



GLASGOW STUDENT VILLAGES

CAIRNCROSS HOUSE

STUDENT INFORMATION

OFFICE/RECEPTION
CAIRNCROSS HOUSE
20 KELVINHAUGH PLACE
GLASGOW
G3 8NH

TEL: 0141 221 9334 FAX: 0141 221 2405
INTERNAL EXTENSION: 7000
Email: khr@sanctuary-housing.co.uk

Introduction

Sanctuary Management Services Ltd

Sanctuary Management Services Ltd is a wholly owned subsidiary of Sanctuary Housing Association, and manages the Student Accommodation at Cairncross House on behalf of Glasgow Student Villages Limited.

Sanctuary works in close partnership with the University of Glasgow in delivering a comprehensive range of Accommodation Services to Students studying at the University.

Welcome to Cairncross House!

The aim of this booklet is to provide you with as much information as possible for living at Cairncross House. It is very important that you take some time to read it before arriving. If you have any questions, please do not hesitate to contact the Kelvinhaugh Residences Office at Cairncross House. Remember to bring this document with you – you may find it useful on your arrival.

Cairncross House was completed in 1991 to meet the increasing demand for self catered accommodation by undergraduate students. The hall is fully non-smoking and accommodates 213 students. Its facilities include a large common room / TV room and a quiet study room with computer cluster which is linked to the University of Glasgow.

Cairncross is a self catering hall which includes three types of rooms: shared, single and large single. The building is open plan with each resident having use of a designated kitchen/dining area and toilets and showering facilities. Your rent includes all bills (i.e. heating and lighting).

Telephone and internet points are located in every room. The cost of internet connection is also included in your rent.

Cairncross House operates a Student Committee, elections for which are held in the first term. Funds are available to the committee to help organize social and sporting events.

The Hall is located near to the Kelvin Hall Sports Centre and the Kelvingrove Art Gallery and within 20 minutes walk of the city centre.

It is approximately a 10-15 minute walk to most of the lecture theatres and University departments. A five minute walk will get you to some local shops and a 15 minute walk will get you to Byres Road or Dumbarton Road where most things can be bought. Byres Road offers shops, restaurants, a supermarket, banks, post-office, lots of pubs and cafes. A quick tube ride from Byres Road will get you into the city centre.

Cairncross House is part of the Kelvinhaugh Residences (along with the Kelvinhaugh Street and Kelvinhaugh Gate flats) which are managed by a dedicated team of Staff responsible for ensuring that your stay in the Hall is comfortable, safe and enjoyable. Either Management Staff, the Senior Resident Team or Night Security will be on duty at any given time, thus ensuring that the Hall is manned 24hours a day seven days a week.

We hope that you enjoy your stay at Cairncross Hous

CAIRNCROSS HOUSE STRUCTURE

SENIOR RESIDENT TEAM

The Senior Resident team consists of the Head Senior Resident and six Senior Residents (SRs). The Senior Resident Team works in coordination with the Management, Night Security and the Accommodation Office. All members of the Senior Resident Team live within the Hall.

In addition to this role, each member of the Team has another, full-time occupation associated with the University; usually they are either academic staff or involved in full-time study.

The Senior Residents are there to ensure the safety and wellbeing of all the students living in the Hall. They are responsible for ensuring that all students adhere to the Student Regulations. They are also glad to offer help and advice on matters practical, academic, medical or personal.

There is a Duty Senior Resident available every weekday night, and throughout the weekend. You will find the Duty Senior Resident at Reception between 6.00pm and 7.00pm every day. At other times, you can contact the Duty SR in their room. Details of the duty SR are posted at the main entrance to the building.

Please feel free to contact your Senior Resident with any Wardening issues or queries that you may have. They will involve the Head Senior Resident as required.

IN AN EMERGENCY, YOU SHOULD CONTACT ANY MEMBER OF THE SENIOR RESIDENT, SECURITY OR MANAGEMENT AS SOON AS POSSIBLE.

