kitchen floors should be cleaned at least fortnightly. Use a vacuum cleaner to clean the carpet. Clean up spills immediately to avoid chargeable damage.
Bin – empty regularly and use a refuse sack inside the bin. Ensure full rubbish bags are put inside the large external bins (for collection). Under no circumstances should waste be left in the corridors of flats or in the stairways. Dangerous items such as glass, broken china, tin lids, etc., must be well wrapped in newspaper before being disposed of.

Shower room – wash your shower curtain / screen regularly to avoid a build-up of mould. Clean the toilet, wash hand basin and shower frequently. Please clean your toilet bowl with bleach or a toilet cleanser at least once a month to avoid a build-up of grime (use a toilet brush to clean the bowl and rim). Use the mop to clean your bathroom floor.

Bedroom – Vacuum your bedroom floor and wipe down your desk (with a damp cloth or anti-bacterial spray) and any shelves at least once a month to avoid dust and germs.

Comments, Concerns or General Enquiries
The Hall of Residence has Living Support Assistants who meet with the Residence Management Team to discuss any non-urgent problems or concerns, consider suggestions and discuss general issues. Any new Living Support Assistants will be appointed in the first few weeks of semester.

On a day to day basis, if any maintenance concerns are identified, residents should report repairs during office hours to our maintenance provider (Loreburn Housing Association / Dumfries and Galloway Homes) on 01387 321300 and choose Option 1. For EMERGENCIES out of hours such as total power failure or leaking pipes you should phone 01387 271221 (callouts which are not emergencies will be recharged)

Damage to Residence Property
Residents will be held personally responsible for any vandalism, damage or loss they or their guest cause the Hall / its property and will be charged for the repair / replacement of the damaged items. Anyone who removes equipment / furniture from any public part of the Hall without permission will be subject to disciplinary action. Vandalism or deliberate damage to property is considered to be very serious misconduct. Any un-attributable damage will be monitored regularly and any action will be decided by the RMT and the Head of Accommodation Services.

Departure
You are expected to leave your room and kitchen in a clean and tidy condition when you leave. All food-stuffs must be disposed of, cupboards cleaned and keys returned by 10am on the morning of your departure. Anything you leave behind will be disposed of, we cannot keep or store anything for you and you may be charged for cleaning or removal of items. If in doubt, please check with the RMT.

Doctor Registration
As part of your residential contract you are required to register with a doctor. Registering and visiting the doctor is free, all you need to do is visit the practice you wish to register with and ask to register. You will need to fill out a form in the practice and you will receive a letter confirming your registration with the NHS, (http://www.nhsinform.co.uk). Registration with a doctor in the Dumfries area does not preclude members from consulting their own home doctors during the vacation.
**Suggested surgeries:**
Greyfriars Medical Centre, 33-37 Castle Street. 01387 257752
Charlotte Street, 12 – 28 Lochfield Road, Dumfries 01387 267626 Gillbrae Medical Practice, Gillbrae Road, Dumfries 01387 246282
St Michael’s Medical Centre, St Michael’s Bridge Road 01387 244950

Housecalls during normal hours of service: Members of the Residence too ill to visit a surgery and requiring a visit from the doctor with whom they are registered should telephone the surgery.

If you are feeling ill out of office hours the NHS run a service called NHS24 which can offer medical advice over the phone, the free number to call is 111. In an emergency call 999

Casualty: If you have an accident in the Residence, which requires you to visit Casualty. You should attend the emergency department at Dumfries and Galloway Royal Infirmary. You should also complete an accident report form.

**Door**

All doors within the Hall should always be able to close and shut smoothly. Most doors are fitted with a door closer. If your door is having problems shutting, or slams please report it to LHA / Dumfries and Galloway Homes. Always remember never to jam a door open – fire doors are there to help save your life in a fire.

**Electrical Items**

As stated in your contract; The student shall not bring or allow to be brought into the Hall/Room (as the case may be) any portable electrical equipment (or any white goods or other consumable durables) unless required for medical reasons unless it complies with all current regulations and, if requested to do so, to produce evidence to the University that such equipment does comply. Where such evidence is not produced to the University or where in the opinion of the University and/or its agents (acting reasonably) any such equipment does not comply with current electrical regulations, the University or its agents shall be entitled to remove such equipment from the Hall / Room (as the case may be).

Please remember that all adapters must have a BS (British Standard) or CE (which confirms the product’s compliance with EU legislation) mark on it – do not bring one unless it is labelled with these standards. We are required to remove any adaptors that do not carry either mark. If you are not sure if your adaptor is fit for use you can check with Julie Bowman.

Please remember not to fit 2 pronged adaptors into the sockets, this is highly dangerous.

