



University | Student  
*of* Glasgow | Apartments

# **Student Apartments**

**A – Z of Information**

**2 – 5 & 8 – 10 Southpark Terrace**

# Information Booklet for all Tenants

## 2-5 & 8-10 Southpark Terrace

### Senior Residents

Senior Residents appointed by the University Court are responsible for the welfare & discipline of students within their particular building. The Senior Resident for this area lives in 8B Southpark Terrace. He or she will be available for one hour per day (the time should be displayed on S.Rs. flat door) to discuss any problems, etc. with residents. Tenants should not be afraid to approach the SR to talk about any matter that might be of concern. Residents are asked not to disturb S.Rs. late at night or out with the times given unless in an emergency situation.

**Should it be impossible to contact the Senior Resident in an emergency tenants are asked to get in touch with the Security Staff at the Main Gatehouse on University Avenue on 0141 330 4282.**

### Candles and Incense Sticks, etc.

In the interests of residents safety & security all forms of candles, incense sticks or any other device involving burning or combustion whatsoever is strictly forbidden within any part of the residence.

### Central Heating and Hot Water Repairs

All central heating systems are maintained by E-ON Service & Breakdown Cover at no extra charge. They should be contacted directly to report any repairs or problems.

The telephone number is 0870 1664 439 & residents should quote their postcode, **G12 8LG** & their flat position. It is important that the Student Apartments Office is made aware of any repairs / problems.

### Cleaning

Residents are responsible for making sure that the flat is kept in a clean and tidy condition including ensuring that the shower and toilet facilities are cleaned regularly and kept in a hygienic condition, also that the cooker, microwave and kitchen floor are cleaned properly every week. Representatives from the Student Apartments Office will check the flat (including all bedrooms) once a term to make sure that the flat is kept in a satisfactory standard of cleanliness and repair.

### Damages

Any unattributable damage is the responsibility of all, and residents will be charged a proportion of the costs of repairs accordingly.

### Disposal of Rubbish

All rubbish should be placed in tightly secured black bags and placed in one of the bins in the bin store in the rear courtyard of each block. Rubbish should never be left outside the front door of the building, on the stairs or hallway inside the building or in the back lane. It will not be picked up by the refuse collectors if it is not in the designated collection point.

### Doctors

**ALL STUDENTS SHOULD BE REGISTERED WITH A DOCTOR IN GLASGOW.**

There is a list of local doctors and dentists on the back page of this booklet.

On campus we have the Student Health Service, which is located at 63 Oakfield Avenue.

Appointments can be made through the receptionist.

## **Door Closers**

In order to comply with fire and safety legislation we are obliged to have automatic door closers fitted on all doors. Please do not tamper with them. If they are not working properly please contact the office and we will repair it.

## **Door Entry System**

There is no "door entry system" as such. Visitors may buzz the buzzer for individual flats & speak to tenants through the intercom system. However in the interests of safety & security it is not possible to allow a guest to enter the building without physically going down to the ground floor to open the main door.

## **Fees**

House fees must be paid by **Direct Debit**. Anyone who does not set up a Direct Debit instruction with the office will be required to pay the total fee for the contracted period by the 31<sup>st</sup> October at the very latest. A Direct Debit mandate is enclosed with the room offer. This form should be filled in and returned as soon as possible.

Failure to comply with these payment instructions may result in a fine being levied.

**Please note** - it is important that anyone experiencing any difficulty in paying should contact the Finance section in the Accommodation Office by letter as soon as possible.

## **Fire Alarms**

Residents are asked to be aware that there are heat detectors fitted in all kitchens and smoke detectors in the hallways and bedrooms. As a result residents must ensure that the kitchen doors are kept firmly closed particularly during cooking, a smoky atmosphere, however slight will set the alarm off and automatically summon the fire brigade. If the fire alarm sounds residents must leave the building immediately. No one may stop to collect any personal belongings nor on any account try to switch off the fire alarm or interfere with the fire equipment. Only authorized personnel are permitted to do this. If the fire alarm sounds it is important that the Fire Brigade is summoned by dialing phone number 999, that the senior resident is contacted at 8B Southpark Terrace and/or the security patrolmen at the Gatehouse by phoning 0141 330 4282. All residents must wait for the fire brigade to arrive outside the building, leaving the entrance clear. **If a fire extinguisher or any other piece of fire fighting equipment has been used it is vital that the Student Apartments Office is informed immediately so that the apparatus used can be checked/ refilled.** Fire alarms are tested on a weekly basis, usually on a Thursday morning.

## **Fire Doors**

Must be kept closed at all times mainly as a safety precaution but also because of security.

**Note that kitchen & corridor doors are all fire doors.**

## **Furniture**

Anyone bringing furniture into the Student House must remove it at the end of the Session. All upholstered furniture must meet current fire retardancy regulations. Anyone bringing in a piece of furniture that does not have a fire retardant label attached to it will be asked to remove it immediately.

