

CAIRNCROSS HOUSE
University of Glasgow

Cairncross House Residents' Guide

Contact us

0141 221 9334

Our offices are open Monday - Friday 8am - 6pm

www.sanctuary-students.com

[/SanctuaryStudentsUK](https://www.facebook.com/SanctuaryStudentsUK) [@SancStudents](https://twitter.com/SancStudents) [/SancStudents](https://www.instagram.com/SancStudents)

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Welcome

Hello and welcome to Glasgow!

The halls of residence you are moving into are owned by the University of Glasgow. While the University is your landlord and looks after your rent and welfare, the day-to-day management of the residences is handled by Sanctuary Students. At Sanctuary, we want you to get settled into your new home quickly and easily and hope that your time living with us is as enjoyable as possible.

This booklet contains everything you'll need to know about life at Cairncross House. You will find answers to many of our most frequently asked questions including what to do on arrival day, how to report repairs, communal living advice, personal safety information and, most importantly, how to keep your new home clean and tidy!

If you have any questions or concerns about the residence during your stay, please do not hesitate to contact the on-site staff team. You can call them on Freephone ext: 7000 from the phone in your bedroom, email KHR@sanctuary-students.com or visit the site's reception.



On your Arrival - On-line Inventory

When you arrive at your accommodation you will collect your keys from reception. Along with your keys, you will be given a welcome pack that includes maps, your new mailing address and some other useful information to help get you started.

Shortly after you check in to your room, you will receive an email to your student account with a link to access the on-line inventory. You have 48 hours from the date of this email to complete the inventory. If you have not completed your inventory within this time then it will be accepted automatically on your behalf.

The inventory is a list of all the items that should be present in your room and in your shared common areas. Please take the time to complete this as it is your opportunity to make a note of any damaged or missing items.

If you don't complete your inventory and there are damages or items missing when you leave, you may be liable for the cost of repair or replacement.

Whilst we try to ensure that everything is in good working order, things do break down from time to time. Should you come across any maintenance issues on your arrival please do not list them on your inventory as these can take a few weeks to be processed. Instead you can call reception on 7000 for free from your room phone, email KHR@sanctuary-students.com or log it online on the UofG Living website at:

<http://www.gla.ac.uk/services/accommodation/maintenancereporting/>

You're more than welcome to pop into reception to report any issues or ask any questions.

Reception

Reception is open for enquiries from 8am to 6pm, Monday to Friday.

Our team is managed by Tommy Munro and you can contact us by emailing KHR@sanctuary-students.com or calling 0141 221 9334. Dial 7000 from the phone in your room.

Our Living Support Assistants (LSA) are on duty out of office hours and are able to assist you with any problems you may have or if you require advice about anything. LSAs are managed by the Warden and are employed by the University of Glasgow.

Bins & Recycling

Recycling facilities are available on-site:

- Glass can be recycled in the glass bin provided in the Cairncross car park.
- Paper, plastic and cans, i.e. Dry Mixed Recycling can be placed in the large metal bins marked recycling, in the car park of Cairncross House-
- Food items can be recycled in the grey bins located in the car park of Cairncross House.

Recycling boxes can be found in your kitchen, please use these and empty them regularly into the appropriate bins. Make sure you only recycle clean, dry, grease-free items.

Domestic rubbish should be disposed of using the large silver paladin bins, green or black wheelie bins located in the car parks outside each block. We have supplied you with a bin in the kitchen as well as one in your bedroom so please empty these regularly as this is the responsibility of you and your flat mates to do so.

Razors, condoms and sanitary items should be wrapped and placed in the bin, please do not flush any items other than toilet paper down the toilet.

Should you require a sharps bin for medical purposes, visit the local pharmacy and who will more than happy to supply you with one. Please note that you may need to provide them with your prescription before this is handed over to you. For information on where to find your local pharmacy, please contact reception who will be happy to help.

Laundry

The laundry rooms are located on the ground and third floor and are open 24 hours per day.

All washing machines and tumble dryers are coin operated. One wash cycle costs £2.40 and one dry cycle costs £1.00. To save you hanging around the laundry room when you have better things to do, you can check to see which machines are available as well as being able to view how much time is remaining for a wash/dry by going online <https://www.circuit.co.uk/i-want-to-do-my-laundry/laundry-view/>

If you experience any problems with any of the machines, you can report this using the website above or by phoning **0800 092 4068**. You can also contact reception who would be able to report this for you.

