

Thank you for your completed form accepting a place at the University of Glasgow student accommodation. I can confirm that accommodation has been reserved for you at Murano Street Student Village (MSSV), Glasgow, G20 7SB. Details of your block number and flat will be given to you on arrival however all rooms are allocated **in advance of your arrival** by Residential Services.

Sanctuary Management Services

Sanctuary Management Services have experience and expertise in managing student accommodation on behalf of Universities and Colleges. We work in close partnership with the University of Glasgow delivering a comprehensive range of Accommodation Services to students studying at the University and are managing the accommodation that you have been allocated to reside in this academic year.

Arrival dates

Your accommodation is available from **4PM on 12th September 2008**.

Accommodation prior to this date is only available to those who have made a pre-term booking, using the form, which was included in your offer pack. **If you arrive prior to 12th September without a pre-booking, it will not be possible for us to accommodate you.**

Collection of keys

Room keys will be available **from 4pm on 12th September**, and at any time thereafter. On arrival at MSSV you should make your way to the Central Services Building, located in the middle of the village. Once inside, follow the signs indicating which way to go to collect your keys. Please have your contract paperwork and some form of identification to hand when collecting your keys. At busy times family members may be asked to remain outside until you have collected your keys. If you are arriving by car please be aware that with over 1000 students due to come into residence on this date and at the same time, traffic congestion within the Village can be a problem. Your patience would be appreciated and you should be prepared to remove your car from the Village as soon as you have moved your belongings into your flat.

If you are arriving during the night, security staff will be present to issue your key but you must be able to show your contract paperwork and identification.

Halls Orientation Programme

A specially compiled programme of events (sporting, social and informative) has been organised for students living in Halls. The programme starts 14th September and students will be encouraged to participate in some or all of these events. Further information and programme details can be obtained on the University Accommodation Services website – www.accom.gla.ac.uk.

For details of the Fresher's Programme, which is available to all Freshers and runs Monday September until Friday September please log on to www.glasgowstudent.net

Useful Contacts

MSSV Office

0141 945 5976

MSSV Email

muranovillage@gla.ac.uk or mssv@sanctuary-housing.co.uk**Student Residence Website**www.gla.ac.uk/services/accommodation/index.htm

This website contains useful links, such as information about each of the University of Glasgow Halls of Residence, 'frequently asked questions', maps and additional contact details.

Look forward to meeting you soon.

Yours faithfully,

The Management Team

Murano Street Student Village