



# Murano Street Glasgow

# Glasgow



Residents' Guide

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## Welcome

### Hello and welcome to Glasgow!

Firstly, thank you for choosing Murano Street 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 at Murano Street. 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 895 3390

E: [MSSV@sanctuary-students.com](mailto:MSSV@sanctuary-students.com)

# Arrival day



## Arrival day

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 and 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, send an email or log it online on the University website:

T: 0141 895 3390  
E: [MSSV@sanctuary-students.com](mailto:MSSV@sanctuary-students.com)  
W: [www.gla.ac.uk/services/accommodation/maintenancereporting/](http://www.gla.ac.uk/services/accommodation/maintenancereporting/)

## Your space

### 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 get in touch with reception.

### Bedding/linen

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 is only permitted outside the building. Please dispose of cigarette butts appropriately and avoid smoking cigarettes and e-cigarettes 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. Visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) for more information. TV licensing will be onsite during check-in weekend to help get you set up.

### 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

Located in the Central Services Building (CSB), reception is open between 8am-6pm, Monday to Friday. The on-site team can be contacted by telephone and email.

T: 0141 895 3390

E: MSSV@sanctuary-students.com

A: Murano Street Student Village, 13  
Caithness Street, Glasgow, G20 7SB

There is a Living Support team available as well as 24-hour security within the CSB out of office hours. The Living Support team can help you with any concerns and assist with any problems you may have between 6pm and 8am.

### Post

Ensure all letters and parcels are delivered to your flat, unfortunately reception cannot accept these on your behalf. We have

Amazon lockers within the CSB for parcel deliveries. If a signature is required and you're not home, the Royal Mail or courier will leave a card under your flat door explaining how you can retrieve your mail. When having mail sent to you, please ensure you provide the correct address for your flat. You will find this on the front of your welcome pack or you can check at reception.

### Internet

Wi-Fi is available throughout the building, provided by Optify. You will also find an Ethernet connection point in your room. More information is in your welcome pack.

### 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 laundry rooms on-site, one in the CSB and one in 3 Cheviot which are open from 7am to 10pm (last wash at 9:30pm) daily. Machines are card or app operated with charges and instructions displayed within the room.

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

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 of the dryer before use – your clothes will dry better.

## Shared facilities

### Bins and recycling

Recycling facilities are available on-site.



**GREEN BINS**  
GLASS

There's recycling boxes in your kitchen, please use them and empty them regularly into the appropriate bins.

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

For items that cannot be recycled please use the large silver paladin bins or green and black wheelie bins located in the car parks outside each block. There's a bin in the kitchen as well as one in your bedroom, it is your responsibility along with your flat mates to ensure these are emptied regularly. Please do not flush any items other than

toilet paper down the toilet. Please wrap up razors, condoms and sanitary items and put them in the bin.

If you require a sharps bin for medical purposes, the local pharmacy will be happy to supply you with one. You may need to provide your prescription before this is handed over. To find your local pharmacy, speak to the team on reception for help.



**LIGHT BLUE OR GREEN VIRIDOR BINS**  
PAPER, PLASTIC AND CANS



**GREY BINS**  
FOOD ITEMS

### Bikes

We have on-site bicycle storage and we ask that you register your bike with reception as soon as possible. By not registering your bike, it may be confiscated from the bike shed until you do.

**Top tip:** You should also register your bike with the police; you can do this online at [www.bikeregister.com](http://www.bikeregister.com).

### Parking

Parking is available on-site; please register your car with reception as soon as you can so we can provide you with a card to place in your car whenever it is parked on-site.

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

### Local transport

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





# Communal living and pastoral care

## Communal living and pastoral care

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

### Noise

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

- Slamming doors
- Talking, shouting or laughing loudly, especially in corridors and communal areas
- Playing loud music
- Any loud noise between 11pm and 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 outside of 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. LSAs

are on duty in the site office at reception in the CSB every evening between 6pm - 7pm.

