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Firstly, thank you for choosing Cairncross House to call home this year; we want to ensure you get settled in as quickly and easily as possible. This booklet should help as it contains everything you need to know about living here. You will find answers to many of our frequently asked questions including reporting repairs, communal living advice, personal safety information and – most importantly – how to keep your new home clean and tidy.

These halls of residence are owned by the University of Glasgow and while the University is your landlord and looks after your rent and welfare, the day-to-day management of these residences is handled by us, Sanctuary Students. We are here to help you and we hope your time with us is an enjoyable one.

If you have any questions or concerns about the residences during your stay, please get in touch with the on-site team. You can do this by popping to reception or giving them a call or sending an email.

T: 0141 221 9334
E: khr@sanctuary.co.uk
You have now arrived and collected your keys. With your keys you received a welcome pack which includes maps, your new mailing address and lots of other useful information to help get you started.

**On-line Inventory**
Now you have checked in, you will shortly receive an email to your student account with a link to access the online inventory. You’ll have 48 hours from receiving the email to complete the inventory, if you haven’t completed it within this time, it will be automatically accepted on your behalf.

The inventory lists all the items you should find in your room and shared common areas. This is your opportunity to make note of any damaged or missing items, so it’s important you take some time to complete this.

**Note:** By not completing the inventory, you may be liable for the cost of repairing or replacing any damaged or missing items when you leave.

We try to ensure that everything’s in good working order ready for when you move in, but unfortunately things do break from time to time. If you come across any maintenance issues on your arrival, please do not list them on your inventory as these may take a few weeks to process. Instead pop in and see the team on reception, give them a call or send an email or log it online at the University website.

T: 0141 221 9334  
E: khr@sanctuary.co.uk  
W: [https://www.gla.ac.uk/myglasgow/accommodation/maintenancereporting/](https://www.gla.ac.uk/myglasgow/accommodation/maintenancereporting/)  
Reception opening hours: 8am-6pm, Monday to Friday
Furniture
Your room is all set up ready to be filled with all your favourite home comforts, so please do not attempt to move any furniture or add any large items of your own. Remember to use your inventory to check all items of furniture are in place and in good condition. If you find any items are missing or damaged, please include info on your inventory check.

Bedding/linen
One set of bed linen is provided for you including a mattress protector, sheet, duvet and cover, pillow and pillow case.

If you wish, you can purchase your essential items through a company called Uni Kit Out. They provide a variety of Essentials Packs containing all necessary items, including: bedding, towels, crockery and cooking utensils - all delivered to your bedroom.

Posters
We want you to make your room feel like home, but please only use the provided pin boards for any posters you would like to display. Please do not use any fixings that may damage the bedroom or communal walls, including blue or white tack, tape, pins or nails.

Note: Any necessary redecoration needed when you leave will be charged to you.

Smoking
Smoking (including e-cigarettes) is not permitted anywhere inside the residence including bedrooms, kitchens, bathrooms, communal areas, Designated areas are provided outside the building. If smoking outside, please dispose of any cigarette ends in the bins provided and avoid smoking next to doors so you don’t upset other students. Please dispose of cigarette butts appropriately and avoid smoking next to doors so you don’t upset other students.

TV licence
If you plan to watch live TV or BBC iPlayer on a television, mobile phone, tablet or laptop, you will need a TV licence.

Heating and hot water
Hot water is available 24 hours a day, 365 days a year. Our heating runs at certain times depending on the time of year:

Summer: 7:30-10:30 and 17:30-23:30
Winter: 7:30-10:30 and 14:30-23:30

Please contact reception if you find you have difficulty with your heating during these times.
Pets
Sorry, we do not allow pets to be kept on-site.
Shared facilities

Reception
During the hours of 10pm and 8am each night there is a security guard available in the who should be approached with any security concerns.

Reception is open between 8am-6pm, Monday to Friday. The on-site team can be contacted by telephone and email.

T: 0141 221 9334
E: khr@sanctuary.co.uk
A: Cairncross House, 20 Kelvinhaugh Place, Glasgow, G3 8NH

Outside of reception opening hours there are Living Support Assistants on duty to assist with any problems you may have or if there’s anything you would like advice about. They are managed by the Warden and are employed by the University of Glasgow.

In an emergency please contact a member of the Living Support, Security or Sanctuary Students team as soon as you can.

Mail
Cairncross House accepts your mail and packages. You should check the mail list at reception daily to see if there is any mail for you. This can be collected at reception but you will need photographic I.D with you.

