Welcome to Lister House!

The purpose of this guide is to provide you with as much useful information as possible in one booklet for living safely and comfortably at Lister House. Please take time to read it before arriving. If you have any questions, please do not hesitate to contact us by emailing studentapartments@glasgow.ac.uk.

Throughout the academic session we will email you with information that you will need while you are staying here but we recommend you check or follow our social media for all the latest offers and social activities that will be taking place in the area. You can find us on Facebook (https://www.facebook.com/UofGListerHouse/), Instagram (https://www.instagram.com/uofgliving/) and Twitter (@UofGLiving). You can subscribe to receive updates via http://www.uofgliving.co.uk/.

We hope you will enjoy your time at Lister House and we look forward to meeting you.

Best wishes for the year ahead.

Fiona Weir
Manager
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Absence from residence

Residents are asked to tell the office if they intend to be away overnight or longer by completing an absence slip available from outside the hall office any time. Please note that if you are off site for more than one week we are required to flush all water outlets in your room as part of our legionella avoidance programme and we will require access.

Access to room/ flat

During your stay at Lister House, access is regularly required to your flat/ room by various members of University staff or sub-contractors.

<table>
<thead>
<tr>
<th>Staff requiring access</th>
<th>Access requirement</th>
<th>Reason for access</th>
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<tbody>
<tr>
<td><strong>Bedrooms</strong></td>
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<tr>
<td>office staff</td>
<td>once a term</td>
<td>room inspections</td>
</tr>
<tr>
<td>fire alarm maintenance</td>
<td>once a term</td>
<td>testing of smoking detector</td>
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<td>handyperson</td>
<td>once a term</td>
<td>door closer/window checks</td>
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<tr>
<td><strong>Communal areas</strong></td>
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<td>office staff</td>
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<td>fire alarm testing</td>
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<td>water monitoring staff</td>
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<td>water monitoring staff</td>
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<td>vacuum engineer</td>
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</tr>
<tr>
<td>gas meter reader</td>
<td>random</td>
<td>gas meter readings</td>
</tr>
</tbody>
</table>

Please note that this is not a full list of potential access requirements. Where possible we will email you with advance notice of any access requirement such as repairs.

While we endeavour to email you in advance for any access requirements to rooms and flats please be aware that this may not always be possible.

Please contact us if you have any concerns about access requirements.

Accommodation Services Privacy Notices

The following privacy notices explain how The University of Glasgow will process your personal data in relation to the provision of University accommodation.

https://www.gla.ac.uk/media/media_577347_en.pdf
Animals

No pets or animals of any kind are permitted.

Banned Items

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Banned</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>personal heaters, including electric blankets</td>
<td>residence</td>
<td>fire hazard</td>
</tr>
<tr>
<td>candles, incense burners</td>
<td>residence</td>
<td>fire hazard</td>
</tr>
<tr>
<td>deep fat fryers</td>
<td>residence</td>
<td>fire hazard</td>
</tr>
<tr>
<td>plug in air fresheners and un-fused adaptor plugs</td>
<td>residence</td>
<td>fire hazard</td>
</tr>
<tr>
<td>electrical cooking items: rice cookers, kettles, toasters</td>
<td>room</td>
<td>fire hazard</td>
</tr>
<tr>
<td>mains powered fairy lights</td>
<td>residence</td>
<td>fire hazard</td>
</tr>
</tbody>
</table>

If any of these items are found they will be removed and may be collected at the end of your stay. In addition to these restrictions, all items brought into the Hall, which are recognised as being permissible, should be fitted with a correctly rated fuse, a correctly wired plug and a cable in good order. No electrical blankets are permitted without a current test certificate from a qualified electrician as well as a medical certificate from your GP.

Irrespective of any of the restrictions made above, the Residence Manager or Living Support Assistant can refuse introduction of any piece of electrical equipment which is deemed detrimental to the welfare of other residents of the flat/residence or of the flat itself. Please remember that this list of regulations is drawn up for your own, and other residents’ well-being and safety.

Barbecues/fireworks

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

Bedrooms

Bedding packs will be provided for your arrival—duvets, pillows, sheets, duvet covers and pillowcases will be included in the bedding pack.

You are responsible for keeping your bedroom clean and tidy throughout your stay. There is a vacuum cleaner in each flat. Any problems with bedroom door closers should be reported to the office as soon as possible.

