Welcome to the University of Glasgow and Maclay Residences. We hope that you will enjoy your new home.

The purpose of this guide is to provide you with as much information as possible for living at Maclay Residences. Please take some time and read it before arriving. If you have any questions, please do not hesitate to contact us at the site reception. We hope you will enjoy your time with us and look forward to meeting you.

With all good wishes for the year ahead at Glasgow University and Maclay Residences.

Barbara Leyden
Residence Manager
**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 Maclay Residences, 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 for updates.

<table>
<thead>
<tr>
<th>Staff requiring access</th>
<th>Access requirement</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>Handyman</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 (next due Oct 2017)</td>
<td>Fixed Wire Testing – random selection of all areas within site</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communal Access only (Flat kitchen / Corridor)</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Office Staff</td>
<td>Weekly</td>
</tr>
<tr>
<td>Electrician</td>
<td>Monthly</td>
</tr>
<tr>
<td></td>
<td>Yearly</td>
</tr>
<tr>
<td>Vacuum engineer</td>
<td>Yearly</td>
</tr>
<tr>
<td>Gas meter reader</td>
<td>Random</td>
</tr>
<tr>
<td>Handyman</td>
<td>Yearly</td>
</tr>
<tr>
<td>Fire extinguisher Contractor</td>
<td>Yearly</td>
</tr>
<tr>
<td>Heating Contractors</td>
<td>Yearly</td>
</tr>
<tr>
<td></td>
<td>Quarterly</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Please see page 25/26. 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 posters found in each kitchen and at the entrance to your building. 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. Kelvingrove Park nearby does have space available for BBQ’s during summer.

**Bedroom**

Rooms are checked each term to ensure your room is kept clean and that any repairs are logged. Bed linen (including quilts and pillows) is not provided when you arrive. Students needing bed linen can purchase it from [Click2Campus](http://example.com) if preferred.

Mattresses were replaced Summer 2017 and as they are a high spec mattress they will be deeper than normal mattresses. You may wish to purchase a larger bedsheet (or a flat sheet) to ensure it fits the mattress.

- **Single ensuite rooms will vary in size** but are generally 12 Square meters with a standard size single bed (90 cm x 190 cm (3' 0" x 6' 3")).
- **Large Ensuite rooms will vary in size** but are generally 16 Square meters with a standard UK size double bed (135 cm x 190 cm (4' 6" x 6' 3")).

**Bikes**

Secure Bicycle sheds are available for all residents to store their bikes for free, simply register your bike at reception to collect a key. Please remember that all items are left at your own risk and that bikes cannot be stored in flats to help keep fire escape routes clear. The police also recommend registering your bike on [Immobilise](http://example.com).

We also have a bike repair station at the back of 17 Sandyford Street which is free to use and has all the tools needed for most types of bike repair.

**Bins**

Various bins are found onsite and almost all recycling options are covered. 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 see reception for access and for registering your car. A free car fob can be issued to residents for entry through the gate.
Churches/place of worship

The University Chapel is available for all denominations and below is a short list of local places of worship:

- Sandyford Henderson Memorial Church, 13 Kelvinhaugh Street, Glasgow
- St Simons, 33 Partick Bridge Street
- Masjid Dawat Ul Islam, 31 Oakfield Avenue, Glasgow
- Gurdwara Singh Sabha, 138 Berkeley Street, Glasgow

Further information can be found on the chaplaincy webpage.

Cleaning

Cleaning within the flats is not provided. Our separate H&S booklet 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 dialling 5699 from your room phone or 0141 339 6272 from any other phone.

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 or flat 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 your flat 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 in the laundry 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 kitchen worktop from putting hot pots down, the worktops are not heat resistant.

Did you know? All furniture supplied by Maclay Residences is fire resistant and should not be removed from site.
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 a.m. 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.

This is an idea of how your room should look like when you leave.

How your bathroom should look like after you leave.

How your kitchen should look after you leave.

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.

