

# Murano Street Residents' Guide

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# Welcome

## Hello and welcome to Glasgow!

The halls of residence you are moving into are owned by the University of Glasgow. While the University is your landlord and looks after your rent and welfare, the day-to-day management of the residences is handled by Sanctuary Students. At Sanctuary, we want you to get settled into your new home quickly and easily and hope that your time living with us is as enjoyable as possible.

This booklet contains everything you'll need to know about life at Murano Street. You will find answers to many of our most frequently asked questions including what to do on arrival day, how to report repairs, communal living advice, personal safety information and – most importantly – how to keep your new home clean and tidy!

If you have any questions or concerns about the residence during your stay, please do not hesitate to contact the on-site staff team. You can call them on 0141 895 3390, email

**[MSSV@sanctuary-students.com](mailto:MSSV@sanctuary-students.com)** or visit the site's reception desk.

# Arrival Day

## On your Arrival - On-line Inventory

When you arrive at your accommodation you will collect your keys from reception. Along with your keys, you will be given a welcome pack that includes maps, your new mailing address 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 on-line 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 call reception on 0141 895 3390, email [mssv@sanctuary-students.com](mailto:mssv@sanctuary-students.com) or log it online on the UofG Living website at:

<http://www.gla.ac.uk/services/accommodation/maintenancereporting/>

You're more than welcome to pop into reception to report any issues or ask any questions.

# Essential Information

## Reception

Reception is located in the Central Services Building (CSB). We are open for enquiries from 8am to 6pm, Monday to Friday.

Our team is managed by Jacky Devine and you can contact us by emailing [mssv@sanctuary-students.com](mailto:mssv@sanctuary-students.com) or calling 0141 895 3390.

Out of hours, there is a Living Support Team available as well as 24 hour security within the CSB.

Living Support Team can help with any concerns outside of office hours and can assist with any problems you might have.

## Bins & Recycling

Recycling facilities are available on-site:

- Glass can be recycled in the Green bins either side of the Central Services Building.
- Paper, plastic and cans can be recycled in the light blue bins or the red Biffa bins located either side of the CSB and on Vasart Place.
- Food items can be recycled in the grey bins located outside each block.

Recycling boxes can be found in your kitchen, please use these and empty them regularly into the appropriate bins. Make sure you only recycle clean, dry, grease-free items.

Domestic rubbish should be disposed of using the large silver palladin bins or green or black wheelie bins located in the car parks outside each block. We have supplied you with a bin in the kitchen as well as one in your bedroom so please empty these regularly as this is the responsibility of you and your flat mates to do so.

Razors, condoms and sanitary items should be wrapped and placed in the bin, please do not flush any items other than toilet paper down the toilet.

Should you require a sharps bin for medical purposes, visit the local pharmacy and they will be happy to supply you with one. Please note that you may need to provide them with your prescription before this is handed over to you. For information on where to find your local pharmacy, please contact reception who will be happy to help.

## Laundry

The laundry rooms are located in the CSB and in Cheviot House, and are open 24 hours a day.

All washing machines and tumble dryers are coin operated. One wash cycle costs £2.40 and one dry cycle costs £1.00. To save you hanging around the laundry room when you have better things to do, you can check to see which machines are available as well as being able to view how much time is remaining for a wash/dry by going online <https://www.circuit.co.uk/i-want-to-do-my-laundry/laundry-view/>

If you experience any problems with any of the machines, you can report this using the website above or by phoning 0800 092 4068. You can also contact reception who will be able to report this for you.

Please remember that these are shared facilities and other residents need to use these as well so do your best to keep the laundry room clean and tidy and remove your laundry as soon as the cycle is finished to allow others to use the machine. We will not accept responsibility for any loss or damaged property.

# Shared facilities

## Post

All letters and parcels should be delivered to your flat as reception will not accept these on your behalf. We have Amazon lockers in the CSB for parcel deliveries. If a signature is required and you are not home, Royal Mail or the courier will leave a card under your flat door detailing how to retrieve your mail. When having mail sent to you, please ensure that you provide the correct address for your flat, you will find this on the front of your Welcome Pack or you can ask at reception.

## Internet

Wi-Fi is available throughout the building and is provided by Relish, there is also an Ethernet connection point in your room if required. More information about this will be provided in your Welcome Pack.

## Bikes

Bicycle storage is available. You must register your bike as soon as possible at reception and staff will give you more information about this while you are checking in. Please note that failure to register your bike may result in your bike being confiscated from the bike shed until you do. You should also register your bike with the police by going online <https://www.bikeregister.com/>

## Parking

Parking is available on site; please remember to register your car with reception where you will be given a card to place in your car whenever it is parked on site.