Bikes

Bicycle storage is available, however all bicycles are left at your own risk and your hall insurance will not cover bikes unless you top up your insurance (see insurance information). We do not allow bikes to be brought into the building but do provide a garage for storage. A bike garage key can be collected from hall management staff or LSAs.
Bins
The following bins can be found onsite— you are responsible for removing your rubbish and recycling to the bins. Use the large metal bins for general waste that cannot be recycled. These bins are found in the lower carpark. There is also a bin for cigarette butts and ash. It is located at the steps between east and west wings of the building.
BLACK or YELLOW- This is a salt bin and is not for waste. It contains salt which is used in winter to ensure safe walking on the pavements.
Use BLUE bin for recycling items such as paper, plastic and metal cans.
Use GREEN for glass bottles and jars.
Please do not throw cigarette butts on the grounds.

**Did you know?** In order to reduce paper waste most information is emailed to you from the University of Glasgow. It’s important to keep your email address up-to-date.

Car Parking
Car parking is available onsite but cars are left at your own risk. Please register your car with the office.

Cleaning
Cleaning services are only provided in ‘common’ areas. Tenants are responsible for keeping their room or flat clean. Everyone in single study bedrooms are responsible for the cleaning of their shared kitchen. *Please see appendix for further guidance.*

Comments, Concerns & Enquiries
Enquiries can be raised at the Lister House office or the Student Apartments’ office. Any concerns you may have can also be raised with any of the Living Support Assistants who are on call each night. Staff can also be contacted via email: studentapartments@glasgow.ac.uk or by phone on 0141 330 6182.

We value any suggestions you may have to improve your stay.
The Lister House office is not staffed full time but is usually open 9:30am– 12noon on Tuesdays and Thursdays.
Public holidays: We are closed over the winter vacation and on public holidays.

Complaints Procedure
We do our best to provide an excellent service but we recognise that things can sometimes go wrong. Please contact the office and we will try to reach a solution. If this doesn’t work we have a formal complaints procedure that you will be able to follow.

Information on how to make a complaint, who to make a complaint to and how complaints are handled by Accommodation Services can be found on our website:
[https://www.gla.ac.uk/myglasgow/accommodation/complaints/](https://www.gla.ac.uk/myglasgow/accommodation/complaints/)
Damage
Residents will be held personally responsible for any vandalism, damage or loss they or their guests cause the Hall/ its property and will be charged for the repair/replacement of the damaged items. Anyone who removes equipment/furniture from any public part of the hall without permission will be subject to disciplinary action. Vandalism or deliberate damage to property is considered to be very serious misconduct. Un-attributable damage will be monitored and any action or charges will be decided by CLSA and Accommodation Services.

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

Doctors and Dentists
As part of your accommodation contract you are required to register with a doctor. Registering with and visiting the doctor is free, all you need to do is go to the practice you wish to register with and ask to register. You will need to fill out a form in the practice and you will receive a letter confirming your registration with the NHS- http://www.nhsinform.co.uk/. Further information can also be found at http://www.gla.ac.uk/students/health/doctorssurgeries/.

A) If feeling ill outside of office hours the NHS run a service called NHS24 which can offer medical advice over the phone. The free number to call is: 111. **In an emergency call 999.**

B) If you've had an accident while living at Lister please come to office and fill out an accident report form. Also, please report any Health & Safety issues to the office.
Doors
Your flat door, kitchen door and room door should always be able to close and shut smoothly. Most doors are fitted with a door closer. If your door is having problems shutting or slams shut please report it to the office. Always remember never to jam open any door as fire doors are there to help save your life in a fire!

Electoral roll

To register to vote or check if you are eligible to vote please see gov.uk/register-to-vote. Your name will not automatically be put on the electoral roll.

Electrical items

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

Incorrect adaptors can be the cause of the electricity tripping in a room/studio/flat. But, more seriously, they are a common cause of fires.

Please remember that all adapters must have a BS (British Standard) or CE (which confirms the products compliance with EU legislation) mark on it – do not bring one with you unless it is labelled with these standards. We are required to remove any adaptors that do not carry either mark as a safety issue. If you are not sure if your adaptor is fit for use you can see hall office for advice. Please see the appendix for further information.

Emails

We will send emails to your student email address about access requirements etc. Please check this regularly as this our main method of communication with you.