Please do your best to keep the laundry room clean and tidy and to remove your laundry as soon as the cycle is finished. Please note we cannot be responsible for any loss or damage to your laundry.

Shared facilities

Post

Cairncross House is the only block that accepts post. Residents should check the mail list at reception daily to see if there is any mail for them. This can be collected at Reception but you will need photographic I.D.

Internet

Wi-Fi is available throughout the building and is provided by KeySurf, there is also an Ethernet connection point in your room if required. More information about this will be provided in your Welcome Pack.

Bikes

Bicycle storage is available. You must register your bike as soon as possible at reception and staff will give you more information about this while you are checking in. Please note that failure to register your bike may result in your bike being confiscated from the bike shed until you do. You can also register your bike with the police by going online <https://www.bikeregister.com/>

Common room and study room

The common room is located on the ground floor and there is also a study room located on the first floor. The study room has computers linked to the University of Glasgow. The common room has Wi-Fi.

Outside seating

You are welcome to use the outside seating across the site for studying and socialising.

Parking

Parking is available on site; please remember to register your car with reception where you will be given a card to place in your car whenever it is parked on site.

Local transport

There are frequent bus services from Argyle Street. The nearest underground station is a 15 minute walk away and the low level SECC station is only two minutes' walk from the accommodation.

Storage

Please note that storage facilities are not available on-site however, we can advise you on local storage facilities.

Your space

Smoking

Smoking is only permitted outside the buildings. The University of Glasgow has banned all smoking (including e-cigarettes) from the buildings. Please dispose of butts appropriately and avoid smoking next to the doors where you may upset other students.

Bedding/linen

Please be aware that linen is not supplied and you will need to bring this with you.

If you wish, before you arrive at University you can purchase your essential items through a company called Click2campus. They provide a variety of 'Essentials' Packs which contain all the items necessary in your student accommodation including bedding, towels, crockery and cooking utensils - all delivered into your bedroom before you arrive. For further information on pack contents, prices and other services please visit the [click2campus](#) website for more information.

Furniture

Please do not attempt to move the furniture in your room or bring large items of furniture with you when you arrive. Use your inventory list to check that all items of furniture are in place and in good condition. For any problems, please contact reception.

Posters

Posters must only be displayed using the pin boards provided. Please do not use any fixings on the bedroom or communal walls, including blue or white tack, tape, pins or nails.

TV licences

You will need a TV licence if you want to watch live TV on a television or a personal device such as a laptop. Visit www.tvlicensing.co.uk.

Heating and hot water

Hot Water is available 24 hours a day throughout the year.

Heating times are:

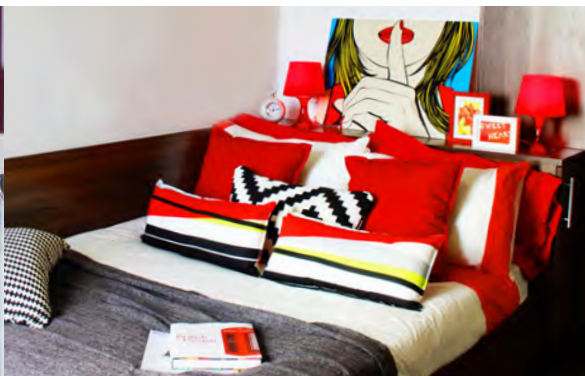
07:30 – 10:30 and 17:30 – 23:30 (summer)

07:30 – 10:30 and 14:30 – 23:30 (winter)

Please contact reception if you have any difficulty with your heating during these times.

Pets

Sorry but we do not allow pets to be kept on-site except guide dogs or hearing dogs for the deaf.



Useful Procedures

HMO licence

These buildings are regulated according to the Scottish Houses of Multiple Occupation (HMO) legislation which ensures a high safety and management standard. As part of this, the flats are regularly inspected by the local authority and the Scottish Fire and Rescue Service to make sure we are meeting this standard.