## Local transport

Remember when purchasing travel tickets, to provide your student ID for a discount towards your travel.

## Storage

Please note that storage facilities are not available on-site however, we can advise you on local storage facilities.



# Your space

## Smoking

Smoking is only permitted outside the buildings. Please dispose of butts appropriately and avoid smoking cigarettes and e-cigarettes next to the doors, as you may upset other students.

## Bedding/linen

Please be aware that linen is not supplied and you will need to bring this with you.

If you wish, before you arrive at University you can purchase your essential items through a company called Click2Campus. They provide a variety of 'Essentials' Packs which contain all the items necessary in your student accommodation including: bedding, towels, crockery and cooking utensils - all delivered into your accommodation before you arrive. For further information on pack contents, prices and other services please visit the [click2campus](http://click2campus.com) website for more information.

## Furniture

Please do not attempt to move the furniture in your room or bring large items of furniture with you when you arrive. Use your inventory list to check that all items of furniture are in place and in good condition. If any items are missing or damaged, please contact reception.

## Posters

Posters must only be displayed using the pin boards provided. Please do not use any fixings on the bedroom or communal walls, including blue or white tack, tape, pins or nails.

## TV licences

You will need a TV licence if you want to watch live TV on a television or a personal device such as a laptop. Visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk). TV licensing will be on-site during the check-in weekend to help you get set up.

## Heating and hot water

Hot Water is available 24 hours a day throughout the year. Heating times are:  
**07:30 – 10:30 and 17:30 – 23:30 (summer)**  
**07:30 – 10:30 and 14:30 – 23:30 (winter)**  
Please contact reception if you have any difficulty with your heating during these times.

## Pets

Sorry but we do not allow pets to be kept on-site except guide dogs or hearing dogs for the deaf.

# Useful Procedures

## HMO licence

These buildings are regulated according to the Scottish Houses of Multiple Occupation (HMO) legislation which ensures a high safety and management standard. As part of this, the flats are regularly inspected by the local authority and the Scottish Fire and Rescue Service to make sure we are meeting this standard.

## HMO Contractors

On a month to month basis we have contractors attending flats to ensure we are meeting the HMO standards. You should expect the following testing in your flat and bedrooms over the duration of your stay with us. We will always notify you at least 24 hours in advance for access:

<b>Fire Alarm Testing</b>	<b>Twice per year</b>
<b>Emergency Light Testing</b>	<b>Twice per year</b>
<b>Fire Fighting Equipment</b>	<b>Twice per year</b>
<b>Boiler Servicing</b>	<b>Once Per Year</b>
<b>Portable Appliance Testing</b>	<b>Once Per Year</b>
<b>Fixed Wire Testing</b>	<b>Every 3 Years</b>
<b>Legionella Water Testing</b>	<b>Every Month</b>
<b>Roof Anchors</b>	<b>Once Per Year</b>

## Reporting repairs

Our on-site estates team look after day-to-day repairs and our trusted contractors cover major repairs. You can report a repair at reception or online at [www.gla.ac.uk/services/residentialservices/maintenancereporting/](http://www.gla.ac.uk/services/residentialservices/maintenancereporting/). We will email you regularly to keep you up to date on the progress of a repair, but please be patient as things may take time. Please see reception for repairs timescales. Emergency repairs can be reported to reception 24 hours a day by calling 0141 895 3390.

Our staff and contractors are issued keys to be able to access your flats, however we expect them to ring the doorbell or knock before entering. We also expect them to clearly announce themselves before entering. Please ask for a contractors ID badge if you are unsure why they are in your flat. If you still have concerns, call reception on 0141 895 3390.

# Useful Procedures

## Moving out

You will need to hand your keys back to us before 10am on the last day of your Occupancy Agreement. We will send out further information at least four weeks before this date, or you can refer to [www.gla.ac.uk/services/residentialservices/studentmovingoutguides/](http://www.gla.ac.uk/services/residentialservices/studentmovingoutguides/) for the latest information. If you want to leave the accommodation before the date on your agreement, please contact Accommodation Services who will provide you with the necessary documents. You will need to keep paying the rent until your room can be re-allocated.

## Paying your rent

Please contact Accommodation Services to discuss any issues with paying your rent.