NIGHT SECURITY

A security service is provided from 10pm to 8am. Night Security works in coordination with the Management and SR Teams. They are based at Reception and should be approached with any security issues. Night Security carry out patrols of all three Kelvinhaugh Residence sites and have access to the Duty SR and all appropriate emergency services.

MANAGEMENT TEAM

The Management Team consists of the Manager, Deputy Manager, Assistant Managers and Receptionist. The Management Team works in coordination with the Senior Residents, Security staff and the Accommodation Office. The Management Team is responsible for the practical running of the Hall, including administration of the cleaning and maintenance teams. The Office, located at the entrance to Cairncross, is manned on weekdays from 8.00am to 6.00pm. All issues of a practical nature – (for example repairs or faults), should be dealt with through the Office between these hours.

A TO Z

ABSENCE FROM CAIRNCROSS HOUSE

Please inform the office staff if you intend to be away from the Hall overnight (This is important in the event of a fire or other emergency).

ACCIDENTS

If you have an accident on site you should report it to the office as you will be required to complete an accident report form. If you become aware of any hazards or un-safe conditions within the accommodation which may cause an accident, you should report the problem to the office as a matter of urgency.

ALCOHOL

It is policy that alcohol will not be consumed in public areas of the Hall (e.g. the common room). Please remember that the consumption of alcohol outdoors in Glasgow is prohibited under local by-law.

ANIMALS

No pets are permitted within the Hall (except guide dogs). This includes fish, hamsters etc etc.

BANKS

There are many banks to be found on Byres Road. The main Scottish Banks are Clydesdale Bank, Bank of Scotland and The Royal Bank of Scotland. You can, however, open an account at any bank (contact the bank directly for further details) .If you require proof of address in order to open a British bank account, please contact the Office.

BEDROOMS

We provide a bed, desk, chairs, wardrobe, curtains, desk lamp, pillows, duvet, bed linen, bookshelves, telephone, waste bin, notice board and internet point.

BICYCLES

Storage for bikes is available within the car park area. Bikes are NOT permitted within Cairncross House as they pose an emergency exit obstruction and will be removed. Keys for bike sheds are available from reception free of charge (£5 will be charged if the key is lost or not returned on your departure). Please note that all tenants are responsible for making sure their bicycles are adequately insured.

CANDLES

Any type of candle or incandescent burner is STRICTLY FORBIDDEN, as they pose a serious fire hazard. Any candles found in the residences will be removed by Cairncross staff. You are reminded that fire activations caused by the use of candles are treated extremely seriously.

CAR AND MOTORBIKE PARKING

All vehicles parked in the Hall are done so at the owner's risk. It is a requirement that all residents register their vehicles with reception. Do not block the entrance to the car parking area – keep clear for emergency vehicles.

CASH DISPENSER

The nearest cash dispenser is located at the petrol service station on Old Dumbarton Road.

COMMON FACILITIES

The Common Room is situated on the ground floor, the common room is open for you to use at any time. Facilities in the Common Room include: lounge area, TV and video/DVD, pool table, snack and soft drink machines.

The Study Room. This room is available for quiet study. It also houses the computer cluster which is linked to the University of Glasgow. The study room is located on the first floor.

CHANGE OF HOME ADDRESS

If your home address and/or emergency contact details change, you must inform the Office in writing immediately so that we can update our records.

CLEANING

All residents are responsible for the cleanliness of their bedrooms. We provide vacuums for this purpose. Cleaning staff are responsible for stairwells, toilets and showers.

Kitchens are cleaned once a week by cleaning staff however all students are expected to contribute to the cleanliness of the kitchen.

COMMENTS/CONCERNS/GENERAL ENQUIRIES

General enquiries can be made to the Office on weekdays 8am and 6pm (dial extension 7000 from your bedroom phone). The office can also be contacted via email at khr@sanctuary-housing.co.uk. Out with these hours and at weekends contact the Duty Senior Resident in the first instance.

