Welcome to Student Apartments!

The purpose of this guide is to provide you with as much useful information as possible in one booklet for living safely and comfortably in student flats at Southpark Terrace. 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 activities that will be taking place in the area. You can find us on Facebook (https://www.facebook.com/UofGStudentApartments/), 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 Student Apartments and we look forward to meeting you.

Best wishes for the year ahead.

Fiona Weir
Manager
Index

Absence from residence, access to room, accommodation privacy notices  Page 4
Banned items, barbecues etc., bedrooms, bikes  Page 5
Central heating, cleaning, comments, complaints, damages, departure/end of session  Page 6
Disposal of refuse, doctors and dentists, door closers, door entry system  Page 7
Electoral roll, adaptors, emails, equality, emergency (out of hours), emergency lights, fees  Page 8
Fire alarms, fire doors, fire safety  Page 9
First aid, furniture, fuse box, gambling, gas central heating, guests  Page 10
Overnight guests, hallways. heaters, hospital, illicit substances, insurance and security  Page 11
Internet access, laundry, lightbulbs, living support/residence life  Page 12
Loss of keys, mail, moving out, moving rooms, noise, on arrival  Page 13
Offensive weapons, pets, plastic bags, police registration, posters, problems/repairs, recycling  Page 14
Security, smoking, tv licence, termly checks, tradespersons/contractors, vacating/extending  Page 15
Vacuum, transport, water  Page 16
Windows & stonework, withdrawal from University, social media links  Page 17

Appendix
Laundry App  Page 18
Living as a group  Page 19
How to prevent false fire alarm activations  Page 20
Fire extinguishers and fire system tests  Page 21
Insurance cover  Page 22
Meningitis  Page 23/24
Emergency contact numbers  Page 25
Help us be environmentally friendly  Page 26
List of GPs  Page 27
Electrical appliances/equipment  Page 28
Safe adaptors  Page 29
Map  Page 30
Keeping your flat clean  Page 31
Food waste  Page 32
Absence from residence
In the interests of safety and security residents are asked to inform the office if they intend to be away overnight or are planning to be away for a number of days.

Access to room
During your stay at Student Apartments, access will be required to your flat by various members of University staff and external 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>
</tr>
<tr>
<td>handyperson</td>
<td>once a term</td>
<td>door closer/window checks</td>
</tr>
<tr>
<td><strong>Communal areas</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>office staff</td>
<td>weekly</td>
<td>fire alarm testing</td>
</tr>
<tr>
<td>water monitoring staff</td>
<td>monthly</td>
<td>legionnaire testing</td>
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<tr>
<td>water monitoring staff</td>
<td>once a term</td>
<td>shower head cleaning</td>
</tr>
<tr>
<td>electrician</td>
<td>monthly</td>
<td>emergency light testing</td>
</tr>
<tr>
<td>electrician</td>
<td>yearly</td>
<td>portable appliance testing</td>
</tr>
<tr>
<td>vacuum engineer</td>
<td>yearly</td>
<td>vacuum maintenance and testing</td>
</tr>
<tr>
<td>gas meter reader</td>
<td>random</td>
<td>gas meter readings</td>
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</tbody>
</table>

Please note that this is not a full list of access requirements. We will email you in advance to notify you of the majority of access requirements. However, in some cases such as repair requests, this may not be possible.

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
Banned items

The following items are banned:

<table>
<thead>
<tr>
<th>Item</th>
<th>Banned from</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>

Banned items are a common cause of false fire activations and fires in residences, costing the UK taxpayer each time the fire brigade attends and potentially delaying fire fighters from attending real fires.

**Important:** If any of the listed items are found they will be removed and can be collected from the office at the end of your contract. In addition to these restrictions, all items brought into the residence, which are recognised as being permissible, should be fitted with a correctly rated fuse, a correctly wired plug and a cable that is in good order.

Irrespective of any restrictions made above, the Manager of Student Apartments can refuse the introduction of any piece of electrical equipment which is deemed detrimental to the welfare of other residents of the flat or of the flat itself. Please remember that this list of regulations is for the well-being and safety of all residents.

