Welcome to the University of Glasgow and Maclay Residences. We hope that you will enjoy your new Glasgow home and that you will settle in quickly.

The purpose of this guide is to provide you with as much information as possible for living in Maclay Residences, with handy tips and some do’s and don’ts. Please do take some time to read it.

If you have any questions during your stay, please do not hesitate to contact us at the site reception. You can also contact us via phone (0141 339 6272) and email (Maclay@glasgow.ac.uk).

We hope you will enjoy your time with us and look forward to meeting you.

With all good wishes for the year ahead at Glasgow University and during your stay at Maclay Residences.

Barbara Leyden
Residence Manager
<table>
<thead>
<tr>
<th>INDEX</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Absence...4</td>
<td>Access...4</td>
</tr>
<tr>
<td>Bedroom...5</td>
<td>Bikes...5</td>
</tr>
<tr>
<td>Churches...6</td>
<td>Cleaning...6</td>
</tr>
<tr>
<td>Confidentiality...6</td>
<td>Damage...7</td>
</tr>
<tr>
<td>Door Closers...8</td>
<td>Door entry...8</td>
</tr>
<tr>
<td>Emergency...9</td>
<td>Emergency lights...9</td>
</tr>
<tr>
<td>For alarm...9</td>
<td>Firedoors...9</td>
</tr>
<tr>
<td>Furniture...10</td>
<td>Fuses...10</td>
</tr>
<tr>
<td>Grounds...10</td>
<td>Guests...11</td>
</tr>
<tr>
<td>Insurance...11</td>
<td>Internet...11</td>
</tr>
<tr>
<td>Living Support...12</td>
<td>Mail...12</td>
</tr>
<tr>
<td>Weapons...13</td>
<td>Parties...13</td>
</tr>
<tr>
<td>Posters...13</td>
<td>Police...13</td>
</tr>
<tr>
<td>Room Inventory...14</td>
<td>Security...14</td>
</tr>
<tr>
<td>Smoking Policy...14</td>
<td>Inspections...14</td>
</tr>
<tr>
<td>Vacation...15</td>
<td>Vacuums...15</td>
</tr>
<tr>
<td>Water...16</td>
<td>Safety latch...16</td>
</tr>
<tr>
<td>Transport...17</td>
<td>Local Map...18</td>
</tr>
<tr>
<td>Environment...21</td>
<td>Heating...22</td>
</tr>
<tr>
<td>Living Together...25</td>
<td>UofGLiving...26</td>
</tr>
<tr>
<td>Adaptor advice...30</td>
<td>Insurance leaflet...31</td>
</tr>
</tbody>
</table>
Absence from residence

In case you are away overnight please do let reception know so we can update our fire list. You can either fill out a quick form at reception or email us. If you’re away for more than a week we access your room to flush the outlets as part of legionella avoidance. Should you be away from site we aren’t allowed to give access to friends or family.

Access to room

Whilst at Maclay Residences, University staff will require access from time to time. We endeavour to email you with any access requirements but in some cases this may not be possible. Please do check the monitor at reception and also UofGLiving for updates.

This list is non-exhaustive, do check your student email and office screen for access requirements throughout your stay

<table>
<thead>
<tr>
<th>Staff requiring access</th>
<th>Access requirement</th>
<th>Reason for access to bedroom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Staff</td>
<td>Once a term</td>
<td>Room inspections</td>
</tr>
<tr>
<td>Handyman</td>
<td>Once a term</td>
<td>Health &amp; Safety checks and minor repairs following termly inspections</td>
</tr>
<tr>
<td>Water hygiene contractor</td>
<td>Once a term</td>
<td>Showerhead cleaning</td>
</tr>
<tr>
<td>Water hygiene contractor</td>
<td>Monthly</td>
<td>Legionella/temperature checks</td>
</tr>
<tr>
<td>Fire alarm maintenance</td>
<td>Bi-annual</td>
<td>Smoke detector testing</td>
</tr>
<tr>
<td>Window cleaners</td>
<td>Bi-annual</td>
<td>Window cleaning (normally during spring break and late summer)</td>
</tr>
<tr>
<td>Electrician</td>
<td>Bi-annual</td>
<td>Checking ensuite and kitchen ventilation fans</td>
</tr>
<tr>
<td>Electrician</td>
<td>Every 3 years (next due Oct 2020)</td>
<td>Fixed Wire Testing – random selection of all areas within site</td>
</tr>
</tbody>
</table>

Communal Access only (Flat kitchen / Corridor)

<table>
<thead>
<tr>
<th>Office Staff</th>
<th>Weekly</th>
<th>Fire alarm testing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrician</td>
<td>Monthly</td>
<td>Emergency light testing</td>
</tr>
<tr>
<td></td>
<td>Yearly</td>
<td>Portable appliance testing of all GU owned items (usually in January)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Checking fuseboards in hallway cupboard</td>
</tr>
<tr>
<td>Vacuum engineer</td>
<td>Normally every 2nd year</td>
<td>Vacuum servicing (normally carried out at spring break)</td>
</tr>
<tr>
<td>Gas meter reader</td>
<td>Random</td>
<td>Kitchen gas meter reading</td>
</tr>
<tr>
<td>Handyman</td>
<td>Yearly</td>
<td>Fire checks, Smoke + CO2 battery change, usually during summer term</td>
</tr>
<tr>
<td>Fire extinguisher Contractor</td>
<td>Yearly</td>
<td>Yearly check of fire extinguishers</td>
</tr>
<tr>
<td>Heating Contractors</td>
<td>Yearly</td>
<td>To carry out annual safety checks (during July – August)</td>
</tr>
<tr>
<td></td>
<td>Quarterly</td>
<td>To change heating times when temperatures dictate / change of BST</td>
</tr>
</tbody>
</table>
Banned Items

Please see page 29. We are required to remove any items found on this list to help ensure the residence is as safe as it can be for you and others. Please do check the posters found in each kitchen. We are happy to provide advice if you aren’t sure if something you wish to bring into the residence is permitted. See part 2, section ag of your contract for full details:

ag. Stereo related equipment, televisions (with a T.V. Licence), computers, chargers, games consoles and personal grooming equipment such as hairdryers, straighteners and beard trimmers are permitted provided they comply with current safety regulations and have been safety tested where appropriate. The University does not take responsibility for carrying out safety testing on any such items. Any other electrical items require the permission of the University. The University has the right to remove any electrical items where it is not satisfied that they are safe.

