**How do I report a repair?**
All repairs must be reported to the office and staff will take appropriate action. In an emergency out with office hours you should contact the duty senior resident who will call the relevant member of the maintenance team. This is in an extreme emergency only. If the repair is non-urgent and the office is closed please complete an online repair form at:
www.gla.ac.uk/services/residentialservices/maintenancereporting/

**How can I get to Glasgow International Airport?**
A taxi will cost you approximately £20. If you wish to use public transport the FIRST bus number 500 from Sauchiehall Street (near the Butchershop Restaurant) will take you to the airport. Please allow yourself plenty of time to get there if you choose to use this service.

Alternatively there is an airport shuttle bus that will take you directly there from Buchannan Bus Station.

**What do I need when living in halls?**
Everything that is needed for independent living, such as bedding; crockery; cooking utensils; saucepans etc. 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 bedroom before you arrive. For further information on pack contents, prices and other services please visit the click2campus website http://www.click2campus.com/store/University-of-Glasgow.html for more information.

**Anything else that would be useful for me to bring?**
Tea towels and warm clothing for the winter months.
How close is the Residence to the University?
Approximately 10 minutes’ walk to the main campus and a 20-minute walk to the city centre.

Can I get a bus to/from Kelvinhaugh Residences?
Kelvinhaugh Residences is close to the main bus routes into the city.

What is the emergency contact number?
The office telephone no. is (0141) 221 9334.

Is there anyone available out of office hours?
After 6pm weekdays & 24 hours at the weekends there is always a Living Support Assistant available to assist with any problems.

Can I arrive before the start of my contract?
You must arrange this before you arrive by completing the ‘Pre-term booking form’ see the following link:
http://www.gla.ac.uk/services/residentialservices/pretermbooking/

The cost for this will be added to your student account. We will do our best to arrange for you to be allocated to your normal term time accommodation though we cannot guarantee this will be possible. Students who arrive prior to the commencement of their contract without a pre-term booking cannot be guaranteed accommodation with the University and may be required to find themselves alternative accommodation until their contract begins.

Can I extend my stay over the summer months?
It may be possible to extend over the summer months, but places are limited. You will be asked to complete a form in third term indicating that you wish to extend. Please note that you may be required to move flats.

Can I possibly look around a typical room before I decide to accept?
It may be possible to arrange a visit by contacting the Kelvinhaugh Residences Office on (0141) 221 9334. If you arrive for visit without contacting the office first we cannot guarantee that there will be a staff member available to show you the accommodation.

You can also view photos of typical rooms online at this location:
http://www.gla.ac.uk/postgraduate/accommodation/residenceprofiles/kelvinhaughgate/
Additionally you can check the University website for a list of University Open days where it may be possible to visit the Residence.

Are there medical facilities near the residence?
There are several doctors’ surgeries near Kelvinhaugh Residences; we will supply further information on your arrival in our accommodation.
**When can I get into the room?**
Any time after 4pm on your contractual start date.

**What am I responsible for cleaning?**
Your room and sharing the cleaning of the common areas of the flat (hallway, lounge, kitchen, toilet and shower) with your flatmates. Your kitchen, hallway & block stairwell will be cleaned weekly by site staff.

**Does the residence have laundry facilities?**
Yes a laundry is available on site situated next to the office, which can be accessed by use of your room key. Machines are coin operated, the current cost to use a washing machine is £2.40 and use of the drier is £1.00 per cycle.

**Does the residence have student cooking facilities?**
Each flat has an hob and oven, kettle and fridge freezer as it is a self catering residence.

**Are cooking utensils, crockery, bedding supplied?**
No, bedding, crockery etc. is not supplied by the University. We do supply an iron, ironing board, vacuum cleaner, mop and bucket.

**How much do I pay for heating and lighting?**
All heating, hot water and electricity is included in your rent.

**Will an inventory be carried out on my room / flat?**
Upon arrival, you must complete your room inventory (which will provided with your welcome information and room keys) and return it to the office within five days of moving in. There will be two flat and room inspections carried out during your stay, you will be provided with further information on this when you arrive.

**How can I recycle my waste?**
You have two plastic boxes in your flat (black or grey, with handles) that are for your recycling. These can then be taken to the blue recycling bins which are situated at the back of each block. Paper, cans, tins and plastic bottles can all be recycled in these. There is also a navy blue bin at each block which is for clean glass, and a grey bin for food waste.

**Can I bring my bike?**
Yes, you can bring your bike. There is a lockable bike store situated at Kelvinhuagh Residences which opens with your room key. All bikes required to be registered and tagged, contact Reception for details. Please note that all tenants are responsible for making sure that their bicycle is adequately insured and secured. Our current insurance states: Bike Cover - Theft Only from designated cycle storage on campus is covered.

**Is there a car park attached to the Residence?**
There is a private car park on site. Anyone wishing to use the private car park during term time must register their car details at reception.