Barbecues/fireworks

BBQs/fireworks cannot be used onsite due to noise and for fire prevention. Kelvingrove Park nearby has space available for BBQs 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

There are no storage areas within Student Apartments for bikes but there are sheltered and unsheltered cycle stands at the library, gym and other locations nearby.
Central heating and hot water repairs

All central heating systems in student flats are maintained by City Technical Service & Breakdown Cover at no extra charge. They can be contacted directly to report any repairs or problems. The telephone number is 0844 579 6493 and residents should quote their postcode, G12 8LG and their flat position.

Please make the office aware of any repairs/ problems.

Cleaning

All residents are responsible for making sure that the flat is kept in a clean and tidy condition ensuring that the shower, shower curtain and toilet facilities are cleaned regularly and kept in a hygienic condition. Please also ensure that the cooker, microwave and kitchen are cleaned properly every week. Student Apartments’ staff will check the flat, including all bedrooms, once a term to make sure that the flat is being kept to a satisfactory standard of cleanliness and repair.

Please see the notes at the end of the booklet for hints and tips on keeping your flat clean.

Comments, Concerns & Enquiries

All enquiries can initially be made at the Student Apartments office at 89 Gibson Street. You can also contact the Residence Life team with any concerns – they are on call each night. The office can be contacted by email and these are monitored between 8am—5pm Monday to Friday. If there is an urgent problem outside office hours you can also contact Security at the University’s Main Gatehouse on University Avenue.

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/

Damages

Any unattributable damage is the responsibility of all and residents will be charged a proportion of the costs of repairs accordingly.

Departure/End of Session

Residents are expected to leave their flats in a clean and tidy condition. All foodstuffs and other unwanted items must be disposed of, toilets and showers should be clean and keys returned to the RA or to the office.
Your bedroom should be clean and tidy when you leave.

Your kitchen should be clear of food and rubbish when you leave. All surfaces should be wiped.

Disposal of refuse

All rubbish should be placed in tightly secured black bags and placed in the bins within the bin area at the back courtyard of each block. Rubbish should never be left outside the front door of the building, on the stairs or hallway inside the building or in the back lane. It will not be picked up by the refuse collectors if it is not in the bins at the designated collection point.

Doctors and dentists

As part of your residential contract you are required to register with a doctor. Registering and visiting the doctor is free. A list of local practices can be found at the end of this booklet (see Appendix). On campus, you can register with the Barclay Medical Centre, which is located in the Fraser Building.

If you are feeling unwell out of hours the NHS run a service called NHS24 which can offer medical advice over the phone. Their number is 111 and is free to call from mobiles and landlines.

If you’ve had an accident while living at Student Apartments please come to the office and fill out an accident report form.

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.

Door entry system

There is no “door entry system” as such. Visitors may press the buzzer for individual flats and speak to residents through the intercom system. However, in the interest of safety and security, it is not possible to allow guests to enter the building without physically going down to the ground floor to open the main door.
Electoral roll

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

Electrical adaptors

In the interest of safety, please remember that all electrical adaptors must be fused. Any adaptors without a fuse may be removed as they are a potential fire hazard and could also damage any electrical equipment plugged into them. We check adaptors during our termly room inspections and any confiscated adaptors can be collected at the end of your contract. A fused adaptor will either have the fuse visible or have “fused” or “BS” (British Standard) marked on it. Please note that an adaptor marked “CE” does not necessarily mean that it has a fuse and therefore may still be removed.

We have a number of spare fused adaptors at the office so please contact us if you need one.

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

*See 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/](https://www.gla.ac.uk/myglasgow/accommodation/equalityandaccessibility/)

Emergency (out of hours)

If you experience an emergency outside office hours, please contact your RA using the details on the noticeboard in the communal hall of your building. You can also contact the University’s Main Gatehouse which is open 24/7 and security staff there can help with any emergency. Their number is 0141 330 4282.

Emergency lights

Within each flat and block staircase 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 and repairs are automatically carried out.

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 alarms

There are heat detectors fitted in all kitchens and smoke detectors in the hallways and bedrooms. As the detectors are quite sensitive please do not spray aerosols or use hair straighteners etc. directly underneath them. Please ensure that the kitchen doors are kept firmly closed particularly during cooking as a smoky atmosphere, however slight, will set the alarm off and automatically summon the fire brigade. Some doors are fitted with alarms which will sound if the door is left open. This is to prevent unnecessary activations.

If the fire alarm sounds all residents must leave the building immediately. You should not stop to collect any personal belongings nor on any account try to switch off the fire alarm or interfere with the fire alarm system in any way—only authorized personnel are permitted to access this.