BBQ’s/fireworks

BBQ/s/fireworks cannot be used onsite to help reduce noise and for fire prevention. Kelvingrove Park nearby has space available for BBQ’s during summer.

Bedroom

A set of bed linen and bedding will be provided and will be in your room for your arrival. Rooms are checked each term to ensure your room is in a good condition and that any repairs are logged. Mattresses were replaced Summer 2017 and as they are a high spec mattress they will be deeper than normal mattresses. You may wish to purchase a larger bedsheet (or a flat sheet) to ensure it fits the mattress if you are providing your own bedding.

- Single ensuite rooms will vary in size but are generally 10 square meters with a standard size single bed (90 cm x 190 cm (3’ 0" x 6’ 3"')).
- Large Ensuite rooms will vary in size but are generally 14 square meters with a standard UK size double bed (135 cm x 190 cm (4’ 6" x 6’ 3"')).

If wishing to move rooms, please initially contact Accommodation Services.

Bikes

Secure bicycle sheds are available for you to store your bike for free, simply register your bike at reception and collect a key. Please remember that all bikes are left at your own risk and that bikes cannot be stored in flats, in order to help keep fire escape routes clear. The police also recommend registering your bike on Immobilise.

We have a bike repair station at the back of 17 Sandyford Street which is free to use and has all the tools needed for most types of bike repair.

Bins

Various bins are found onsite and almost all recycling options are covered. Please check out our recycling guide info on the poster in your kitchen and our green guide. Please make use of all bins located in the site not just the ones located at the main gate. Glass recycling is located behind 11 Cooperage Place.

Car Parking

Free car parking is available onsite but cars are left at owner’s risk. Please see reception to register your car. A car fob can be issued to residents for entry.
**Churches/place of worship**
The University Chapel is available for all denominations and below is a short list of local places of worship:

- Sandyford Henderson Memorial Church, 13 Kelvinhaugh Street, Glasgow
- St Simons, 33 Partick Bridge Street
- Masjid Dawat Ul Islam, 31 Oakfield Avenue, Glasgow
- Gurdwara Singh Sabha, 138 Berkeley Street, Glasgow

Further information can be found on the [chaplaincy webpage](#).

**Cleaning**
Cleaning within flats is not provided. Our separate *Living Stress Free* booklet has some great advice on best cleaning practices in case you have any questions.

**Comments, Concerns & Enquiries**
All enquiries can initially be made at Reception. Any undue concerns you may have can also be dealt with via any of the Living Support assistants on call each night. The office can also be contacted via email or by dialling 0141 339 6272 (24hrs).

Emails are monitored 8am—6pm Monday to Friday and if your issue is urgent please phone the reception.

**Complaints**
We always do our best to provide the best service we can but sometimes things can go wrong. Should you have any issue with your stay please do contact reception initially and we will work with you to try and reach a solution. Should this not work we do have a formal complaints procedure available.

**Confidentiality & Privacy**
At Maclay Residences we take your privacy and personal data seriously. When you fill in a form, send an email, phone us or speak to us in person, we do gather your data to help ensure you get the best residence experience you can. Please do also see our [privacy notice](#) available online for further information on what we do with any of your data.

---

*Did you know?* All furniture supplied by Maclay Residences is fire resistant and should not be removed from site.
Damage to Residence Property

Any damage to your room or flat during your stay normally results in you having to pay for the damage in accordance with your contract. Damage that occurs in communal areas within your flat is normally attributed to all residents unless the person responsible comes forward. This includes visitors causing damage as you are responsible for the behaviour of your guests whilst here. Please do not remove any furniture or fittings from the hall (including unscrewing window restrictors) as you may have to pay for missing items. Vandalism or deliberate damage to property is considered to be a very serious misconduct. A list of damage charges is posted in the laundry for information. Please note that this list is non-exhaustive and in some cases we will need to get a quote for a repair or we will use the recharge cost that most closely fits the damage caused. Some of our most often caused damages are easily avoided:

Damage to paintwork from posters, use the noticeboards provided.

Carpet stains, our carpets can be easily cleaned if cleaning instructions are followed.

Damage to kitchen worktop from putting hot pots down, the worktops are not heat resistant.

Hooks—using attachable hooks, even ones advertised as non damaging can damage paintwork.

Desklights

Remember to leave the plug in desklight in your room when you leave as they are university property.

The USB port on the light outputs 2.4A / 5VDC, please ensure your usb device is compatible.

Departure

You are expected to leave your room and kitchen the way you found it when you arrived. All foodstuffs must be thrown out, cupboards cleaned and keys returned to the Reception by 10 a.m. on the date your contract ends. Please remember that anything you leave behind will be disposed of and we cannot keep or store anything for you.

How your room should look like when you leave.

How your bathroom should look like after you leave.

