



University  
*of* Glasgow | Student  
Apartments

A –Z of Information

for

Student Houses in Hillhead

## **Student Apartments, Session 2008/09**

Welcome to Glasgow University Student Houses. We hope that you will enjoy your stay. There are several Student Houses in the area, all self-catering and each one is looked after by a Senior Resident who will be happy to help you with any problems you may have.

Laid out below are various pieces of information that may be of help and also some requests which make the accommodation easier to run.

**Absence from residence:** In the interests of safety & security Residents are asked to advise the Senior Resident if they intend to be away overnight.

**Alcohol:** No alcohol at all should be brought into or consumed in any of the common areas.

**Bedrooms:** When you arrive please check that you have the following items of bedding in your room: -

- (a) 1 Duvet & 1 Pillow
- (b) 2 Duvet Covers, 2 pillowcases & 2 Flat Sheets
- (c) 1 Mattress Cover (do not remove)

If anything from the above list is missing please contact your Senior Resident and/or the Cleaner, because you will be expected to return all these items (freshly laundered) when you leave the House.

Each resident is responsible for the laundering of his/her own bed linen and also for keeping his/her room clean and tidy. There is a vacuum cleaner in each flat for residents use only. Cleaning staff will enter rooms on a regular basis to check that occupants are well and empty wastebaskets. Rooms will be visited each term to check self-closers on doors & to ensure that the rooms are kept in clean condition. Any problems with room door closers should be reported to the Student Apartment office ASAP.

**Bicycles:** Unfortunately there are no safe storage areas in the vicinity for cycles.

**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:** All student houses are equipped with full central heating systems. The winter heating times are as follows: -  
Monday – Friday 6.30am – 9.30am and 4.30pm. - 10.30pm.  
Saturday, Sunday 8.00am – 11.00am and 4.30pm – 10.30pm  
Heating times will vary at other times of the year.

**Cooking:** Cooking is restricted to kitchens only. The use of deep fat fryers is not permitted. Microwave ovens, rice steamers, toasters, kettles etc., must **not** be used in bedrooms.

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

**Departure/End of Session:** Residents are expected to leave their rooms in a clean & tidy condition & to ensure that all bed linen has been freshly laundered & left folded on the bed. All foodstuffs must be disposed of, food lockers cleaned & keys returned to the Senior Resident or to the Student Apartments Office.

**Disposal of Refuse:** It is essential that all refuse is disposed of in the correct manner, i.e. carried down in tied black bags to the disposal area in the back courts every day. Under no circumstances should rubbish be dumped in the street or common stairway or thrown from windows. Dangerous items such as glass and broken china must be very well wrapped in newspaper before being thrown away. There are special bins in every kitchen for the safe disposal of broken glass. Tin lids etc. must also be wrapped in paper prior to being disposed of.

**Doctors & Dentists:** All residents are required to register with a local Doctor. A list of local practices is at the back of this booklet.

**Door Closers:** In order to comply with fire & safety legislation we are obliged to have automatic door closers fitted on all doors. Please do not tamper with them. If yours is not working properly please contact the office & we will repair it.

**Electoral Role:** A list of Residents names will be submitted in early October to Glasgow District Council for inclusion in the Electoral role. Cards will be sent to all residents who are eligible to vote in local or national elections in advance of an election taking place.

**Fees:** House fees *must* be paid by **Direct Debit**. If you do not set up a Direct Debit instruction with us, you will be required to pay the total fee for the contracted period by the 31<sup>st</sup> October *at the very latest* by credit/ debit card. A Direct Debit mandate is enclosed with your room offer. Please fill this in and return it in the envelope provided as soon as possible if you have not already done so.

Failure to comply with these payment instructions is likely to result in a late payment fee being imposed.

**Please note** that anyone experiencing any difficulty in paying must contact the Finance section in the Accommodation Office by letter as soon as possible.

**Fire Alarm:** If the fire alarm sounds, residents must evacuate the building immediately, summon the Fire Brigade (dial 999) and give the address. Under no circumstance should anyone attempt to silence the alarm. No one should attempt to **re-enter the building until the Fire Brigade has granted permission.** Smoke detectors have been fitted in all study bedrooms. As the detectors are quite sensitive residents are asked not to do such things as spray aerosols use hair straighteners, etc. directly underneath them because such actions may well set the alarm off & therefore summon the Fire Brigade.