COMPLAINTS

Sanctuary Management Services is keen to record, investigate and respond to legitimate complaints. A copy of our complaints procedure and complaints form is available from the site office.

COMPLIANCE TESTING

As part of our HMO (Houses of Multiple Occupancy) Licence, we have to carry out servicing throughout the year: e.g. fire alarm maintenance, water testing, gas maintenance etc. To carry out these services contractors will need access to your bedroom. You will be notified at least 24hrs beforehand via e-mail and/or memos.

CONFIDENTIALITY

It is policy not to disclose any information about residents to outside parties with the exception of the police, Immigration or other legitimate authorities.

DENTISTS

There are many local dentists. For further details check the telephone book. Emergency treatment can be given at the Glasgow Dental Hospital, 378 Sauchiehall Street, Glasgow (Tel: 332 7020). Please telephone for opening times.

DISABILITY AWARENESS

When you have settled in please contact the office to advise if you have any special requirement that may be needed in the event of an emergency.

DISPOSAL OF REFUSE AND PERSONAL ITEMS

All household waste should be disposed of in the bin areas provided. At no time should black bags be obstructing corridors or exits.

Broken glass should be disposed of in the designated bins provided in every kitchen.

Condoms should be wrapped in several sheets of tissue paper and placed in the bin. Please do not flush condoms down the toilet, as they can cause problems with the plumbing.

Needles and syringes (e.g. for the treatment of diabetes) should be placed in safety disposal bins – please ask at Reception.

Razor blades should be returned to safety packaging wherever possible before being placed in the bin. If this cannot be done, please wrap them in several layers of tissue or other paper.

Sanitary towels should be disposed of in the designated units provided in the toilets. These units are emptied regularly. Tampons should be disposed of in the same way. Please do not flush these items down the toilet, as they can cause problems with the plumbing.

Scalpel blades used for graphic design or craft work should either be placed in an empty can (e.g. drinks can) and placed in the bin, or placed in the sharps box located at reception.

DOCTOR

It is a condition of residence that every student must register with a doctor in Glasgow as soon as possible after his or her arrival.

Registration – It is essential that you complete a registration card which must be handed in to the practice. If you have a NHS doctor, please bring your medical card with you if you have one.

You are free to register with any local practice, however the three nearest practices are;

The Surgery
3 Radnor Street
Glasgow
G3 7UA
Tel: 334 6111

Anderson Medical Centre
938 Argyle Street
Glasgow
Tel: 221 5656

Sandyford Surgery
119 Argyle Street
Glasgow
Tel: 248 3698

Consultations are by appointment only. To register you should telephone one of the practices and ask to make an appointment for a Registration medical. You will be given a form on arrival which you should complete and hand back to the office once you have registered with a GP. A list of all tenant's GP details will be held in the office in case of emergency.

On Campus, the Student Health Service is located at 63 Oakfield Avenue (Tel: 330 4538). Appointments can be made through the receptionist. If you require an urgent doctor's appointment during the weekend or the evening, you can arrange an appointment by phoning your GP's number. Your call will be transferred to a central administration centre, and an appointment will be arranged for you to see a GP at the Western Infirmary. If you have an accident or become unwell at any time and require assistance in obtaining medical attention, please contact the Duty SR, your SR or the Office staff as appropriate.

REMEMBER - IN AN EMERGENCY, DIAL 999

DRUGS

Glasgow University expressly forbids the use of illegal substances in Accommodation.

DUTY SENIOR RESIDENT

A Senior Resident is on duty every evening from 6pm and 24hrs on weekends in case of emergencies. The duty Senior Resident is available in reception each day during the office hour which is between 6pm-7pm. Details of the duty Senior Resident and how to contact them at any other time can be found on the noticeboard next to the main door.

ELECTORAL ROLL

At the beginning of the first term you will automatically be registered to vote in Glasgow (if you are eligible) unless you specifically indicate otherwise in writing by mid-October of your first year of residence in Cairncross House.