HMO Contractors

On a month to month basis we have contractors attending flats to ensure we are meeting the HMO standards. You should expect the following testing in your flat and bedrooms over the duration of your stay with us. We will always notify you at least 24 hours in advance for access:

Fire Alarm Testing	Twice per year
Emergency Light Testing	Twice per year
Fire Fighting Equipment	Twice per year
Boiler Servicing	Once Per Year
Portable Appliance Testing	Once Per Year
Fixed Wire Testing	Once Per Year
Legionella Water Testing	Every Month
Roof Anchors	Once Per Year

Repairs

It is your responsibility to report any repairs or breakages - don't just leave it for others. Any emergency or health and safety issues should be reported to reception immediately.

Our on-site estates team look after day-to-day repairs and our trusted contractors cover major repairs. You can report a repair at reception, over the phone or online at www.gla.ac.uk/services/residentialservices/maintenancereporting/. We will email you regularly to keep you up to date on the progress of the repair, but please be patient as things may take time. Please see reception for repair timescales.

Emergency repairs can be reported to reception 24 hours a day by calling 7000 from your room phone.

Access Bedrooms

Our staff and contractors are issued keys to be able to access your flats, however we expect them to ring the doorbell or knock before entering. We also expect them to clearly announce themselves before entering. Please ask for a contractors ID badge if you are unsure why they are in your flat. If you still have concerns, call reception on 7000.

Useful Procedures

Moving rooms

Should you wish to move rooms, please contact Accommodation Services at the Fraser building for further information. Administration charges will apply.

Moving out

You will need to hand your keys back to us before 10am on the last day of your Occupancy Agreement. We will send out further information at least four weeks before this date, or you can refer to www.gla.ac.uk/services/residentialservices/studentmovingoutguides/ for the latest information. If you want to leave the accommodation before the date on your agreement, please contact Accommodation Services who will provide you with the necessary documents. You will need to keep paying the rent until your room can be re-allocated.

Paying your rent

Please contact Accommodation Services to discuss any issues with paying your rent.

Damages

Please note that any damages caused by misuse will be charged to the students responsible. Damages to communal areas will be split between you and your flatmates (or all students living in a floor or block where appropriate) unless the person responsible comes forward. Please ask for indicative prices. You won't be charged for damages resulting from fair wear and tear.

Visitors and guests

Guests can stay in your room for up to three nights in a row, with one guest to a room per night. Please ensure your flatmates are aware of when you are having guests, and that they are happy for you to do so. Please give us at least 24 hours' notice if you are having a guest to stay overnight. You will need to sign your guest in at reception when they arrive in order to comply with fire safety regulations.

Complaints

We do our best to provide an outstanding service but we recognise that things can sometimes go wrong. Please contact reception and we will try to reach a solution. If this doesn't work we have a formal complaints procedure that you will be able to follow.

Confidentiality

Under Data Protection law we are unable to discuss details of your accommodation, Occupancy Agreement or complaints with anyone except for you, the police, immigration and other legitimate authorities.

Equality and diversity

We promote equality, diversity and human rights through our Fairness for All policy. Please contact us to request a copy.

Communal Living and Pastoral Care

If you follow these simple codes of conduct you are sure to avoid any source of tension with your flatmates. This will also make your time living with Sanctuary Students as smooth and enjoyable as it can be.

Respect

Treat others as you would like to be treated. Be respectful of each other's differences and lifestyles and talk about any problems openly. Be considerate of each other's living space and let your flatmates know if you are having guests over.

If you are still having problems, please contact us.

Noise

You can prevent disturbing fellow residents by avoiding the following:

- **Slamming doors**
- **Talking, shouting and laughing loudly, especially in corridors, communal areas and outdoor areas**
- **Loud music, especially with the bass turned up**
- **Any parties**
- **Any loud noise during quiet hours (11pm to 8am)**

Go out, have fun, but remember – noise can be extremely irritating for someone trying to sleep or study.

Communal Living and Pastoral Care

Food

Food theft can have a damaging effect on relationships within your flat. Agree between yourselves if you will have any communal food items, ask permission before you borrow anything and check with your flatmates before you throw their food away. Avoid buying large quantities of food in one go to make sure everyone has enough storage space.

Looking after yourself

Register with a doctor (GP) as soon as possible. Visit <http://www.gla.ac.uk/students/support/health/> for details of local practices. For minor illnesses, you can visit a pharmacist. If you need a hospital, please ask at reception. Our team are on hand to provide signposting and advice on topics including mobility needs, homesickness, not getting on with flatmates and financial worries. If we can't help, we'll know someone who can.

