WOLFSON HALL
Your Glasgow Home
A-Z Guide
Wolfson Hall  Session 2017/18

Welcome to University of Glasgow, Wolfson Hall.

The purpose of this guide is to provide you with as much information as possible for living at Wolfson Hall. Please take some time and read it before arriving. If you have any questions, please do not hesitate to contact the Residences Office. We hope you will enjoy your stay at Wolfson Hall and look forward to welcoming you to Your Glasgow Home.

With all good wishes for the year ahead at Glasgow University and Wolfson Hall.

Kenny Gough
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 Wolfson Hall, 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.

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

<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 (due Mar 2018)</td>
<td>Fixed Wire Testing – random selection of all areas within site</td>
</tr>
</tbody>
</table>

Communal Access only

<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>Weekly</td>
<td>Fire alarm testing</td>
</tr>
<tr>
<td>Electrician</td>
<td>Monthly Yearly</td>
<td>Emergency light testing, Portable appliance testing of all GU owned items (usually in October)</td>
</tr>
<tr>
<td>Vacuum engineer</td>
<td>Yearly</td>
<td>Vacuum servicing (normally carried out at spring break)</td>
</tr>
<tr>
<td>Gas meter reader</td>
<td>Random</td>
<td>Kitchen gas meter reading</td>
</tr>
<tr>
<td>Handyman</td>
<td>Yearly</td>
<td>Fire checks</td>
</tr>
<tr>
<td>Fire extinguisher Contractor</td>
<td>Yearly</td>
<td>Yearly check of fire extinguishers</td>
</tr>
<tr>
<td>Heating Contractors</td>
<td>Yearly Quarterly</td>
<td>To carry out annual safety checks (during July – August)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To change heating times at start and end of BST</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To increase and decrease heating times when temperatures dictate</td>
</tr>
</tbody>
</table>
Banned Items

Please see page 24/25. 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 information screen at the dining room entrance. 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.

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 if preferred.

- Single rooms all have a standard UK size single bed (90 cm x 190 cm (3’ 0” x 6’ 3”))

Bikes

We have secure bike sheds onsite, however, you may wish to arrange additional insurance cover as your residence insurance will only cover Bikes up to £250 based on forced entry and only when locked in University designated storage areas. Simply register your bike at the Hall Office and you will be given access details.

Please remember that all items are left at your own risk and that bikes cannot be stored in the residence building to help keep all fire escape routes clear. The police also recommend registering your bike on Immobilise.

We also have a bike repair station at the backdoor adjacent to one of the sheds, this is free to use and has all the tools needed for most types of bike repair.

Bins

Various bins are found onsite including recycling options. 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 register your car with reception upon arrival for more details.
Churches/place of worship

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

- Church of Scotland, Maryhill Parish, 1956 Maryhill Road, Glasgow
- Roman Catholic, Immaculate Conception, Maryhill Road, Glasgow
- Masjid Dawat Ul Islam, 31 Oakfield Avenue, Glasgow
- Episcopal Church, Drymen Road, Bearsden, Glasgow

Further information can be found at: [http://www.gla.ac.uk/services/chaplaincy/externalsupport](http://www.gla.ac.uk/services/chaplaincy/externalsupport)

Cleaning

Cleaning within your room 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 5950 from your room phone or 0141 330 3773 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 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 the residence 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 at the reception 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 worktops** from hot items such as hair straighteners, the worktops are not heat resistant.

**Damage to flooring** from hot items, sharp objects, makeup or hair dye.
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 am 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.

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. Further information can also be found at http://www.gla.ac.uk/students/health/doctorssurgeries/

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 Wolfson 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 24/25 and see your Health & safety booklet.

Emails

We will send emails (such as access requirements and parcel delivery notifications) 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 5950 from your room phone or 0141 330 3366 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.

Emergency lights

We have emergency lights installed throughout the building. 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 Wolfson Hall 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 corridors and stairwells as they must be kept clear of any items. Fire escape routes help you leave the building if there is an emergency. And must be kept clear at all times

Fire detectors can be found in all areas of the building. 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 Wolfson Hall and is available at Wolfson 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.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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 the 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, squirrels and foxes! If you smoke please use the cigarette bins provided at most building entrances.

