Student Apartments FAQs

- **How close is the Residence to the University?**
  A. Student Houses are situated adjacent to Campus on Hillhead Street and Gibson Street and as such are only a two minute walk from the Main Building. Student Flats on Southpark Terrace are also only a two minute walk away.

- **What is the emergency contact number?**
  A. During normal office hours, Monday-Friday 9.00am- 5pm please phone the Student Apartments Office on 0141 330 6182. Outside these hours all areas have Living Support Assistants and Security staff at the Gatehouse can be contacted on 0141 330 4282.

- **Is there anyone available out of office hours?**
  A. Living Support Assistants and Security staff (see above).

- **Can I possibly look around a typical room before I decide to accept?**
  A. As the accommodation is let all year round it is not always possible to show prospective residents a typical room. During certain times we can take people round the common areas. Contact the Student Apartments Office to arrange a suitable time. You can also view photos of typical rooms online. Please visit: http://www.gla.ac.uk/services/residentialservices/undergraduate/self-cateredaccommodation/studentapartments/

- **Are there shopping facilities near the Residence?**
  A. Student Apartments are very close to Byres Road & Gibson Street where there are many shops, banks, restaurants, etc.

- **When can I get into the room?**
  A. This depends on your date of arrival. Please see the arrival details provided.

- **What am I responsible for cleaning?**
  A. Your own room, shower/bath and kitchen after use.

- **Does the Residence have student cooking facilities?**
  A. Yes

- **Are cooking utensils & crockery supplied?**
  A. Not in Student Houses but basic crockery and cooking utensils are provided in Student Flats.

- **Can I bring my bike?**
  A. We do not have secure storage areas for bikes within Student Apartments but you can lock your bike outside the library nearby.

- **Is there a car park attached to the Residence?**
  A. No, parking is very difficult and permits for street parking are expensive.
Is there a data/internet link in the room?
A. Yes

Is there a phone in my room?
A. Yes

Can I bring my own TV?
A. Yes, you can bring your own TV but you must have an indoor aerial and Students must obtain their own TV licence. See http://www.tvlicensing.co.uk/index.jsp for more information.

What is the surrounding area like?
A. Student Apartments are very close to the library, main University, Student Unions, the Stevenson Building and Byres Road.

Do I need to take everything out of my room at Christmas and Easter Holidays?
A. No, not if you have a contract to June 2017 or longer.

Can my friends stay overnight?
A. Yes, under certain conditions. Permission must be obtained from the Living Support Assistant/ Student Apartment Office. An “overnight registration form” must be submitted to the Living Support Assistant. Maximum stay is 3 nights and the guest should bring a sleeping bag. **Overnight guests are not allowed in twin rooms.**

What happens if I lose my keys?
A. You should contact staff at the Student Apartments Office immediately. A new set of keys will be issued and you will be invoiced accordingly. As an indication, the cost of a replacement set of keys in session 2014/15 was £20.

What happens to my mail/parcel delivery?
A. Mail is delivered to individual addresses.

Will I have to share a room?
A. The majority of first years will have to share.

Anything else that would be useful for me to bring?
A. Personal items and towels

Student Apartments Office
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