If the fire alarm sounds it is important that the fire brigade is summoned by dialling 999, that the RA is contacted and/or security staff at the Gatehouse are notified.

All residents must wait for the fire brigade to arrive outside the building, leaving the entrance clear. If a fire extinguisher or any other piece of fire fighting equipment has been used it is vital that the Student Apartments Office is informed as soon as possible so that the equipment used can be checked/refilled. Fire alarms are tested on a weekly basis, every Wednesday morning and there will be a fire drill each term.

<table>
<thead>
<tr>
<th>Location</th>
<th>Heat/Smoke Detector</th>
<th>How to prevent an activation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kitchen</td>
<td>Heat</td>
<td>Switch on the fan or open the window to ventilate the kitchen before starting to cook, keep the kitchen door closed and do not leave cooking unattended.</td>
</tr>
<tr>
<td>Hallway</td>
<td>Smoke</td>
<td>Do not wedge open kitchen door or open the kitchen door for ventilation.</td>
</tr>
<tr>
<td>Bedroom</td>
<td>Smoke</td>
<td>Please do not use hair spray/straighteners/spray deodorant under the detector has it is likely to activate. 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 kitchen and corridor doors are fire doors. Fire doors must not be wedged open.

Fire safety action plan

We have a fire risk assessment and emergency fire action plan specifically for Student Apartments available at Student Apartment office, 89 Gibson Street. It can be viewed at a convenient time if you wish to read it.
**First aid/ sharps box**

All Residence Assistants 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 office alongside a sharps box. There is a defibrillator at the Main Gatehouse on University Avenue.

**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. Soft furnishings must not be brought into the kitchens- this includes bedding. If you want to replace the curtains in your room they must also be fire retardant. If any item of furniture does not meet the fire regulations we will ask you to remove it.

**Fuse box**

Each flat has its own fuse box, usually located in the hallway. Anyone experiencing an electrical problem in the flat should switch off any electrical appliance which may be faulty & check the fuse box. All switches should be in the 'up' position and all buttons should be pressed in. Fuses can 'trip' due to an overloading of a particular circuit or due to a faulty appliance or adaptor.

**Gambling**

Gambling is not allowed in the residence.

**Gas central heating information**

All student flats are equipped with full central heating systems. Winter heating times are as follows:

- 7.00am– 9.00am and 4.00pm- 11.00pm daily.

Heating times will vary at other times of the year. You should have hot water at all times. Please contact City Technical Services if your heating and/or hot water stops working (see page 6 for details) and let the office know about any problems.

**Guests**

Guests are welcome in Student Apartments but must adhere to the regulations that have been put into force with the safety and security of all residents in mind. In common with all University Residences:

- Residents must take full responsibility for their visitors
- Guests must leave the residence by midnight at the very latest
- No guests should be admitted to student flats after 11.30pm.
- RAs are well within their rights to ask guests to leave the premises and anyone who is asked to leave must do so immediately.
Overnight guests
Residents in single rooms may have an overnight guest on the condition that the correct procedures are observed:

- The RA must be notified 24 hours before the guest is due to stay.
- Guests can stay for a maximum of 3 nights.

Please note:

- We cannot supply spare beds, duvets, etc.
- Anyone attempting to stay without booking in this way may be asked to leave the residence.
- Overnight guests are strictly prohibited from staying in twin rooms.

Please read the overnight guest procedure and guidelines thoroughly. These can be found on the Accommodation Services website at https://www.gla.ac.uk/media/Media_832219_smxx.pdf and https://www.gla.ac.uk/media/Media_832220_smxx.pdf

Hallways
HMO and fire regulations mean we are unable to allow the use of hallways in flats to store furniture, refuse, electrical appliances etc. or to use it as a seating area.

Heaters
Residents are not permitted to have a portable heater of any kind in their rooms. This constitutes a fire and safety hazard. An additional charge for electricity may be levied if a heater is found in a room and the heater may be removed until the end of your contract.

Hospital
The closest A&E department is at the Queen Elizabeth University Hospital and the address is: 1345 Govan Road Govan G51 4TF Glasgow.

