WOLFSON HALL
Your Glasgow Home

A-Z Guide 2019-2020
Welcome to University of Glasgow, Wolfson Hall.

The purpose of this guide is to provide you with as much useful information as possible for living at Wolfson Hall. Please take some time and read it before arriving. If you have any questions, please do not hesitate to contact our Office by emailing wolfson@glasgow.ac.uk.

We hope you will enjoy your stay at Wolfson Hall and look forward to welcoming you to Your Glasgow Home.

Best wishes for the year ahead at Glasgow University and Wolfson Hall.

Kenny Gough
Accommodation Services Manager
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**Absence from residence**

To help us ensure that we follow fire safety regulations we do ask that you let reception know if you are going to be away overnight. This can be done by filling in a small form at reception or by emailing us directly. If your stay away is more than a week we access your room to flush the outlets as part of legionella avoidance. Should you be away from site we aren’t allowed to give access to friends or family.

**Access to room**

Whilst at Wolfson Hall, university staff will require access from time to time. We endeavour to email you with any access requirements but in some cases this may not be possible. Please do check the monitor at reception and also [UofGLiving](http://UofGLiving) for updates.

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

<table>
<thead>
<tr>
<th>Staff requiring</th>
<th>Access</th>
<th>Reason for access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Staff</td>
<td>Once a term</td>
<td>Room inspections</td>
</tr>
<tr>
<td>Janitorial Staff</td>
<td>Once a term</td>
<td>Health &amp; Safety checks and minor repairs following termly inspections</td>
</tr>
<tr>
<td>Water hygiene contractor</td>
<td>Once a term</td>
<td>Showerhead cleaning</td>
</tr>
<tr>
<td>Water hygiene contractor</td>
<td>Once a term</td>
<td>Legionella/temperature checks</td>
</tr>
<tr>
<td>Fire alarm maintenance</td>
<td>Quarterly</td>
<td>Smoke detector testing</td>
</tr>
<tr>
<td>Window cleaners</td>
<td>Bi-annual</td>
<td>Window cleaning (normally during spring break and late summer)</td>
</tr>
<tr>
<td>Electrician</td>
<td>Every 3 years (due Mar 2021)</td>
<td>Fixed Wire Testing – random selection of all areas within site</td>
</tr>
</tbody>
</table>

**Communal Access only**

<table>
<thead>
<tr>
<th>Staff requiring</th>
<th>Access</th>
<th>Reason for access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Staff</td>
<td>Weekly</td>
<td>Fire alarm testing</td>
</tr>
<tr>
<td>Electrician</td>
<td>Monthly</td>
<td>Emergency light testing</td>
</tr>
<tr>
<td></td>
<td>Yearly</td>
<td>Portable appliance testing of all GU owned items (usually in October)</td>
</tr>
<tr>
<td>Vacuum engineer</td>
<td>Yearly</td>
<td>Vacuum servicing (normally carried out at spring break)</td>
</tr>
<tr>
<td>Janitorial Staff</td>
<td>Yearly</td>
<td>Fire checks</td>
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<tr>
<td>Fire extinguisher Contractor</td>
<td>Yearly</td>
<td>Yearly check of fire extinguishers</td>
</tr>
<tr>
<td>Heating Contractors</td>
<td>Yearly</td>
<td>To carry out annual safety checks (during July – August)</td>
</tr>
<tr>
<td></td>
<td>Quarterly</td>
<td>To change heating times at start and end of BST</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To increase and decrease heating times when temperatures dictate</td>
</tr>
</tbody>
</table>
**Banned Items**

Please see page 24/25. We are required to remove any items found on this list to help ensure the residence is as safe as it can be. Please do check the information screen at the dining room entrance. Our reception is happy to provide advice if you aren’t sure if something you wish to bring into the residence is permitted. See section 2.7 of your contract for full details.

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

**BBQ’s/fireworks**

BBQ/s/fireworks cannot be used onsite to help reduce noise and fire safety issues.