### Looking after yourself

Register with a doctor (GP) as soon as you can. For details of local practices visit [www.gla.ac.uk/myglasgow/students/safetyhealth/healthservices/](http://www.gla.ac.uk/myglasgow/students/safetyhealth/healthservices/). For minor illnesses you can visit a pharmacist. Please ask at reception for details of the nearest hospital. Our team are on hand to provide signposting and advice on topics including mobility needs, homesickness, not getting on 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 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. Make the most of our recycling facilities too.

### Support and advice

Find out about your Student Union support services or visit [www.nightline.ac.uk](http://www.nightline.ac.uk) for confidential advice and support. Drug or alcohol concerns? Visit [www.talktofrank.com](http://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](http://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
- Threatening or abusive behaviour

Please refer to your occupancy agreement for more information.

If you're aware of any misconduct please report this to the Living Support Team, Security or the management team. You can also contact the police as a last resort.

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.

### Cleaning

In small flats (4 or 5 people), no cleaning service is provided. Please take responsibility for keeping your flat clean and tidy.

In larger flats, kitchen and bathroom facilities will be cleaned weekly by the on-site team; however you are responsible for keeping your flat clean and tidy. Please take responsibility for your own washing up and put things away.

Once a term we will inspect your bedroom, kitchen and bathroom facilities. You will receive a minimum of 24 hours notice unless concerns have been raised about your flat. If the level of cleanliness is unacceptable, we will instruct cleaners to clean your flat and you and your flatmates will be responsible for covering the cost.

**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 vacuum cleaner, dustpan and brush and a mop and bucket in your flat. Remember to replace the vacuum bag once full by getting a replacement from reception.

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



### Kitchen 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
- 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



## Useful procedures

### Reporting repairs

Our on-site estates team look after the day-to-day repairs and our trusted contractors cover major repairs. Report any repairs at reception or online at [www.gla.ac.uk/services/residentialservices/maintenancereporting/](http://www.gla.ac.uk/services/residentialservices/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 895 3390

### 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.

Fire Alarm Testing	Twice per year
Emergency Light	Testing twice per year
Fire Fighting	Equipment twice per year
Boiler Servicing	Once per Year
Portable Appliance Testing	Once per Year
Fixed Wire Testing	Every 3 years
Legionella Water	Testing every month
Roof Anchors	Once per year

### Paying your rent

If you are having issues paying your rent, please contact Accommodation Services on 0141 330 4743 / 2182 or at [accom@glasgow.ac.uk](mailto:accom@glasgow.ac.uk).

### 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.

### Moving rooms

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

### 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](http://www.sanctuary-students.com/privacystatements).

# Keys, safety and security

## Keys

You have been issued with an entry fob, please keep this with you at all times to get in the building and the CSB. You also have a set of keys to access your flat and your room. If you lose your keys or fob 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 them. 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 for more than one night, please let your flatmates know and fill in a Temporary Absence form at reception.

## Misconduct

If you are aware of any misconduct please report the matter to the Living Support team, Security or management team. As a last resort you can also call the police.

## Accidents

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

## Electrical safety

Don't put yourself or your flatmates at risk and ensure your electrical equipment is safe to use. You will be responsible for accidents resulting from faulty equipment or equipment that falls short of European or British safety standards. 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

### 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

### Fire drills

Fire alarms are tested every Tuesday, 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

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/residentialservices/studentmovingoutguides/](http://www.gla.ac.uk/services/residentialservices/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:** Murano Street Student Village, Murano Street, 13 Caithness Street, Glasgow, G20 7SB

**Visit:** [www.gla.ac.uk/undergraduate/accommodation/residenceprofiles/muranostreetstudentvillage/](http://www.gla.ac.uk/undergraduate/accommodation/residenceprofiles/muranostreetstudentvillage/)  
[www.uofgliving.co.uk/murano/](http://www.uofgliving.co.uk/murano/)

**Call:** 0141 895 3390

**Email:** [MSSV@sanctuary-students.com](mailto:MSSV@sanctuary-students.com)

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



**SanctuaryStudentsUK**



**UofGMuranoStreet**