## **Fuse Box**

Each flat has its own fuse box, usually located in the hallway. Anyone experiencing an electrical problem in the flat should switch off any electrical appliance which may be faulty & check the fuse box. All switches should be in the 'up' position and all buttons should be pressed in. Fuses can 'trip' due to an overloading of a particular circuit or due to a faulty appliance.

## **Gas and Electricity**

"The Fees are inclusive of charges in respect of utility charges for gas & electricity except where the room offered is located in Student Apartments flatted accommodation in Southpark Terrace and Park Circus Place. In this accommodation there is an allowance of £10.50 per person per week included in the Fees. Utility costs in excess of this allowance will be divided jointly and severally amongst the tenants of these flats and notified on a quarterly basis (or on receipt of utility invoice whichever is the earlier). Should this occur

the Landlords will be entitled to recover from the tenant on demand the sum or sums equating to such excess as calculated."

### **Guests**

Guests are welcome in the Student Apartments for a maximum period of three days but must adhere to the regulations that have been put into force with the safety and security of the residents in mind. In common with all the University Residences: -

- a) Residents must take full responsibility for their visitors.
- b) All guests must leave the residence by midnight at the very latest.
- c) No guests can be admitted after 11.30pm.
- d) Senior Residents are well within their rights to ask guests to leave the premises and anyone who is asked to leave must do so immediately.

### **Hallways**

Due to H.M.O and fire regulations we are unable to allow the use of hallways in flats to store furniture, refuse, electrical appliances etc, or to use it as a seating area.

### **Heaters**

Residents are not permitted to use a heater of any kind in their rooms. This constitutes a fire and safety hazard. An additional charge for electricity may be levied if a heater is found in a room.

### **Illicit Substances**

The bringing in, the possession or use of these substances is strictly forbidden within any of the Residences. Anyone found bringing in, in possession of or using any illicit substance whatsoever will be told to leave the Residence immediately. There will be no second chances!

### **Insurance and Security**

All tenants who are **fully matriculated students** of Glasgow University contribute to the Endsleigh group insurance policy negotiated on behalf of the tenants by the Accommodation Office. Please consult the **Endsleigh** leaflet for further details of this scheme.

Residents should take the following steps to minimize any security problems: -

1. Make sure all doors are locked even when there are people in the flat.
2. Make every effort to ensure that strangers are not admitted to the building.
3. Make sure that basement & ground floor windows are not be left open, unlocked & unattended. Window locks have been fitted as a further security measure.  
A & B flat residents should use the intruder alarm system if the flat is going to be empty. The office keeps a record of all security code numbers
4. Anyone seeing anything suspicious should notify either the Main Gatehouse, the Senior Resident or the police immediately

### **Internet Access**

Internet access is available in C & D flats only. Residents will be required to complete & submit an Internet Access Registration form that should be included in the key envelope. Forms can also be collected from the Student Apartments Office.

The Masterpoint internet access helpline phone number is 0870 444 5816.

Tenants occupying A & B flats should contact BT to have their phone lines activated & take out a contract with their chosen provider.

### **Keys**

Keys should not be labeled with an address. The loss of a set of keys must be reported to the Student Apartments office as a matter of urgency.

### **Laundry**

There is a laundry in the basement of Block No. 8, Southpark Terrace for the use of residents only. Each main entrance door key will also open the main entrance door at 8 Southpark Terrace. There are three washing machines that use automatic washing powder only and three tumble dryers. Coins are not required to operate these machines. Residents are asked not touch the gas boiler in the laundry.

## **Moving Out**

Any resident wishing to leave the flat during the Session but continuing at University, must fill in an Early Departure form that can be obtained from the Student Apartments Office at 73 Great George Street. The completed form must be handed in, in person to the Manager of Student Apartments. Liability for payment of fees for the remainder of the Session will remain until the place has been filled.

## **Noise**

Noise should be kept to a moderate level & should not be audible out with the flat. All noise from music systems etc. should cease completely by 11 p.m. Residents are asked to show consideration towards neighbours at all times - their study/exam timetable may be very different. Any student has the right to ask for music to be turned down.

## **Parties**

Parties are **not** permitted in University-Owned accommodation. The Senior Resident has the authority to clear any party and University Security or the police may be called.

## **Pets**

Are not allowed.

## **Posters and Decoration**

Tenants are asked to use thumb tacks or map pins & never nails, blu-tak or adhesive tape for attaching posters, pictures etc. to walls.

## **Problems and Repairs**

Any questions or problems concerning the accommodation at Southpark Terrace should be referred to the Student Apartments Office at 73 Great George St.

The Office is open 10.00am to 4.45pm Monday to Friday. All repairs should be reported directly to the Student Apartments Office ASAP. Repair request forms can be accessed on the Accommodation Office website ([www.accom.gla.ac.uk](http://www.accom.gla.ac.uk)). Repairs can also be telephoned, emailed or reported in person. Residents are asked to be specific about the nature of the repair required. Emergency repairs will be completed as quickly as possible, but seven working days should be allowed for non-urgent repairs. In the case of an emergency after office hours the Senior Resident at 8B Southpark Terrace or the Security Staff at the Main Gatehouse on University Avenue can be contacted.

