Welcome to Lister House,

We have produced 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. If you have any questions that we have not answered, or just wish to clarify something please do not hesitate to contact us by emailing us

lister@glasgow.ac.uk

Throughout the academic session we will email you with information that you will need while you are staying here.

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

Best wishes for the year ahead.

Fiona Weir
Manager, Lister House and Student Apartments

Chris Cunningham and Liz Young, Assistant Managers, Student Apartments & Lister House
Catherine Ferguson and Sandra Stirling, General Assistants, Lister House
Danny O’Donnell, Handyperson, Student Apartments and Lister House
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# Useful and Emergency Contacts

## General

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Apartments Office (M-F 8-5)</td>
<td>0141 330 6182</td>
</tr>
<tr>
<td>Lister House Office (Tues&amp;Thur 9:30 –12)</td>
<td>0141 357 0556</td>
</tr>
<tr>
<td>Duty Living Support Assistant (evenings &amp; weekends)</td>
<td>0797 095 0113</td>
</tr>
<tr>
<td>U of G Accommodation Services (M-F 9-5)</td>
<td>0141 330 4743</td>
</tr>
<tr>
<td>U of G Security / Emergency repairs (24hrs)</td>
<td>0141 330 4282</td>
</tr>
<tr>
<td>U of G main switchboard</td>
<td>0141 330 2000</td>
</tr>
<tr>
<td>Optify</td>
<td>0333 308 0000</td>
</tr>
<tr>
<td>Nightline (confidential advice) (7pm—7am term time)</td>
<td>0141 353 1050</td>
</tr>
<tr>
<td>Glasgow Taxis (24hrs)</td>
<td>0141 429 7070</td>
</tr>
<tr>
<td>Crimestoppers</td>
<td>0800 555 111</td>
</tr>
</tbody>
</table>

## Emergency Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency: Fire/Ambulance/Police</td>
<td>999</td>
</tr>
<tr>
<td>Local Police—Maryhill Police Station</td>
<td>01786 289070</td>
</tr>
<tr>
<td>Police (non-emergency)</td>
<td>101</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHS 24 (24hrs)</td>
<td>111 <a href="https://www.nhsinform.scot/">https://www.nhsinform.scot/</a></td>
</tr>
<tr>
<td>Local GPs / pharmacies / dentists</td>
<td><a href="https://www.nhsinform.scot/scotlands-service-directory">https://www.nhsinform.scot/scotlands-service-directory</a></td>
</tr>
<tr>
<td>QEUH— Accident and Emergency</td>
<td>0141 201 1100</td>
</tr>
<tr>
<td>Barclay Medical Centre</td>
<td>0141 531 3600 (Fraser Building)</td>
</tr>
</tbody>
</table>

## Utilities

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water (loss of supply, 24hrs)</td>
<td>0845 600 8855</td>
</tr>
<tr>
<td></td>
<td><a href="https://www.scottishwater.co.uk">https://www.scottishwater.co.uk</a></td>
</tr>
<tr>
<td>Electricity (loss of supply, 24hrs)</td>
<td>0845 272 7999</td>
</tr>
<tr>
<td></td>
<td><a href="https://www.spenergynetworks.co.uk">https://www.spenergynetworks.co.uk</a></td>
</tr>
<tr>
<td>Gas (leak)</td>
<td>0800 111 999</td>
</tr>
<tr>
<td></td>
<td><a href="https://www.nationalgridgas.com/safety-and-emergencies">https://www.nationalgridgas.com/safety-and-emergencies</a></td>
</tr>
</tbody>
</table>
Absence from residence

Residents are asked to inform the office of any dates where they are away overnight or longer. You may email us or submit an ‘absence slip’. These can be found outside the hall office and can be ‘posted’ through the office door.

If you are away for more than one week we are required to flush water outlets in your room/flat as part of our legionella risk reduction programme and we will require to access your room/flat for this.

