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 houses on Hillhead Street and Gibson Street. 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 social 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
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absence from residence, access to room</td>
<td>4</td>
</tr>
<tr>
<td>Banned items, bedrooms, bikes</td>
<td>5</td>
</tr>
<tr>
<td>Cleaning, damages, departure/end of session</td>
<td>6</td>
</tr>
<tr>
<td>Disposal of refuse, doctors and dentists, door closers</td>
<td>7</td>
</tr>
<tr>
<td>Door entry system, electoral roll, emergency (out of hours), emergency lights, fees</td>
<td>8</td>
</tr>
<tr>
<td>Fire alarms, fire doors, first aid</td>
<td>9</td>
</tr>
<tr>
<td>Furniture, fuse box, gas central heating, guests</td>
<td>10</td>
</tr>
<tr>
<td>Overnight guests, hallways, heaters, illicit substances, insurance and security</td>
<td>11</td>
</tr>
<tr>
<td>Internet access, laundry, lightbulbs, living support assistants</td>
<td>12</td>
</tr>
<tr>
<td>Loss of keys, mail, moving out (before end of contract), noise, pets, posters and decoration, problems and repairs</td>
<td>13</td>
</tr>
<tr>
<td>Recycling, smoking policy, television licence</td>
<td>14</td>
</tr>
<tr>
<td>Tradespersons and contractors, vacation, water, windows and stonework</td>
<td>15</td>
</tr>
<tr>
<td>Withdrawal from University, social media links</td>
<td>16</td>
</tr>
<tr>
<td>Emergency contact numbers</td>
<td>17</td>
</tr>
<tr>
<td>Appendix 1: Environment</td>
<td>18</td>
</tr>
<tr>
<td>Appendix 2: General Practitioners</td>
<td>19</td>
</tr>
<tr>
<td>Appendix 3: Electrical Appliances</td>
<td>20</td>
</tr>
<tr>
<td>Appendix 4: Adaptors</td>
<td>21</td>
</tr>
<tr>
<td>Appendix 5: Points of Interest</td>
<td>22</td>
</tr>
<tr>
<td>Hints on keeping your flat clean</td>
<td>23</td>
</tr>
<tr>
<td>Food Waste</td>
<td>24</td>
</tr>
</tbody>
</table>
**Absence from residence**

In the interests of safety and security residents are asked to inform the Living Support Assistant (LSA)/Student Apartments’ office if they intend to be away overnight.

**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>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bedrooms</strong></td>
<td></td>
<td></td>
</tr>
<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>
</tr>
<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>
</tr>
</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.
**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>

Did you know: 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 reaching a real fire.

**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.

**Bedrooms**

Each resident is responsible for bringing their own bedding and bed linen. Duvets, pillows and sheets are not provided so please come prepared! 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.
Cleaning

All residents are responsible for making a constructive effort to ensure that the flat is kept in a clean and tidy condition. In student houses cleaning staff will attend during the week to clean the toilets, showers, change the shower curtains, disinfect surfaces and vacuum and mop the communal floors. You must keep these areas clear of any mess or debris to enable them to carry out this work.

Residents are responsible for washing their own dishes, cleaning up spills and taking the rubbish out. You also have full responsibility for keeping your bedrooms clean. The flat will be checked, 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.

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, bedrooms should be clean and keys returned to the LSA 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 cleaned.

Disposal of refuse

All rubbish should be placed in tightly secured black bags and placed in the bins in the bin area in the back courtyard of each building. 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 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 back 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 ill 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

Visitors may press the buzzer for individual flats and speak to residents through the intercom system. For safety and security reasons be careful who you let into the building but please answer the buzzer for the post!

Electoral roll

To register to vote or check if you are eligible to vote please see 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.

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

See appendix for further information.

Emergency (out of hours)

If you experience an emergency outside office hours, please contact your LSA 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 equipment. Only authorized personnel are permitted to do this.

If the fire alarm sounds it is important that the fire brigade is summoned by dialling 999, that the LSA is contacted and/or security staff at the Gatehouse by phoning 0141 330 4282. 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 on Wednesday mornings and there will be a fire drill each term.

<table>
<thead>
<tr>
<th>Location</th>
<th>Smoke or heat detector</th>
<th>How to prevent an activation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kitchen</td>
<td>Heat</td>
<td>Ventilate kitchen and do not leave cooking unattended</td>
</tr>
<tr>
<td>Hallway</td>
<td>Smoke</td>
<td>Do not wedge open kitchen door</td>
</tr>
<tr>
<td>Bedroom</td>
<td>Smoke</td>
<td>Do not use hairspray/straighteners directly underneath the detector. Remember that both cooking and smoking in your bedroom is strictly forbidden.</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.**

First aid

LSAs are all required to attend a basic training session in first aid and they are all issued with a first aid kit for emergency use. However, residents may find having their own kit beneficial.
Furniture

All upholstered furniture supplied by Student Apartments is fire retardant, including bedding. If you bring any furniture into Student Apartments it must also be fire retardant and must be removed at the end of your stay. Anyone bringing in an item of furniture that does not have a fire safety label attached to it will be asked to remove it immediately.

Fuse box

Each flat has its own fuse box. When a faulty electrical item is plugged into a socket in the kitchen, bedrooms or hallway it can trip a fuse and cause a power outage in the flat. Anyone experiencing an electrical problem in the flat should switch off any electrical appliance that may be faulty. Try to identify which electrical item may have caused the problem to prevent it from happening again and contact your LSA or staff at the Gatehouse if this happens outside office hours.