Equality and Accessibility

The University's policy on equality and accessibility in relation to the provision of accommodation.
https://www.gla.ac.uk/myglasgow/accommodation/equalityandaccessibility/

Emergency (out of hours)

For emergency assistance contact the office or duty LSA in the first instance. Living Support Assistants can be called on 0797 095 0113. Outside office or LSA duty times please contact University of Glasgow 24hr security services at the Gatehouse 0141 330 4282.
# Emergency lights
Within some flats and all corridors and staircases we have emergency lights installed. These will come on automatically if there is a power failure within the area. The lights are checked each month by an electrician on behalf of the University.

# Fire alarm

<table>
<thead>
<tr>
<th>Location</th>
<th>Smoke or heat</th>
<th>How to prevent an unwanted activation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kitchen</td>
<td>Heat</td>
<td>Open the kitchen window but keep the door closed 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>Do not wedge open the kitchen door or open the kitchen door for ventilation. Open the window or turn on the fan instead.</td>
</tr>
<tr>
<td>Hallway</td>
<td>Smoke</td>
<td>If you use hair spray/ straighteners under the detector it can go off. Remember to ventilate the room. No cooking in bedrooms!</td>
</tr>
<tr>
<td>Bedroom</td>
<td>Smoke</td>
<td>Finally, when showering prevent steam from setting the alarm off by keeping the shower door shut.</td>
</tr>
</tbody>
</table>

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. Do not touch the fire panel, a member of the fire brigade or Lister House staff will deal with it. Please read and familiarise yourself and your family with the fire alarm activation procedure.

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

B) Official fire drills are carried out twice a session.

C) Fire detectors can be found in your kitchen, corridors, bedrooms, larger cupboards and lounges. These are there to detect fire and should never be covered or tampered with in any way.

# Fire safety action plan
We have a fire risk assessment and emergency fire action plan specifically for Lister House available from the office and on the notice board. It can be viewed at a mutually convenient time if you wish to read it.

*Note: Also see appendix.*

**Did you know?** It can take up to 10 years for a cigarette to fully biodegrade!
First aid/ sharps box
Living Support Assistants and office staff are trained in first aid and are there to assist you in the case of an emergency. There is a first aid kit and a sharps bin in the office.

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. If you want to use your own curtains in your room they must also be fire retardant. Please check with the office before bringing in your own furniture.

Grounds/local area
Please do not litter or leave garbage bags outside the external bins as this is not only unsightly to look at but it attracts vermin such as rats and foxes! If you smoke please use the cigarette bin.

Guest policy
Any overnight guest can stay for a maximum of 3 nights for free. If you have a guest staying with you for a few days we ask you to sign them in at hall office as we need to know who is here for fire safety. When you sign your guest in you will receive a copy of the form, please ask your guest to keep this with them in case we need to double check who is here for safety reasons. While your guest is here you are responsible for their behaviour and for informing them of the rules, fire regulations and health and safety. If regulations are broken or your guest is being disruptive to others we will ask them to leave.

Health and Safety
Monthly H&S meetings take place at Lister House. If you have any concerns about any aspect of H&S at Lister, please inform the office or email.

Heating
Central heating is provided in the evenings and early mornings for most of the year, times are controlled by the University and will vary with the seasons. We do not provide 24hr heating and additional heaters are not permitted. We have a limited supply of extra blankets which can be provided in winter please ask/email the office. Current heating times are displayed on the main notice boards. Each room radiator has a control valve, turn it clockwise for off and anticlockwise for on.

Please remember personal heaters are not allowed in the residence due to fire regulations. Please see appendix.

Hot water
Hot water is available at all times.

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

Did you know?
Your hall insurance may not cover theft if you left your window or door unlocked/open. Always lock up when you leave your room, even for a short while to help deter theft.
Insurance

All tenants who are **fully matriculated students** of the University of Glasgow contribute to the Endsleigh insurance policy negotiated on behalf of the tenants by the Accommodation Office. Please be aware that you may need to arrange additional cover for items that may not be covered. Please consult https://www2.endsleigh.co.uk/personal/home-insurance/check-your-student-cover/ for further details of this scheme, to make a claim or to personalise your insurance cover.

Check what is covered, check key exclusions and limitations, check your policy excess, check how to make a claim, extend and personalise your cover.

Families should contact the provider to ensure spouse and children are covered. In addition not all possessions are covered and we advice everyone to read through the insurance information online for further details on what’s covered.