**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.

**First Aid:** Senior Residents are all required to attend a basic training session in First Aid & they are all issued with a first aid kit for emergency use only. However residents may find that having their own kit will be beneficial

**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.

**Guests:** Guests are welcome in the Student Houses 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 to the Student House 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.

**Overnight Guests:** Residents are welcome to have overnight guests on condition that the correct procedures are observed i.e.

- a) A booking form is collected from the Senior Resident, completed and returned to the Senior Resident.
- b) 24 hours notice is given.
- c) Guests stay for a maximum of three nights.
- d) Roommates are consulted and an agreement reached.

**Note**

- a) we cannot supply spare beds, duvets, etc.
- b) Anyone attempting to stay without booking in this way will be asked to leave the Residence.

**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

**Heating & Hot Water:** Hot water is available at all times. Central heating times are controlled by the University & will vary according to the season. Current heating times are displayed on the notice boards in the hallways. Most room radiators have control valves; turn it clockwise for off & anticlockwise for on. Extra heating may be offered to residents who are unwell.

**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:** All residents will automatically be registered with Endsleigh the company who operate the basic group insurance scheme. Residents are advised to make themselves familiar with the terms & conditions of the scheme & to take out additional insurance for such items as bicycles, mobile phones, etc. The University Court, the Management Staff of the Hall and the employees of the University do not accept liability on any grounds whatsoever including fault or negligence for loss or damage to any property belonging to or in the possession or custody of any resident in the Hall and that whether such property be deposited, stored or otherwise left in the residence or elsewhere and its outbuildings or within the grounds thereof.

**Internet Access:** Internet access is available in all study bedrooms. Residents will be required to complete an internet access registration form. Anyone who does not have a form can collect one from the Student Apartments Office. The Masterpoint internet access helpline is 0870 444 5816.

**Kitchens:** Cookers, fridge/freezers, microwaves, electric kettles and one locker/cupboard (some can be locked using a padlock) per person are supplied, but we do not provide dishes, pots, pans, cutlery etc. Residents will need to supply these but intending residents should bear in mind that everyone will bring dishes so a few will suffice! Residents are reminded that they are expected to wash, dry and put away all dishes, pots, pans, cutlery etc. immediately after use, keep the cookers & grill pans clean, defrost and clean the refrigerator. The cleaner is not employed to do these jobs; she has other jobs to do! Incidentally, washing-up liquid is not supplied. Senior Residents will post kitchen duty rosters in all kitchens and all Residents are expected to comply in full with the rota whether they use the kitchen or not. Rice and any other grains must be stored in plastic containers with lids, never in sacks. Cleanliness in the kitchen is of the utmost importance; we have had to call in the Pest Control people in previous years due to Residents' unclean habits.

**Laundry:** Washing machines and tumble dryers are provided in every building for Student House Residents use only. Residents should ask the cleaner on their floor how to use the machines. It would be most helpful if residents would wait until they have a full load, and also remember to use a small amount of automatic low sud washing detergent only.

**Light Bulbs:** A small stock of light bulbs, mainly suitable for desk lamps is held by the Senior Residents who will issue a new one in exchange for an old one. Our Handyman will change overhead lights, in most cases but Residents should complete & submit a "repair request form" giving details of any repairs needed.

**Loss of Keys:** The loss of keys must be reported immediately to both the Senior Resident and the Student House Office. A charge of £20 will be made for lost keys.

**Mail:** Mail is delivered direct to the individual addresses and floors (A, B or C). Please ask family & friends to address mail to the correct room and floor otherwise your mail may go missing.

**Moving Out:** Anyone wishing to leave the house 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:** Under the terms & conditions of residence there should be **no** noise at all between the hours of 11.00pm and 8.00am. At all other times noise must be kept at a reasonable level. Please consider the large number of private residents who live in the surrounding area and keep noise levels to a minimum particularly if you are returning to the residence late at night. Our neighbours need to get up early for work & do not appreciate being disturbed!