## Damages

Please note that any damages caused by misuse will be charged to the students responsible. Damages to communal areas will be split between you and your flatmates (or all students living in a floor or block where appropriate) unless the person responsible comes forward. Please ask for indicative prices. You won't be charged for damages resulting from fair wear and tear.

## Visitors and guests

Guests can stay in your room for up to three nights in a row in any seven day period, with one guest to a flat per night. Please give us at least 24 hours' notice if you are having a guest to stay overnight. You will need to sign your guest in at reception when they arrive. There

is some self-catered guest accommodation available on site, please ask for details.

## Complaints

We do our best to provide an outstanding service but we recognise that things can sometimes go wrong. Please contact reception 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.

## Confidentiality and Privacy Statements

Here at Sanctuary Students, we take your data privacy seriously.

When you fill in a form on our website, send us an email, give us a call or live in one of our student properties, we gather your data to make sure we're giving you the best possible experience.

Our privacy statements tell you why we collect, what we do with, how we store and share your data.

We collect different sets of data at different stages of your relationship with us and that means that we have a privacy statement for each stage. Read our privacy statements to find out more:

[www.sanctuary-students.com/privacy-statements](http://www.sanctuary-students.com/privacy-statements)

## Equality and diversity

We promote equality, diversity and human rights through our Fairness for All policy. Please contact us to request a copy.

# Communal Living and Pastoral Care

If you follow these simple codes of conduct you are sure to avoid any source of tension with your flatmates. This will also make your time living with Sanctuary Students as smooth and enjoyable as it can be.

## Respect

Treat others as you would like to be treated. Be respectful of each other's differences and lifestyles and talk about any problems openly. Be considerate of each other's living space and let your flatmates know if you are having guests over.

If you are still having problems, please contact us.

## Noise

Please be mindful of those that are trying to sleep or study and avoid the following:

- **Slamming doors**
- **Talking, shouting and laughing loudly, especially in corridors, communal areas and outdoor areas**
- **Loud music, especially with the bass turned up**
- **Any parties (you can book the CSB for special events)**
- **Any loud noise during quiet hours (11pm to 8am)**

Go out, have fun, but remember – noise can be extremely irritating for someone trying to sleep or study.



# Communal Living and Pastoral Care

## Food

Food theft can have a damaging effect on relationships within your flat. Agree between yourselves if you will have any communal food items, ask permission before you borrow anything and check with your flatmates before you throw their food away. Avoid buying large quantities of food in one go to make sure everyone has enough storage space.

## Looking after yourself

Register with a doctor (GP) as soon as possible. Visit <http://www.gla.ac.uk/students/support/health/> for details of local practices. For minor illnesses, you can visit a pharmacist. If you need a hospital, please ask at reception. Our team are on hand to provide signposting and advice on topics including mobility needs, homesickness, not getting on with flatmates and financial worries. If we can't help, we'll know someone who can.

## Emergencies and first aid

Phone 999 immediately in a medical emergency and provide the full postal address. There is a trained first aider on site at all times.

## Information for students with disabilities

Please come and talk to us about your needs and requirements, for example if you require a personal evacuation plan.

## Culture shock

Leaving home can be very stressful, but lots of people will feel the same so you can talk to them about how they feel. Try to meet new people on your course or in your flat and find out about different social activities by visiting the Fresher's Fair or the Student Union website. Keep in contact with people you are familiar with, have familiar things around you and talk to us or look in to University support services if you are struggling.

The UKCISA website has more information on this subject.

## Support and advice services

Find out about your Student Union support services or visit [www.nightline.ac.uk](http://www.nightline.ac.uk) for confidential advice and support.

If you have concerns about drugs or alcohol, visit [www.talktofrank.com](http://www.talktofrank.com) and do not assume you (or your friends) know all the facts.

The Samaritans ([www.samaritans.org](http://www.samaritans.org)) have a phone helpline if something is troubling you and you need someone to talk to.

## Care for the environment

Please try to save energy by switching off lights and using low temperatures on the washing machine. Please save water and don't leave taps running. Make the most of our recycling facilities too!

# Personal Conduct

We want to make sure that all of our residents live in pleasant, safe and secure surroundings.

Check out your occupancy agreement; you will find some terms and conditions in there which should help to ensure all of our residents enjoy their time here. Please be respectful when interacting with fellow residents and staff.

If your behaviour is deemed unacceptable you may jeopardise your occupancy agreement.