Internet

Both wifi and ethernet is available via the connection point in your bedroom or lounge and wi-fi is also available in the common room. When you have connected for the first time and opened your web browser please click the *register* button and follow the instructions for access. If you have any problems with your connection, the customer care helpline is 0333 308 0000 or you can email care@optifyyourworld.com. You can also ask for help from an LSA.

Keys

If you lose your keys please report it to the office as soon as possible. We can issue a new key during office hours. If the loss is after the office has shut the duty LSA can give you access to your room until the office opens again. A charge of at least **£25 per key** will be raised in case of loss. Also remember not to label your key with any identifying information such as address or name.

Kitchen

A fridge freezer, oven, hob, kettle and toaster is provided in the kitchen. Please remember to store any foodstuffs in containers and to keep the kitchen clean as an unclean kitchen can cause insects to appear. Please do not put hot pots or pans on the floor, windowsill or worktop as this will damage it and you will have to pay for the repair/replacement. Kitchen doors MUST be kept shut while cooking.

Laundry

Facilities are provided by Circuit Laundry for the University of Glasgow. The laundry is located near the common room. You will also find a ironing board and iron there for your use. If there is a problem with a washer or dryer please report it to Circuit Laundry direct—phone the number listed in the laundry. The current prices are: **Wash—£2.40**  **Dry—£1.20**

You can also view all machines onsite by accessing the link below, thereby ensuring a machine is available before you leave your room.

Living Support Assistants

Living Support Assistants, appointed by the University, are residents like you living in University accommodation and they are there to help you with problems, such as issues with flatmates, university or if you just want to talk to someone. You can contact them for help if you have an urgent repair out of office hours. They are on call each night from 6pm—8am and all weekend. Please see the notices on the main doors to find out who is on duty.

Mail

Mail is delivered to the office 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:

Room X or Flat X
Lister House
22 Winton Drive
Glasgow, G12 0QA

When you leave Lister House it is also important to update your address as any mail for non-residents is returned to sender. If you have any mail in your post box that is not for you please bring it to the office.

Maintenance

Repairs and refurbishment are carried out throughout the year, where possible we will notify you in advance of any such works, we apologise for any inconvenience or disturbance this causes.

Moving out

If you find, for whatever reason, you have to move out of Lister House before your contract is finished, you must contact Accommodation Services’ staff. Please be aware that you will be liable for any rental fees until your ‘place’ is filled or the end of your contract. It is possible, dependant on availability, to transfer to another University Residence. Enquiries should be directed to Accommodation Services and you can contact them by phoning 0141 330 4743 or emailing accom@glasgow.ac.uk.

Noise Policy

As noted in your contract there should be minimal noise between the hours of 11pm—8am. Please be mindful of your neighbours and don’t cause excessive noise. If you are being disturbed by noise late at night please contact the duty Living Support Assistant.

No 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 or doorways as the fumes can enter the building this way and
**Offensive weapons**

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

**Office hours**

The Lister office is usually open 9.30am–12noon on Tuesdays and Thursdays. A duty Living Support Assistant is normally available 6pm to 8am during the week and all day at weekends. During University/public holidays the hall office will be shut.

Lister House is managed by staff from the Student Apartments’ office and you can contact us on campus at 89 Gibson Street between 8am–5pm Monday to Friday, email studentapartments@glasgow.ac.uk or phone us on 0141 330 6182.

If you need urgent assistance and no staff or LSAs are available please contact University Security at the Main Gate on University Avenue on 0141 330 4282.

**On your Arrival - Online Inventory**

When you arrive at your accommodation you will collect your keys from the office or the Gatehouse. Along with your keys, you will be given a welcome pack that includes maps, your new mailing address and some other useful information to help you started.

Shortly after you check in to your room, you will receive an email to your student account with a link to access the online inventory. You have 48 hours from the date of this email to complete the inventory. If you have not completed your inventory within this time then it will be accepted automatically on your behalf.

The inventory is a list of all the items that should be present in your room and in your shared common areas. Please take the time to complete this as it is your opportunity to make a note of any damaged or missing items.

If you don’t complete your inventory and there are damages or items missing when you leave, you may be liable for the cost of repair or replacement.