Our closest GP Surgeries are:

Radnor Street Surgery
3 Radnor Street
G3 7UA

Barclay Medical Centre
Fraser Building Level 1
G12 8QF

Further info

To find other local practices, including dentists please see click here.

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 Maclay 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.
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 25/26 and see your Health & safety booklet.

Emails

We will send emails (such as access requirements) 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 5699 from your room phone or 0141 339 6272 from any other phone. We also have a security guard based in the office from 6.45pm—6.45am every night who can help with any issue. The phone next to the reception door will also connect you to living support, simply push the Press to call button.

Emergency lights

We have emergency lights installed in your flat and in the staircases. 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.

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 Maclay Residences 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 a random flat corridor as corridors must be kept clear of any items. It is a fire escape route and will help you in leaving the building if there is an emergency.

Fire detectors can be found in your kitchen, hallway and bedroom. 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 Maclay Residences available at Maclay 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>Kitchen</td>
<td>Smoke</td>
<td>Ventilate kitchen, is a pre alert alarm and will sound if there isn’t enough ventilation.</td>
</tr>
<tr>
<td>Hallway</td>
<td>Smoke</td>
<td>Do not wedge open 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. 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>

### 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 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 ugly to look at, it also attracts vermin such as rats and foxes! If you smoke please use the cigarette bins provided at most building entrances.

### Hospital

The closest A&E department is at the Queen Elizabeth University Hospital:

1345 Govan Road  
Govan  
G51 4TF  
Glasgow

The easiest way to get there is to currently take Bus 77 from the bus stop outside the Butchershop Bar & Grill on Sauchiehall Street.
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 reception and is open 24 hours a day. Simply use your room key to open the door. Please see page 19 for more information about the laundry.

Mail

Mail is delivered directly to your flat by the postal service and delivery companies. It’s important that you provide the correct address as you may otherwise not receive any mail. Your address should look like this:

<table>
<thead>
<tr>
<th>If you live in Cooperage Place</th>
<th>If you live in Sandyford Street</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room X, Flat X / X</td>
<td>Room X, Flat X / X</td>
</tr>
<tr>
<td>XX Cooperage Place</td>
<td>XX Sandyford Street</td>
</tr>
<tr>
<td>G3 8QP Glasgow</td>
<td>G3 8QJ Glasgow</td>
</tr>
</tbody>
</table>

Simply replace the “X” with the relevant info as found on your key envelope. Our reception is unable to accept mail for residents, including parcels and we will direct deliveries to your flat address if possible. 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. If you have any mail in your flat that is not for anyone staying there please bring it to reception. 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! 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

If you find, for whatever reason you have to move out of Maclay Residences before your contract is finished, you should contact Accommodation Services in the Fraser Building initially. Please remember that you will still have to pay any rent due until your place is 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 via 5699 from your room phone 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 Maclay Residences. Please see section 2.7.5 of your contract.

**Parties**

No parties are permitted in the residence. Our onsite common room can be booked for free for social gatherings, please see reception for details. We can also let any resident know of nearby nightlife spots which have spaces for hire.

**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 kitchen, they are flimsy and flammable and can potentially cause a fire if left near heat sources. Please do not store any plastic bags in the drawer underneath your hob as the heat from the hob can melt them.

**Posters**

Posters and wall decorations should only be put on the noticeboards provided in your room. Please do not attach anything such as hooks to surfaces, including doors, as this 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 6-7pm all 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.

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**Local police station:**
Anderston, 50 Stewart Street
G4 0HY Tel: 0141 532 2000

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**Did you know?** - Incorrect adaptors are a common cause of the electricity tripping in a flat.
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 by phoning 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 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 they can be let in by pressing the button on the handset. If 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.

Security staff

A member of University security is based in reception each day from 6.45pm — 6.45am each day. Staff carry out regular patrols of the site.

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 flatmates, 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.

Did you know? Living Support are also responsible for discipline within the residence.

Shopping trolley

Please do 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 flat in a tidy condition. Notification of these inspections are sent via email/uofgliving and are displayed in advance on our reception monitor.
**Inspections (questionnaires)**

Each term students receive an anonymous questionnaire to see what we are doing well and what can be improved. All completed questionnaires are analysed with results being on display in our laundry.