ELECTRICAL EQUIPMENT

In the interests of safety, the following restrictions apply on electrical items within the residences:

The following items are strictly forbidden:

All forms of heating appliances (including electric fires, immersion heaters and any incandescent burners), electric irons, fridges, freezers and any other white domestic appliances not supplied by the office. In cases of heating emergencies temporary heaters will be supplied by the office.

All electrical items brought into the residences which are recognised as being permissible should be fitted with a correctly rated fuse, a correctly wired plug and a cable in good order.

Electric blankets are not permitted without a current test certificate from a qualified electrician and a medical certificate from your GP.

Irrespective of any restrictions made above, the Manager or Head Senior Resident can reject the use of any piece of electrical equipment which is deemed not to be in the interests of the welfare of other residents of the residences, or the accommodation facilities for example DJ decks or electric musical instruments which may cause disturbance.

*Please note that all gas appliances are strictly forbidden.

E-MAIL

All communication from the office will be made through e-mail. Please check e-mail regularly for site updates on contractor visits, repairs, newsletters etc. The e-mail address we will use is the one you gave us on your application form. If you would prefer us to send information to another or new address please let the office know and we will up-date your file.

END-OF-YEAR ARRANGEMENTS

Information regarding end-of-year arrangements will be circulated at least four weeks before your departure at the end of the session. Rights of occupancy cease at 10.00am on the last day of the lease. There are no storage facilities at Cairncross.

FIRE PROCEDURE

If the fire alarm sounds, the following steps should be taken;

You must leave the building immediately. You should familiarise yourself with the evacuation notices within your bedroom.

Wait outside the building until the Fire Brigade or a member of the Management or Senior Resident teams tell you it is safe to go back inside.

DO NOT touch the fire alarm panel - a member of the Fire Brigade will deal with it.

Fire drills will be held twice during the academic year. Residents will be notified of the approximate timing of these drills. The fire alarm system is tested once per week. Fire Safety information will also be given on arrival.

FIRE DETECTION EQUIPMENT

The hallway and all bedrooms are fitted with smoke detectors and kitchens are fitted with heat detectors. Students must not tamper with smoke or heat detectors. Disciplinary action will be taken against any student found to have interfered with detection equipment.

FIRE DOORS

All the doors in Cairncross House are fire doors installed for your safety. These doors must not be propped open at any time. The door closers must not be adjusted by residents. Any problems with the door closers should be reported to the office for repair.

FIRE PREVENTION EQUIPMENT

The kitchens and hallways are supplied with fire blankets and fire extinguishers. This equipment is provided for the safety of all residents. It is an offence to tamper with fire prevention equipment.

FIRST AID

The Management and Senior Resident Teams are trained in first-aid procedures and have access to first-aid boxes.

GUESTS

Guests may stay in your room for a maximum of three nights. In order to comply with fire safety regulations **all overnight guests must be registered at Reception and a guest pass purchased at a nominal charge per person, per night**. Where possible overnight guests should be registered during office hours, before their arrival. Please note that if you are sharing a twin room permission must be sought from your room mate before booking in an overnight guest.

HEATING AND HOT WATER

Hot water is provided 24 hours a day and heating for several hours in the mornings and evenings. The timings of the heating can be obtained from reception if required. If you experience any problems with either your heating or hot water please contact reception as soon as possible.

HOSPITALS

The nearest hospital for emergencies is the Western Infirmary, Dumbarton Road (Tel: 211 2000).

INSPECTIONS

Room inspections are carried out regularly to ensure the equipment we provide is in a good state of repair and that rooms are acceptably clean and hygienic. A minimum of 48 hours notice is given for each inspection.

INSURANCE

Your accommodation fees include a block policy. A leaflet is included in your offer pack. Please read this information carefully and consider whether or not you wish to take out additional cover for items such as bikes and computers.