The easiest way to get there currently is to take Bus 77 from the bus stop outside the Butchershop Bar & Grill on Sauchiehall Street opposite Kelvin Way or the bus stop on Dumbarton Road opposite The Maggie Centre. Please check website for up-to-date information on times https://www.firstgroup.com/greater-glasgow/plan-journey/journey-planner/

Illicit substances
The bringing in, possession, or use of illicit substances is strictly forbidden within any of the Residences. Anyone found bringing in, in possession of or using any illicit substances whatsoever will be told to leave immediately. There will be no second chances!

Insurance and security
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.
Residents should take the following steps to minimize any security problems:

1. Make sure doors are locked even when there are people in the flat.
2. Make every effort to ensure that strangers are not admitted to the building.
3. Make sure that basement & ground floor windows are not be left open, unlocked & unattended. Window locks have been fitted as a further security measure.

A & B flat residents should use the intruder alarm system if the flat is going to be empty. The office keeps a record of all security code numbers.

**Internet access**

Wifi is available in all student residences.

You will see “optify” on your wifi options. Leaflets will be provided in your key envelope with information on how to connect your devices to the wifi provided. You will need to register and create an account. Select the free option (you can upgrade later if you wish to do so). You will need a username and password to log on to the wifi. 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 RA.

**Laundry**

There are communal laundry facilities in the basement of 8 Southpark Terrace. Each main entrance door key will also open the door at 8 Southpark Terrace. There are two washing machines and two dryers. If there is a problem with a machine please report it to the office or phone the number listed in the laundry room. Payment is made via the laundry app or using a laundry card (see the appendix for further information on the laundry app system).

The water in Glasgow is soft so you will not need a lot of washing powder. You can also view the availability of machines by accessing the following link: https://www.circuit.co.uk/circuit-view/

**Lightbulbs**

Please let office staff know when you need a new lightbulb in your flat and we will replace it and properly dispose of the old one.

**Living Support/Residence Life**

Residence Assistants (RAs) are later year students who have experience of living in University accommodation and they can provide a range of useful information, support and advice. They are available outside office hours to assist residents. An RA is on duty in the office at 89 Gibson Street every evening between 18:30 – 19:30. After that you can call the on duty RA using the number on the communal noticeboards until the office is open again. If there is an urgent problem in the evening or over the weekend please contact the RA. If your RA is unavailable during an emergency outside office hours please contact security staff at the University’s Main Gate. You can call them on 4282 from your room phone or on 0141 330 4282 from any other phone and they will help you.
Loss of Keys

The loss of keys must be reported as soon as possible to the office. A charge from £25 will be raised on MyCampus for replacement keys.

Mail

If you have any mail in your flat that is not for anyone staying there please bring it to the office. We also ask that you do not take in packages that are not for anyone in the flat as they can be hard to track down by the receiver once delivered!

Moving out (before the end of your contract)

Anyone wishing to leave their accommodation during the session before the end of their contract must advise Accommodation Services staff (accom@glasgow.ac.uk). Liability for payment of fees for the remainder of the session will remain until the place has been filled.

Moving rooms

Should you wish to move rooms, please contact Accommodation Services (accom@glasgow.ac.uk) for further information. Administration charges will apply.

Noise

You will be sharing your accommodation with a number of other residents and there are a large number of private residents that live in the surrounding area who may have a completely different lifestyle to you due to varied work and study commitments. Loud music or other noise at any time of day or night can be very disruptive. It is essential that everyone behaves considerately towards each other. Please ensure that your behaviour is not disturbing other people’s work or sleep—particularly between the hours of 23:00—08:00, in accordance with the terms and conditions of your contract. If you are being kept awake or are unable to study due to loud noise please contact your RA.

On your Arrival - Online Inventory

When you arrive at your accommodation you will collect your keys from the office at 89 Gibson Street or the Gatehouse. Along with your keys, you will be given a welcome pack that includes maps, your new mailing address (on your key envelope) and some other useful information to help get 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: https://www.gla.ac.uk/myglasgow/accommodation/maintencereporting/studentapartments/

You are more than welcome to come to the office to report any issues or ask any questions, to email us via studentapartments@glasgow.ac.uk or phone us on 0141 330 6182.
Offensive weapons

Offensive weapons of any kind are not allowed in Student Apartments/Lister House. Please see section 2.7.5 of your contract.

Pets

Pets are not allowed in Student Apartments.

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.

Police registration

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

Posters and Decoration

We ask that you use thumb tacks or map pins and never nails, blu-tack or adhesive tape for attaching pictures, posters, etc. and that you use the noticeboards provided.