Whilst we try to ensure that everything is in good working order, things do break down from time to time. Should you come across any maintenance issues on your arrival please do not list them on your inventory as these can take a few weeks to be processed. Instead you can log it online on the UofG Living website at:

http://www.gla.ac.uk/services/accommodation/maintenancereporting/

You are more than welcome to come to the office to report any issues or ask any questions.

**Posters**

Posters and wall decorations should only be put on the notice boards provided in your room. Please do not attach anything such as hooks, to walls/surfaces as this can damage the paintwork and may be chargeable.

**Police registration**

International students from some countries are required to register with the police within 7 days of arriving in the UK. If you need to register with the police it can be done at the city centre Pitt Street branch and you will need to set up an appointment. For further information please see:

http://www.gla.ac.uk/international/support/policeregistration/

http://www.scotland.police.uk/
Repairs
Repairs should be reported online via [http://www.gla.ac.uk/services/residentialservicesmaintenancereporting/](http://www.gla.ac.uk/services/residentialservicesmaintenancereporting/). Non-urgent repairs may take up to 20 working days but urgent repairs are usually completed within 24 hours. Urgent repairs normally include lock problems, major leaks or broken windows. Please notify the hall office if a repair is not carried out quickly.

Room inventory
An inventory will be completed by staff before you arrive to confirm your accommodation is clean and in a good condition - please let us know of any discrepancies you find.

Security
Please read the "Be Safe Be Secure" leaflet. **Lock your door every time you leave your room.** Keep your key safe at all times, do not label it or keep it with your address. Ensure the main door locks shut behind you at all times. Do not let unknown people into the building. Please report or challenge people who are acting suspiciously and let staff know if you have any concerns.

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 and social media weekly updates.

Tradespeople and contractors
There may be occasions when joiners, electricians, plumbers etc. may require access to your flat. We notify you by email about any planned maintenance work but we are not always be able to advise you in advance when tradespeople or contractors will attend to carry out repairs. You can ask to check ID and if in doubt you can send them back to the office or check with us that the person should be there.

Television Licence
You need to be covered by a TV Licence to:
- watch or record live TV programmes on any channel
- download or watch any BBC programmes on iPlayer – live, catch up or on demand.

This applies to any provider you use and any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

Local police station:
Maryhill Police Office, 1380 Maryhill Road, Glasgow, G20 9TX
Non urgent crime: call 101
Transport

There are many local transport links connecting Lister House with the rest of Glasgow and Scotland.

Bus

Local buses are run by Firstbus ([www.firstbus.co.uk](http://www.firstbus.co.uk)) and our local bus stop is on Cleveden Road or Gt Western Road@ Hyndland Rd.

Subway

The nearest subway stop is Hillhead on Byres Road which is a 20 minute walk from Lister House and usually runs 6.30am — 11.30pm with Sunday running on a reduced service. Please see [www.spt.co.uk](http://www.spt.co.uk) for further information.

Trains

Local trains serve both Glasgow and areas outside Glasgow such as Loch Lomond. The local train station is Hyndland, approx 15mins walk away and it can be reached by walking through the grounds of Gartnavel Hospital. Please see [www.scotrail.co.uk](http://www.scotrail.co.uk) for information on trains.

Bicycle

You may find one of the easier ways to get around Glasgow is by bicycle. Bike for Good [https://www.bikeforgood.org.uk/](https://www.bikeforgood.org.uk/) sell and repair bikes as well as providing cycle training for those in need of a confidence boost. Look out for them on campus at one of their regular Dr Bike sessions for free servicing and small repairs throughout the academic year.
**Vacation**

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

**Vacuum**

Some vacuums will need a new vacuum bag once in a while and you can collect one from hall office. Also please do not ever use the vacuum for liquids, this is highly dangerous! Contact office or LSA if you need a wet pick up.

**Ventilation**

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

- Open your window on a regular basis, most can be safely left on ‘tilt’. Open kitchen windows while cooking.
- Shut your bathroom door when showering
- Do not dry towels on the radiators please.

Report any problems to the hall office asap.

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

The water systems in Lister House 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 the office 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.

**Windows**

Most windows in Lister House are tilt & turn, double glazed, windows which can be opened in 2 positions: tilt or fully open. Please familiarise yourself with the window mechanism. NB window must be CLOSED before turning the handle. Please watch the video from the link below & check that you can easily open and close your window, if you have any difficulties please inform the office or a living support assistant. Some windows may require a key to unlock them please request one from the office or ask the LSA to unlock the window.

http://www.youtube.com/watch?v=n8-k6iHJz2Y
Window restrictors (some flats)
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.