**Bedroom**

Rooms are checked each term to ensure your room is kept clean and that any repairs are logged. Bed linen (including duvet and pillow) is provided when you arrive.

- Single rooms all have a standard UK size single bed (90 cm x 190 cm (3' 0" x 6' 3''))

**Bikes**

We have secure bike sheds onsite, however, you may wish to arrange additional insurance cover as your residence insurance will only cover Bikes up to £250 based on forced entry and only when locked in University designated storage areas. Simply register your bike at the Hall Office and you will be given access details.

Please remember that all items are left at your own risk and that bikes cannot be stored in the residence building to help keep all fire escape routes clear. The police also recommend registering your bike on Im-mobilise.

We also have a bike repair station at the backdoor adjacent to one of the sheds, this is free to use and has all the tools needed for most types of bike repair.

**Bins**

Various bins are found onsite including recycling options. Do see our recycling guide separately emailed for info or speak to reception staff.

**Car Parking**

Free car parking is available onsite but cars are left at owner’s risk. Please register your car with reception upon arrival for more details.
Churches/place of worship
The University Chapel is available for all denominations and below is a short list of local places of worship:

- Church of Scotland, Maryhill Parish, 1956 Maryhill Road, Glasgow
- Roman Catholic, Immaculate Conception, Maryhill Road, Glasgow
- Masjid Dawat Ul Islam, 31 Oakfield Avenue, Glasgow
- Episcopal Church, Drymen Road, Bearsden, Glasgow

Further information can be found at: [http://www.gla.ac.uk/services/chaplaincy/externalsupport](http://www.gla.ac.uk/services/chaplaincy/externalsupport)

Cleaning
Cleaning within your room is not provided. Our separate Hints & Tips Guide has some great advice on best cleaning practices in case you have any questions.

**Bleach** – in the past some students have found using bleach to be particularly useful when cleaning the en suites. If you do use any strong chemicals (including bleach) do not let it spill or step onto the carpet as it will cause damage to the carpet and falls under the recharge procedure.

Comments, Concerns & Enquiries
All enquiries can initially be made at Reception. Any undue concerns you may have can also be dealt with via any of the Living Support assistants on call each night. The office can also be contacted via email or by phoning 0141 330 3773.

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

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

**Damage to paintwork from posters**, use the noticeboards provided

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

**Damage to worktops** from hot items such as hair straighteners, the worktops are not heat resistant.

**Damage to flooring** from hot items, sharp objects, makeup or hair dye.
**Departure**

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

**Doctors & Dentists**

As part of your stay you are required to register with a doctor. Visiting the doctor is free, all you need to do is visit the practice you wish to use and ask to register. You will need to fill out a form in the practice and you will receive a letter confirming your registration with the NHS. Further information can also be found at [http://www.gla.ac.uk/students/health/doctorssurgeries/](http://www.gla.ac.uk/students/health/doctorssurgeries/)

If feeling ill outside of office hours the NHS run a service called NHS24 which can offer medical advice over the phone and arrange out of hours doctor visits. Their number is: 111.

If you’ve had an accident whilst living at Wolfson please come to reception to let us know. Also, please report any Health & Safety issues to reception.

If you are not sure what you need to do in case of illness you can always contact reception over the phone or in person. **Remember in an emergency call 999.**

**Door closers**

In order to comply with fire and safety legislation we are obliged to have automatic door closers fitted on all doors. Please do not tamper with them. If your door closer is not working properly (i.e. your door does not fully close without pulling it) please contact the office and we will repair it. Fire doors must not be wedged open.

Fire doors **must be kept closed.**
**Electrical items**

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

If any of your electrical items break during your stay please dispose of them by leaving them in the bin area behind the common room.

Please remember not to fit 2 pronged adaptors into the sockets, this is highly dangerous!

Also see page for further information 24/25 and see your Health & safety booklet.

**Emails**

We will send emails (such as access requirements and parcel delivery notifications) to your student email address. Please check this regularly as this our main method of communication with you.