How your kitchen should look after you leave.
Doctors & Dentists
As part of your stay you are required to register with a doctor. Visiting the doctor is free, all you need to do is visit the practice you wish to use 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.

Further info
To find other local practices, including dentists please see [click here](#).
If feeling ill outside of office hours the NHS run a service called [NHS24](#) which can offer medical advice over the phone and can arrange out of hours doctor visits. Their number is: 111.
If you’ve had an accident whilst living at Maclay please come to reception to let us know. Also, please report any Health & Safety issues to reception.
Not sure who to contact when you’re ill? Do see the NHS website [Know who to turn to](#).
If you are not sure what you need to do in case of illness you can always contact reception over the phone or in person. Remember in an emergency call 999.

Door Closers
For us to comply with fire and safety legislation we have automatic door closers fitted on all doors. Please do not tamper with them as they are there for safety. If your door closer is not working right (i.e. your door does not fully close without pulling it/ the door slams) please contact reception and we will repair it. Fire doors must never be kept open and wedges are not permitted.

Door entry system
We have a secure door entry system available for each building. Your guests or delivery people can press the individual flat number on the external pad and this rings the phone in your hallway. Once you have confirmed who they are and wish to let them in the key button can be pressed to allow access For safety and security reasons be careful who you let into the building but do be aware of delivery people using the system for access to leave packages.

Electrical items
As in your contract; "Stereo related equipment, televisions (with a T.V. Licence), computers, chargers, games consoles and personal grooming equipment such as hairdryers, straighteners and beard trimmers are permitted provided they comply with current safety regulations and have been safety tested where appropriate. The University does not take responsibility for carrying out safety testing on any such items. Any other electrical items require the permission of the University. The University has the right to remove any electrical items where it is not satisfied that they are safe.”
If any of your electrical items break during your stay please dispose of them by leaving them in the bin area behind the common room.
Please remember not to fit 2 pronged adaptors into the sockets, or round pins into a square socket.
Also see page for further information 29 and see your Living Stress Free booklet.
Emails
We will send emails (such as access requirements) to your student email address. Please check this regularly as this our main method of communication with you.

Emergency (out of hours)
If you experience an emergency outside office hours the onsite Living Support Assistant can be called on 0141 339 6272. We also have a security guard based in the office from 6.45pm—6.45am every night who can help with any issue. The phone next to the reception door will also connect you to living support, simply push the Press to call button.

Emergency lights
We have emergency lights installed in your flat and in the staircases. They will come on automatically if there is a power failure in the area. The lights are checked each month and repairs are automatically carried out where required after these checks are completed.

Equality & Diversity
As a world changing University we are fully committed to Equality & Diversity in all forms. Please do see the University’s Equality & Diversity Policy.

Fees
All accommodation fees are payable via your student Mycampus. Should you have any difficulty with payment of fees do contact Student Services in the Fraser Building as soon as the issue occurs.

Fire alarm
If the fire alarm sounds, you must evacuate the building immediately. Under no circumstance should anyone attempt to silence the alarm or re-enter the building until told it is safe to do so. A member of the fire brigade or Maclay Residences staff will attend to the alarm.

The fire alarm is tested each week and will sound for a few seconds. There is no need to evacuate the building when this occurs. We also check a random flat corridor as corridors must be kept clear of any items. It is a fire escape route and will help you in leaving the building if there is an emergency.

Fire detectors can be found in your kitchen, hallway and bedroom. These are there to detect fire and should never be covered or tampered with in any way, as it is illegal to do so and is potentially life-threatening! If a detector is tampered with you will be charged for the repair.

Fire safety action plan
We have a fire risk assessment and emergency fire action plan specifically for Maclay Residences available at Maclay Reception. It can be viewed at a convenient time if you wish to read it.

Fire doors
All doors in Maclay are fire doors and must be kept shut at all times. Please never wedge open any door as they are there to save your life in case of fire.
**Fire detectors onsite**

<table>
<thead>
<tr>
<th>Location</th>
<th>Smoke or Heat detector</th>
<th>How to prevent an activation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kitchen</td>
<td>Heat</td>
<td>Ventilate kitchen and do not leave cooking unattended.</td>
</tr>
<tr>
<td>Kitchen</td>
<td>Smoke</td>
<td>Ventilate kitchen, is a pre alert alarm and will sound if there isn’t enough ventilation.</td>
</tr>
<tr>
<td>Hallway</td>
<td>Smoke</td>
<td><strong>Do not</strong> wedge open kitchen door or open the kitchen door for ventilation.</td>
</tr>
<tr>
<td>Bedroom</td>
<td>Smoke</td>
<td>If you use hair spray/ straighteners under the detector it can go off. Remember to ventilate room when showering to prevent steam setting the alarm off and to keep the shower door shut. Finally, remember cooking in the room is not allowed.</td>
</tr>
</tbody>
</table>

**First aid/ sharps box/Defibrillator**

All Living Support and office staff are trained in first aid and are there to assist you in the case of an emergency. There are first aid kits located at the reception alongside a sharps box. A Defibrillator is also available in reception. All Living Support Staff also have a basic first aid kit.

**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. Any soft furnishings cannot be brought into the kitchens, including bedding and clothing. If you want to replace the curtains in your room they must also be fire retardant. If any item of furniture does not meet the fire regulations we will ask you to remove it.

**Fuses**

Each flat has a fusebox in the hallway cupboard at the end. When a non-working electrical item is plugged into a socket in the kitchen, bedroom or hallway it can trip the fuse and cause the power to trip. Incorrect adaptors are a common cause of electricity problems. If the power trips please do try and find out what caused it to trip and unplug the faulty item. Please do contact reception/duty LSA if this issue occurs.

**Gambling**

Gambling is not allowed in the residence.