Withdrawal from University
Anyone deciding to withdraw from the University is required to:
1. Complete and submit an Early Departure form, which is available from Accommodation Services’ staff.
2. Advise the hall manager of their decision and date of leaving.
3. Provide Accommodation Services with a letter from an advisor of studies confirming withdrawal.
4. Return all keys to the Hall Office on departure.
5. Pay all accommodation fees due up and until the day that all paperwork and keys have been handed in plus 4 weeks.

Want to know more? Follow us on Social Media!

Facebook:  http://www.facebook.com/uofgliving
Twitter:  http://www.twitter.com/uofgliving
Instagram:  http://www.instagram.com/uofgliving
UofGLiving:  http://www.uofgliving.co.uk
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
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 another 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 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 the Living Support team 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 very loud music at any time of the day or night is unacceptable at any time. 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. If you are having your study or sleep time disturbed by noise please contact an LSA.

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.

- when returning home late at night or in the early hours of the morning be aware that noise travels and may disturb others.
- Being aware of others sensibilities and beliefs and recognise that some jokes or behaviour may be provocative or offensive to others.

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 will be reported to the police.

Please note that drinking alcohol in public places is **not permitted** in Glasgow.
HOW TO PREVENT FALSE FIRE ACTIVATIONS

Please help reduce the amount of false fire alarm activations by when cooking and ironing:

1. Ensure the kitchen door is closed
2. Leave the extractor fan operating at highest setting and open the kitchen window
3. Stay in the kitchen during cooking
4. Clean the grill pan and bottom of the oven after each use to avoid a build up of grease
5. Do not iron directly under the heat detector to avoid any build up of heat setting off the alarm

When using hairdryers/aerosols/hair straighteners etc.:

1. Do not use these items under a heat/smoke detectors
2. Keep the area well ventilated – open room window when using aerosol until aerosol has dispensed
3. Keep room door closed

Do not vandalise or maliciously use fire fighting equipment/detectors (including covering detectors).

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 Lister House they will be removed.

Fire Alarms

Lister House 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 Assistant on 0797 095 0113
3. Wait outside the building until the Fire Brigade tell 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

Smoke Detectors

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

Please ensure the cooker, especially the grill and hob areas are always kept clean to prevent smoke when cooking, as this is often the cause of the fire alarm being set off.

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 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.
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 staff in the office.

FIRE ALARMS

Each flat has its own fire alarm system. If the fire alarm sounds, the following steps should be taken;
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2. Dial 999. If it is out with office hours, contact the on duty living support assistant.
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 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 on Thursdays) 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 your 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 quick and orderly manner gathering on the pavement outside your building.

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 plastic bags in the drawer underneath your hob as the heat from the hob can melt them.

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

http://www.watchthefire.co.uk/
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

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)

Registered Charity Number 809016 (England & Wales) SC037790 (Scotland). Company Registration Number 2469130.
© Meningitis Now
Freshers’ flu?  Hangover?  Or meningitis?

Meningitis is deadly. Students are at higher risk.

- Know the symptoms - it can feel like a very bad hangover.
- Look out for your friends.
- Act fast - if someone is ill and getting worse quickly, get medical help immediately.

Fever and/or vomiting  Severe headache  Limb, joint, muscle pain  Cold hands and feet, shivering  Pale or mottled skin  Breathing fast, breathless  Rash  Stiff neck  Dislike of bright lights  Very sleepy, difficult to wake, vacant  Confused/delirious  Seizures (fits)

Meningitis and septicaemia symptoms can appear in any order. Not everyone gets all the symptoms.

Free helpline:
UK 080 8800 3344  |  Ireland 1800 41 33 44
www.meningitis.org

A charity registered in England and Wales no 1051160, in Scotland no SC037586 and in Ireland 208343868. 09/08/17
Emergency contact numbers

**General**

- **Office** 0141 330 6182 or 0141 357 0556
- **Duty Living Support Assistant** 0797 095 0113
- **U of G Accommodation Services** (9am –5pm weekdays) 0141 330 4743
- **U of G Security / Emergency repairs** (24hrs) 0141 330 4282
- **U of G main switchboard** 0141 330 2000
- **Optify** 0333 308 0000
- **Nightline (confidential advice)** (7pm—7am) 0141 353 1050
- **Glasgow Taxis (24hrs)** 0141 429 7070