Problems and Repairs

Any questions or problems concerning the accommodation at Southpark Terrace should be referred to the office at 89 Gibson Street. The office is open 8am to 5pm, Monday to Friday. All repairs should be reported directly to staff as soon as possible. You can visit us in person, phone us on 0141 330 6182 or email via studentapartments@glasgow.ac.uk.

Repair request can be made online at: https://www.gla.ac.uk/myglasgow/accommodation/maintencancerreporting/. Repairs can also be reported by telephone, email or in person to the office.

Residents are asked to be specific about the nature of the repair required. Emergency repairs will be completed as quickly as possible, but seven working days should be allowed for non-urgent repairs.

Recycling

Glass - bottle banks can be found along Great Western Road, or at the car park at the University Avenue / Byres Rd junction and at the Bute Gardens/Great George Street junction. Plastic bottles, aluminium cans, tin cans, newspapers & magazines – in the labelled bins in the rear courtyard of your block. Batteries– please bring these to the office where we have a recycling bin for these.

Old stamps– if you bring these to the office we will give them to charity.

Lightbulbs and other electrical items– we regularly arrange for these to be collected and disposed of properly through the office.

Please contact Glasgow City Council on 0141 287 2061 for further info on recycling facilities in Glasgow and see the Wee Green Guide for further information on being environmentally aware.
Security

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

Smoking Policy

As with all University buildings, smoking anywhere inside your accommodation building is strictly prohibited. Please smoke outside the building and do not smoke near windows or doorways as this can set off the fire alarm and cause fumes to enter other people’s rooms. Smoking inside the building is a serious offence and can carry financial and disciplinary penalties. Please note that this includes e-cigarettes and the same policies apply.

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.

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.

Tradespersons 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 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.

Vacating your accommodation/extending your stay

Rooms must be completely cleared of all personal belongings and left clean, tidy and free of rubbish prior to vacating the room at the end of session. Residents wishing to remain during the summer vacation can apply to extend their contract. Whether you will be able to stay in the same room/flat depends on availability due to refurbishment and summer school resident numbers.
Vacuum
Vacuums will need a new vacuum bag once in a while and you can collect one from staff at the office. Also please remember not to use the vacuum for liquids as this is dangerous!

Transport
There are many local transport links connecting your accommodation with the rest of Glasgow and Scotland.

For information on buses see https://www.firstgroup.com/greater-glasgow

The nearest subway stops to Student Apartments are Hillhead on Byres Road or Kelvinbridge on Great Western Road and usually runs 6.30am — 11.30pm with Sunday running on a reduced service. Please see SPT for times. http://www.spt.co.uk/

Local trains serve both Glasgow and areas outside Glasgow such as Loch Lomond. Our nearest train stop is Partick for Student Apartments/ Hyndland for Lister House. Please see Scotrail for information on trains. https://www.scotrail.co.uk/

Water
The water system at Southpark Terrace has 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 a 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 as soon as possible.
- Not tampering with or altering the hot water system temperatures. These are preset according to Health & Safety legislation to maintain good water hygiene.
- Running your taps for two or three minutes on returning to your accommodation after a period of time away (i.e. more than one week) to ensure that you receive a fresh supply of water.
Windows & Stonework
The stonework is old and residents are advised not to sit on windowsills and never stand on the ledges.

Withdrawal from University
Anyone withdrawing from the University is required to:

a. Supply a letter from an advisor confirming withdrawal.
b. Advise the RA and Accommodation Services of the decision.
c. Complete and submit an Early Departure form via Accommodation Services.
d. Return all keys to the Student Apartments’ 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
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
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 Residence Life 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. 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 disrupted by noise please contact the RA.

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

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

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

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

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

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

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

Smoke Detectors

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

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

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

Hair Straighteners

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

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

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, contact the on duty RA.
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 Wednesdays) 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.

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](http://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](http://www.fca.org.uk/register).