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 for safety, legal and maintenance planning purposes.

<table>
<thead>
<tr>
<th>Staff requiring access</th>
<th>Access requirement</th>
<th>Reason for access</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bedrooms and flats</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>U of G staff</td>
<td>once a term</td>
<td>room inspections</td>
</tr>
<tr>
<td>fire safety contractor</td>
<td>once a term</td>
<td>smoke/fire detector(s) testing</td>
</tr>
<tr>
<td>handyperson</td>
<td>once a term</td>
<td>door closer/window checks</td>
</tr>
<tr>
<td><strong>Communal areas and Self contained flats</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>U of G staff</td>
<td>weekly, usually Thursday am</td>
<td>fire alarm testing</td>
</tr>
<tr>
<td>water monitoring contractor</td>
<td>Monthly—some areas</td>
<td>water temperature checks, legionella risk reduction</td>
</tr>
<tr>
<td>water monitoring contractor</td>
<td>3 monthly—all areas</td>
<td>shower head cleaning, legionella risk reduction</td>
</tr>
<tr>
<td>electrician</td>
<td>monthly, corridors</td>
<td>emergency light testing</td>
</tr>
<tr>
<td>electrician</td>
<td>annually, summer</td>
<td>portable appliance testing</td>
</tr>
<tr>
<td>vacuum cleaner engineer</td>
<td>annually, all areas</td>
<td>vacuum maintenance and testing</td>
</tr>
</tbody>
</table>

We will email you with advance notice of any access requirement, except in the very unusual case where it is not possible in an emergency.

Please contact us if you have any concerns about these 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 not permitted:

- Any form of heating appliance: electric, gas or oil heater.
- Electric blanket: hot water bottles are recommended instead.
- Candles, incense burners, any burner or flame producing device.
- Electric plug-in air fresheners and electric fairy lights. Battery operated fairy lights are permitted.
- Non-compliant electrical adaptors. See appendix 4, p.29 for more details.
- White goods such as washing machines, fridge freezers
- Deep fat fryers, BBQs or fireworks, car battery chargers
- Kettles, toasters and rice cookers are not permitted in bedrooms, only in kitchens.

Banned items will be confiscated until the end of your stay.

Any permitted electrical item brought into the Hall must be fitted with a correctly rated fuse, a correctly wired plug and a cable in good order.

Irrespective of any of the restrictions made above, the manager, warden or a Living Support Assistant, LSA, 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. This list of regulations is drawn up for your own, and other residents’ well-being and safety.

If you wish to bring any furniture please contact us in advance to discuss.

Bedrooms

All single study bedrooms, SSBs, are furnished with a single bed, a bedside cabinet, a chest of drawers, a wardrobe, a desk and desk chair, a bookshelf, an easy chair, a wash-hand basin, a study lamp, a mirror, a central heating radiator. Bedrooms in self contained family flats will have a double sized bed, the wash hand basin is found in the bathroom, desks and easy chairs will normally be located in the lounges. Our studio bedrooms have a single bed, wardrobe, desk and chair, chest of drawers, radiator and an easy chair.

A bedding pack will be provided for your arrival: duvet, pillow, sheet, duvet cover and pillowcase will be included in the bedding pack. Please bring your own towels.

You are responsible for keeping your room or flat clean and tidy throughout your stay. We provide vacuum cleaners, brushes and mops for each flat.

Bikes

Bicycle storage is available in our bike garage on a ‘first come’ basis, bikes may NOT be brought into the building. Bicycles are stored at your own risk and your hall insurance will not cover bikes unless you top up your insurance (see Endsleigh Insurance information p.20). We do take bike garage security very seriously, it is secured by keyed locks and covered by our CCTV. All bike garage users must undertake to keep the garage secure.
Bins: refuse and recycling

We provide you with bins in kitchens and bedrooms for collecting your waste and recycling, you are responsible for emptying these bins to our large external bins in East Carpark. Most waste and recycling at Lister House is collected by Glasgow City Council, GCC, see [https://www.glasgow.gov.uk/recycling](https://www.glasgow.gov.uk/recycling) for lots more info.