**Television**

If you watch television as it's being broadcast (live) or watch BBC iPlayer, please remember that you need a [TV license](#). A TV is located in the common room. Only the aerial in your kitchen is capable of receiving a digital tv signal and the socket in your room does not work. Keysurf offer an IPTV service for your computer and setup instructions can be found in your Keysurf profile.

**Vacation**

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

**Vacuum**

Some vacuums will need a new vacuum bag once in a while and you can collect one from reception. Also please remember not to use the vacuum for liquids as this is dangerous!

**Ventilation**

As your room is en-suite 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 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 the extractor fan to reception.
- There is a window vent that can be opened at the top of your window to help with ventilation too.

**Kitchen ventilation**

- When cooking please remember to have both fans in the kitchen on to help aid in ventilation.
- Do not leave cooking unattended. In some cases it may be a good idea to cook at a lower temperature or use a lid on a pot to prevent excess steam and smoke.
- If the extractor is not working in your kitchen please report this to Reception.
- The kitchen cooker hoods are cleaned and filters replaced by our external contractors twice a year usually in Spring and Summer.

**Voting**

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

The water systems in Maclay Residences 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 open the window in case you are not familiar with “tilt/turn” windows.

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 deciding to withdraw from the University or residence should in the first instance speak to Accommodation Services, level 1, Fraser building.
There are many local transport links connecting Maclay Residences with the rest of Glasgow and Scotland.

**Bus**

Local busses are run by [Firstbus](https://www.firstgroup.com/) and our [local bus stop](#) is opposite Sainsburys on Argyle Street.

**Subway**

The nearest subway stop is [Kelvinhall](#) on Dumbarton Road, approx. 10mins walk from Maclay Residences and usually runs 6.30am — 11.30pm with Sunday running on a reduced service. Please see [SPT](https://www.spt.co.uk/) for times.

**Trains**

Local trains serve both Glasgow and areas outside Glasgow such as Loch Lomond. Our local train stop is [Partick](#), across from Morrisons on Dumbarton Road, approx 15mins walk from here. Please see [Scotrail](https://www.scotrail.co.uk/) for information on trains.
<table>
<thead>
<tr>
<th><strong>General</strong></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Office</td>
<td>0141 339 6272 or 5699 from room phone</td>
</tr>
<tr>
<td>Duty Living Support Assistant (out of hours)</td>
<td>01413396272 or 5699 from room phone</td>
</tr>
<tr>
<td>Site Security</td>
<td>Duty SR, Overnight Security Personnel</td>
</tr>
<tr>
<td>U of G Security (24 hrs)</td>
<td>0141 330 4282</td>
</tr>
<tr>
<td>U of G Accom Services (9am - 5pm Mon - Fri)</td>
<td>0141 330 4743</td>
</tr>
<tr>
<td>U of G Main Switchboard</td>
<td>0141 330 2000</td>
</tr>
<tr>
<td>Nightline (confidential advice) (7pm - 7am)</td>
<td>0141 353 1050</td>
</tr>
<tr>
<td>Glasgow Wide Taxis (24 hrs)</td>
<td>0141 429 7070</td>
</tr>
<tr>
<td><strong>Emergency Services</strong></td>
<td></td>
</tr>
<tr>
<td>Emergency: Fire/Police/Ambulance (24hrs)</td>
<td>999</td>
</tr>
<tr>
<td>Local Police - Non Emergency</td>
<td>101</td>
</tr>
<tr>
<td>Crimestoppers</td>
<td>0800 555 111</td>
</tr>
<tr>
<td><strong>Medical</strong></td>
<td></td>
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<tr>
<td>NHS 24 (24hrs)</td>
<td>111</td>
</tr>
<tr>
<td>Minor injuries clinic (9am – 9pm) West Glasgow</td>
<td>0141 211 2000</td>
</tr>
<tr>
<td>Queen Elizabeth University Hospital: A&amp;E</td>
<td>0141 201 1100</td>
</tr>
<tr>
<td>GEMS (out of hours doctors service)</td>
<td>part of NHS 24, please phone 111</td>
</tr>
<tr>
<td>If needing to see a doctor outside of office hours</td>
<td></td>
</tr>
<tr>
<td>Barclay Medical Centre (based in Fraser Building)</td>
<td>0141 531 3600</td>
</tr>
<tr>
<td><strong>Utilities</strong></td>
<td></td>
</tr>
<tr>
<td>Scottish Water (Loss of supply) (24hrs)</td>
<td>0800 077 8778</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 111 999</td>
</tr>
</tbody>
</table>
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.
The temperature within the flat is controlled by a combination of the following:

- The maximum temperature is set and controlled from the boiler within the flat, 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.
- In each flat there will be one radiator which is not fitted with a TRV, this is a safety feature.
  - For maximum effect do not cover the radiator.
  - Heating times are posted on your building ground floor noticeboard.

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 flatmates 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 5699 (from room phone) or 0141 339 6272.

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For any queries or concerns contact Maclay Residences:

Telephone: 0141 339 6272 or 5699 from room phone

Email: Maclay@glasgow.ac.uk

Maclay Residence Profile

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.)

The machines are often in use – why not check online before you come to the laundry, see Laundryview.

Machines operate on coins only – you may find it useful if you keep a small supply of correct coins in your room. The machines accept £1, 50p, 20p, 10p and 5p coins only. Do check before putting money in that you are using the correct coin slot.

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 machine took my money! – Please visit reception and we can arrange a refund, please note there will be a delay in refunding any money lost as we do not have access to the machine coin slots.

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.

Circuit who manages the machines also have a free 24hr customer helpline number in case you are not sure which settings to use. The number is 0142 282 0026 or 0800 092 4068.

2017-18 pricing:

Washing machine: £2.40 per wash

Dryer: £1 per 50min cycle
Our onsite common room features a 55inch 4K TV with a bluray/dvd/cd player, Playstation 4 and an AV system. Residents are also able to plug in their laptops/phones/mp3 players etc to make use of the big screen with instructions on display in the common room.

Our common room is also available for student events provided the room is booked beforehand. Please note that the common room isn’t bookable for exclusive use however. The booking is free, but please bear in mind these guidelines:

- Please visit reception to book during office hours, please give as much notice as possible to avoid any disappointment.
- On the day before the event please come to reception to leave your matriculation card, you will be responsible for your guests and for ensuring clean up.
- Please bear in mind that other residents live here too and that noise can travel well, if noise complaints are received we may have to ask you to stop the event.
- Please ensure the common room is cleaned after use, we have bin bags in the office for you to use.
- Please see reception on how to book the PS4.

*You are responsible for your guests behaviour in accordance with the guest policy.*
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 flatmates or 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.

Maclay Residences can be found 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.
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, cause a hassle for everyone in your 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 possible 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. All fire doors can withstand fire for 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 (eg pizza boxes etc). All rubbish should be regularly removed from your kitchen

### Smoke Detectors

There is a smoke detector in the bedrooms and the hallway of each flat. These detectors are very sensitive, so *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.
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 reception.

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, someone should contact the duty senior resident on 0141 339 6272.
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 within Maclay Residences they will be removed and you may 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 muster point.

Risk of false alarms

These can all set off smoke detectors:

Every year, there are over 50,000 false fire service call outs in Scotland!
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>
<tr>
<td>√ Sleeved pins</td>
<td></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

If any of these items are found within the residence they will be removed

**Items not allowed in bedrooms**

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”

If any of these items are found within bedrooms they will be removed

Please note that this list does not contain every possible banned item, if unsure please visit reception.
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:**

![Example of a safe adaptor](image)

**Example of an unsafe adaptor:**

![Example of an unsafe adaptor](image)

**NOT SAFE**
- No BS/CE Mark
- No fuse

**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.
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.
Contact Details

For further information, please contact us:

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