## **Recycling**

Glass - bottle banks by the car park on Gibson Street at the junction with Otago Street or in the car park at the University Avenue / Byres Rd junction.

Plastic bottles, aluminum cans, tin cans, newspapers & magazines – in the blue bins in the rear courtyard of your block.

Please contact Glasgow City Council on 0141 287 2061 for further info on recycling facilities in Glasgow.

## **Safety and Security**

In the interest of everyone's safety and security tenants are asked to keep flat doors and doors at street level locked at all times. There are locking devices on windows; these should be kept in the locked position particularly in the basement, ground or first floor accommodation. It is important that strangers are not permitted to enter the building.

## **Smoking Policy**

All University residences are strictly non-smoking. This includes all public areas and all the bedrooms in the residences. Smoking is not permitted in any part of the residence at all.

## **Tradesmen**

There will be occasions when window cleaners, joiners, electricians, etc. will require access to flats and/or rooms. We will not always be able to warn residents that they are coming. Residents are asked to check ID before giving permission to enter. Any resident who feels unsure should contact either the Senior Resident or the Student Apartments Office.

## **Withdrawal from University**

Anyone deciding to withdraw from the University is required to follow certain procedures:

- a) Advise the Senior Resident and the Accommodation Office of the decision.
- b) Complete and submit an Early Departure form to the Student Apartments Office. These forms can be collected from the Student Apartments Office.
- c) Return all keys to the Student Apartments office prior to departure.
- d) Pay all Accommodation Fees due up and until the day that all paperwork and keys have been handed in plus 4 weeks fees.

Rosemarie S. Ewing,  
Manager of Student Apartments  
August '08

### **Student Apartments Office**

73 Great George Street

Glasgow G12 8RR

Tel. 0141 330 6182

Fax. 0141 330 2764

Email – [studentapartments@admin.gla.ac.uk](mailto:studentapartments@admin.gla.ac.uk)

[r.ewing@admin.gla.ac.uk](mailto:r.ewing@admin.gla.ac.uk)

[e.millar@admin.gla.ac.uk](mailto:e.millar@admin.gla.ac.uk)

[l.young@admin.gla.ac.uk](mailto:l.young@admin.gla.ac.uk)

## **Important Notes on Electrical Appliances and Other Equipment\***

In the interest of safety the following restrictions are placed on electrical items, which you may wish to bring in to the Halls of Residents and Student Houses:

- 1 The following items are strictly forbidden:
  - A) All forms of heating appliances including electric fires, Emerson heaters and any incandescent burners (this includes all electric heaters).
  - B) Any form of cooking appliance.
  - C) Any heavy-duty electrical appliance or car battery chargers etc.
  - D) Fridges freezers and any other 'white' domestic appliances.
  - E) Electric irons (these should be used in designated laundry rooms only).
- 2 In addition to the restrictions in section 1 all electrical items brought into the Hall/House, which are recognised as being permissible should be fitted with a correctly rated fuse, a correctly wired plug and a cable in good order.

No electrical blankets are permitted without a current test certificate from a qualified electrician and a medical certificate from your G.P.
- 3 Irrespective of any restrictions made above, the warden, senior Resident or Manager can refuse introduction of any piece of electrical equipment which is deemed not to be in the interest of the welfare of other residents of the flat or of the flat itself.

Should you have any queries relating to electrical items, they should be addressed to Rosemarie Ewing. Please remember that this list of regulations is drawn up for your own well being and safety.

Please note in addition that all gas appliances are strictly forbidden

Neil Campbell

Director of Residential Accommodation.

# LIST OF GENERAL PRACTITIONERS COMPILED BY THE UNIVERSITY HEALTH SERVICE

(Listed by post code areas)

## Area G3

12 Radnor Street                      334 6111  
1119 Argyle Street                      248 3698  
Anderson Medical Centre              221 5656

## Area G4

10 Queens Crescent                      322 3526

## Area G11

14 Apsley Street                      339 2960  
11 Peel Street                      334 9331  
41 Broomhill Drive                      339 3626

## Area G12

31 Buckingham Terrace              211 6210  
2 Victoria Circus                      339 3211  
91 Hyndland Road                      339 7869

## Area G13

1264 Dumbarton Road                      959 6311  
94 Fulton Street                      959 3391

## Area G20 ( Near St Georges Cross)

Woodside Health Centre  
Barr Street                      531 9200  
Maryhill Health Centre  
41 Shawpark Street                      531 8700  
285 Maryhill Road                      211 9597  
Murano St. Medical Centre              531 8822  
Murano St. Student Village

---

## **Dentists:**

2 Southpark Avenue G12                      334 3408  
1 Hillhead Street G12                      334 4600

## **In an emergency at weekends, or if a dental Practitioner is not available:**

Dental Hospital  
378 Sauchiehall Street                      332 7020