The galvanised METAL bins are for non recyclable waste

The BLUE bins are for recycling paper & card, rinsed plastic bottles & metal cans. Please no plastic bags.

The GREEN bin is for glass bottles and jars. Please no glasses or pyrex, plastic or cardboard.

The smaller GREY bin is for food waste only. We provide compostable caddy bags. Please no plastic.

The RED BHF bin is for good condition donations for BHF charity shops. No duvets or pillows please.

Please do not throw cigarette butts on the grounds, there is a bin for cigarette butts and ash. It is located at the steps between east and west wings of the building.

BLACK or YELLOW ‘bin’, -This is a salt bin and is not for waste. It contains salt /grit which is used in severe winter weather to ensure safe walking on the pavements.

Plastic Bags—these cannot currently be recycled by Glasgow City Council. Please recycle these and plastic film at larger supermarkets eg Tesco Maryhill or Morrisons Anniesland.

WEEE—please bring any broken electrical or electronic items to the office, we will recycle these.

Stamps, rubber bands, clean milk bottle lids, crisp packets. We operate recycling schemes for these, please bring them to the office.

Light bulbs—we can replace these for you but bring spent ones to the office.

Car Parking

Car parking is currently available onsite for no extra cost but cars are left at your own risk. Please register your car with the office, paper forms are available for this outside the office.

Cleaning

Cleaning services are only provided in 'common' areas. Tenants are responsible for keeping their room / flat clean. Everyone in single study bedrooms are responsible for the cleaning of their shared kitchen. Please see P19 for tips and guidance.

Comments, Concerns & Enquiries

These can be raised at the Lister House office or the Student Apartments office, or with any of the Living Support Assistants who are ‘on call’ each night. Office Staff can be contacted via email: lister@glasgow.ac.uk or by phone on 0141 330 6182. (Mon-Fri 8am-5pm)

We value any suggestions you may have to improve our accommodation.

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. 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/)
Communications:

EMAIL

We use email to your student email address as our primary method of communication about access requirements and contract related information etc. You are expected to check your student email regularly.

Communication regarding social events or competitions etc will be via social media.

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

Damages

Residents are held 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. We do distinguish between damage and ‘normal wear & tear’ which is not normally charged for. 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 LSA and Accommodation Services.

Departure

You are expected to leave your room and kitchen in a clean and tidy condition when you leave.

We will charge for any cleaning and removal of rubbish or personal belongings required. If you have items you do not wish to take with you but which and in good reusable condition please donate these to a charity. If you need them right up until you leave please speak to us about them and we will do our best to pass these on for you.

How your bedroom should look like when you leave.

This is an idea of what your bedroom should look like when you leave.

How your kitchen should look after you leave.

How your bathroom should look after
Doors

Your flat door, kitchen door and room door should always be able to open and close smoothly. Most doors are fitted with a door self-closer. We are required by law to carry out regular checks on all fire doors, you will be notified by email when we require access to your door(s). If your door is ‘slamming’ or not closing properly please submit a maintenance request. Please do not ‘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.

Electrical Appliances and Other Equipment

In the interest of safety the following items are strictly forbidden in Halls of Residence:

- All forms of heating appliances including electric fires, fan heaters, convector heaters and any incandescent burners.
- Any heavy-duty electrical appliance or car battery chargers etc.
- Fridge-freezers and any other ‘white’ domestic appliances.
- Electric blankets
- Any gas appliance, burner or flame producing device.
- Kettles, toasters, rice cookers in good condition, with the correct plug are permitted but ONLY in kitchens. Other lower power cooking appliances may be permitted, please check with usl. Irons should only be used in the laundry.

Unfused adaptors are a common cause of the electricity tripping in a room/studio/flat. But, more seriously, they are a common cause of fires. Please see Appendix 4 on P. 29 for more information about adaptors.