**Emergency arrangements**

In the event of any emergency arising, contact the Living Support Assistant on duty. For emergency services, 999 should be called.

For EMERGENCIES out of hours such as total power failure or leaking pipes you should phone 01387 271221
Emergency Lights

Within the Hall, corridors and staircases will have emergency lights installed. These will come on automatically if there is a power failure within the area. The lights are checked regularly by LHA / Dumfries and Galloway Homes or their representative.

Fire

It is imperative that you familiarise yourselves with the fire regulations and Building Fire Action Plan posted throughout the building and ensure that you know what to do in the event of a fire.

If the fire alarm sounds, you must evacuate the building immediately. Under no circumstances should anyone attempt to silence the alarm or re-enter the building until told it is safe to do so. Do not touch the fire panel, a member of the fire brigade or a LHA / Dumfries and Galloway Homes staff member will deal with it.

A. Each week the fire alarm is tested and will sound for around 10 seconds. There is no need to evacuate the building when this occurs.

B. Official fire drills are carried out at least twice a session.

C. Fire detectors are situated in every room and corridor in the building:

<table>
<thead>
<tr>
<th>Location</th>
<th>Smoke or Heat</th>
<th>How to prevent an unwanted activation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kitchen</td>
<td>Heat</td>
<td>Open kitchen window but keep the door closed and do not leave cooking unattended</td>
</tr>
<tr>
<td>Kitchen</td>
<td>Smoke</td>
<td>Ventilate the kitchen</td>
</tr>
<tr>
<td>Hallway</td>
<td>Smoke</td>
<td>Do not wedge open the kitchen door or open the kitchen door for ventilation purposes</td>
</tr>
<tr>
<td>Bedroom</td>
<td>Smoke</td>
<td>If you use hairspray / straighteners under the detector it might go off. Remember to ventilate your room when showering to prevent steam building up and setting the alarm off and to keep the shower room door shut. Remember, there should be no cooking in bedrooms.</td>
</tr>
</tbody>
</table>

Safety: the burning of candles and incense is strictly forbidden.

Fire Extinguishers are checked regularly and if found to have been used inappropriately or are damaged, i.e. broken seals, an invoice will be sent to the individuals concerned for the cost of a replacement.
First Aid
A first Aid box is available in each kitchen area.

Furniture
All furniture supplied is fire retardant. If you bring any furniture into the residence it must be fire retardant and has to be removed at the end of your stay. Please check with Julie Bowman prior to bringing in your own furniture.

Gambling
Gambling is not allowed in the residence as per your contract.

Gardens / Grounds / Local Area
Please do not litter or leave garbage bags outside the external bins since as well as being unsightly, it also attracts vermin such as rats and foxes.
If you smoke, please use the cigarette bins provided.
Please keep noise to a minimum all areas in the grounds.

Guest Policy
Any overnight guest can stay for a maximum of 3 nights for free. If you have a guest staying with you for a few days, we ask you to inform Julie Bowman since we need to know who is here for fire safety.
While your guest is here, you are responsible for their behaviour and for informing them of the rules, fire regulations and health and safety. If regulations are broken or your guest is being disruptive to student welfare we will ask them to leave.

Health and Safety
If you have any concerns about Health and Safety, please contact a Living Support Assistant or Julie Bowman.

Heating
Central heating is provided daily. If on a timer system, this will be controlled by the University or LHA / Dumfries and Galloway Homes. Additional heaters are not permitted unless they are supplied to you in an emergency situation.

Hot Water
Hot water should be available at all times.
**Illegal Drugs**

Illegal drugs of any kind are banned at the University of Glasgow.

**Insurance**

University of Glasgow has arranged some contents insurance cover for you with Endsleigh, the number No. 1 student insurance provider. Input your policy number **HH1357** at the address below to check your policy details.

[http://www.endsleigh.co.uk/reviewcover](http://www.endsleigh.co.uk/reviewcover)

Not all possessions are covered and we advise everyone to read through the insurance information given when you arrive for further details. As noted in your contract; “The University Court, the Management Staff of the Hall and the employees of the University do not accept liability on any grounds whatsoever, including fault or negligence for fault or loss or damage to any property belonging to or in the possession or custody of any resident in the Hall, and that whether such property be deposited, stored or otherwise left in the residence or elsewhere and its outbuildings or within the grounds thereof."

**Internet**

Internet is provided by Keycom. Either (or both) WiFi and Ethernet may be provided. When you have connected for the first time and opened your web browser, please click the register button and follow the instructions for access.

Please contact the Keycom helpdesk if you are having problems at support@keysurf.net, Tel 01418950000

**Keys**

If you lose your keys, please report it to the Living Support Assistant and Julie Bowman as soon as possible.