Emergencies and first aid

Phone 999 immediately in a medical emergency and provide the full postal address. There is a trained first aider on site at all times.

Information for students with disabilities

Please come and talk to us about your needs and requirements, for example if you require a personal evacuation plan.

Culture shock

Leaving home can be very stressful, but lots of people will feel the same so you can talk to them about how they feel. Try to meet new people on your course or in your flat and find out about different social activities by visiting the Fresher's Fair or the Student Union website. Keep in contact with people you are familiar with, have familiar things around you and talk to us or look in to University support services if you are struggling.

The UKCISA website has more information on this subject.

Support and advice services

Find out about your Student Union support services or visit www.nightline.ac.uk for confidential advice and support.

If you have concerns about drugs or alcohol, visit www.talktofrank.com and do not assume you (or your friends) know all the facts.

The Samaritans (www.samaritans.org) have a phone helpline if something is troubling you and you need someone to talk to.

Care for the environment

To help save energy there are many simple tips to follow. Try switching off lights and using low temperatures on the washing machine, remembering to turn taps off when not using them to stop water running. These can all make a difference in being environmentally friendly, so please try and make a conscious effort. Make the most out of our recycling facilities and check out our green notice board in our CSB area.



Personal Conduct

We want to make sure that all of our residents live in pleasant, safe and secure surroundings.

Check out your occupancy agreement; you will find some terms and conditions in there which should help to ensure all of our residents enjoy their time here. Please be respectful when interacting with fellow residents and staff.

If your behavior is deemed unacceptable you may jeopardize your occupancy agreement.

Behaviour that breaches your Occupancy Agreement includes (but is not limited to):

- **Illegal drug use**
- **Drinking alcohol in public areas of the accommodation without permission**
- **Entering the roof or parapet areas**
- **Smoking on site**
- **Threatening or abusive behaviour**

Please refer to your Occupancy Agreement for further information

If you are aware of any misconduct please report the matter to the Living Support Team, Security or management team. As a last resort you can also contact the Police.

We also reserve the right to confiscate any items that are not permitted or are deemed hazardous. If we do confiscate any of your property it will be logged and stored safely until you can collect it on your departure from the residence.



Cleaning

All residents are responsible for the cleanliness of their bedrooms. There is a vacuum which students can collect at reception, ID must be left and will be given back once the vacuum has been returned. Cleaning staff are responsible for stairwells, toilets and showers.

A light cleaning service is provided for the kitchens and bathrooms, but tenants are responsible for maintaining these areas and their rooms to a reasonable standard.

Tips on keeping your kitchen clean

- **Wipe your hob down after each use and clean weekly with a hob cleaner**
- **Clean the kitchen wall tiles with soapy water, then wipe down**
- **Cover food before microwaving and wipe down the inside and outside regularly**
- **Use aluminium foil in the oven to catch grease, cook food in a tray or dish and clean the bottom of the oven and grill pan regularly**
- **Throw away any food that is going off and clean fridge doors and shelves with a cloth. Keep the fridge/freezer dial on the middle number to avoid ice build up**
- **Wipe your worktop after use and clean with hot soapy water each week**
- **Don't leave rubbish lying around, empty your bin regularly and use a bin bag**
- **Mop the vinyl floor once a week and vacuum the carpet weekly**
- **Clean up spills straight away to avoid stains**



Keys, Safety and Security

Keys

You will be issued with an entry fob for access to the main building, your room and kitchen. If you lose your fob please contact reception straight away and we will replace them for you. There is a charge to cover the cost of replacement and for change of locks if necessary.

Look after your fob and keep it with you at all times. If a member of our team sees a door unlocked, they will lock it. Never attach your address to your fob.

Security

Do not let anyone through the doors or allow someone to follow you in who you don't know. Do not allow anyone to borrow your fob. Always lock doors and windows when you go out and at night. Avoid tampering with window restrictors and use the safety catch where available.

Sanctuary Students can't be responsible for the loss, damage or theft of your possessions. If you have a laptop or other expensive, portable equipment, make sure it is kept secure and hidden. Money and valuables should never be left unattended in public areas. It is a good idea to name your belongings so they can be identified by the police if they are lost. Please report anything suspicious to the office. Sanctuary Students accommodation has 24 hour CCTV monitoring systems in place.