The CE or BS logo is usually found on the back of the adaptors. All adapters must be fused and have a BS (British Standard) or CE (EEA Standard) mark. We will provide at least 2 multi region adaptors for you on arrival. We are required to remove any non compliant adaptors. If you are not sure if your adaptor is fit for use you can ask the hall office for advice.

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 Assistance

Contact the office or duty LSA in the first instance. Also see p.4 for other emergency contact details.

Living Support Assistants can be called on 0797 095 0113. Outside office hours or LSA duty times please contact University of Glasgow 24hr security services at the Gatehouse 0141 330 4282.
Emergency lights
Within some flats and in all corridors and staircases we have emergency lights installed. These will come on automatically if there is a major power failure. We are required by law to check these each month. (see also Access Requirements)

FIRE ALARM
Lister House has a fire alarm system that covers the entire building. If the fire alarm sounds, the following steps should be taken;

1. **You must leave the building immediately and escort family or guests to the assembly point**
2. Dial 999. Do not touch the fire alarm panel - a member of the Fire Service will deal with it
3. Wait outside the building until the Fire Service tell you it is safe to go back inside
4. If no UofG staff or LSAs are present please also notify the office about the activation.

Prevent Unwanted Fire Alarm Activations:
There is detection throughout the building, this can be sensitive and, if care is not taken, can cause ‘false’ or unwanted Fire Alarm activations. These are very disruptive and expensive. The main causes of ‘unwanted or false fire alarm activations are cooking, aerosol use and hairdryers

**When cooking:**
1. Ensure the kitchen door is closed while cooking.
2. Use the extractor fan and open the kitchen window.
4. Clean the hob, grill pan and oven after each use to avoid a build up of grease and food splash.
5. If you accidentally burn food eg toast, take care that the smoke has cleared out the window before opening the door. The kitchen detection is designed for cooking but the corridors are not.

**When using hairdryers/aerosols/hair straighteners, irons 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
5. Do not iron directly under the heat detector to avoid any build up of heat setting off the alarm

Malicious use or vandalisation of fire fighting equipment/detectors (including covering detectors) can be a criminal offence and reported to Police Scotland.

Please remember that smoking, candles, plug in air fresheners, heaters and incense are all banned within university accommodation.

Fire alarm testing
A) Weekly - the fire alarm is tested twice and will sound for <10 seconds. There is no need to evacuate the building for this test. It is usually carried out on a Thursday morning each week.
B) Official fire drills are carried out twice a session. You must evacuate for these drills.
C) Quarterly—our Fire Safety contractor will carry out Fire Alarm system servicing and checks. These involve checking all the detector heads in the building over the course of a year, usually 1 floor of the building at each quarterly visit. The contractor will require access to your room/flat once per annum for this check, you will be notified in advance.
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/furnishings.

Grounds/local area
Please do not litter or leave rubbish 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, it can sometimes fill up quickly though, please let us know if this is a problem. It can take decades for a cigarette butt to degrade, please don’t drop them in the carparks or drains.

Guest policy—overnight 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.

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

Heating
Central heating is provided in the evenings and early mornings for most of the year, times are controlled by the University and by indoor and outdoor temperature sensors and as such will vary with the seasons.

We do not provide 24hr heating and additional heaters are not permitted. We have extra duvets and blankets which can be provided in winter please ask/email the office.

How it works—the heating system at Lister House
- Temperatures and times of operation are set by the University of Glasgow, and will vary with the seasons.
- Most radiators have TRV fitted which can be individually controlled within the pre set times. (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 of Glasgow’s green ethos, Thermostatic Radiator Valves (TRVs) 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, check the radiator for cold spots
Illegal Drugs

Its illegal, don’t do it. [https://www.gla.ac.uk/myglasgow/senateoffice/policies/uniregs/regulations2019-20/feesandgeneral/studentsupportandconductmatters/reg41/](https://www.gla.ac.uk/myglasgow/senateoffice/policies/uniregs/regulations2019-20/feesandgeneral/studentsupportandconductmatters/reg41/)

Insurance

Residents who are also 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 consult [https://www2.endsleigh.co.uk/personal/home-insurance/check-your-student-cover/](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. Please be aware that you may need to arrange additional cover for items that may not be covered.