**Green issues (recycling)**

We have several recycling options, please see the green guide and the kitchen information poster.

**Grounds/local area**

Please do not litter or leave garbage bags outside the external bins as this is not just ugly to look at, it also attracts vermin such as rats and foxes! If you smoke please use the cigarette bins provided at most building entrances.

**Did you know?** - Maclay has a herb garden with fresh herbs for residents to use. It’s located outside 8 Cooperage Place.
Guests
Due to the current Covid-19 outbreak we have been forced to suspend the overnight guest option in our residences. This will kept under review and will be reintroduced as soon as it is safe to do so.

Heaters
Residents are not permitted to use a portable heater of any kind in their rooms as it’s a fire and safety hazard. An additional charge for electricity may be levied if a heater is found in a room and the heater may be removed until the end of your contract. Should you have any issue with your heating please do let reception know.

Hospital
The closest A&E department is at the Queen Elizabeth University Hospital:
1345 Govan Road
Govan
G51 4TF
Glasgow
Bus 77 from the bus stop outside the Butchershop Bar & Grill on Sauchiehall Street goes directly there.

Insurance
Basic insurance cover is provided as part of the rent you pay. Please see policy details via the info at the end of this guide.

Internet
Wifi is available everywhere. Simply follow the instructions in your arrival envelope. Log onto the signal called “Optify” and follow the links to register an account and take a note of your username and password. Should you have any internet issues during your stay do contact Optify directly by phoning 0333 308 0000 or email care@optifyourworld.com. They are reachable 24hrs.
**Keys**
Please do not label your key with your address in case you lose it. Loss of keys should be reported to the reception as soon as possible. Please note the lost key charge is £20 per key. When opening doors please do not pull the door open via the key but use the door handle to prevent damage to the lock.

**Laundry**
The onsite laundry is located next to reception and is open 24 hours a day and the door opens with your room key. Please see page 20 for more information about the laundry App used. A wash is £2.40 per wash and use of the dryer is £1.20.

**Living Support**
Living Support Assistants (LSAs) are available outside office hours to offer support, help and assistance to all residents, such as noise or urgent repairs. An LSA is on duty each night from 6pm - 8am weekdays and all weekend and are in the reception from 6pm - 7pm each night to discuss any problems or matters that might be of concern. You can also contact the LSA by calling reception on 0141 339 6272 at any point overnight. If you have an emergency or urgent repair outside office hours please contact reception directly.

**Mail**
Mail is delivered directly to your flat by the postal service and delivery companies. It’s important that you provide the correct address as you may otherwise not receive any mail. Your address should look like this:

<table>
<thead>
<tr>
<th>If you live in Cooperage Place</th>
<th>If you live in Sandyford Street</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room X, Flat X / X</td>
<td>Room X, Flat X / X</td>
</tr>
<tr>
<td>XX Cooperage Place</td>
<td>XX Sandyford Street</td>
</tr>
<tr>
<td>G3 8QP Glasgow</td>
<td>G3 8QJ Glasgow</td>
</tr>
</tbody>
</table>

Simply replace the “X” with the relevant info as found on your key envelope. Our reception is unable to accept mail for residents, including parcels and we will direct deliveries to your flat address if possible. When you move out please ensure your address is updated to ensure any mail received after you leave isn’t returned to sender as we don’t keep your mail after you leave. If you have any mail in your flat that is not for anyone staying there please bring it to reception. We also ask that you do not take in packages that are not for anyone in the flat as they can be hard to track down by the receiver once delivered! Should you have a scheduled pickup for a package please arrange this directly with the courier as our reception does not provide this service.

**Moving out**
If you find, for whatever reason you have to move out of Maclay Residences before your contract is finished, you should contact Accommodation Services initially (accom@glasgow.ac.uk). Please remember that you will still have to pay any rent due until your place is filled.

**Noise Policy**
Our noise policy notes there should be minimal noise between the hours of 11pm—8am every night. Please be mindful of your neighbours and don’t cause excessive noise. If you feel bothered by noise late at night please contact the on call Living Support and they will attend to stop it. Also see page 22.
Please note we are *not responsible* for noise external to our residence. Should out of hours noise occur from outside the residence please contact living support or the Glasgow City Council out of hours noise team.

**Offensive weapons**

Offensive weapons of any kind are not allowed in Maclay Residences. Please see section 2.7.5 of your contract.

**Parties**

No parties are permitted in the residence. Our onsite common room can be booked for free for social gatherings. If you wish to use the common room for an event please book it beforehand via reception.

**Pets**

Pets no matter how small are not allowed in Residences. Please see section 2.9.1 of your contract.

**Plastic bags**

Please do not allow plastic bags to accumulate in your kitchen, they are potentially fire hazard if left near heat sources. Please do not store any plastic bags in the drawer underneath your hob as the heat from the hob can melt them.

**Posters**

Posters and wall decorations should only be put on the noticeboards provided in your room. Please do not attach anything such as hooks to surfaces, including doors, as this might damage the paintwork and could be considered damage to your room. Also see section 2.7.6 in your contract.

**Printing**

A Black and White Pull Printer is available in reception and the common room PC’s (if available) can be used to print, login with GUID is required as well as adding money to your printing account. Pull printing needs to be set up first and will allow printing from all GU printers too. See [https://www.gla.ac.uk/myglasgow/it/studentprinting/#](https://www.gla.ac.uk/myglasgow/it/studentprinting/#), login with your GUID.

**Police registration**

International students from some countries are required to register with the police within 7 days of them arriving in the U.K. For further information please see the [International student website](#).