Gas central heating information

All student houses 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 the office if there are any problems. Your LSA or Gatehouse staff will be able to help outside office hours.

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.
- LSAs 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 LSA /Office 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 will be asked to leave the residence.
- Overnight guests are strictly prohibited from staying in twin rooms.

Hallways

Due to HMO and fire regulations 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 use 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.

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 endsleigh.co.uk/reviewcover for further details of this scheme, to make a claim or to personalise your insurance cover. The policy number is HH1357.
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 and ground floor windows are not be left open, unlocked & unattended. Window locks have been fitted as a further security measure.

**Internet access**

Wifi is available in all student residences.

You will see “keysurf” or “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 LSA.

**Laundry**

There are communal laundry facilities at back of 79 Great George Street and in the basement of 8 Southpark Terrace. Please check the noticeboards in your hall for directions to your nearest laundry and there will be a key on your set of accommodation keys for access to your laundry facilities. You will find two washing machines and two dryers in the laundry. If there is a problem with a machine please report it to the office or phone the number listed in the laundry room. The current prices are:

**Wash— £2.40  Dry— £1.20**

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: [http://www.laundryview.com/lvs.php?s=347](http://www.laundryview.com/lvs.php?s=347)

**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 Assistants**

Living Support Assistants (LSAs) are available outside office hours to offer support and assistance to all residents. Look out for the posters in communal area noticeboards letting you know who they are and how to contact them. An LSA is on duty each night for an hour in the office at 89 Gibson Street between 18:30–19:30 to discuss any problems or matters that might be of concern. You can also contact the LSA by calling the LSA mobile number if you have an urgent problem later in the evening or over the weekend when the office is closed. If your LSA is unavailable and you have an emergency outside office hours please contact security staff at the University’s Main Gate. You can call them for free 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. There is a £25 charge for lost keys.

Mail
Mail is delivered directly to individual addresses and floors (A, B or C). Please ask family & friends to address mail to the correct room and flat. Any mail received after you have departed will be returned to sender.

Moving out (before the end of your contract)
Anyone wishing to leave their accommodation during the session before the end of their contract must fill in an Early Departure Form that can be obtained from Accommodation Services staff in the Fraser Building. The completed form must be returned in person. Liability for payment of fees for the remainder of the session will remain until the place has been filled.

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 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 annoying. 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 disturbed by loud noise please contact your LSA in the first instance.

Pets
Pets are not allowed in Student Apartments.

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 your accommodation facilities 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 forms can be accessed online at:
https://www.gla.ac.uk/myglasgow/accommodation/maintenancereporting/

Repairs can be telephoned, emailed or reported in person.
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.

We have been advised by Glasgow City Council and private companies that it is not possible for us to have glass recycling in the backcourts at this time. However you are never very far away from large public glass recycling bins.

**Plastic bottles, aluminium cans, tin cans, newspapers & magazines** – in the recycling bins in the backcourt 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.

**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.
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 able to advise you in advance when tradespersons or contractors will attend to carry out repairs. You can ask to check ID and if in doubt you can send them back to the office or check with us that the person should be there.

Vacation

Rooms must be completely cleared of all personal belongings and left clean and 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.

Water

The water system at Student Apartments 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 LSA and Accommodation Services of the decision.
c. Complete and submit an Early Departure form.
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
# 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 - 7am)</td>
<td>0141 353 1050</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/Polic</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 Accident &amp; Emergency</td>
<td>0141 201 1100</td>
</tr>
<tr>
<td>Barclay Medical Centre (Fraser Building)</td>
<td>0141 342 3600</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<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>0843 658 0939</td>
</tr>
<tr>
<td>National GRID UK (Gas leak)</td>
<td>0800 111 999</td>
</tr>
</tbody>
</table>
APPENDIX 1

HELP US BE MORE ENVIRONMENTALLY FRIENDLY

RECYCLE PLASTIC BOTTLES, TINS AND PAPER IN THE RECYCLING BINS. PRINTER CARTRIDGES/TONER, MOBILE PHONES, STAMPS 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 LEACE THE TAP RUNNING WHEN CLEANING TEETH OR DOING DISHES.
APPENDIX 2

LIST OF GENERAL PRACTITIONERS
(listed by postcode areas)

Barclay Medical Centre—Fraser Building- 0141 342 3600

**Area G3**
12 Radnor Street 334 6111
Anderson Medical Centre 221 5656

**Area G11**

**Area G12**

14 Apsley Street 339 2960
11 Peel Street 334 9331
41 Broomhill Drive 339 3626
31 Buckingham Terrace 211 6210
91 Hyndland Road 339 7869

**Area G13**

**Area G20**

1264 Dumbarton Road 959 6311
94 Fulton Street 959 3391
Maryhill Health Centre 451 2600

**Dentists**

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

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

Dental Hospital
378 Sauchiehall Street 332 9600
APPENDIX 3

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 laundry 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, Living Support 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 StudentApartments. 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.
APPENDIX 4
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 the European Union
- Sleeved pins; this will prevent accidental electrocution.

**Example of a safe adaptor:**

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

**Example of an unsafe adaptor:**

- 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 adapter 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 Having a cleaning rota with your flatmates can help keep communal areas clean.
You may find the information below useful:

**Hob/Cookers**
Please wipe these after use to avoid a build-up of grease and dried-in foods.

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

**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 build 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 up any spills and crumbs after you.

**Kitchen floors**
Use the mop to clean the vinyl flooring in the kitchen and mop up any spills. 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