Behaviour that breaches your Occupancy Agreement includes (but is not limited to):

- **Illegal drug use**
- **Drinking alcohol in public areas of the accommodation without permission**
- **Entering the roof or parapet areas**
- **Smoking inside**
- **Threatening or abusive behaviour**

Please refer to your Occupancy Agreement for further information

If you are aware of any misconduct please report the matter to the Living Support Team, Security or management team. As a last resort you can also contact the Police.

We also reserve the right to confiscate any items that are not permitted or are deemed hazardous. If we do confiscate any of your property it will be logged and stored safely until you can collect it on your departure from the residence.



# Cleaning

In the small flats (4 or 5 people), no cleaning service is provided. Please take responsibility for keeping your flat clean and tidy.

In the large flats, kitchen and bathroom facilities will be cleaned weekly by our on-site team. However, you are responsible for keeping your flat clean and tidy. Please make sure you take responsibility for your own washing up and put things away!

Your bedroom, bathroom facilities and kitchen will be inspected once a term. We will give a minimum of 24 hours' notice unless concerns have been raised about your flat. If there is an unacceptable level of cleanliness we will instruct cleaners to clean your flat and you and your flatmates will be responsible for covering these costs.

We recommend drawing up a cleaning rota early on so everyone understands their responsibility and your flat remains a pleasant and hygienic place to be!

A vacuum cleaner, dustpan and brush and mop and bucket can be found in your flat. Please remember to replace the vacuum bag once full – replacements are available at reception.

Please also keep the outdoor areas clean and tidy and take any rubbish with you.

## Tips on keeping your kitchen clean

- **Wipe your hob down after each use and clean weekly with a hob cleaner**
- **Clean the kitchen wall tiles with soapy water, then wipe down**
- **Cover food before microwaving and wipe down the inside and outside regularly**
- **Throw away any food that is going off and clean fridge doors and shelves with a cloth. Keep the fridge/freezer dial on the middle number to avoid ice build up**
- **Wipe your worktop after use and clean with hot soapy water each week**
- **Don't leave rubbish lying around, empty your bin regularly and use a bin bag**
- **Mop the vinyl floor once a week and vacuum the carpet weekly**
- **Clean up spills straight away to avoid stains**

# Keys, Safety and Security

## Keys

You will be issued with an entry fob, please keep this with you at all times to get in to the building and the CSB. You will also receive a set of keys for access to your flat and room. If you lose your fob or keys, please contact reception straight away and we will replace them for you. There is a charge to cover the cost of replacement and for change of locks if necessary.

Look after your keys and keep them with you at all times. If a member of our team sees a door unlocked, they will lock it. Never attach your address to your keys.

## Security

Do not let anyone through the doors or allow someone to follow you in who you don't know. Do not allow anyone to borrow your keys. Always lock doors and windows when you go out and at night. Avoid tampering with window restrictors and use the safety catch where available.

Sanctuary Students can't be responsible for the loss, damage or theft of your possessions. If you have a laptop or other expensive, portable equipment, make sure it is kept secure and hidden. Money and valuables should never be left unattended in public areas. It is a good idea to name your belongings so they can be identified by the police if they are lost or stolen.

Please report anything suspicious to the office. Sanctuary Students accommodation has 24 hour CCTV monitoring systems in place.

## Insurance

Please read the policy of our insurance provider carefully. Many of your personal possessions will be covered in certain circumstances including theft, but some may only be covered up to a certain value so check and upgrade your policy where necessary. Alternatively you can take out your own insurance with a separate provider of your choice.

## Carrying Cash

If you are travelling from overseas and have large amounts of money with you please deposit this in the bank as soon as possible. We cannot provide safes or lockers for your bedroom. Some overseas banks allow you to open a British account before you travel so check with banks in your country before you leave.

## Personal safety

Be mindful of your personal safety at all times. Plan your journeys in advance and let your friends know where you are going. Avoid poorly lit or remote areas at night and keep valuables hidden. Program any security numbers or emergency contacts in to your phone so you have them at all times, and have a written copy with you in case your phone is stolen.

## Absences

If you are going to be away for more than a night, please let your flatmates know and fill in Temporary Absence Form at reception.

## Misconduct

If you are aware of any misconduct please report the matter to the Living Support Team, Security or management team. As a last resort you can also contact the Police.

## Accidents

If you have an accident on site or if you notice anything dangerous or unsafe, please let us know straight away.

## Electrical safety

Make sure your electrical equipment is safe to avoid putting you and your flatmates at risk. You will be responsible for accidents resulting from faulty equipment or equipment that falls short of European or British safety standards.

