



GLASGOW STUDENT VILLAGES

KELVINHAUGH STREET &
KELVINHAUGH GATE

STUDENT INFORMATION

OFFICE/RECEPTION
CAIRNCROSS HOUSE
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G3 8NH

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INTERNAL EXTENSION: 7000
Email: khr@sanctuary-housing.co.uk

OFFICE/RECEPTION
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Introduction

Sanctuary Management Services Ltd

Sanctuary Management Services Ltd is a wholly owned subsidiary of Sanctuary Housing Association, and manages the Student Accommodation at Kelvinhaugh Street and Kelvinhaugh Gate 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 Kelvinhaugh Street and Kelvinhaugh Gate!

The aim of this booklet is to provide you with as much information as possible for living at either Kelvinhaugh Street or Kelvinhaugh Gate. It is very important that you take some time and read it before arriving at your residence. If you have any questions, please do not hesitate to contact the Office. Remember to bring this document with you!

Kelvinhaugh Street was built in 1987 and comprises 9 blocks of self catering accommodation housing 348 students. Kelvinhaugh Gate was opened in 1999, has 7 blocks of accommodation and houses 240 students.

Kelvinhaugh Street is made up of five person flats each with a living room/kitchen area, shower and toilet. All bedrooms have telephone and internet points. Your rent includes all bills (i.e. heating, lighting, laundry facilities and internet connection)

Kelvinhaugh Gate is made up of five person flats each with a living room/kitchen area. All bedrooms have both telephone and internet points and are en suite (private shower and toilet). Your rent includes heating, lighting, laundry facilities and internet connection.

These residences are approximately 10-15mins walk from the University and are also situated close to the City Centre. There are a number of small shops close by and the nearest Supermarket is only 10-15mins walk.

Byres Road is nearby and offers shops, restaurants, supermarket, banks, post-office and lots of pubs! A quick tube ride from Byres Road will get you into the city centre.

Kelvinhaugh Street and Kelvinhaugh Gate are managed by a dedicated team of Staff responsible for ensuring that your stay 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 both sites are manned 24hrs a day seven days a week.

We hope that you enjoy your stay with us.

KELVINHAUGH RESIDENCES STRUCTURE

WARDENING TEAM

The Kelvinhaugh Residences Senior Resident Team is led by the Warden, and each site has its own Head Senior Resident, and Assistant Senior Residents (SR's). All members of the Team live within the residences and one SR is assigned per accommodation block. The Senior Resident Team works in coordination with the Management Team, Night Security and the Accommodation Office.

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 Resident Team are there to ensure the safety and wellbeing of all the students living in the residences. 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 Team available every weekday night between 5pm and 8am (from 5.30pm at Kelvinhaugh Street), and throughout the weekend. Contact details for the Duty SR are displayed on site on a duty rota. Please feel free to contact your Senior Resident with any issues or queries that you may have. The SR will involve the Head Senior Resident as required.

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

SECURITY

Night Security work in coordination with the Management and Senior Resident Teams. They are based at Reception in Cairncross House from 10pm-8am and should be approached with any security concerns. During the night, Night Security carry out patrols of both sites and have access to the Duty SR and all appropriate emergency services.

MANAGEMENT TEAM

Kelvinhaugh Street and Kelvinhaugh Gate along with Cairncross House form the Kelvinhaugh Residences. The Team consists of the Manager, Deputy Manager, Assistant Managers and Receptionist. The Management staff are situated at Cairncross House and at the office on site at Kelvinhaugh Gate. The Team works in coordination with the Senior Residents, Night Security and the Accommodation Office.

The Management Team is responsible for the practical running of the residences, including the cleaning and maintenance teams. All issues of a practical nature (e.g. repairs or faults) should be dealt with through the Office. They can usually assist with all enquiries.

A TO Z

ABSENCE FROM THE RESIDENCES

Please inform your fellow residents if you intend to be away from your residence for longer than one night.

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

Please remember that the consumption of alcohol outdoors in Glasgow is prohibited under local by-law.

ANIMALS

No pets are permitted within the residences (except guide dogs).

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

Kelvinhaugh Street - we provide a bed, desk, chair, telephone, wardrobe, a set of drawers, a bookcase, a bin, curtains, a pillow, a duvet, and two sets of bed linen.

Kelvinhaugh Gate - we provide a bed, wardrobe, wall mounted shelf unit, work surface, desk chair, easy chair, a bin and a telephone. The shower pod has a toilet, wash hand basin and shower with shower curtain.

Students are not allowed to bring additional furniture into either of the residences.

BICYCLES

Bike storage is available at both sites. Bikes are NOT permitted anywhere else within the accommodation as they pose an emergency exit obstruction and will be removed. Please note that tenants are responsible for ensuring their bike is adequately insured.

