



QUEEN MARGARET RESIDENCES

Frequently Asked Questions

Before you return your acceptance, you might like some more information about the accommodation on offer. This information sheet is designed to answer some of the questions you may have.

1. How close is the residence to the University and the city centre?

Queen Margaret Residences is approximately fifteen minutes walk from the main University campus and a twenty minute bus ride from the city centre.

The Student Representative Council organise a week day bus service in the evenings during term times from the main gate of the University to the Queen Margaret Residences.

2. What is the general layout of the flats?

The flats consist of five single rooms, each with their own shower pod, and shared kitchen facilities. (For further details and pictures visit www.accom.gla.ac.uk)

The bedrooms contain a single bed, wardrobe, wall mounted shelf unit, work surface and desk chair. Tenants are not permitted to bring their own furniture into the flats. The shower pod has a toilet, wash hand basin and shower. One set of bed linen, two pillows and one duvet are also provided, however we do not provide towels. Students are responsible for laundering their own bed linen.

The kitchen contains a cooker (with hob, grill and oven), microwave, fridge-freezer and a kettle. We do not provide cooking utensils, crockery or cutlery. Each flat has a kitchen table and chairs. Please note, students are not allowed to bring any heating appliances, fridges, freezers, electric blankets or electrical cooking appliances into the flats.

Laundry facilities are in the centre of the Residences in the Central Services Building by reception. There are 12 washers and twelve dryers. An iron and ironing board are provided in each flat.

3. How much do I pay for heating and lighting?

All heating, hot water and electricity is included in your rent.

4. Is there a cleaning service in the flats?

A light cleaning service is provided for communal areas of the flat, but tenants are responsible for maintaining the flat and their rooms and shower rooms to a reasonable standard.

5. Can I smoke in the Flat?

Smoking is not permitted within any of the flats or Public areas.

6. What assistance is available in the hall?

The Queen Margaret Residence office is based on site and is open from 8am-6pm, Monday to Friday. When the office is closed there are Senior Resident staff on site who are appointed by the University and are responsible for the flats during this time. There are also night security staff based in the Central Services Building who are on duty between 10pm and 8am every day and operate patrols around Queen Margaret Residences and Winton Drive Flats.

7. Are there data/internet points in the Queen Margaret flats?

Yes, a data point is provided in every room. WiFi also available in CSB lounge area.

8. Is there a telephone line in every room?

Yes. The telephone system operates using Masterpoint phone cards, which can be purchased from the Queen Margaret Residence Office.

9. Can I bring my bike?

Yes. There is a covered, lockable bike store provided. Please note that all tenants are responsible for making sure that their bicycle is adequately insured. Top up cover can be added to Block Halls Policy.

10. Can I put up posters in my room?

Posters can only be put up on the notice board in your room. Putting them directly onto walls/ceilings/woodwork may cause damaged to the paint work. Any damage caused will be recharged to the resident.

11. Can I bring my TV

Yes, however you are responsible for purchasing your own TV licence. There is also the facility to receive television through your PC which is provided by the internet provider - you will still require a TV licence. See <http://www.tvlicensing.co.uk/index.jsp> for more information.

12. Is there a car park attached to the residence?

Yes, there is a small car park on site which is free of charge.

13. Can my friends stay overnight?

Overnight guests may stay in your room for a maximum of three nights. There is a nominal fee to pay and guests must be registered to comply with Fire regulations

14. Can I visit the flats before I accept the offer of accommodation?

The summer months are a very busy time within the accommodation. However, site visits can be arranged by contacting this office to organise a suitable date and time (details below). **If you arrive for a 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 on line.**

Additionally you can check the University web site for a list of University Open days where it may be possible to visit the residences.

15. How do I receive my mail?

Mail is delivered to your flat by Royal Mail and your full postal address will be given on arrival.

16. What recycling facilities are provided in the residences?

In each flat the QMR committee have purchased recycle bins for the use of the residents, recycle bins on site are provided by Glasgow city Council for paper, plastic and tin. Glass recycling is located at Lister house a short walk away (5 minutes) The office are also encouraging the recycling of plastic carrier bags, mobile phones, printer cartridges and postage stamps.

17. How do I contact the Queen Margaret Residence Office?

If we have not managed to answer all your questions here, please feel free to contact us at the Queen Margaret Residence Office. Please remember that we are very busy over the summer months therefore written or e-mailed enquiries are preferred. You can contact the office by writing to;

Residence Office
Queen Margaret Residence
Bellshaugh Court
GLASGOW G12 0PR

Fax; 0141 339 2855
Phone; 0141 339 3273
E-mail; gmr@sanctuary-housing.co.uk