**Reception**

The office is open 8am—6pm Monday to Friday. Outside office hours Living Support will be on hand for any urgent issues. Living Support is based in reception from 6-7pm all 7 days a week and also at weekends. During public holidays the reception will shut at 4pm with the on-call Living Support assistant covering from 4pm.

---

**Did you know?** - *using blutack on the walls can cause damage to the paintwork*

**Local police station:**

Anderston, 50 Stewart Street

G4 0HY Tel: 0141 532 2000
Repairs
Please remember to report repairs as soon as you can—the sooner you report them the quicker we can start the repair process.

Repairs can be reported online. Non-urgent repairs may take up to several weeks to complete but urgent repairs are usually completed within 24 hours. Urgent repairs normally include; no heating, no hot water, lock problems, major leaks or broken windows (if you are on the ground floor). Please report these by phoning reception. If you’re unsure if your repair is urgent please contact reception.

Room inventory
A room inventory is provided online. You can accept this inventory online and/or inform us of any faults or defects which we may have missed during our pre-arrival inventory checks.

Security
To help prevent thefts please always lock your room door and shut your window when you leave your room, even if you are just going to the kitchen! Staff will lock all doors found open. A secure door entry system is also provided for each flat. A buzzer for your flat is located next to the entrance and any visitor can use this to contact the flat in question for access. Your hallway phone will ring and once you’ve confirmed their identity they can be let in by pressing the button on the handset. If unsure who the person is do not let them in. Some of the hallway phones for the door entry system have a privacy button and if pressed this will prevent the phone from ringing. Before reporting a possible issue with the door entry system not sounding please check that the silence button has not been pressed.

Security staff
A member of University security is based in reception each day from 6.45pm — 6.45am each day. Staff carry out regular patrols of the site.

Shopping trolley
Please do not take shopping trolleys from supermarkets and bring them onto site.

Smoking Policy
As with all University buildings, smoking inside the building is strictly prohibited. Please smoke outside the building and do not smoke outside windows/doorways as this can set off the fire alarm. Smoking inside the building is a serious offense and will carry financial penalties. Electronic cigarettes are also prohibited within buildings.

Termly inspections
We carry out inspections each term. Staff will visit each bedroom and communal area to check for repairs that are needed and that residents are keeping their flat in a tidy condition. Notification of these inspections are sent via email/uofgliving and are displayed in advance on our reception monitor.
Television
If you watch television as it being broadcast (live) or watch BBC iPlayer, please remember that you need a TV license. A TV is located in the common room. Only the aerial in your kitchen is capable of receiving a digital tv signal and the socket in your room does not work. Optify offer an IPTV service for your computer and setup instructions can be found in your Optify leaflet.

Tradespersons and contractors
There may be times when joiners, electricians, plumbers etc. will need access to your flat and we tell you by email about any planned maintenance work. We are not always be able to advise you in advance when tradespersons or contractors will attend to carry out repairs once logged. You can ask to check ID and if in doubt you can send them back to reception or check with us that the person should be there.

Vacation
If you wish to extend your stay over summer information is usually emailed out in February with details on how you can arrange this.

Vacuum
Some vacuums will need a new vacuum bag once in a while and you can collect one from reception. Also please remember not to use the vacuum for liquids as this is dangerous!

Ventilation
As your room is en-suite there might be some problems with condensation if you do not ventilate your room enough. In order to reduce any condensation problems the following should be tried:

- Shut your bathroom door when showering and once finished with the shower open your room window for a short while.
- Do not dry towels on the radiator as this can create moisture in the air which can encourage mould growth and also damage the paintwork.
- Open your window on a regular basis as this is the most effective form of ventilation. If you are on a ground floor room please be security aware when leaving your window open.
- Report any problems with the extractor fan to reception.
- There is a window vent that can be opened at the top of your window to help with ventilation too.

Kitchen ventilation

- When cooking please remember to have both fans in the kitchen on to help aid in ventilation.
- Do not leave cooking unattended. In some cases it may be a good idea to cook at a lower temperature or use a lid on a pot to prevent excess steam and smoke.
- If the extractor is not working in your kitchen please report this to Reception.
- The kitchen cooker hoods are cleaned and filters replaced by our external contractors twice a year usually in Spring and Summer.

Voting
Residents are responsible for registering themselves to vote.
Water: Tenants guide to good water hygiene practice

The water systems in Maclay Residences have monitoring schedules in place to ensure good water hygiene. You can assist us in protecting your health and safety by:

- Ensuring that all outlets are used regularly [preferably once per week] or run for a couple of minutes per week to keep the water fresh;

- Reporting any water system defects, such as hot water temperature failure or dirty drinking water, to Reception as soon as possible;

- If you return to your accommodation after a period of time away [i.e. 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.

Window safety latch

Your room window will be fitted with a safety catch and is fitted to prevent injury. Sometimes improper opening of the window can result in it becoming unable to close. Always follow the instructions posted on the window. Also, please see this video for a guide on how to open the window in case you are not familiar with “tilt/turn” windows.

Window restrictors (kitchen)

These are fitted for Health & Safety purposes to prevent any accidental falls from height and will still allow the windows to be used for ventilation.

In case of windy weather please remember to shut the windows as the window restrictors/window could get damaged and you may be charged for the repair. Please do not try and remove the restrictors as they are there for your safety and you may be invoiced for the refitting of any removed. Also, do close the windows when not in the kitchen to assist with security, especially if living on the ground floor.

Withdrawal from University

Anyone deciding to withdraw from the University or residence should in the first instance speak to Accommodation Services.
Transport

There are many local transport links connecting Maclay Residences with the rest of Glasgow and Scotland.

**Bus**

Local busses are run by [Firstbus](#) and our [local bus stop](#) is opposite Sainsbury’s on Argyle Street.