**Emergency (out of hours)**

If you experience an emergency outside office hours the onsite Living Support Assistant can be called on 0141 330 3366. The phone next to the reception door will also connect you to living support.

**Emergency lights**

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

**Fees**

Accommodation fees must be paid via My Campus.

Please note that anyone experiencing any difficulty paying must contact Student Services in the Fraser Building as soon as possible.

**Fire alarm**

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

The fire alarm is tested each week and will sound for around 10 seconds. There is no need to evacuate the building when this occurs. We also check corridors and stairwells as they must be kept clear of any items. Fire escape routes help you leave the building if there is an emergency. And must be kept clear at all times.

Fire detectors can be found in all areas of the building. These are there to detect fire and should never be covered or tampered with in any way, as it is illegal to do so and is potentially life-threatening! If a detector is tampered with you will be charged for the repair.
Fire safety action plan

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

Fire detectors onsite

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

Fire doors

Must be kept closed at all times. **Please note that all Fire doors must never be wedged open.**

First aid/ sharps box

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

Furniture

All furniture supplied is fire retardant. If you bring any furniture into the residence it must be fire retardant and has to be removed at the end of your stay. Any soft furnishings cannot be brought into the kitchens, including bedding and clothing. If you want to replace the curtains in your room they must also be fire retardant. If any item of the furniture does not meet the fire regulations we will ask you to remove it.

Gambling

Gambling is not allowed in the residence.

Green issues (recycling)

We have several recycling options, please see the recycling guide.

Grounds/local area

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

Guests

Guests are welcome at Wolfson Hall in common with all University Residences. Further details are available at the hall Office or see our guest policy [https://www.gla.ac.uk/media/media_169726_en.pdf](https://www.gla.ac.uk/media/media_169726_en.pdf)
Hospital

The closest A&E department is Glasgow Royal Infirmary
84 Castle Street
GLASGOW
G4 0SF

Insurance

Basic insurance cover is provided as part of the rent you pay. Please see policy details in your key envelope.

Keys

Please do not label your key with your address in case you lose it. Loss of keys should be reported to the reception as soon as possible. Please note the lost key charge is £20 per key. When opening doors please do not pull the door open via the key but use the door handle to prevent damage to the lock.

Laundry

The onsite laundry is located next to the main common room and is open 24 hours a day. Please see page 19 for more information about the laundry.

Living Support

Living Support Assistants, appointed by the University, are students like you living in University Residences and they are there to help you with any issue you might have, such as problems with neighbours, university or even if you just want to talk to someone. Living Support are on call each night from 6pm—8am and all weekend. If there is any issue after hours please do not hesitate to contact the reception as our phones will connect straight to them after we shut.

Mail

Mail is delivered directly to the Reception by the postal service and delivery companies. It’s important that you provide the correct address as you may otherwise not receive your mail. Your address should include

Your Name & Room Number, Wolfson Hall, 2317 Maryhill Road, Glasgow, G20 0TH

When you move out please ensure your address is updated to ensure any mail received after you leave isn’t returned to sender as we don’t keep your mail after you leave. Should you have a scheduled pickup for a package please arrange this directly with the courier as our reception does not provide this service.

Moving Out

Anyone wishing to leave their accommodation during the session before the end of their contract must advise Accommodation Services. Liability for payment of fees for the remainder of the session will remain until your place has been filled.
Noise Policy

Our noise policy notes there should be minimal noise between the hours of 11pm—8am every night. Please be mindful of your neighbours and don’t cause excessive noise. If you feel bothered by noise late at night please contact the on call Living Support and they will attend to stop it. Also see page 21. Please note we are not responsible for noise external to our residence. Should out of hours noise occur from outside the residence please contact the Glasgow City Council out of hours noise team.

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/doorways as this can set off the fire alarm. Smoking inside the building is a serious offense and will carry financial penalties. Electronic cigarettes are also prohibited within buildings.

Offensive weapons

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

Parties

No parties are permitted in the residence. Our onsite Amenties Building can be booked for free for social gatherings, please see reception for details.