Families should contact the provider to insure spouse and children. 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. See P.22 for Endsleigh information.

Internet

Internet access in Halls is currently provided by Optify for The University of Glasgow, instructions and contact information for Optify will be in your key envelope on arrival. Further information from Optify:

[https://www.optifyyourworld.com/uog](https://www.optifyyourworld.com/uog)

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. Outside office hours please contact the duty LSA who can give you access to your room/flat. Lost keys will be charged at **£25 per key/fob**.

Remember not to label your key with any identifying information such as address or name.

Kitchen

A fridge freezer, oven, hob, kettle and toaster are provided in the kitchen. You are responsible for keeping your kitchen clean and tidy, and for removing waste and recycling to the main outside bins.

Please do not put hot pots or pans on the floor, windowsill or worktop and remember kitchen doors MUST be kept shut while cooking.
Laundry

Laundry facilities are provided by Circuit Laundry for the University of Glasgow. The laundry is located near the common room. You will also find an 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 or report it online. [https://www.circuit.co.uk/](https://www.circuit.co.uk/)  The current prices are:  

- **Wash**—£2.40  
- **Dry**—£1.20

Machines are operated using a smartphone app. See appendix on p.18, for app instructions. You can also view all machines onsite by accessing the link below, thereby ensuring a machine is available before you leave your room.

[https://www.circuit.co.uk/circuit-view/](https://www.circuit.co.uk/circuit-view/)

Living Support Assistants

Living Support Assistants, LSAs, 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 Lister House by Royal Mail and delivery companies. Letters and small items will be placed in your mail 'pigeon holes' at the foot of west stair or east stair. Items too large or requiring a signature may be kept safe in the office for you to collect from the duty LSA in the evening.

Use this address format.

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

Mail that is delivered for ex-residents is returned to sender, due to the volume we receive we are unable to forward it for you.

Maintenance

Repair and refurbishment works are carried out throughout the year, we will notify you in advance of any such works that may affect you, expect in the case of an emergency. We will always try to minimise disruption to our residents but apologise for any inconvenience or disturbance caused by repair and maintenance works.

Noise Policy

We aim for 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 during those hours 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 away from windows or doorways as the fumes can enter the building this way and cause annoyance to other residents. Please dispose of cigarette butts in the cigarette bin.
Offensive weapons
Weapons of any kind are not allowed in Residences. Please see section P of your contract.

Offices
Lister House is managed with Student Apartments’ office and operates mainly from the Student Apartments office on campus at 89 Gibson Street, G12 8LD between 8am– 5pm Monday to Friday, you can email us lister@glasgow.ac.uk or phone us on 0141 330 6182.

The office in Lister House office is usually open 9.30am– 12noon on Tuesdays and Thursdays. We operate different hours on public holidays and will notify you of them at the time.

A duty Living Support Assistant LSA is normally available 6pm to 8am Mon– Fri and all day at Saturday and Sunday.

If you need urgent assistance at a time when no office 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. Your key envelope will state your room/flat number and will contain some other useful information.

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 then 48 hours 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 in time and there are damages or items missing please inform us as soon as possible.

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 also 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 sticky hooks, to walls or furniture as this can cause re-chargeable damage.
Police registration

International students from some countries are required to register with the police within 7 days of arriving in the UK. For further information please see:

https://www.gla.ac.uk/international/support/after/policeregistration/
http://www.scotland.police.uk/

Local police station:
Maryhill Police Office, 1380 Maryhill Road, Glasgow, G20 9TX

Non urgent crime: call 101  In an Emergency: call 999

Repairs

Repairs should be reported online via
https://www.gla.ac.uk/myglasgow/accommodation/maintenancereporting/listerhouse/.