INTERNET

An internet connection is provided in each room. There is one connection per resident. The cost of connection and use of the internet is included in your rent. Instructions on use of the connection will be provided on arrival. Internet facilities are also available through the computer cluster which is located in the study room.

KITCHENS

It is in everyone's interest to maintain the kitchen in a hygienic and safe condition. Apart from the health hazard to co-residents, a messy or dirty kitchen represents a potential fire risk. Although a cleaning service is provided, students are expected to keep kitchens clean and tidy. Each resident will be assigned to a kitchen, and a rota will be put in place and monitored by the Senior Resident staff for this purpose. Any kitchens found to be in a repeated state of disorder, preventing cleaning staff from carrying out their duties will be reported to the Senior Resident Team.

We DO NOT provide any pots, pans, crockery or cutlery.

We DO provide all electrical cooking equipment (including microwaves), fridges freezers and kettles.

GRILL PANS must be kept clean at all times as they pose a serious fire risk.

You should line your grill pan with tin foil and replace it regularly. **NEVER** leave cooking unattended.

KEYS

The keys issued to you on arrival open your bedroom door, your designated kitchen and your post box. The black key tag opens the main door to Cairncross House (hold tag against keypad beside door). You should always lock your bedroom door. Keys should be kept secure at all times and taken with you when you leave your room. There is charge for the replacement of a set. The loss should be reported immediately to Reception so a replacement set can be ordered. Replacement keys can only be collected during office hours.

LAUNDRY FACILITIES

Laundry facilities are available on each floor of Cairncross House. There are washing machines, tumble dryers, irons and ironing boards in each laundry room. You need to provide your own automatic washing powder. You are advised to supervise all aspects of your own laundry to ensure that nothing goes missing.

LIGHT BULBS

Light bulbs are replaced by the maintenance team via Reception.

MAIL

Mail is distributed to the post boxes in the Common Room (alphabetically by surname) by the office staff. Parcels or registered letters will be held in the office and a list will be displayed of items to be collected. All parcels and recorded mail collected from the office must be signed for and you will be required to show I.D. On arrival, ensure that you issue friends, relatives, your bank, etc with your full, correct postal address.

The local sorting office is located in Baird Street and the telephone number is 0141- 552-7978.

The nearest Royal Mail post boxes and Post Office are only a short walk away on Argyle Street.

NOISE

Please be considerate towards other residents who may be trying to work or sleep. In the evening and at night do not congregate in the street or on staircases and in corridors. At all times, keep televisions, radios, stereos, etc at a low volume and shut doors quietly. Please keep noise levels to a minimum after 7.00pm and endeavour to have silence after 11.00pm. When returning to the Hall after 11.00pm, please keep street noise to a minimum. If you experience problems with noise and are not able to resolve the situation yourself please contact Security or the Duty Senior Resident. The Senior Resident and Security Teams will enforce this regulation strictly when others are studying or sleeping. Disciplinary action will be taken in the case of repeated noise offences.

NOTICE BOARDS

There are notice boards on each floor, in the kitchens and in the common room where office notices will be displayed. There are also noticeboards in the bedrooms for residents use. Residents should note that the use of "blu tac", drawing pins, sticky tape, nails etc on the walls is strictly prohibited. Any damage to the walls that is attributable to a resident will be recharged to them.

PARTIES

Parties (including barbeques) are not permitted at Cairncross House. Senior Residents and Security staff have the authority to break up any party.

POLICE STATIONS

The nearest police station is the Cranstonhill Police Station (Tel 0141 532 3200). Overseas residents may be required to register with the Police. This can be done at the Pitt Street Police Station.

RECYCLING AND GREEN ISSUES

Here at Cairncross House we try to ensure that everyone recycles as much as possible so please use the recycling bags in your kitchen and empty them regularly into the bins. Recycling bins for glass, paper, plastic etc are located in the Cairncross House Car Park. Try to conserve as much energy as possible by switching off lights, not running water and using low temperatures in the washing machines. Contact Reception or check our Green noticeboard in the Common Room for more information about services we provide here and how you can help.