Pets

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

Plastic bags

Please do not allow plastic bags to accumulate in your room, they are flimsy, flammable, can potentially cause a fire if left near heat sources and are bad for the environment.

Posters

Please do not attach anything such to surfaces, including doors, that might damage the paintwork and could be considered damage to your room. Also see section 2.7.6 in your contract.

Police registration

International students from some countries are required to register with the police within 7 days of them arriving in the U.K. For further information please see the International Student handbook.

Reception

The office is open 8am—6pm Monday to Friday. Outside office hours Living Support will be on hand for any urgent issues. Living Support is based in reception from 6-6.45pm 7 days a week and also at weekends. During public holidays the reception will shut at 4pm with the on-call Living Support assistant covering from 4pm.
Repairs

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

Room inventory

A room inventory will be completed before you arrive to confirm it is clean, in a good condition and any needed repairs are noted. You can accept this inventory online and inform us of any faults or defects which we may have missed.

Security

To help prevent thefts please always lock your room door and shut your window when you leave your room, even if you are just going to the kitchen! Staff will lock all doors found open. A secure door entry system prevents non residents accessing the building. If see someone trying to gain entry and are unsure who the person is do not let them in.

Security staff

University Security Staff periodically carry out patrols of the site, internal and external to our buildings.

Shopping trolley

Please do not take shopping trolleys from supermarkets and bring them onto site. For ease with your shopping why not order your groceries online via the many supermarkets available in the local area?

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 room in a tidy condition. Notification of these inspections are sent via email/uofgliving and are displayed in advance on our information screen at the Dining Room Entrance.
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.

Optify offer an IPTV service for your computer and setup instructions can be found in your Optify profile.

Tradespersons and contractors

There may be occasions when joiners, electricians, plumbers etc. may require access to your room. We notify you by email about any planned maintenance work but we are not always be able to advise you in advance when tradespersons 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.

Vacation

If you wish to extend your stay over summer Information is emailed out in February. Alternatively do contact Accommodation Services directly.

Vacuum

A small number of Vacuums are available for use from the office. Please remember not to use the vacuum for any liquids, this is very dangerous and you will be charged for the replacement of the damaged vacuum!

Ventilation

There might be some problems with condensation if you do not ventilate your room enough. In order to reduce any condensation problems the following should be tried:

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

Voting

Residents are responsible for registering themselves to vote as Wolfson Hall does not pass on your details to any voting registration office.
Water: Tenants guide to good water hygiene practice

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

- Ensuring that all outlets are used regularly [preferably once per week] or run for a couple of minutes per week to keep the water fresh;
- Reporting any water system defects, such as hot water temperature failure or dirty drinking water, to Reception as soon as possible;
- If you return to your accommodation after a period of time away [i.e. more than a week] it is good practice to run the taps in your room for 2 or 3 minutes to ensure you receive a fresh supply of water.

Window safety latch

Your room window will be fitted with a safety catch and is fitted to prevent injury. Sometimes improper opening of the window can result in it becoming unable to close. Always follow the instructions posted on the window. Also, please see this video for a guide on how to operate the window:

http://www.youtube.com/watch?v=n8-k6iHJz2Y

Window restrictors (kitchen)

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

In case of windy weather please remember to shut the windows as the window restrictors/window could get damaged and you may be charged for the repair. Please do not try and remove the restrictors as they are there for your safety and you may be invoiced for the refitting of any removed.

Withdrawal from University

Anyone withdrawing from the University is required to:

a. Supply a letter from an advisor confirming withdrawal.
b. Advise the LSA and Accommodation Services of the decision.
c. Complete and submit an Early Departure form via Accommodation Services.
d. Return all keys to Wolfson Hall Office prior to departure.
e. Pay all accommodation fees due.

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
Transport

There are many local transport links connecting Wolfson Hall with the rest of Glasgow and Scotland.