Cairncross House,
Kelvinside Place,
Glasgow
G3 8NH

Internet
Wi-Fi is available throughout the building and you will also find an Ethernet connection point in your room. More information on your internet connection is available in your welcome pack or from reception.

Storage
We cannot provide storage facilities on-site, however, if you ask at reception we can advise on local storage facilities.

Laundry
There are two laundries on site. One on the ground floor and one on the third floor. Access available 8am - 10pm 7 days a week. Machines are operated through an app or by card with charges and instructions displayed within each room.

If you have any problems with the laundry please contact the laundry company direct using the phone number displayed on the wall posters or visit www.circuit.co.uk/i-want-to-do-my-laundry/laundry-view. If you need further help, you can contact reception.

Please keep the laundry room clean and tidy and remove your laundry as soon as the cycle has finished so the machine is free for others to use.

Note: We cannot be responsible for any loss or damage to your laundry.

Top tip: Remove any fluff from the filter at the bottom of the dryer before use – your clothes will dry better.
Bins and recycling
Recycling facilities are available on-site.

Note: Make sure you only recycle clean, dry, grease-free items.

Recycling boxes can be found in your kitchen, please use them and empty regularly into the appropriate bins.

Domestic rubbish should be disposed of using the green bins located in the dustbin areas in the car park. There’s a bin in the kitchen as well as one in your bedroom, it is your responsibility along with your flat mates to empty these regularly.

If you require a sharps box, the local pharmacy will be happy to supply you with one. You may need to provide a prescription from your doctor for the safe disposal of needles, syringes and scalpel blades. To find your local pharmacy, speak to the team on reception for help.

Please do not flush any items other than toilet paper down the toilet. Please wrap up razors, condoms and sanitary items and place them in the bin. Rubbish is collected from the bin stores by Glasgow City Council fortnightly from 7am. Recycling is collected fortnightly.

Bikes
Bicycle storage is available on-site and you must register your bike at reception as soon as possible where staff can also give you more information.

Note: Failure to register your bike may result in it being removed from the bike shed.

Top tip: Register your bike with the police by visiting www.bikeregister.com/
Parking
Parking is available on-site; please remember to register your car as soon as possible with reception. You will be provided with a card to place in your car window when it is parked on-site.

Note: If you do not register your car you may receive a warning notice.

Local transport
There are frequent buses from Argyle Street. The nearest underground station is a 15 minute walk away and a low level SEC station is only a few minutes’ walk from the accommodation.

Top tip: Remember to provide your ID when purchasing travel tickets for a discount towards your travel.

Common room and study room
The common room is located on the ground floor and the study room on the first floor. The study room has computers linked to the University of Glasgow. You can connect to the Wi-Fi in the common room.
Communal living and living support

By following these simple codes of conduct you are sure to avoid tension with your flatmates and will also help make your time us even more enjoyable.

Respect
Always treat others as you would like to be treated. Be respectful of each other’s differences and lifestyles and talk about any problems openly. Be considerate of each other’s living space and let your flatmates know if you are having guests over.

Noise
Please be mindful of those who are trying to sleep and study and try to avoid doing the following:

• Letting doors slam when entering or leaving
• Talking, shouting or laughing loudly,
• Playing loud music especially with the bass turned up
• Having parties
• Loud noise during quiet hours (11pm-8am)

Of course we want you to go out and have fun, but remember noise can be really irritating for someone trying to sleep or study.

Food
Food theft can have a damaging effect on relationships within your flat. In the days following your arrival, agree between yourselves if you will have any communal food items. Remember to ask permission before you borrow anything and check with your flatmates before throwing their food away. Try to avoid buying large quantities of food in one go to make sure everyone has enough storage space.
Living Support Assistants
Living Support Assistants (LSAs) are students appointed by the university to assist residents out with office hours. They live on site and can be contacted in the evenings and over the weekend to provide advice and support for a range of issues. They are trained in first aid, mental health first aid, and can signpost residents to useful services. They also organise regular events at the accommodation. LSA’s are on duty in the site office at Cairncross House every evening between 6pm - 7pm. After that you can get in contact with them using 07816 364800 until the office is open again. Please do not hesitate to contact them if you need out of hours assistance.

Looking after yourself
Register with a doctor (GP) and dentist as soon as you can. For details of local practices visit www.gla.ac.uk/myglasgow/students/safetyhealth/healthservices/. For minor illnesses you can visit any local pharmacist. Please ask at reception for details to the nearest hospital. Our team along with LSAs are on hand to provide signposting and advice on topics including mobility needs, homesickness, issues with your flatmates and financial worries. If we can’t help, we will know someone who can.

