LISTER HOUSE

Frequently Asked Questions 2018-2019
How do I collect my key on arrival at Lister House?
Keys are collected directly from Lister House office, but please read the separate ‘arrival letter’ for further information as we are only open part time and do need to know your date and time of arrival in advance.

How close is the Lister House to the University?
Lister House is approx 25 mins walk to the main campus, a 40mins walk to St Andrew’s Building, 45mins walk to Yorkhill campus, a 30mins walk to the Vet School and a 10mins walk to Gartnavel Hospital.

Is there a bus that goes to the University from the Hall?
There is a bus stop within a 5 mins walk from Lister House where you can travel part route to the main campus. This bus is operated by First Bus: https://www.firstgroup.com/greater-glasgow

What are the office contact details?
+44 (0) 141 357 0556 (phone/fax/answer machine) or
+44 (0) 141 330 6182
Email: studentapartments@glasgow.ac.uk

What are the office opening hours?
The Lister House office is open only part time. The office is usually open between 9.30am- 12noon Tuesdays and Thursdays. Please check for any changes or updates left on the office door or via email. You can also contact the Student Apartments’ office on campus Monday– Friday 8:00– 17:00 at 89 Gibson Street.

Is there anyone available outside office hours?
There is a Living Support Assistant available from 18:00 to 8:00. weekdays and during the weekend from 18:00 on Friday to 8:00 on the Monday morning. You can also contact security at the Gatehouse on University Avenue out of office hours if there is an emergency—their number is 0141 330 4282.

Will I be able to extend my stay over the summer months?
Yes, you can book to stay over the summer months with Accommodation Services’ staff in the Fraser Building.
Can I possibly look around a typical room?
Yes, we would be delighted to show you around but please arrange a visit in advance as the office is only open part time and there are not always rooms available to view.

What do I need to bring for living in Lister House?
Glasgow is cold and wet in the winter; heating is not provided 24hrs a day, it is most important to have suitable clothing.

Residents in **single rooms** will need **bedding, towels, crockery, cooking utensils, saucepans, etc.**

You can buy Starter Accommodation Packs which include these items from **click2campus.com** - 

Residents in **studios and family flats** have basic crockery etc. provided in their kitchen but will need to bring **towels and bedding**.

Please note there are **strict restrictions** on electrical items which can be brought/ used in the building -see ‘Electrical letter’ for further details.

Are there medical facilities near Lister House?
A medical practice, Barclay Medical Practice, is located at the Fraser Building on campus and there are several doctors' surgeries near Lister House; further information is available from [http://www.glasgowstudent.net/advice/health-and-safety/healthcare/](http://www.glasgowstudent.net/advice/health-and-safety/healthcare/)

Are there shopping facilities nearby?
Byres Road is the main shopping and social area in the West End and is en-route for students studying on the main campus. There are also some convenience stores located within a short walking distance of Lister House on Cleveden Road, Kelvindale Road (incl. a post office) and at the junction of Gt. Western Road and Kirklee Road.

Are there recycling facilities nearby?
Yes, in our east carpark we have a glass recycling bin and a paper/plastic bottle/can recycling bins. There is also food waste recycling bin and British Heart Foundation bin for collecting donated items. These are located beside our general refuse bins. Residents are encouraged to recycle as much as possible but are asked empty internal bins into main bins daily and not store items in their kitchens/rooms.

Is storage available for a bike?
There is a garage for bikes; a key is available on request. Bikes are not permitted inside the building.

Is there a car park at the residence?
Yes we have two car parks. Please provide the office with your car details.
What is the surrounding area like?
Lister House is located in a quiet, residential area near the Botanic Gardens. It is situated beside Winton Flats and Queen Margaret Residence.

Can my friends stay overnight?
Residents may have a guest for up to 3 nights under certain terms and conditions. In particular you should have permission from your flatmates and you must be register you guest with the office in advance.

What happens if I lose my key(s)?
Replacement key(s) can be issued via the office. Current charges are from £25 per key. Please take great care not to label your key or keep it with your address details.

What happens to my mail / parcel delivery?
Each room/flat has a small mail box located at the bottom of the staircase at each side of the building. Mail is distributed to this box by hall staff or living support assistants. If an item of mail is too large for the mailbox or if it requires a signature then it will be kept in the office and a note will be left for you. Please note the office is only open part time and we cannot guarantee to be in the office at the time of your delivery, please use a drop off address near campus for your delivery. Once you leave Lister House your mail will be returned to sender.

Is there Wi-Fi in the Residence?
Yes.

Will there be a phone in my room?
Yes.

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

For further information, please contact us:

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