**Bus**

Check with the bus companies for updated routes and times at https://www.firstglasgow.com, https://www.glasgowcitybus.co.uk or for general travel information https://www.travelinescotland.com

**Subway**

The nearest subway station is Hillhead on Byres Road, approx. 5mins walk from the Main Gate on University Avenue and usually runs 6.30am — 11.30pm with Sunday running on a reduced service. Please see SPT for times.

**Trains**

Local trains serve both Glasgow and areas outside Glasgow such as Loch Lomond. Our local train station is Maryhill approximately 15mins walk from Wolfson Hall. Please see Scotrail for information on trains.

Check out the Getting Around section on People Make Glasgow for further details. https://peoplemakeglasgow.com/visiting/getting-around

**Site Plan**
Wolfson Hall is well situated in the West End of Glasgow. By bus it is 30 minutes away from the Main Campus and 30 minutes away from the city centre. Local shops, bars and restaurants are all within 10 minutes walk of the residence and there are bus and train inks to across Glasgow and the surrounding areas from Maryhill Road.

Areas of interest:
A. Wolfson Hall, 2317 Maryhill Road, Glasgow G20 0TH
B. University Avenue, Glasgow G12 8QQ
C. Residential Services, Level 1 Fraser Building, Glasgow G12 8QQ
D. Supermarket
E. Train Station
F. Hillhead Subway
G. Bus Stops
H. Vet School
Emergency contact numbers:

**General**
- Office: 0141 330 3773
- Duty Living Support Staff: 0141 330 3366
- U of G Security (24hrs): 0141 330 4282
- U of G Accommodation (9am – 5pm weekdays): 0141 330 4743
- U of G main switchboard: 0141 330 2000
- Nightline (confidential advice) (7pm – 7am): 0141 353 1050
- Glasgow Taxis (24hrs): 0141 429 7070

**Emergency services**
- Emergency: Fire/Ambulance/Police: 999
- Local Police—Glasgow Maryhill: 0141 532 3700
- Police Non Emergency: 101
- Crimestoppers: 0800 555 111

**Medical**
- NHS 24 (24hrs): 111

- Barclay Medical Centre: 0141 531 3600
  (Fraser Building)

**Utilities**
- Scottish Water (loss of supply, 24hrs): 0800 077 8778
- Scottish Power (loss of supply, 24hrs): 0800 092 9290
- National GRID UK (Gas leak): 0800 111 999
HELP US BE MORE ENVIRONMENTALLY FRIENDLY

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

Switch off lights when not in use. Don’t leave room lights on when you go out.
Wash clothing at <40 degrees.
Don’t cover your radiator with clothing or towels.
Switch appliances off, don’t leave on standby.

Don’t waste water, there’s no need to have taps running when brushing teeth or doing dishes.
How it works

The temperature within the building is controlled by a combination of the following:

- The maximum temperature is set and controlled from the boilers within the main boiler house, accessed by staff only.
- Each radiator has a TRV fitted which can be individually controlled (see below for further information on TRV’s).
- Thermostat controls in communal areas only control the heating in that area.
- For maximum effect do not cover the radiator.
- Heating times are posted on Reception noticeboard.

The Environment

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

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

If you think your radiator is not working correctly during the timed period—please ensure the TRV is on and ask your neighbours if their radiators are working in a similar fashion. If so, then it is most likely to be only providing enough heat to maintain the ambient temperature of the building. Otherwise please report the issue to reception by phoning 0141 330 3773.

For any queries or concerns contact Wolfson Hall:

Telephone: 0141 330 3773
Email: Wolfson@glasgow.ac.uk

http://www.gla.ac.uk/services/accommodation/
Laundry Handy Hints

**Washing machine won’t start** – display will show “E DL”, simply open the washer door and shut it again, this will clear the fault as the door wasn’t shut properly.

**Dryer hasn’t dried clothes** – usually the wrong setting has been used, Whites is the highest temperature, delicates/permanent press is cold.