Emergencies and first aid
In a medical emergency call 999 immediately providing the full postal address. There is a trained first aider on-site at all times.

Information for students with disabilities
Please come and talk to us about your needs and requirements such as needing a personal evacuation plan.

Culture shock
Leaving home can be stressful, but many people will feel the same – talk to them about how they feel. Try to meet new people on your course or in your flat and find out about different social activities at Freshers’ Fairs or the Student Union website. Keep in contact with people you are familiar with, have familiar things around you and either talk to us or look in to University support services if you are struggling. The UKCISA website has more information on this.

Environmental care
Please help us save energy and water by switching off lights when you aren’t using them, using low temperatures on the washing machine and not leaving taps running – these can make all the difference in being environmentally friendly. Make the most of our recycling facilities too and check out our green notice board in the CSB area.

Support and advice
Find out about your Student Union support services or visit www.nightline.ac.uk for confidential advice and support.

Drug or alcohol concerns? Visit www.talktofrank.com – do not assume you (or your friends) know all the facts.

If something is troubling you and you need someone to talk to The Samaritans have a phone helpline, visit www.samaritans.org for more information.
Personal conduct

We want to ensure all our residents live in pleasant, safe and secure surroundings.

We want all our residents to enjoy their time here with us, so check out your occupancy agreement where you will find terms and conditions which should help. Remember to be respectful when interacting with fellow residents and staff.

If your behaviour is deemed unacceptable, you may jeopardise your occupancy agreement.

It’s important you’re aware of behaviour that breaches your occupancy agreement. It includes but is not limited to:

- Illegal drug use
- Drinking alcohol in public areas of the accommodation without permission
- Entering the roof or parapet areas
- Smoking inside or undesignated areas
- Threatening or abusive behaviour

Please refer to your occupancy agreement for more information.

We reserve the right to confiscate any items that are not permitted or we deem hazardous. Any confiscated property will be logged, stored safely and returned on your departure from the residence.

**Top tip:** Draw up a cleaning rota early on so everyone knows their responsibilities and your flat remains a pleasant and hygienic place to be.

You will find a dustpan and brush and a mop and bucket in your flat.

Please also keep outdoor areas clean and tidy and take any rubbish with you.

Cleaning

You are responsible for the cleanliness of your room. We have a vacuum cleaner which you can collect from reception, you will need to leave some I.D with us which will be given back once the vacuum has been returned.

Cleaning staff are responsible for stairwells, toilets and showers.

A light cleaning service is provided for kitchens and bathrooms, however you and your flatmates are responsible for maintaining these area to a reasonable standard.
Knitchen cleaning tips

• Wipe the hob after each use and clean with hob cleaner weekly
• Use soapy water to clean kitchen wall tiles, then wipe down
• Cover food before microwaving and wipe inside and outside regularly
• Cook food in a dish or tray and clean the bottom of the oven and grill pan regularly
• Throw away gone off food and wipe doors and shelves with a cloth – keep the fridge/freezer dial on the middle number to avoid ice build up
• Wipe the worktop after each use and clean with hot soapy water weekly
• Don’t leave rubbish lying around, empty the bin regularly and use a bin bag
• Clean up any spillages straight away to avoid stains
• Report any blocked drains to reception
• Mop the vinyl floor and vacuum the carpet once a week
Useful procedures

Reporting repairs
We ask that you take responsibility for reporting any repairs or breakages that you come across. Any emergency or health and safety issues should be reported to reception immediately.

Our on-site estates team look after the day-to-day repairs and our trusted contractors cover major repairs. Report any repairs at reception, over the phone or online at www.gla.ac.uk/services/residential/services/maintenancereporting/. Regular emails will keep you up-to-date on a repairs progress, but please be patient as things may take some time. Please ask at reception for repair timescales. Emergency repairs can be reported to reception 24-hours a day by phone.

Staff and contractors are issued with keys to be able to access your flat if you aren’t in, however we do expect them to ring the doorbell or knock before entering and clearly announce themselves before entering. If you are unsure why a contractor is in your flat ask for a contractors ID badge. If you still have concerns call reception.

T: 0141 221 9334

HMO licence
These buildings are regulated according to the Scottish Houses of Multiple Occupation (HMO) legislation which ensures a high safety and management standard. As part of this, the flats are regularly inspected by the local authority and the Scottish Fire and Rescue Service to make sure we are meeting this standard.