**No Smoking Policy:** There is a no smoking policy throughout the Student Houses which must be strictly adhered to. **Note** that **all** areas (bedrooms, kitchens, hallways, staircases, bathrooms, TV rooms etc.) are non-smoking.

**Parking of Cars:** Car parking in the Hillhead area is extremely limited & spaces, which are allocated by Glasgow District Council are at a premium. Residents must apply for a parking permit at a cost of approximately £120.00 per year. Residents should be aware that parking wardens patrol the area on a regular basis & will impose fines for unauthorised parking

**Parties:** We regret that parties are not permitted.

**Pets:** Are not allowed.

**Pictures & Posters:** Anyone wishing to put up posters (2 only) should use drawing pins, not sellotape or blue-tac. Small items must be put on the pinboards and not on the walls. Residents are asked not to damage unblemished paintwork & under no circumstances to stick, pin or nail anything onto the furniture.

**Repairs:** Repair request forms are available on the accommodation office website ([www.accom.gla.ac.uk](http://www.accom.gla.ac.uk)). Alternatively a paper version can be collected from the Senior Resident & handed into the Student Apartments Office. Residents are asked to try to be specific about the nature of the repair required. Emergency repairs will be completed as a matter of urgency but residents should allow several days for non urgent repairs. Repairs need to be reported early in the day to allow time for tradesmen to be contacted.

**Security:** On moving into the house all residents are given a set of keys, these keys must **not** be labelled. Residents are asked to make sure that doors are kept locked. It is particularly important that room doors and front doors are kept locked at all times. Anyone losing keys must report the loss to the Student Apartments Office who will issue a new set.

**Senior Residents:** Senior residents appointed by the University Court are responsible for the welfare & discipline of students within their particular area. The Senior Resident will either be resident within a student house or will have a study bedroom on the floor above or below. He or she will be available for one hour per day (the time should be displayed on S.Rs. room door) to discuss any problems, etc. with residents. Residents should not be afraid to approach him/her to talk about any matter that might be of concern. Residents are asked not to disturb the S.R. late at night or outwith the times given unless an emergency occurs.

**In the event of being unable to reach the Senior Resident in an emergency Residents should contact the Security officers at the Main Gatehouse on University Avenue or on 0141 330 4282.**

**Smoking Policy:** All University residences are strictly non smoking. This includes all public areas & bedrooms. Smoking is not permitted in any part of the residence at which you have accepted an offer of accommodation

**Student Apartments Office** The office is open from 10am. – 4.30pm Monday to Friday & is situated within the Accommodation Office at 73 Great George St

**Televisions:** Anyone bringing in a television must use it with an indoor aerial and purchase a TV licence.

**Tradesmen:** There will be occasions when window cleaners, joiners, electricians, etc. will require access to residences. We will not always be able to warn residents that they are coming. Residents are asked to check ID before giving permission to enter. In the event of doubt residents should ask either the Senior resident or send the tradesmen back to the Student Apartments Office.

**Vacations:** Rooms must be completely cleared of all personal belongings and left clean and tidy and free of rubbish prior to vacating the room at the end of Session. Residents wishing to remain during the summer vacation, may do so, (though they may have to move to another residence) but must make an early booking with the Student Apartments Office. Student Houses are well used by visitors during the months of July, August and September.

**Windows & Stonework:** In view of the fact that the stonework is old and crumbling all residents are advised not to sit on windowsills & to avoid standing on the ledges.

**Withdrawal from University:** Anyone deciding to withdraw from the University is required to:

- a) Supply the Student apartments Office, at 73 Great George Street, with a letter from an advisor confirming withdrawal.
- b) Advise the Senior Resident and the Accommodation Office of the decision.
- c) Complete and submit an Early Departure form to the Student Apartments Office. One can be collected from the Student Apartments Office.
- d) Return all keys to the Student Apartments office prior to departure.
- e) 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  
Student Apartments Office  
Accommodation Office  
73 Great George St.  
Glasgow G12 8RR

**Email**

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

**Phone**

+44 (0) 141 330 6182

## **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 the Manager of Student Apartments. 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

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### **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