**Where do I put washing powder** – All washing powder goes straight in the machine drum. You may prefer to use laundry tablets (some are a 2 in 1 tablets as they have both detergent and softener in it.)

**Machines currently operate using a mobile App or Top up card**

**The machines are often in use**

Good laundry practice would also advise you not to remove items from a machine while it is in use without the resident being present. You should avoid leaving items in the machine after the cycle is finished as it will cause an inconvenience for other residents.

Before using the dryer check that the small fluff vent in the inside front of the dryer has been emptied – if not fluff should be removed.

Place all rubbish in bins provided.

**Some operation faults do occur ..................**

**The washing machine/Dryer didn’t work correctly** – Please report the issue to reception and we will contact Circuit, please provide as much info as possible such as programme used and what was washed.

Quick reminder, “Permanent press” is cold air setting for the dryer, “Whites” is hot.

**2019-20 pricing:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Washing machine</td>
<td>£2.40 per wash</td>
</tr>
<tr>
<td>Dryer</td>
<td>£1.20 per 50min cycle</td>
</tr>
</tbody>
</table>
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

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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)
Meal Times

Breakfast Mon-Fri 7.45am-9am
Brunch Sat & Sun 11.30am-1pm
Dinner Mon-Fri 5pm-7pm
Dinner Sat & Sun 5pm-6.45pm
Late Meals can be collected up to 10pm
Living as a group

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

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

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

Good Neighbour Policy
The University and its accommodation support the principles of being a good neighbour and expect visitors and guests to the accommodation to be bound to this principle by behaving responsibly at all times. Our accommodation operates within a wider community framework, including homeowners, local businesses and with service providers such as police, fire and ambulance service and the city council. Students will use these services and facilities and be living as part of this community and should do so with respect.

Examples of behaviour expected include:

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

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

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

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

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

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

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

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

  Visit UofGLiving and register your email address.
  Like us on Facebook
  Follow us on Twitter
  Check our Instagram
  Download the iPhone app.
  or the Android app.
Smoke Detectors

There is a smoke detector in every bedroom and hallway within Wolfson Hall. These detectors are very sensitive, so 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 and keep shower doors closed to stop any steam from escaping into rooms or hallways as this may activate the fire alarm.

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

Fire Extinguishers

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

FIRE ALARMS

If the fire alarm sounds, the following steps should be taken;

1. **You must leave the building immediately and make your way to the assembly point.**
2. Wait outside the building until the Fire Brigade have attended and instructed the duty staff that it is safe to go back inside.
3. The duty staff will give the all clear by use of an Air Horn and you may only enter the building after hearing this.
4. NEVER touch the fire alarm panels - a member of the Fire Brigade or duty staff will deal with it.

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

Fire system tests

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

Fire Drills are held during first and second term to ensure residents are familiar with what steps to take in the event of an activation. During these tests we appreciate residents evacuating the building in a fast and orderly manner gathering at the block specific assembly points.
**Items not allowed within University Accommodation**

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

### Electrical Adaptors

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

Any non-safe adaptor will be removed

### Items not allowed within the residence

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

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

To ensure your safety and the safety of your flatmates please remember that any electrical adaptor you use must follow certain electrical standards to prevent accidents.

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

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

**Example of a safe adaptor:**

![Safe Adaptor Diagram]

- CE/BS
- Sleeved
- Fuse

**Example of an unsafe adaptor:**

![Unsafe Adaptor Diagram]

- NOT SAFE
  - No BS/CE Mark
- NOT SAFE
  - Only one fuse for all sockets, each socket should have a fuse.

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

Please see Electrical Safety for further information about overloading sockets.

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

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

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

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

national union of students
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/delirious
Seizures (fits)

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

Free helpline:
UK 08088003344 | Ireland 1800413344
www.meningitis.org

Meningitis Research Foundation
Contact Details

For further information, please contact us:

Wolfson Hall
West of Scotland Science Park
2317 Maryhill Road Glasgow
G20 0TH
Tel: 0141 330 3773
E-mail: wolfson@glasgow.ac.uk