**Subway**

The nearest subway stop is [Kelvinhall](#) on Dumbarton Road, approx. 10mins walk from Maclay Residences and usually runs 6.30am — 11.30pm with Sunday running on a reduced service. Please see [SPT](#) for times.

**Trains**

Local trains serve both Glasgow and areas outside Glasgow such as Loch Lomond. Our local train stop is [Partick](#), across from Morrisons on Dumbarton Road, approx 15mins walk from here. Please see [Scotrail](#) for information on trains.
<table>
<thead>
<tr>
<th><strong>General</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Office</td>
<td>0141 339 6272</td>
</tr>
<tr>
<td>Duty Living Support Assistant (out of hours)</td>
<td>0141339 6272</td>
</tr>
<tr>
<td>Site Security</td>
<td>Duty LSA, Overnight Security Personnel</td>
</tr>
<tr>
<td>U of G Security (24 hrs)</td>
<td>0141 330 4282</td>
</tr>
<tr>
<td>U of G Accom Services (9am - 5pm Mon - Fri)</td>
<td>0141 330 4743</td>
</tr>
<tr>
<td>U of G Main Switchboard</td>
<td>0141 330 2000</td>
</tr>
<tr>
<td>Nightline (confidential advice) (7pm - 7am)</td>
<td>0141 353 1050</td>
</tr>
<tr>
<td>Glasgow Wide Taxis (24 hrs)</td>
<td>0141 429 7070</td>
</tr>
<tr>
<td><strong>Emergency Services</strong></td>
<td></td>
</tr>
<tr>
<td>Emergency: Fire/Police/Ambulance (24hrs)</td>
<td>999</td>
</tr>
<tr>
<td>Local Police - Non Emergency</td>
<td>101</td>
</tr>
<tr>
<td>Crimestoppers</td>
<td>0800 555 111</td>
</tr>
<tr>
<td><strong>Medical</strong></td>
<td></td>
</tr>
<tr>
<td>NHS 24 (24hrs)</td>
<td>111</td>
</tr>
<tr>
<td>Minor injuries clinic (9am – 9pm) West Glasgow</td>
<td>0141 211 2000</td>
</tr>
<tr>
<td>Queen Elizabeth University Hospital: A&amp;E</td>
<td>0141 201 1100</td>
</tr>
<tr>
<td>GEMS (out of hours doctors service) <em>If needing to see a doctor outside of office hours</em></td>
<td>part of NHS 24, please phone 111</td>
</tr>
<tr>
<td>Barclay Medical Centre (based in Fraser Building)</td>
<td>0141 531 3600</td>
</tr>
<tr>
<td><strong>Utilities</strong></td>
<td></td>
</tr>
<tr>
<td>Scottish Water (Loss of supply) (24hrs)</td>
<td>0800 077 8778</td>
</tr>
<tr>
<td>Scottish Power (Loss of supply) (24hrs)</td>
<td>0800 092 9290</td>
</tr>
<tr>
<td>National Grid UK (Gas Leak)</td>
<td>0800 111 999</td>
</tr>
</tbody>
</table>
HELP US BE MORE ENVIRONMENTALLY FRIENDLY

Recycle all glass, plastics and paper in the bins provided onsite. Printer cartridges, mobile phones, stamps and old batteries can be recycle via reception. Do see the recycling guide too and check out the video below:

http://www.uofg.living.co.uk/recycling-in-uofg-accommodation_33815

Switch off lights when not in use. Don’t leave room lights on when you go out.

Wash clothing at <40 degrees.

Don’t cover your radiator with clothing or towels.

Switch appliances off, don’t leave on standby.

Don’t waste water, there’s no need to have taps running when brushing teeth or doing dishes.
The temperature within the flat is controlled by a combination of the following:

- The maximum temperature is set and controlled from the boiler within the flat, accessed by staff only.
- Each radiator has a TRV fitted which can be individually controlled (see below for further information on TRV’s).
- Thermostat controls in communal areas only control the heating in that area.
  - In each flat there will be one radiator which is not fitted with a TRV, this is a safety feature.
  - For maximum effect do not cover the radiator.
  - Heating times are posted on your building ground floor noticeboard.

In order to reduce the environmental impact of the residences and maintain the University’s green ethos, Thermo-static Radiator Valves are fitted within the residences.

**Please do not force the valve beyond the natural stop area.** If the valve is damaged through excessive force, the recharge procedure will be instigated. **If you find your room warm then please turn down the TRV and keep the energy already utilised within the building**—if you open the window, all the energy is wasted. It is better for the environment to keep heat within the building to maintain the correct ambient temperature.

**If you think your radiator is not working correctly during the timed period—please ensure the TRV is on and ask your flatmates if their radiators are working in a similar fashion.** If so, then it is most likely to be only providing enough heat to maintain the ambient temperature of the building. Otherwise please report the issue to reception by phoning 0141 339 6272.

For any queries or concerns contact Maclay Residences:

Telephone: 0141 339 6272
Email: Maclay@glasgow.ac.uk

Maclay Residence Profile

Accommodation Services
Get the Circuit app today FREE! available for iphone and Android

Your Laundry App
Follow these simple steps to get up and running with Circuit Laundry

1. Download the Circuit Laundry App and sign up
2. Scan a QR code on a machine in your laundry
3. You have now registered

To Do Your Laundry

1. Log in and select ‘add funds’ to top up your account if needed
2. Load your clothes into the machine - don’t overload
3. Scan the QR code or enter number from reader on the machine you want to use then press ‘use machine’
4. Confirm use
5. Select cycle and press start

To find FAQs about the app or watch the Circuit how-to-use video at www.circuit.co.uk
Our onsite common room features a 55inch 4K TV with a bluray/dvd/cd player, Playstation 4 and an AV system. Residents are also able to plug in their laptops/phones/mp3 players etc to make use of the big screen with instructions on display in the common room.