REPAIRS

All repairs must be reported to the office and staff will take appropriate action. Please note that we rely on you telling us when something doesn't work – if we don't know its broken we can't fix it. In an emergency out with office hours you should contact the duty senior resident who will call the relevant member of the maintenance team. This is in an extreme emergency only. The need for repairs usually results from normal wear and tear, but any damage resulting from carelessness or maliciousness will be charged to those responsible. There will be occasions when the handyman, window cleaners, joiners, electricians, etc will require access to your room. Please ask for ID before allowing any tradesman to enter the premises. Where practical and possible, you will be given advance notification of these visits.

REPAIRS PRIORITY TIMESCALES

To ensure that the most urgent repairs are dealt with first we have 4 different categories that repairs fall into:-

Category A - Emergencies - to be responded to within 24 hours

Category B - To be responded to within 7 working days

Category 14G - To be responded to within 14 working days

Category D - To be responded to within 3 months

After reporting a repair you should receive a copy of the repair form you filled out. This should confirm the category of your repair. The office will try to keep you up to date with the progress of your repair, but you should feel free to contact the site office.

SECURITY

Student residences are sometimes a target for thieves. Care is essential. Look after your own property and that of co-residents. Keep bedroom and kitchen doors locked at all times. Keep all windows closed when you are not in your room. We have on-site CCTV. If you see anyone acting suspiciously around the Hall, phone the local police station (Cranstonhill) on 0141 532 3200.

SMOKING

The University of Glasgow operates a non-smoking policy within Cairncross House.

STUDENT COMMITTEE

The Student Committee liaises closely with the Senior Resident Team to provide services for all Hall residents. Your Welfare subscription contributes to these services. Elections for Student Committee members are held in the first term. The position of President of the Student Committee is demanding but rewarding.

SUPERMARKETS

The nearest supermarket is Morrisons, Merkland Street, Partick which is around 10-15mins walk. There is also a Somerfield supermarket on Byres Road and a Sainsbury's supermarket on Crow Road, both approximately 20-25mins walk away.

TELEPHONES

Each room has its own telephone connection (two in the case of twin rooms). These are operated by using telephone cards which can be purchased from reception. Instructions on how to use the telephone system will be provided on your arrival. There is no charge for this facility if you do not wish to use it.

TELEVISION LICENCE

Individual residents are responsible for their own TV licence, and for any fines resulting from not having one.

TRANSPORT

Local buses regularly operate from Argyle Street or Sauchiehall Street. There is a mini-bus service from the University in the evenings – this is organised by the SRC. Details of this service will be available on your arrival in the Hall. The nearest underground station is 10mins walk and the low level train station is only 15mins walk from the residences.

WINDOWS AND SECURITY

PLEASE ENSURE YOUR WINDOWS ARE SECURED WITH THE SAFETY CATCH. THE SAFETY CATCH IS AN ESSENTIAL COMPONENT OF THE WINDOW AND IS THERE FOR YOUR SAFETY AND ENSURES THE WINDOW DOES NOT BECOME DAMAGED DURING STRONG WINDS. WHERE THERE IS DAMAGE TO THE WINDOW THROUGH THE SAFETY CATCH BEING DISCONNECTED THEN THE STUDENT WILL BE LIABLE FOR COSTS.

Sanctuary Management Services will seek reimbursement, from the occupier, for any damage to windows as a result of windows being removed from their safety catch.

DAMAGE RECHARGE POLICY

Sanctuary Management Services will seek reimbursement, from the occupier, for any loss, damage or vandalism to the property, fixtures, fittings, furniture and equipment caused by the occupier or their visitors. Please contact Reception for indicative prices.

USEFUL TELEPHONE NUMBERS

EMERGENCY: Police, Fire and Ambulance
Accommodation Office (General Enquiries)
University of Glasgow Main Switchboard

999 (Calls are free)
0141 330 4743
0141 339 8855