We can issue a new key during office hours. If the loss is after the office has shut, the duty Living Support Assistant can give you access to your room until the office opens again. A charge of £25 per key will be raised in case of loss. Also remember not to label your key with any identifying information such as an address or name.

**Kitchen**

A fridge freezer, oven, hob, kettle and toaster are provided in the kitchen. Any faults with this equipment should be reported to LHA / Dumfries and Galloway Homes by telephoning 01387 321300.

In the interests of hygiene and in fairness to fellow users the kitchen must be kept clean and tidy at all times. Please remember to store any foodstuffs in containers and to keep the kitchen clean - an unclean kitchen can cause insects to appear.

Please do not put hot pots or pans on the floor, windowsill or worktop as this will damage it and you will have to pay for the repair / replacement. Kitchen doors MUST be kept shut while cooking.
**Laundry Facilities**

Washing machines and tumble dryers are for the use of residents only. Please report any faults to LHA / Dumfries and Galloway Homes. In the interests of hygiene and in fairness to fellow users the laundry must be kept clean and tidy at all times.

**Mail**

Mail is delivered to the hall by the postal service and delivery companies. It is important that you provide the correct address as you may otherwise not receive the mail. The address is at the beginning of this guide.

When you move out of the Hall it is important that you update your address.

**Maintenance**

Repairs and refurbishments may be carried out throughout the year. Where possible you will be notified in advance of any such works, we apologise for any inconvenience or disturbance this may cause.

**Moving Out**

If you find, for whatever reason, you have to move out of the hall before your contract ends, you must contact the main Accommodation Office in Glasgow and fill out an Early Departure Form. Please be aware that you will be liable for any rental fees until your “place” is filled.

**Noise Policy**

As noted in your contract there should be minimal noise between the hours of 11pm and 8am every night. At all other times noise must be kept at a reasonable level. Please be mindful of your neighbours and don’t cause excessive noise. If you are being disturbed by noise late at night please contact the Living Support Assistant.

In addition, residents should conduct themselves quietly and responsibly when coming and going from the Hall in order not to cause nuisance in the neighbourhood.

Did you know – Parties are banned within all University residences

**No Smoking Policy**

As with all University buildings, smoking inside the building is strictly prohibited. Please smoke outside the building and do not smoke out directly outside windows or doorways as this can be horrible for non-smokers. Please dispose of cigarette butts in the bins provided.

**Offensive weapons**

Weapons of any kind are not allowed in Residences. Please see your contract.

**Posters**

Posters and wall decorations can only be put on the notice boards provided. Please do not attach anything such as hooks to walls / surfaces as this might damage the paintwork and be chargeable. Likewise, you should not attach anything to walls or doors using blue tack or drawing pins.

**Police Registration**

International students from some countries are required to register with the police within 7 days of them arriving in the UK. If you need to register with the police, this can be done in Dumfries and you will need to set up an appointment.
Office Hours
The School Office in Rutherford / McCowan is open 9:30am – 4:30pm Monday – Friday.
Julie Bowman is located in the School Office and generally available 9.30am – 1:00pm Monday – Friday.

Repairs
Residents should report repairs during office hours to our maintenance provider (Loreburn Housing Association / Dumfries and Galloway Homes) on 01387 321300 and choose Option 1. For EMERGENCIES out of hours such as total power failure or leaking pipes you should phone 01387 271221 (callouts which are not emergencies will be recharged)

Relocation policy
Any requests for relocation should be advised to Accommodation Services and Julie Bowman.

Room Inventories
An online inventory will be available in your accommodation portal after you arrive, please let us know of any discrepancies.

Security
Lock your door every time you leave your room. Keep your key safe at all times, do not label it or keep it with your address. Ensure the main door locks shut behind you. Do not let unknown people into the building, please report or challenge suspicious people.

Living Support Assistants
Living Support Assistants, appointed by the University, will be students like you living in University residences and they are there to help you with problems, such as problems with flatmates, or even if you just want to talk to somebody. Living Support Assistants are on call each night and all weekend.

Smoking
Smoking is not permitted inside any Residence.

Television Licences
The University has purchased the licenses for the Televisions in the living rooms. Should you wish to place a TV in your room you are required to purchase a separate licence. Likewise, if you watch television as its being broadcast live or via IPTV you will need a TV Licence.

Tradesmen
There will be occasions when window cleaners, joiners, electricians, etc. will require access to your flat and/or room. Please check their identification before giving them permission to enter, if you are still unsure do not let them enter and ask them to return to Loreburn Housing Association / Dumfries and Galloway Homes. All University staff will carry an identification card. Tradesmen have access to all rooms within the residence in the case of an emergency. Strict controls are kept of all keys.