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.

Security

Please read the "Be Safe Be Secure" leaflet. Lock your door every time you leave your room/flat. 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 single bedroom and flat 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. (see also Access Requirements)

Tradespeople and contractors

There may be occasions when joiners, electricians, plumbers etc. may require access to your flat to carry out repair or maintenance work or just to carry out legally required safety checks. We notify you by email about any planned maintenance/repair work but we are not always be able to advise you of exact times. 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 buy 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, eg TV, desktop computer, laptop, mobile phone etc

Further information— https://www.tvlicensing.co.uk/check-if-you-need-one
**Transport**

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

**Bus**

Local buses are mostly 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.

**TAXI**

There will be times when you may need to use a taxi, Glasgow Taxis, 0141 429 7070 and several private hire firms are all used around Lister House. Only use taxis that are registered & licensed with Glasgow City Council.

If you don't have enough cash for a taxi home, you can still get home safely by taxi thanks to the Safe Taxi Scheme ([http://www.uofgliving.co.uk/gethome-safe-taxi-scheme_15778](http://www.uofgliving.co.uk/gethome-safe-taxi-scheme_15778)) (operated by SRC and Glasgow Taxis)
**Vacation**

Students with contracts wishing to extend their stay over summer should in the first instance contact Accommodation Services, accom@glasgow.ac.uk. Information about extending your stay over the summer is usually emailed out to all in February.

**Vacuum Cleaners**

Some vacuums will need a new vacuum bag once in a while and you can collect one from hall office. Please do not ever use the vacuum cleaner for liquids or in a wet area.

**Ventilation**

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

- Open your bedroom window on a regular basis, most can be safely left on ‘tilt’.
- Always open kitchen windows while cooking.
- Self contained flats: shut your bathroom door when showering to allow the internal extraction to work efficiently.
- Do not dry laundry in your room, there is plenty space in our laundry annex for any items you do not wish to tumble dry.

Report any condensation or mould problems to lister@glasgow.ac.uk

**Water: good water hygiene practice**

The water systems in Lister House have monitoring schedules in place (also see: Access Requirements) 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. Most importantly the window must be CLOSED position before turning the handle to change the open position. Please 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.

**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.
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 & University of Glasgow 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.
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 surroundings**
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.
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:**

![Picture of a safe adaptor]

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

**Example of an unsafe adaptor:**

![Picture 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 adapter 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 but please remember to ensure they are ‘fused’.
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**

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**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**

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To find FAQs about the app or watch the Circuit how-to-use video at [www.circuit.co.uk](http://www.circuit.co.uk)
Your cover

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)
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/delinious  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

Meningitis Research Foundation

A charity registered in England and Wales no 1091465, in Scotland no SC037586 and in Ireland 20824698. 05/09/17

A society incorporated by guarantee. Registered in England and Wales no 269/011. Registered office: Administration House, Mediacom House, Borehamwood, WD6 1LY

www.meningitis.org
HELP US BE MORE ENVIRONMENTALLY FRIENDLY

- **RECYCLE** PLASTIC BOTTLES, TINS, PAPER, CARD AND GLASS
- **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 WITH CLOTHING OR TOWELS.

SWITCH APPLIANCES OFF – DON’T LEAVE ON STANDBY.

DON’T WASTE WATER – DON’T LEAVE THE TAP RUNNING WHEN CLEANING TEETH OR DOING DISHES.
Guide to the local area

Lister House is well situated in the West End of Glasgow. It is 20 – 25 minute 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
3 = Hillhead Underground
4 = Botanic Gardens
5 = Byres Road: supermarkets, coffee shops, pubs, restaurants and shopping
6 = Nearest Bus Stop
We hope you have a great time living in Lister House.