WOLFSON HALL

Frequently Asked Questions 2020-2021
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How close in the Residence to the University?

Wolfson is situated approximately three miles from the Main Campus and only a 10 minute walk from the Vet School.

Is there a bus that goes to the University from the Residence?

Residents of Wolfson Hall benefit from an academic year bus pass as part of their hall fees providing unlimited travel with First Bus across Greater Glasgow. That means you can do all that you need to do each day, get to your place of study, go to work, or out and about to socialise. The most direct bus service is the number 8 check with the bus company for full details

https://www.firstgroup.com/greater-glasgow/tickets/ticket-types/student-bus-travel

What is the best contact number for Wolfson Hall?

The office telephone number is 0141 330 3773.

Is there anyone available out of office hours?

The Office is usually open from 8 am till 6 pm weekdays (4 pm on a public holiday if it falls on a term time date). A member of The Living Support Team will be in the office from 6 pm till 6.45 pm every day and they are also on call throughout the night.

Do I need to do anything before moving into Wolfson Hall?

Complete the e-induction which is part of your online application. https://onlineapps.accom.gla.ac.uk

Can I arrive before the start of my contract?

Yes if accommodation is available. Once you have accepted your offer you will be able to request preterm accommodation via your accommodation profile.

Also see http://www.gla.ac.uk/services/accommodation/pretermbooking/

Students arriving before the start of the accommodation contract cannot be guaranteed accommodation and you may be required to find alternative accommodation before the start date of the contract.

Accommodation will be available from 2 pm on your arrival date (if you arrive before 2 pm you are more than welcome to wait in our common room).

Can I extend my stay over the summer months?

Limited availability of accommodation depending on Conference bookings. Information will be available in term 3 concerning this.

Can I look around a typical room before I decide to accept?

Yes, please confirm directly with the Residence Office prior to your visit (in case all rooms are fully occupied). Photos and information about Wolfson Hall can also be viewed via the web page

http://www.gla.ac.uk/undergraduate/accommodation/residenceprofiles/wolfsonhall/.
Are there medical facilities near the residence?
The nearest Health Centre is located approximately 1.5 miles away.

Can I bring my bike?
Yes 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.

Can I bring my car?
Yes, a limited number of free car parking spaces are available on site, please register your car with reception upon arrival for more details.

What are the fire regulations like?
Please see our A-Z guide but for the avoidance of doubt:
Smoking is not permitted inside the buildings, including smoking out of open doorways or windows. Electronic cigarettes are also not permitted within the buildings.
Don’t wedge open fire doors at any point.
Candles, incense and other open flame items are not permitted within the buildings.

What do I need when living in Residence?
You will need everything that is needed for independent living and although we provide bedding you will need to supply towels.
If you are an overseas student and you need an adaptor please ask at reception. Ensure that any adaptor or electrical equipment that you bring with you conforms and are marked to the British Standard (BS) or CE standard, as adaptors that do not meet the standard will be removed.

Who cleans my flat/room?
Your bedroom is not cleaned or serviced and residents are expected to keep their rooms in a clean tidy condition and empty wastepaper bins regularly. Rooms will be inspected each term to ensure they are being kept clean and tidy, and also to check the self-closer mechanisms are working. Any problems with door closers should be reported to the Reception Desk immediately.
**Is bed linen provided?**

Yes bed linen is provided and our bed sizes are:

Single – standard UK single bed size (90 cm x 190 cm (3' 0" x 6' 3").

If buying bed linen please check that sizes are UK single as sometimes sizes will vary according to manufacturer.

**What kind of laundry facilities are provided?**

We have a laundry on site normally available 24 hours.

**Can I bring my own TV?**

Yes you can bring your own TV but you are responsible for arranging and paying your own TV licence.

Arial Sockets are available in each bedroom.

See [http://www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) for more information.

**What is the surrounding area like?**

Wolfson is located in the West of Scotland Science Park and is part of the Garscube Campus. It is set in lovely grounds with woodland walks and cycle routes locally, its also is next to the Universities Garscube Sports Complex and the Vet School.

**Can I have overnight guests?**

Due to the current Covid-19 outbreak we have been forced to suspend the overnight guest option in our residences. This will kept under review and will be reintroduced as soon as it is safe to do so.

**Is there a phone in my room?**

No

**Is there Wifi in my room?**

Yes. Wifi is available throughout Wolfson Hall.

**Do I need to take everything out of my room at Christmas and Easter Holidays?**

No. Your accommodation contract covers these periods.

**What happens to my mail/parcel deliveries?**

On arrival you will be given a mail box key. When mail is sorted any parcels/letters too big to be posted through the mail box will be kept in the Office and will receive an email requesting that you pick up your post during normal office hours.
What happens if I lose my keys?
You should notify staff as soon as possible and a spare key can be issued via the office with a charge of £20 per key being made for its replacement. For additional security please avoid labelling your key with any specific room details.

How do I pay my accommodation fees?
Your accommodation fees are paid via the University student system MyCampus. Please see the MyCampus website for further information.
Also see:
http://www.gla.ac.uk/postgraduate/accommodation/fees/

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

WOLFSON HALL
Your Glasgow Home