HMO contractors
On a month to month basis we have contractors attending flats to ensure we are meeting the HMO standards. You should expect the following testing in your flat and bedrooms over the duration of your stay with us. We will always notify you at least 24 hours in advance for access.

Paying your rent
If you are having issues paying your rent, please contact Accommodation Services on

<table>
<thead>
<tr>
<th>Testing</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Alarm Testing</td>
<td>Twice per year</td>
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<tr>
<td>Emergency Light</td>
<td>Testing once per year</td>
</tr>
<tr>
<td>Fire Fighting</td>
<td>Equipment once per year</td>
</tr>
<tr>
<td>Boiler Servicing</td>
<td>Once per Year</td>
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<tr>
<td>Portable Appliance Testing</td>
<td>Once per Year</td>
</tr>
<tr>
<td>Fixed Wire Testing</td>
<td>Every 3 years</td>
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<tr>
<td>Legionella Water</td>
<td>Testing every month</td>
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<tr>
<td>Roof Anchors</td>
<td>Once per year</td>
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</tbody>
</table>
0141 330 4743 / 2182 or at accom@glasgow.ac.uk.

Moving rooms
Should you wish to move rooms, please get in touch with Accommodation Services for further information.

Damages
Please note any damages caused by misuse will be charged to the students responsible. Damage to communal areas will be split between you and your flatmates (or all students living on a floor or in a block where appropriate) unless the person responsible comes forward. Please ask for indicative prices, you won’t be charged for damages resulting in fair wear and tear.

Visitors and guests
Due to Covid-19 and to ensure safe households, we have temporarily suspended our guest policy and will not be allowing students to stay overnight. This policy will be reviewed throughout the year and we will let you know when guests are permitted on-site.

Please be respectful of your fellow students and stick to Government guidelines about social distancing, group sizes and social interactions.

Complaints
We always do our best to provide an outstanding service, however we do recognise that sometimes things can go wrong. Please contact reception and we will try to reach a solution. If this doesn't work, we have a formal complaints procedure that you can follow.

Equality and diversity
We promote equality, diversity and human rights through our Fairness for All policy. Please get in touch to ask for a copy.

Confidentiality and privacy statements
Here at Sanctuary Students, we take your data privacy seriously. We gather your data when you fill in a form on our website, send us an email, give us a call or live in one of our student properties to make sure we give you the best possible experience.

Our privacy statements explain why we collect your data, what we do with it, how we store and share it.

We collect different sets of data at different stages of your relationship with us, meaning we have a privacy statement for each stage. Read our privacy statements to find out more at www.sanctuary-students.com/privacystatements.
Keys, safety and security

Keys
You have been issued with an entry fob for access to the main building, your room and kitchen, please keep this with you at all times. If you lose your keys please contact reception straight away so we can replace them for you, there is a charge to cover the replacement and change of locks if required.

Look after your keys and never attach your address to it. If a member of staff sees a door unlocked, they will lock it.

Security
Don’t let anyone through the doors or allow someone to follow you in who you don’t know, please do not lend your keys to anyone. Always lock doors and windows when you go out and at night. Please do not tamper with window restrictors and use the safety catch where available.

Sanctuary Students cannot be responsible for the loss, damage or theft of your possessions. If you have a laptop or other expensive, portable equipment, make sure it is kept hidden and secure. Money and valuables should never be left unattended in public areas.

Top tip: Name your belongings so they can be identified by the police if they are lost or stolen.

If you see anything suspicious, please report it to the office. We have 24 hour CCTV monitoring systems in place.

Insurance
Please read the policy of our insurance provider carefully. Many of your personal possessions will be covered in certain circumstances such as theft, but others may only be covered up to a certain value so check and upgrade your policy where needed. Alternatively you can take out your own insurance with a provider of your choice.

Carrying cash
If you’re travelling from overseas with large amounts of cash, please deposit this in a bank as soon as you can as we are unable to provide safes or lockers for your room.

Personal safety
Be mindful at all times. Plan your journeys in advance and let your friends know where you’re going. Avoid poorly lit and remote areas at night and keep valuables hidden. Program any security numbers or emergency contacts into your phone so you have them with you at all times.

Top tip: Have a written copy too in case your phone gets stolen.
Absences
If you are going to be away overnight, please let your flatmates know and fill in a Temporary Absence form at reception.

Accidents
If you have an accident on-site or notice anything dangerous or unsafe, please let us know straight away.

Check for visible signs of damage before using electronic equipment, if in doubt do not use it and use a label to inform others not to use it either. Inform the owner or contact reception if it’s equipment supplied by us.

