

KELVINHAUGH GATE FAQ

How close is the Residence to the University?

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 Residence?

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 Kelvinhaugh Residences. Details of the SRC Bus timetable can be found at this location: <http://www.glasgowstudent.net/services/minibus/>

There are also public services which run from Byres Road to Argyle Street at the end of Kelvinhaugh Street.

What is the emergency contact number?

The office telephone no. is (0141) 221 6124.

Is there anyone available out of office hours?

Normally the office closes at 5:00pm. During term time there are Senior Residents available in the residences to deal with emergencies.

Can I arrive before the start of my contract?

You must arrange this before you arrive by completing the appropriate 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 early 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?

There are a limited number of rooms available over the summer months. Students are sent details in term 3 and must apply for the summer accommodation. There is no guarantee that you will be allocated a place in the summer as demand often exceeds supply. Please note that if you are offered a summer place you may be required to move rooms.

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 6124. 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/postgraduatelateryear/self-cateredaccommodation/kelvinhaughgate/kelvinhaughgatetour/kelvinhaughgatebedrooms/>

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 Residence?

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

What facilities are there near the Residence?

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

When can I get into the room?

After 4pm on the day that you have arranged to come into the accommodation.

What am I responsible for cleaning?

Your room and sharing the cleaning of the common areas of the flat (hallway, lounge, kitchen) with your flatmates.

Does the residence have student cooking facilities?

Each flat has an electric cooker, a microwave oven, kettle and fridge freezer as it is a self-catering residence.

Are cooking utensils, crockery supplied?

No, crockery, cooking utensils etc. are not supplied by the University.

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 at the back of each block. Paper, cans, tins and plastic bottles can all be recycled. Glass recycling bins are available at Cairncross House car park for your use.

Can I bring my bike?

Yes, you can bring your bike. There is a lockable bike store within Kelvinhaugh Gate. Please note that all tenants are responsible for making sure that their bicycle is adequately insured.

Is there a car park attached to the Residence?

There is a private car park on site as well as on street car parking outside the flats. Anyone wishing to use the private 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 my 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?

The residence is conveniently located halfway between the University campus and the city centre. It is next to Kelvingrove Park, Kelvingrove Art Gallery, Kelvingrove Sports Centre and Museum of Transport. There are also many good places to eat and drink.

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

No. As you are paying rent over the holiday periods you do not have to remove your belongings.

Can my friends stay overnight?

No.

What happens if I lose my keys?

You must let staff at the Kelvinhaugh Gate Office know. Please try to avoid carrying your keys with anything that would identify your address. A charge will be made for the replacement key.

What happens to my mail/parcel delivery?

Mail is delivered directly to the letter boxes at the front door of the flats. If an item is too big for your letter box, the postman will put a note in your letter box telling you where to collect it.

Will I have to share a room?

No.

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?

A Glasgow Street Guide and warm clothing for the winter months.