**Emergency services**

- **Emergency: Fire/Ambulance/Police** 999
- **Local Police—Maryhill Police Station** 01786 289070
- **Crimestoppers** 0800 555 111
- **NHS 24 (24hrs)** 111
- **Local GPs** See [http://www.nhs24.com/FindLocal](http://www.nhs24.com/FindLocal)
- **Queen Elizabeth Accident and Emergency** 0141 201 1100
- **Barclay Medical Centre** (Fraser Building) 0141 531 3600

**Utilities**

- **Water (loss of supply, 24hrs)** 0845 600 8855
- **Electricity (loss of supply, 24hrs)** 0845 272 7999
- **Gas (leak)** 0800 111 999
HELP US BE MORE ENVIRONMENTALLY FRIENDLY

RECYCLE PLASTIC BOTTLES, TINS AND PAPER IN THE RECYCLING BINS. PRINTER CARTRIDGES/TONER, MOBILE PHONES, STAMPS, CRISP PACKETS, RUBBER BANDS AND BATTERIES CAN BE HANDED IN TO THE OFFICE FOR RECYCLING OR PASSING TO CHARITY.

SWITCH OFF LIGHTS WHEN NOT IN USE. DON’T LEAVE ROOM LIGHTS ON WHEN YOU GO OUT.

WASH CLOTHING AT LOWER TEMPERATURES

DON’T COVER YOUR RADIATOR OR TOWELS.

SWITCH APPLIANCES OFF – DON’T LEAVE ON STANDBY.

DON’T WASTE WATER – DON’T LEACE THE TAP RUNNING WHEN CLEANING TEETH OR DOING DISHES.
Important Notes on Electrical Appliances and Other Equipment

In the interest of safety the following restrictions are placed on electrical items, which you may wish to bring in to the Halls of Residence:

The following items are strictly forbidden:

- All forms of heating appliances including electric fires, Emerson heaters and any incandescent burners (this includes all electric heaters).

- Any form of cooking appliance (should be used in kitchens only)

- Any heavy-duty electrical appliance or car battery chargers etc.

- Fridge-freezers and any other ‘white’ domestic appliances.

- Electric irons (these should be used in designated areas only).

In addition to the restrictions in section 1 all electrical items brought into the Hall/House, which are recognised as being permissible should be fitted with a correctly rated fuse, a correctly wired plug and a cable in good order.

No electrical blankets are permitted without a current test certificate from a qualified electrician and a medical certificate from your GP.

Irrespective of any restrictions made above, the Warden, Living Support Assistant or Manager can refuse introduction of any piece of electrical equipment which is deemed not to be in the interest of the welfare of other residents of the flat or of the flat itself.

Should you have any queries relating to electrical items, they should be addressed to the Manager. Please remember that this list of regulations is drawn up for your own well-being and safety.

Please note in addition that all gas appliances are strictly forbidden.
APPENDIX 4

USING SAFE ADAPTORS

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 fuse; an un-fused adaptor is a potential fire hazard.
- 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
- Sleeved pins; this will prevent accidental electrocution.

**Example of a safe adaptor:**

- Clear BS or CE label will normally be here.
- Sleeved
- Fuse

**Example of an unsafe adaptor:**

- No visible fuse, not marked “FUSED” or “BS”.
- Potential to overload the socket. Use bar adaptor instead

**Overloaded Sockets** - please ensure that you DO NOT plug too many appliances into an adaptor as you could overload the socket, which can lead to overheating.

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

Only one adaptor should be used per socket; don’t plug adaptors into adaptors.

Don’t allow the total current used by the appliances plugged into the adaptor to add up to more than 13 amps of current altogether - or 3,000 watts of power. So, for example, you could have two 2 amp appliances and one 5 amp in an adaptor. That means you should never run more than one appliance that uses a lot of current, such as a television, from one socket.

Any adaptor that does not adhere to the safety standards required may be removed and can be collected from the office at the end of your contract.

If you are unsure if your adaptor is safe to use please bring it to the office for checking. Shops in the local area (such as PC World, Staples etc.) will sell adaptors that are considered safe.
Guide to the local area

Lister House is well situated in the West End of Glasgow. It is 20–25 minutes walk away from Glasgow University and around 50 minutes away from the city centre. Local shops, bars and restaurants are within 10–15 minutes walk of the residence and there are bus links across Glasgow from the bus stop on Great Western Road or Cleveden Road.