Before you use electronic equipment, check for any visible signs of damage. If in doubt do not use the equipment and use a label to inform others not to use it either. Inform the owner of the equipment or contact reception if it is equipment we have supplied.

Bar extensions with more than 4 sockets will be confiscated due to the possibility of overloading the circuit.

## When using electronic equipment:

- 1. Always follow the manufacturer's instructions**
- 2. Do not overload electrical sockets**
- 3. Do not use makeshift wiring. If it is faulty, replace it**
- 4. Do not leave unattended electrical equipment switched on**
- 5. Switch off and disconnect equipment when not in use**
- 6. Switch off and disconnect faulty equipment immediately**
- 7. Do not run cables under rugs or carpets and do not put flammable materials on or near electrical equipment**

We also reserve the right to confiscate any items that are not permitted or are deemed hazardous. If we do confiscate any of your property it will be logged and stored safely until you can collect it on your departure from the residence.



# Fire safety

Your building, your flat and your bedroom are protected by a fire and smoke alarm system. However, you must observe the following guidelines to reduce the risk of fires happening.

- 1. Never burn candles, oil burners, tea lights, joss sticks or anything with a naked flame or exposed heat source – these are dangerous and are banned from our accommodation**
- 2. Never cover your room heater with anything**
- 3. Do not leave cooking unattended and switch off appliances after use**
- 4. Don't cook using a dirty grill pan or hob**
- 5. Don't put anything metallic in the microwave**
- 6. Take extra care when cooking after a night out**
- 7. Don't prop fire doors open**
- 8. No portable or personal heaters are permitted, including electric blankets.**
- 9. Chip pans, deep fat fryers, barbecues, gas appliances and plug in air fresheners are also banned from our accommodation because they are a fire hazard.**

## Fire drills

The fire alarms are tested every Tuesday. You can find more information in your weekly updates. Fire drills are a legal requirement and will be held at least twice a year. On hearing the alarm you must evacuate the building immediately. Familiarise yourself with the fire action notices, evacuation routes and assembly point.

### On discovering a fire:

- 1. Sound the fire alarm**
- 2. Get out of the building**
- 3. Call the fire brigade on 999**
- 4. Let a member of our team know**

### On hearing the alarm:

- 1. Get out of the building**
- 2. Close doors behind you**
- 3. Don't use lifts**
- 4. Don't rush or push**
- 5. Meet at the assembly point (identified on the notice on your bedroom door)**
- 6. Do not attempt to re-enter the building until a fire officer or member of our team says it is safe to do so**

# Safety equipment

Fire extinguishers and fire blankets are located throughout the building. This equipment exists for your safety. Misusing fire-fighting equipment will seriously jeopardise your Occupancy Agreement, and the lives of you and your neighbours. Any interference with safety equipment may incur penalties against either you alone or you and your flatmates, and may lead to criminal prosecution.

Please inform reception if any firefighting equipment is missing or damaged so that it can be replaced or repaired.

If your smoke, heat or carbon monoxide detectors start to sound, tell a member of our team immediately. Don't tamper with detectors or cover them – they could save your life.

## Avoid false alarms!

To avoid unnecessary fire service call outs and evacuations:

- **Do not tamper with detectors – this may activate the alarm**
- **During and immediately after showering, ensure the ventilation fan is running and your bathroom door is closed**
- **Use a steam iron, hair straighteners or dryers and aerosols away from all detector heads**
- **Ensure extractor fans are running, windows are open and the kitchen door is closed when cooking**
- **Report any broken ventilation or extractor fans immediately**



# Before You Leave

## Before you leave us please:

Remove all personal goods and furniture. We will remove and/or dispose of anything left behind and we accept no liability for items lost in this way.

- **Clean and vacuum your room, communal areas, kitchen and kitchen cupboards and empty all rubbish**
- **Wipe and dust all surfaces**
- **Close all windows**
- **Lock your bedroom door**
- **Return all keys and fobs in person to reception**
- **You should refer to your Occupancy Agreement for details of your contractual obligations.**

Don't forget to pass on your new address to your contacts as we are unable to forward mail. After your departure, we will return any items addressed to you to the sender.

We are committed to Sanctuary Group's 'Fairness for all' equality scheme which seeks to ensure customers have fair access to the services they need.







## Contact us

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0870 600 4777 or 0300 123 5050

Our offices are open Monday - Friday 8am - 6pm

[www.sanctuary-students.com](http://www.sanctuary-students.com)

 /SanctuaryStudentsUK  @SancStudents  /SancStudents