Kelvinhaugh Street - Keys for the bike shed are available from Cairncross House free of charge although students may be liable for costs involved in changing locks or replacing keys if their key is lost or not returned on departure.

Kelvinhaugh Gate – the bike shed opens using your room key.

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 Management staff. You are reminded that fire activations caused by the use of candles are treated extremely seriously.

CAR AND MOTORBIKE PARKING

Kelvinhaugh Street – although there is no private parking at Kelvinhaugh Street, there is plenty of on street parking. No parking restrictions apply and no permits are required.

Kelvinhaugh Gate – there is a small private car park for the use of Kelvinhaugh Gate residents including spaces for disabled drivers.

CASH DISPENSER

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

CLEANING

Kelvinhaugh Street – No cleaning service is provided. All residents are responsible for the cleanliness of their own room and laundering their bed linen. All students in the flat are responsible for the cleaning of the other areas i.e. living room, kitchen, hallway, shower room and WC. Some cleaning equipment is provided for this purpose. Replacement vacuum bags are available from the office.

Kelvinhaugh Gate – A light cleaning service is provided for communal areas of the flat, but tenants are responsible for maintaining the flat and their rooms and bathrooms to a reasonable standard. Some cleaning equipment is provided for this purpose. Tenants are also responsible for laundering their own bed linen.

At both sites, cleaning staff are responsible for the stairwells and laundry.

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 the foil regularly.

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.

COMMENTS/CONCERNS/GENERAL ENQUIRIES

General enquiries can be made to the Kelvinhaugh Residences Office (situated at Cairncross House) on weekdays between 8am and 6pm (dial extension 7000 from your bedroom phone). The office on site at Kelvinhaugh Gate is also open on weekdays from 1pm to 5pm for enquiries regarding Kelvinhaugh Gate (dial extension 7001 from your bedroom phone). Both of these offices can be contacted via e-mail at khr@sanctuary-housing.co.uk. Outwith office hours and at weekends, contact the Duty SR for your site in the first instance.

COMPLAINTS

Sanctuary Management Services are 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 wrapped well and clearly labelled.

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 your site office.

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 and tampons must not be flushed down the toilet but should be disposed of as you would at home.

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 at each site every evening from 5pm (5.30pm at Kelvinhaugh Street) and 24hrs on weekends in case of emergencies. Details of the duty Senior Residents and how to contact them can be found on each site:

Kelvinhaugh Street – A rota is displayed on the notice board and front door of each block.

Kelvinhaugh Gate – Details of the duty Senior Resident are displayed on the office 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.

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), 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 within Kelvinhaugh Residences.

FIRE PROCEDURE

Each flat has its own fire alarm system. If the fire alarm sounds, the following steps should be taken; Someone should telephone the Fire Brigade (Dial 999).

You must leave the building immediately.

If it is outwith office hours, someone should contact the duty senior resident.

Wait outside the building until the Fire Brigade 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 at least twice during the lease year. Usually residents will be notified of an approximate timing of these drills. The fire alarm system is checked once per week. Residents must not tamper with fire signage. Fire notices are there for the safety of all tenants.

FIRE DETECTION EQUIPMENT

The hallway and all bedrooms are fitted with smoke detectors and kitchens are fitted with heat detectors. These detectors are very sensitive, so to avoid setting the alarm off you should adhere to the following guidelines:

Keep the kitchen door closed and the window open for ventilation when cooking.

At **Kelvinhaugh Gate**, always keep your shower room door closed both during and after using the shower as steam can activate the alarm system.

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 doors in the flats 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

All flats are supplied with fire extinguishers and fire blankets. 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 basic first-aid procedures and have access to first-aid boxes.

FLAT INSPECTIONS

Flat inspections are carried out regularly to ensure the equipment we provide is in a good state of repair and that flats are acceptably clean and hygienic. A minimum of 24 hours notice is given for each inspection. Inspections will cover the bedrooms as well as the common areas of the flats.

FUSE BOXES

Each flat has its own fuse box, occasionally a fuse may "trip" if there is a sudden surge of power. If this happens, you will need to restore the supply. This is done by putting the switch back to "on". Fuse boxes are located as follows:

Kelvinhaugh Street – Inside the front door on the wall

Kelvinhaugh Gate – In the store cupboard, inside the flat.

GUESTS

Overnight guests are not permitted in the accommodation.

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 will be displayed in your flat. If you experience any problems with either your heating or hot water please contact the office (or the duty SR during weekends) as soon as possible.

HOSPITALS

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

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 CONNECTION

There is an internet connection point in every room. You will receive information regarding connection after your arrival. Internet charges are included in your rent.

