

CAIRNCROSS HOUSE FAQ

How close is the Hall to the University?

Cairncross House is approximately 15 minutes walk to the main campus and a 20 minute walk to the city centre.

Is there a bus that goes to the University from the Hall?

The 'Student Representative Council' organise a weekday bus service in the evenings during term time from the main gate of the University. Details of the SRC Bus timetable can be found at this location:

<http://www.glasgowstudent.net/services/minibus/>

Cairncross House is close to the main bus routes into the city.

What is the emergency contact number?

The office telephone number is (0141) 221 9334.

Is there anyone available out of office hours?

After 6pm there is always a Senior Resident 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' which you will receive with your offer of accommodation. The cost of this accommodation must be paid before you arrive. 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' Tel: (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/services/residentialservices/undergraduate/self-cateredaccommodation/cairncrosshouse/cairncrosshousetour/cairncrosshousebedrooms/>

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 Hall?

There are several doctors' surgeries near Cairncross House; we will supply further information on your arrival in our accommodation.

What facilities are there near the Hall?

There are several shops, restaurants and banks/automatic cash dispensers located close to the halls.

When can I get into the room?

On the start date of your occupancy agreement.

What am I responsible for cleaning?

You are responsible for your own room and you are also expected to contribute to the cleaning of the kitchen and shower areas.

Does the residence have student cooking facilities?

Yes, you will be allocated a kitchen for use on your arrival.

Are cooking utensils, crockery supplied?

No, residents must supply their own.

How can I recycle my waste?

Each kitchen is provided with a recycling bag for all residents to use. The bag can be emptied into our recycling bins which are situated within the car park. Glass, paper, cans, tins and plastic bottles can all be recycled.

Can I bring my bike?

Yes, you can bring your bike. There is a lockable bike store situated in Cairncross House car park. You can obtain a key from reception. Please note that all tenants are responsible for making sure that their bicycle is adequately insured.

Is there a car park attached to the Hall?

Yes. Anyone wishing to use the car park during term time must register their car details at reception.

Is there a phone in my room?

Yes. Masterpoint phone cards are required to make outgoing phone calls. Phone cards are available in £5 and £10 denominations and can be purchased at reception or alternatively an online account can be set up.

Is there a data/internet link in the room?

Yes. A broadband connection is shared between several rooms.

Can I bring my own TV?

Yes, but it must be fitted with a correctly rated fuse, correctly wired plug and a cable in good order.

Students must obtain their own TV license. See <http://www.tvlicensing.co.uk> for more details.

What is the surrounding area like?

Cairncross House is located in a residential area, however, the city centre and the west end attractions are within easy walking distance.

Do I need to take everything out of my room at Christmas and Easter Holidays?

No. As your contract includes the holiday periods you do not have to remove your belongings.

Can my friends stay overnight?

By prior agreement with a manager / head senior resident a guest can stay for a maximum of 3 nights. You must register your guest at reception and pay a fee of £2 per night.

Anyone sharing a twin room must have prior agreement from their roommate.

What happens if I lose my keys?

Replacement keys are supplied at Cairncross House Office and a charge will be made.

What happens to my mail/parcel delivery?

Mail is distributed to post boxes. You will be allocated a post box on your arrival.

Parcels and registered mail will be kept at reception where there is a daily parcel/mail list. Remember to bring ID if there is an item being held for you.

Will I have to share a room?

There is a possibility you may have to share.

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 747 from Byres Road (10 - 15 minute) will take you to the Airport via Partick and Braehead. Please allow yourself plenty of time to get to the Airport if you choose to use this service.

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

Anything else that would be useful for me to bring?

Tea towels, a Glasgow Street Guide, a padlock for the food lockers and warm clothing for the winter months.