Our common room is also available for student events provided the room is booked beforehand. Please note that the common room isn’t bookable for exclusive use however. The booking is free, but please bear in mind these guidelines:

- Please visit reception to book during office hours, please give as much notice as possible to avoid any disappointment.
- On the day before the event please come to reception to leave your matriculation card, you will be responsible for your guests and for ensuring the common room has been cleaned up after your event. 9bin liners are available from reception to assist with this task)
- Please remember in mind that other residents live here too and that noise can travel throughout the site. If noise complaints are received we may have to ask you to stop the event.
- Please see reception on how to book the PS4., table tennis bats ,net and balls

You are responsible for your guests behaviour in accordance with the guest policy.
Living as a group

Sharing

University residences accommodate an international community of students and living here requires a degree of tolerance, an ability to listen to the other person’s point of view as well as an awareness of the effects of your behaviour on other people.

Similarly, sharing a flat or residence places a heavy responsibility on each individual to come to terms with the lifestyle of other students. In the event that you and your flatmates or neighbours are experiencing problems, you should initially contact Living Support who will discuss your difficulties and work towards an acceptable solution.

Noise

If levels of noise and music are not controlled, life can become intolerable for everyone. It is important that you think about your fellow residents who may have a completely different lifestyle to you because of their lecture, placement or laboratory timetable. Playing loud music at any time of the day or night can be annoying for other residents who simply don’t want to be forced to listen to whatever you happen to have on. It is essential that you behave considerately towards your fellow residents and ensure that your behaviour is not disturbing either their work or sleep—particularly late at night or in the early hours of the morning. Please also remember no parties are allowed.

Good Neighbour Policy

The University and its accommodation support the principles of being a good neighbour and expect visitors and guests to the accommodation to be bound to this principle by behaving responsibly at all times.

Our accommodation operates within a wider community framework, including homeowners, local businesses and with service providers such as police, fire and ambulance service and the city council. Students will use these services and facilities and be living as part of this community and should do so with respect.

Examples of behaviour expected include:

- Using bins provided and not littering the streets.
- Respecting the property of others, fences, walls, parked cars, outdoor furniture.
- When returning home late at night or in the early hours of the morning be aware that noise travels and is capable of disturbing others.
- Take into account the effect alcohol can have on your behaviour and the way others may view it and moderating consumption accordingly.
- Being aware of others sensibilities and beliefs and recognise that some jokes or behaviour may be provocative and offensive to others.

The above is not exhaustive and is intended to raise awareness and give general insight into the behaviour expected of our residents.

Any person engaging in anti-social behaviour can expect Accommodation Services to take appropriate action. Depending on the circumstances, disciplinary procedures may be invoked. Where behaviour extends beyond nuisance into criminality it will not be tolerated and reported to the police.

Please note that drinking alcohol in public places is not permitted in Glasgow.
UofG Living

The best few years of your life are just around the corner and you won’t want to miss a single minute of it, right? Here at the University of Glasgow we don’t want you to either.

To keep up to date with everything that’s happening on Campus, out and about in Glasgow and in your residence, join UofG Living by clicking here.

Maclay Residences can be found here.

UofG living is a one-stop channel where you can stay in the loop about events, sports, life in halls and the latest offers to save you money across Campus.

To make sure you’re in the know, follow these simple steps:

Visit UofGLiving and register your email address.
Like us on Facebook
Follow us on Twitter
Check our Instagram
Download the iPhone app.
or the Android app.
HOW TO PREVENT FALSE FIRE ACTIVATIONS

The fire system in your residence is there to provide an early warning should a fire ever break out but careless cooking practices can set off the alarms, cause a hassle for everyone in your building and can lead to a fine being imposed on the person who activated it. It also causes a burden on the fire service reducing their availability to attend a possible actual fire elsewhere. To help minimise the risk of the alarm activating here are some helpful tips:

**Never** leave your cooking unattended / leave the kitchen while cooking. Unattended cooking can burn and will create enough smoke to set off the alarm.

**Always** ventilate the kitchen while cooking:
- Open the kitchen windows
- Turn on the extractor fan above your hob
- Turn on the wall extractor fan with the switch next to your sink

**Never** jam open any door, all are fire doors and will prevent smoke from entering the corridor. All fire doors can withstand fire for 30mins if kept shut. Please also do not touch the door closer or attach anything to the doors.

**Cook** at a lower temperature, once your pot has reached a boiling temperature put a lid on to reduce the volume of steam being produced and lower the temperature. This is also good for the environment!

**Keep** your cooking areas clean, a dirty hob or oven can cause excessive smoke when cooking. Do not store large volumes of flammable materials in the kitchen (eg pizza boxes etc). All rubbish should be regularly removed from your kitchen

**Smoke Detectors**

There is a smoke detector in the bedrooms and the hallway of each flat. These detectors are very sensitive, so to avoid setting the alarm off you must keep the kitchen door closed when cooking.

In your bedroom please try not to use a hair dryer or spray aerosol such as deodorant or hair products directly underneath the smoke detector in your room as this may activate the fire alarm.

You must never try to remove or cover either the smoke detector or heat detector from the ceiling or cover them in any way. They are connected to the fire alarm system and the panel will identify any sensor that has been removed. Anyone found to be tampering with the fire equipment will be invoiced for repairs and their details will be passed to the director of Accommodation Services.