Bar extensions with more than four sockets will be confiscated due to the possibility of overloading the circuit.

When using electronic equipment:
1) Always follows the manufacturer’s instructions
2) Don’t overload electrical sockets
3) Don’t use makeshift wiring – if it’s faulty, replace it
4) Do not leave switched on electrical items unattended
5) Disconnect equipment not being used
6) Switch off and disconnect faulty equipment immediately
7) Don’t run cables under carpet or rugs and don’t put flammable materials on or near electrical equipment

We reserve the right to confiscate non-permitted items or anything deemed hazardous which can be collected upon your departure from the residence.
Fire safety

Your building, flat and bedroom are protected by a fire and smoke alarm system; however you must observe the following guidelines to reduce the risk of fires happening.

1) Never burn candles, oil burners, tea lights, joss sticks or anything with a naked flame or exposed heat source – these are dangerous and banned from the accommodation
2) Do not cover your room heater at any time
3) Don't leave cooking unattended and switch off appliances after use
4) Don't cook using dirty grill pans or hob
5) Don't put anything metallic in the microwave
6) Take extra care when cooking after a night out
7) Don't prop fire doors open
8) No portable or personal heaters allowed – including electric blankets
9) Chip pans, deep fat fryers, barbecues, gas appliances and plug in air fresheners are a fire hazard and banned from the accommodation
10) Electronic cooking equipment is not allowed in your bedroom, including kettles and toasters
11) Don't cover Kitchen lights or light sensors.

Note: Any banned or unsafe items may be removed without warning.
Fire drills

Fire alarms are tested every Thursday, you can find out more in your weekly updates. Fire drills are a legal requirement and are held at least twice a year. On hearing the alarm you must evacuate the building immediately. Familiarise yourself with the fire action notices, evacuation routes and assembly point.

On discovering a fire:
1) Sound the alarm 
2) Get out of the building 
3) Call the fire brigade on 999 
4) Let a member of our team know

On hearing the alarm:
1) Get out of the building 
2) Close doors behind you 
3) Don’t use lifts
4) Don’t rush or push
5) Meet at the assembly point (identified on the notice on your bedroom door)
6) Do not attempt to re-enter the building until a fire officer or member of our team say it is safe to do so

Safety equipment

Fire extinguishers and fire blankets are located throughout the building and exist for safety. Misusing fire-fighting equipment will seriously jeopardise your occupancy agreement as well as the lives of you and your neighbours. Penalties against you or you and your flatmates may be incurred if safety equipment is interfered with and may lead to criminal prosecution.

If you find any fire-fighting equipment missing or damaged, please let reception know so it can be replaced or repaired.

If your smoke, heat or carbon monoxide detectors start to beep, tell a member of our team immediately. Do not tamper with or cover detectors – they could save your life.

Avoid false alarms!

To avoid unnecessary fire service call outs and evacuations:

• Don’t tamper with detectors – this may activate the alarm
• Ensure the ventilation fan is running and the bathroom door is closed during and immediately after showering
• Use a steam iron, aerosols, hair dryers and straighteners away from detector heads
• When cooking ensure extractor fans are running, windows are open and the kitchen door is closed
• Report any broken ventilation or extractor fans immediately
Before you leave

Moving out

Please hand your keys back before 10am on the last day of your occupancy agreement. We’ll send out details at least 4 weeks before this date or you can refer to www.gla.ac.uk/services/residentservices/studentmovingoutguides/. If you want to leave the accommodation before the date on your agreement, please contact Accommodation Services who will give you the documents you need. You will need to keep paying rent until your room can be reallocated.

Before you leave us please:
• Remove all personal goods and furniture. We will remove and/or dispose of anything left behind. We accept no liability for items lost this way
• Clean and vacuum your room, communal areas, kitchen including kitchen cupboards and empty all rubbish
• Wipe and dust all services
• Close all windows
• Lock your bedroom door
• Return keys and fobs to reception in person
• Refer your occupancy agreement for contractual obligations

Remember to pass your new address to contacts as we are unable to forward mail. After your departure, we will return any items to the sender.
Address: Cairncross House, 20 Kelvinhaugh Place, Glasgow G3 8NH

Visit: www.gla.ac.uk/undergraduate/accommodation/residenceprofiles/cairncrosshouse/
www.uofgliving.co.uk/cairncrosshouse

Call: 0141 221 9334

Email: khr@sanctuary.co.uk

Our offices are open: Monday - Friday, 8am - 6pm

SanctuaryStudentsUK
UofGKHR