Areas of interest

1 = Lister House, 22 Winton Drive, Glasgow G12 OQA
2 = University of Glasgow, University Avenue, G12 8QQ Glasgow
3 = Hillhead Underground
4 = Botanic Gardens
5 = Byres Road: supermarkets, coffee shops, pubs, restaurants and shopping
6 = Nearest Bus Stop
HINTS ON KEEPING YOUR FLAT CLEAN

You may find the information below useful:

**Hob/Cookers**

Please wipe these after use to avoid a build-up of grease and dried-in foods.

**Kitchen/wall tiles**

Wipe with soapy water and a cloth, or with a spray on cleaner, and wipe down. This helps to remove a build-up of grease and food.

**Microwave**

Clean outside and inside regularly including the plate which can be removed and washed separately. Don’t allow food splatters to build up inside the unit – cover all food being cooked.

**Oven/Grill Pan**

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

**Fridge/Freezer**

Throw out any food that is out-of-date to avoid unpleasant smells. Clean shelves and unit doors with a damp cloth. Avoid ice building up in the freezer – if there is a problem with the door not closing it is often caused by a build-up of ice due to the freezer being overfilled and the door not closing properly.

**Worktops, sinks and surrounds**

Wipe up any spills and crumbs after you.

**Kitchen floors**

Use the mop to clean the vinyl flooring in the kitchen and mop up any spills. Use the vacuum to collect food crumbs, and to clean the carpet. If you spill anything, mop/clean it up immediately to avoid stains and slippages.

**Bins**

Empty regularly and use a refuse sack inside the bin – keep the lid clean.

**In your bedroom**

Vacuum your bedroom floor, and wipe down your desk (with a damp cloth or antibacterial spray) and shelving to avoid dust and germs.

**In your bathroom (flats and studios)**

Use the mop to mop your bathroom/shower floor. Please clean your toilet bowl with toilet cleaner to avoid a build-up of grime (use the toilet brush provided to clean the bowl and rim!). Wash your shower curtain frequently on a high temperature wash in the washing machine to keep it clean.
Food Waste Recycling!

Glasgow City Council is in the process of rolling out a food waste service across Glasgow. Approximately one third of the general waste bin comprises food waste. This service will seek to remove this waste from the general waste bin.

The following food waste will be collected:

- Dairy
- Meat and bones
- Fruit
- Vegetables
- Bread, cakes and pastries
- Rice and pasta
- Fish
- Tea bags and coffee grounds

To recycle your food waste please use the indoor food waste caddies provided:

- Make sure there is a compostable liner in your indoor grey food caddy.
- Put your food waste in the caddy.
- When the liner is almost full, tie it and remove it to the large grey food waste bin located in the lower carpark where the large general waste and recycling bins are kept where it will be removed weekly.

Q: Why should I use the food waste service?
A: Diverting food waste from landfill means it can be recycled and turned into valuable resources such as agricultural fertilisers and energy.

Q: Why should we stop sending food waste to landfill?
A: Landfilling food waste is environmentally unfriendly and an expensive way to dispose of waste. When food waste breaks down in landfill it gives off methane gas, which contributes to climate change and is a waste of a valuable product that can be recycled.

Q: What if I don’t produce a lot of food waste?
A: Everyone has food waste – whether it be unavoidable food waste such as tea bags, bones, eggshells or leftovers, even small amounts make a difference when they are recycled.
How it works— the heating system at Lister House

- The maximum temperature is set and controlled from 2 boilers —accessed by staff only.
- Many radiators have TRV fitted which can be individually controlled (see below for further information on TRVs).
- Other radiators have a simple on /off valve. Please turn clockwise for off and anti-clockwise for on.

In order to reduce the environmental impact of the residences and maintain the University’s green ethos, Thermostatic Radiator Valves ( TRV ) 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, 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 on.

For any queries or concerns contact office staff:
Telephone: 0141 357 0556 or 0141 330 6182
Email: studentapartments@glasgow.ac.uk

Contact Details
For further information, please contact us:
Lister House
c/o Student Apartments
89 Gibson Street
Glasgow
G12 8LD
Tel: 0141 330 6182 Email: studentapartments@glasgow.ac.uk