We will endeavour to pre-arrange routine maintenance such as window cleaning and inform residents in advance of dates during which workman will require entrance to the building, identifying any specific rooms to which they will require access. However, in an emergency situation it might not be possible to give advance warning to Residents.
**Vacation**

Students wishing to extend their stay over summer should in the first instance contact Accommodation Services. Information is emailed from Accommodation Services in February.

**Vacuum**

Some vacuums will need a new bag from time to time. Please do not ever use the vacuum for liquids, this is highly dangerous.

**Ventilation**

With Dumfries’s climate we can get problems with condensation if you do not ventilate your room / flat enough. Condensation can cause mould in rooms. In order to reduce condensation problems, the following should be tried:

- Open your window on a regular basis. Open kitchen windows while cooking.
- Shut your bathroom door while showering.
- Do not dry towels on radiators.
- Report any problems to LHA / Dumfries and Galloway Homes asap.

**Water: Tenants guide to good water hygiene practices**

The water systems in the Halls have monitoring schedules in places to ensure good water hygiene. You can assist us in protecting your health and safety by:

- Ensuring that all outlets are used regularly (preferably at least once a week) or run for a couple of minutes a week to keep the water fresh.
- Reporting any water system defects (such as hot water temperature failure or dirt drinking water) to LHA / Dumfries and Galloway Homes.
- If you return to your accommodation after a period of time away (ie more than a week), it is good practice to run the taps in your room for 2 or 3 minutes to ensure you receive a fresh supply of water.

**Withdrawal from University**

Anyone deciding to withdraw from the University is required to:

2. Advise Julie Bowman / Natalie Anderson of their decision and date of leaving.
3. Return all keys to Julie Bowman in the School Office on departure.
4. Pay all accommodation fees due up and until the day that all paperwork and keys have been handed in plus 4 weeks fees.
### Useful Contact Numbers:

#### General

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency: Fire / Ambulance / Police</td>
<td>999</td>
</tr>
<tr>
<td>Keycom Support</td>
<td>0141 895 0000</td>
</tr>
<tr>
<td>Julie Bowman</td>
<td>01387 702132</td>
</tr>
<tr>
<td>Maxis Taxi</td>
<td>01387 255667</td>
</tr>
<tr>
<td>McLeans Taxis</td>
<td>01387 247247</td>
</tr>
<tr>
<td>Nightline (confidential advice 7pm –)</td>
<td>0141 3531050</td>
</tr>
<tr>
<td>Samaritans (confidential advice)</td>
<td>01387 253555</td>
</tr>
<tr>
<td>School Office</td>
<td>01387 702001</td>
</tr>
<tr>
<td>Living Support Team UoG</td>
<td>07581569226 / 07581569227</td>
</tr>
<tr>
<td>Accommodation Services</td>
<td>0141 330 4743</td>
</tr>
</tbody>
</table>

#### Medical

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHS 24</td>
<td>111</td>
</tr>
<tr>
<td>Dumfries Infirmary</td>
<td>01387 246246</td>
</tr>
</tbody>
</table>

#### Maintenance

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>LHA / D&amp;G Homes</td>
<td>01387 321300, Option 1 (during office hours)</td>
</tr>
<tr>
<td></td>
<td>01387271221 for emergencies out of hours</td>
</tr>
</tbody>
</table>
These notes are about safety, and protecting one another. Injury and infection most often happen by accident. With a little thought, we can all help look after each other and help protect the environment. By taking a little care, we can each protect ourselves, others who may use these rooms in the future, and the staff who look after the people who live and work here. We hope that these notes provide information, which is not new to you. It is not our intention to cause offence or distress, but to maximise safety for everyone.

**Condoms** when used should be wrapped in tissue paper, several sheets being best, and then placed in the bin. Please do not flush condoms down the toilets as they can cause problems with the plumbing.

**Razor blades** should be returned to safety packaging wherever possible before being placed in the bin. If this cannot be done, please wrap them in several layers of tissue or other paper.

**Scalpel blades** used for any graphic design or craft work should either be placed in secure packaging or in an empty ring-pull drinks can before disposal.

**Broken glass** should be wrapped well and clearly labelled or disposed of in the appropriate bins.

**Needles and Syringes:** If you use injections for the treatment of diabetes or similar conditions, then please ask the Julie Bowman for a safety disposal bin.

In the event of an accident, many risks are reduced if the person concerned carries out the initial cleaning. This includes vomit, blood and any other body fluids, in bedrooms as well as toilets and bathrooms.

If you have any questions, please do not hesitate to ask the staff.
Contact Details
For further information, please contact us:

Laurieknowe Residence
Laurieknowe Hall
34 Laurieknowe
Dumfries
DG2 7AJ

Tel: 01387 702132
Email: Julie Bowman
(julie.bowman@glasgow.ac.uk)