**Hair Straighteners**

If using hair straighteners please place them on heat resistant mat after use to minimise the risk of fire and burn marks appearing on surfaces.
**Fire Extinguishers**

In each flat there are fire extinguishers which all have a plastic safety tag attached to the handle to ensure it has not been tampered with and works as intended. When you first arrive please check that the tags are present and report any that are missing to reception.

**FIRE ALARMS**

Each flat has its own fire alarm system. If the fire alarm sounds, the following steps should be taken;

1. **You must leave the building immediately and escort your visitors to the assembly point.**
2. Dial 999. If it is out with office hours, someone should contact the duty living support on 0141 339 6272.
3. Wait outside the building until the Fire Brigade tells you it is safe to go back inside.
4. DO NOT touch the fire alarm panel - a member of the Fire Brigade will deal with it.

Please remember that smoking, candles, plug in air fresheners, heaters and incense are all banned within university accommodation. If any of these items are found within Maclay Residences they will be removed and you may be fined for using them.

**Fire system tests**

Alongside the quarterly fire system checks we also have weekly fire tests (usually mid week) to ensure all call points are working in the building. The tests are usually very short with the sounder going off for less than 10 seconds. These tests are carried out to ensure our compliance with HMO and Fire safety regulations and we appreciate residents understanding in this.

Fire Drills are held during first and second term to ensure residents are familiar with what steps to take in the event of an activation. During these tests we appreciate residents evacuating the building in a fast and orderly manner gathering at the block specific muster point.

**Risk of false alarms**

These can all set off smoke detectors:

Every year, there are over 50,000 false fire service call outs in Scotland!

[http://www.watchthefire.co.uk/](http://www.watchthefire.co.uk/)
Items not allowed within University Accommodation

To ensure your safety and the safety of your flatmates please remember that the following items cannot be used within the residence or your bedroom and will be removed if found.

**Electrical Adaptors**

<table>
<thead>
<tr>
<th><strong>SAFE</strong></th>
<th><strong>UNSAFE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Any adaptor must have all the following:</td>
<td>X No fuse</td>
</tr>
<tr>
<td>✓ a fuse</td>
<td>X No electrical safety mark</td>
</tr>
<tr>
<td>✓ CE/BS electrical safety mark</td>
<td>X No Sleeved pins</td>
</tr>
<tr>
<td>✓ Sleeved pins</td>
<td></td>
</tr>
</tbody>
</table>

Any non-safe adaptor will be removed

**Items not allowed within the residence**

- X No Candles or incense sticks
- X No personal heaters/electrical blankets
- X No Plug in air fresheners
- X No electrical whitegoods
- X No Deep fat frying
- X No Humidifiers/dehumidifiers
- X No plug in Fairy lights

If any of these items are found within the residence they will be removed

**Items not allowed in bedrooms**

- X No Kettles
- X No Rice cookers
- X No Toasters
- X No Steamers
- X None of the items listed in “items not allowed within the residence”

If any of these items are found within bedrooms they will be removed

Please note that this list does not contain every possible banned item, if unsure please visit reception.
To ensure your safety and the safety of your flatmates please remember that any electrical adaptor you use must follow certain electrical standards to prevent accidents.

As a minimum, any electrical adaptor you use must have the following:

- A clear label with the BS or CE logo, this ensures that the adaptor has been tested and is safe for use within the European Union
- A fuse, if your adaptor does not have a fuse it can cause a fire!
- Sleeved pins, this will prevent accidental electrocution!

**Example of a safe adaptor:**

**Example of an unsafe adaptor:**

Ensure that you DO NOT plug too many appliances into an adaptor as you could overload the socket, which can lead to overheating.

Please see Electrical Safety for further information about overloading sockets.

It is better to use a bar adaptor on a lead, rather than a block adaptor.

Don’t plug adaptors into adaptors. Only use one adaptor per socket.

All bar adaptors/extensions should be a British or EU standard four plugs type with a maximum amp load of 20. Adaptors should not be used within the bar extension.

Any adaptor that does not adhere to the safety standards required will be removed and kept by the office until the end of your contract. If you are not sure if your adaptor is safe to use please bring it to the office, also note that any shop in the local area (such as PC World, Staples etc) sell adaptors that are considered safe.
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 endsleigh.co.uk/reviewcover to check your policy details.

Visit the review cover link to:

- Check what is covered
- Check key exclusions and limitations
- Check your policy excess
- Check how to make a claim
- Extend and personalise your cover

Endsleigh Insurance Services Limited is authorised and regulated by the Financial Conduct Authority. This can be checked on the Financial Services Register by visiting their website at www.fca.org.uk/register

Endsleigh Insurance Services Limited, Company No. 856706 registered in England at Shurdington Road, Cheltenham Spa, Gloucestershire GL51 4UE.

A Member of the Zurich Insurance Group
Meningitis and septicaemia can kill
Know the signs and symptoms

Trust your instincts and get urgent medical help

- Fever, cold hands and feet
- Vomiting
- Drowsy, difficult to wake
- Confusion and irritability
- Severe muscle pain
- Pale, blotchy skin Spots/rash
- Severe headache
- Stiff neck
- Dislike bright lights
- Convulsions/seizures

Symptoms can appear in any order - some may not appear at all. Someone with meningitis or septicaemia can get a lot worse very quickly. Keep checking them.

- fightfornow.org
- fb.com/MeningitisNow
- @meningitisnow
- @meningitis_now
- Meningitis Helpline 0808 80 10 388 (UK)
Contact Details

For further information, please contact us:

Maclay Residences
9 Cooperage Place
Glasgow
G3 8QP
Tel: 0141 339 6272
Email: Maclay@glasgow.ac.uk