Hospital

The closest A&E department is at the Glasgow Royal Infirmary

84 Castle Street
GLASGOW
G4 0SF
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 the Reception by the postal service and delivery companies. It’s important that you provide the correct address as you may otherwise not receive your mail. Your address should include

Your Name & Room Number, Wolfson Hall, 2317 Maryhill Road, Glasgow, G20 0TH

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. 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 5950 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](https://www.glasgow.gov.uk/).
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 Residences. Please see section 2.7.5 of your contract.

Parties

No parties are permitted in the residence. Our onsite Amenties Building can be booked for free for social gatherings, please see reception for details.

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 room, they are flimsy and flammable and can potentially cause a fire if left near heat sources.

Posters

Please do not attach anything such to surfaces, including doors, that 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 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.
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 at 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 prevents non residents accessing the building. If see someone trying to gain entry and are unsure who the person is do not let them in.

Security staff

A member of University security is based in reception each day from 6.45pm — 6.45am. Staff carry out regular patrols of the site, internal and external to our buildings.

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 neighbours, 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.

Shopping trolley

Please do not 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 room in a tidy condition. Notification of these inspections are sent via email/uofgliving and are displayed in advance on our information screen at the Dining Room Entrance.
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 on reception notice board.

Television

If you watch television as its being broadcast (live) or watch BBC iPlayer, please remember that you need a TV license. TV’s are located in each of the common rooms. 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

A small number of Vacuums are available for use from the office. Please remember not to use the vacuum for any liquids, this is very dangerous and you will be charged for the replacement of the damaged vacuum!

Ventilation

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 or wet laundry 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 extraction fans to reception.
- There is a window vent that can be opened at the top of your window to help with ventilation too.

Pantry Kitchens

- When cooking please remember to keep doors closed.
- Do not leave cooking unattended.

Voting

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

The water systems in Wolfson Hall 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 operate the window:

http://www.youtube.com/watch?v=n8-k6iHJz2Y

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.
Transport

There are many local transport links connecting Maclay Residences with the rest of Glasgow and Scotland.

**Bus**

A number of local bus services run to the Main Campus. Check with the bus companies for updated routes and times at [https://www.firstglasgow.com](https://www.firstglasgow.com), [https://www.glasgowcitybus.co.uk](https://www.glasgowcitybus.co.uk) or for general travel information [https://www.travelinescotland.com](https://www.travelinescotland.com)

**Subway**

The nearest subway station is Hillhead on Byres Road, approx. 5mins walk from the Main Gate on University Avenue 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 station is Maryhill approximately 15mins walk from Wolfson Hall. Please see [Scotrail](https://www.scotrail.co.uk) for information on trains.
A number of local bus services run to the Main Campus. Check with the bus companies for updated routes and area map:

Wolfson Hall is well situated in the West End of Glasgow. By bus it is 30 minutes away from the Main Campus and 30 minutes away from the city centre. Local shops, bars and restaurants are all within 10 minutes walk of the residence and there are bus land train links to across Glasgow and the surrounding areas from Maryhill Road.

Areas of interest:
A. Wolfson Hall, 2317 Maryhill Road, Glasgow G20 0TH
B. University Avenue, Glasgow G12 8QQ
C. Residential Services, Level 1 Fraser Building, Glasgow G12 8QQ
D. Supermarket
E. Train Station
F. Hillhead Subway
G. Bus Stops
H. Vet School
## Emergency contact numbers:

<table>
<thead>
<tr>
<th>Category</th>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td>Office</td>
<td>0141 330 3773 or 5950 from room phone</td>
</tr>
<tr>
<td></td>
<td>Duty Living Support Staff</td>
<td>0141 330 3366</td>
</tr>
<tr>
<td></td>
<td>Onsite Security</td>
<td>0141 330 3773 or 5950 from room phone</td>
</tr>
<tr>
<td></td>
<td>U of G Security (24hrs)</td>
<td>0141 330 4282</td>
</tr>
<tr>
<td></td>
<td>U of G Accom office (9am –5pm weekdays)</td>
<td>0141 330 4743</td>
</tr>
<tr>
<td></td>
<td>U of G main switchboard</td>
<td>0141 330 2000</td>
</tr>
<tr>
<td></td>
<td>Nightline (confidential advice) (7pm—7am)</td>
<td>0141 353 1050</td>
</tr>
<tr>
<td></td>
<td>Glasgow Taxis (24hrs)</td>
<td>0141 429 7070</td>
</tr>
<tr>
<td><strong>Emergency services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Emergency: Fire/Ambulance/Police</td>
<td>999</td>
</tr>
<tr>
<td></td>
<td>Local Police—Glasgow Maryhill</td>
<td>0141 532 3700</td>
</tr>
<tr>
<td></td>
<td>Police Non Emergency</td>
<td>101</td>
</tr>
<tr>
<td></td>
<td>Crimestoppers</td>
<td>0800 555 111</td>
</tr>
<tr>
<td><strong>Medical</strong></td>
<td>NHS 24 (24hrs)</td>
<td>111</td>
</tr>
<tr>
<td></td>
<td>Local GP’s</td>
<td>See <a href="http://www.nhs24.com/FindLocal">http://www.nhs24.com/FindLocal</a></td>
</tr>
<tr>
<td></td>
<td>Barclay Medical Centre</td>
<td>0141 531 3600</td>
</tr>
<tr>
<td><strong>Utilities</strong></td>
<td>Scottish Water (loss of supply, 24hrs)</td>
<td>0800 077 8778</td>
</tr>
<tr>
<td></td>
<td>Scottish Power (loss of supply, 24hrs)</td>
<td>0800 092 9290</td>
</tr>
<tr>
<td></td>
<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 building is controlled by a combination of the following:

- The maximum temperature is set and controlled from the boilers within the main boiler house, 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.
- For maximum effect do not cover the radiator.
- Heating times are posted on Reception 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 neighbours 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 5950 (from room phone) or 0141 330 3773.

For any queries or concerns contact Wolfson Hall:
Telephone: 0141 330 3773 or 5950 from room phone
Email: Wolfson@glasgow.ac.uk

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
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 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.

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.
Smoke Detectors

There is a smoke detector in every bedroom and hallway within Wolfson Hall. These detectors are very sensitive, so 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 and keep shower doors closed to stop any steam from escaping into rooms or hallways 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

On each floor there are fire extinguishers in the hallways 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

If the fire alarm sounds, the following steps should be taken;

1. You must leave the building immediately and make your way to the assembly point.
2. Wait outside the building until the Fire Brigade have attended and instructed the duty staff that it is safe to go back inside.
3. The duty staff will give the all clear by use of an Air Horn and you may only enter the building after hearing this.
4. NEVER touch the fire alarm panels - a member of the Fire Brigade or duty staff 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 Wolfson Hall they will be removed and you will 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 assembly points.
**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>Any non-safe adaptor will be removed</td>
</tr>
<tr>
<td>✓ a fuse</td>
<td>X No fuse</td>
</tr>
<tr>
<td>✓ CE/BS electrical safety mark</td>
<td>X No electrical safety mark</td>
</tr>
<tr>
<td>X No Sleeved pins</td>
<td></td>
</tr>
</tbody>
</table>

### Items not allowed within the residence

| 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” |
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:**

![CE/BS]

![Sleeved]

![Fuse]

**Example of an unsafe adaptor:**

![NOT SAFE]

- No BS/CE Mark

- 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.
Your cover

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](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](www.fca.org.uk/register). Endsleigh Insurance Services Limited, Company No. 856706 registered in England at Shurdington Road, Cheltenham Spa, Gloucestershire GL51 4UE.

A Member of the **Z** Zurich Insurance Group

[nus](nus) national union of students
Contact Details

For further information, please contact us:

Wolfson Hall
West of Scotland Science Park
2317 Maryhill Road Glasgow
G20 0TH
Tel: 0141 330 3773
E-mail: wolfson@gla.ac.uk