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. You are recommended to draw up a cleaning rota!

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

We DO provide a cooker, microwave, fridge freezer, kettle, iron, ironing board and vacuum cleaner.

NEVER leave cooking unattended.

KEYS

Keys should be kept secure at all times and taken with you when you leave your room. If you lose your key (or your fob) a replacement can be obtained from the Office. You will be charged for replacements. You may also be charged for replacing locks if this is required.

Kelvinhaugh Street - The key issued to you on arrival opens your block doors, flat front door and your bedroom door. It will also open the door to the laundry building. It will not open any other door.

Kelvinhaugh Gate - The key issued on arrival will open the laundry, the bike shed, the front door of your flat and your bedroom door. You will also be issued with a key fob, which will unlock the door to your block. The key and fob will not open any other door.

LAUNDRY FACILITIES

There are laundry facilities at both sites. You need to provide your own washing powder. Faults with the machines should be reported to the appropriate office.

Kelvinhaugh Street – facilities are to the rear of the building and there are eight washers and eight dryers. The opening times are 7.30am – 11.00pm.

Kelvinhaugh Gate – facilities are housed in the office building and there are six washers and six dryers. When using the laundry, please remember;

Be careful not to overload the machines, they will not function properly if overloaded.

Respect other tenants property – do not remove other peoples clothing from the machines.

Do not put washing powder into the tumble dryer!

LIGHT BULBS

Kelvinhaugh Street – light bulbs are provided at the start of the first term. The larger “emergency” lights require specialist bulbs. Please inform the office if any replacements are required for these.

Kelvinhaugh Gate – as the lights in Kelvinhaugh Gate require specialist bulbs, these are provided by the office. Please inform the office if any replacements are required.

MAIL

On arrival, ensure that you issue friends, relatives, your bank, etc with your full, correct postal address. This will be written on your key pack on arrival.

Kelvinhaugh Street – There is a mailbox for each flat at the entrance to each block. The key is normally hanging on the noticeboard in the kitchen. Mail is delivered directly to each block by Royal Mail, including parcels, recorded deliveries, etc. If they are unable to deliver an item they will take it to the Royal Mail sorting office which is located in Baird Street and the telephone number is 0141-552-7978. You can call this number to re-arrange a suitable time for the parcel to be re-delivered. The office cannot accept or sign for parcels.

Kelvinhaugh Gate – Mail is delivered directly to the flats by Royal Mail, including parcels, recorded deliveries etc. If they are unable to deliver an item they will take it to the Royal Mail sorting office which is located in Baird Street and the telephone number is 0141-552-7978. You can call this number to re-arrange a suitable time for the parcel to be re-delivered. The office cannot accept or sign for parcels.

NOISE

Please show consideration for your neighbours at all times – their study/exam timetable may be very different from yours. 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 residences 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 the duty SR.

The Senior Resident and Night Security 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 in the stairwell of every block and these will display the notices and posters distributed from the office. There are also noticeboards in the kitchens and 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 in the accommodation. The Security Officers and Senior Residents have the authority to break up any party.

POLICE STATIONS

The nearest police station for both sites is Cranstonhill (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 Kelvinhaugh Residences we try to ensure that everyone recycles as much as possible so please use the recycling bag in your kitchen and empty them regularly into the bins. Recycling bins for paper, plastic etc are located in the bin sheds at the back of your Block. Glass recycling bins 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 relevant 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 outwith office hours you should contact the duty Senior Resident who will call the relevant maintenance people. 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, joiners, electricians, etc will require access to your flat and/or 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 targets for thieves. Care is essential. You must make sure that you ALWAYS close and lock doors upon entering and leaving the flat. If any person you do not know tries to get you to open the main door to the building, please do not let them in. Also do not let anyone you do not know follow you in the door when you are returning home. Genuine student residents will understand that you are not being rude by not holding the door open for them or not letting them in via the door entry system.

If you see anyone acting suspiciously around either of the residences, phone the local police station (Cranstonhill) on 0141 532 3200 or if it is an emergency dial 999 and ask for police.

SMOKING

Smoking is not permitted within the residences.

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 bedroom has its own telephone connection. These are operated by using telephone cards which can be purchased from Cairncross House Reception. Instructions on how to use the telephone system will be provided on 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

There are regular bus services from Argyle Street, the nearest underground station is 10mins walk and the low level train station is only 15mins walk from the residences. There is also an SRC mini-bus service from the University to the residences in the evenings.

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 ask at Reception for indicative prices.

USEFUL TELEPHONE NUMBERS

EMERGENCY: Police, Fire and Ambulance	999 (Calls are free)
Accommodation Office (General Enquiries)	0141 330 4743
University of Glasgow Main Switchboard	0141 339 8855