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

*An Member of the [Zurich Insurance Group](https://www.zurich.com)*
Meningitis and septicaemia can kill
Know the signs and symptoms
Trust your instincts and get urgent medical help

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 080 8800 3344  Ireland 1800 41 33 44  www.meningitis.org
### Emergency Contact Numbers

#### General:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Apartments' Office (8am - 5pm)</td>
<td>0141 330 6182</td>
</tr>
<tr>
<td>Accommodation Services Office (9am - 5pm)</td>
<td>0141 330 4743</td>
</tr>
<tr>
<td>Main Gatehouse Security (24 hrs)</td>
<td>0141 330 4282</td>
</tr>
<tr>
<td>University Main Switchboard</td>
<td>0141 330 2000</td>
</tr>
<tr>
<td>Nightline (confidential advice) (7pm - midnight, Mon–Thurs)</td>
<td>0141 334 9516</td>
</tr>
<tr>
<td>Glasgow Taxis</td>
<td>0141 429 7070</td>
</tr>
</tbody>
</table>

#### Emergency Services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency: Fire/Ambulance/Police</td>
<td>999</td>
</tr>
<tr>
<td>Local Police - Partick</td>
<td>01786 289070</td>
</tr>
<tr>
<td>Crimestoppers</td>
<td>0800 555 111</td>
</tr>
<tr>
<td>NHS 24 (24hrs)</td>
<td>111</td>
</tr>
<tr>
<td>Queen Elizabeth Hospital</td>
<td>0141 201 1100</td>
</tr>
<tr>
<td>Barclay Medical Centre (Fraser Building)</td>
<td>0141 342 3600</td>
</tr>
<tr>
<td>Scottish Water (loss of supply, 24hrs)</td>
<td>0800 0778 778</td>
</tr>
<tr>
<td>Scottish Power (loss of supply, 24hrs)</td>
<td>0800 092 9290</td>
</tr>
<tr>
<td>National GRID UK (Gas leak)</td>
<td>0800 092 9290</td>
</tr>
</tbody>
</table>
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 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.
LIST OF GENERAL PRACTITIONERS
(listed by postcode areas)

Barclay Medical Centre, Fraser Building 0141 342 3600

Area G3

3 Radnor Street 334 6111
Anderston Medical Centre 221 5656

Area G11

14 Apsley Street 339 2960
11 Peel Street 334 9331
41 Broomhill Drive 339 3626

Area G12

31 Buckingham Terrace 211 6210
91 Hyndland Road 339 7869

Area G13

1264 Dumbarton Road 959 6311
94 Fulton Street 959 3391

Maryhill Health Centre 451 2870

Area G20

Dentists

2 Southpark Avenue G12 334 3408
3 Kersland St G12 339 3833
43 Lansdowne Cres 334 1313
Maryhill Road 945 2649

In an emergency at weekends, or if a dental Practitioner is not available:

Dental Hospital
378 Sauchiehall Street 211 9600
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, Residence 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 of Student Apartments. 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.
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 Europe.
- Sleeved pins; this will prevent accidental electrocution.

**Example of a safe adaptor:**

![Safe Adaptor Diagram](image)

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

**Example of an unsafe adaptor:**

![Unsafe Adaptor Diagram](image)

- 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, also note that any shop in the local area (such as PC World, Staples etc.) sell adaptors that are considered safe.
Points of Interest:
A: Student Apartments Office
B: Hillhead Subway Station
C: Kelvinbridge Subway Station
D: Main Gate, University of Glasgow
E: Fraser Building (Student Services, Accommodation Services, Barclay Medical Centre, cafe etc.)
F: Byres Road (banks, cafes, supermarkets, shops, bars and restaurants)
G: Great Western Road. (cafes, supermarkets, shops, bars and restaurants)
HINTS ON KEEPING YOUR FLAT CLEAN

NB Setting up a cleaning rota with your flatmates can help keep communal areas clean. You may find the information below useful.

**Hob/Cookers**
Make sure to clean at least once a week, to avoid a build-up of grease and dried-in foods. Use a good surface cleanser that is appropriate for cookers/hobs, and remember to use a scouring pad to clean dried-in food.

**Kitchen/wall tiles**
Clean with some soapy water and a cloth, or with a spray on cleaner, and wipe down. This helps to remove a build-up of grease and dried-in foods.

**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 down at least once a week with warm, damp cloth and some antibacterial spray.

**Kitchen floors**
Use the mop to clean the vinyl flooring in the kitchen to avoid a build-up of dirt. 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.
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 back courts 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.
Contact Details

For further information, please contact us:

Student Apartments
89 Gibson Street
Glasgow
G12 8LD
Tel: 0141 330 6182  Email: studentapartments@glasgow.ac.uk