Insurance

Please read the policy of our insurance provider carefully. Many of your personal possessions will be covered in certain circumstances including theft, but some may only be covered up to a certain value so check and upgrade your policy where necessary. Alternatively you can take out your own insurance with a separate provider.

Personal safety

Be mindful of your personal safety at all times. Plan your journeys in advance and let your friends know where you are going. Avoid poorly lit or remote areas at night and keep valuables hidden.

Program any security numbers or emergency contacts in to your phone so you have them at all times, and have a written copy with you in case your phone is stolen.

Absences

If you are going to be away for more than a night, please let your flatmates know and fill in Temporary Absence Form at reception.

Accidents

If you have an accident on site or if you notice anything dangerous or unsafe, please let us know straight away.

Carrying Cash

If you are travelling from overseas and have large amounts of money with you please deposit this in the bank as soon as possible. We cannot provide safes or lockers for your bedroom. Some overseas banks allow you to open a British account before you travel so check with banks in your country before you leave.

Accidents

If you have an accident on site or if you notice anything dangerous or unsafe, please let us know straight away.

Electrical safety

Make sure your electrical equipment is safe to avoid putting you and your flatmates at risk. You will be responsible for accidents resulting from faulty equipment or equipment that falls short of European or British safety standards.

Before you use electronic equipment, check for any visible signs of damage. If in doubt do not use the equipment and use a label to inform others not to use it either. Inform the owner of the equipment or contact reception if it is equipment we have supplied.

Bar extensions with more than 4 sockets will be confiscated due to the possibility of overloading the circuit.

When using electronic equipment:

1. Always follow the manufacturer's instructions
2. Do not overload electrical sockets
3. Do not use makeshift wiring. If it is faulty, replace it
4. Do not leave unattended electrical equipment switched on
5. Switch off and disconnect equipment when not in use
6. Switch off and disconnect faulty equipment immediately
7. Do not run cables under rugs or carpets and do not put flammable materials on or near electrical equipment

If you are aware of any misconduct please report the matter to the Living Support Team, Security or management team. As a last resort you can also contact the Police.

We also reserve the right to confiscate any items that are not permitted or are deemed hazardous. If we do confiscate any of your property it will be logged and stored safely until you can collect it on your departure from the residence.



Fire safety

Your building, your flat and your bedroom are protected by a fire and smoke alarm system. However, you must observe the following guidelines to reduce the risk of fires happening.

- 1. Never burn candles, oil burners, tea lights, joss sticks or anything with a naked flame or exposed heat source – these are dangerous and are banned from our accommodation**
- 2. Never cover your room heater with anything**
- 3. Do not leave cooking unattended and switch off appliances after use**
- 4. Don't cook using a dirty grill pan or hob**
- 5. Don't put anything metallic in the microwave**
- 6. Take extra care when cooking after a night out**
- 7. Don't prop fire doors open**
- 8. No portable or personal heaters are permitted, including electric blankets.**
- 9. Electronic cooking equipment is not allowed in your bedroom (including kettles and toasters) Any banned or unsafe items may be removed without warning.**

Chip pans, deep fat fryers, barbecues, gas appliances and plug in air fresheners are also banned from our accommodation because they are a fire hazard.

Fire drills

The fire alarms are tested every Thursday. You can find more information in your weekly updates. Fire drills are a legal requirement and will be held at least twice a year. On hearing the alarm you must evacuate the building immediately. Familiarise yourself with the fire action notices, evacuation routes and assembly point.

On discovering a fire:

- 1. Sound the fire alarm**
- 2. Get out of the building**
- 3. Call the fire brigade on 999**
- 4. Let a member of our team know**

On hearing the alarm:

- 1. Get out of the building**
- 2. Close doors behind you**
- 3. Don't use lifts**
- 4. Don't rush or push**
- 5. Meet at the assembly point (identified on the notice on your bedroom door)**
- 6. Do not attempt to re-enter the building until a fire officer or member of our team says it is safe to do so**

Safety equipment

Fire extinguishers and fire blankets are located throughout the building. This equipment exists for your safety. Misusing fire-fighting equipment will seriously jeopardise your Occupancy Agreement, and the lives of you and your neighbours. Any interference with safety equipment may incur penalties against either you alone or you and your neighbours, and may lead to criminal prosecution.

Please inform reception if any firefighting equipment is missing or damaged so that it can be replaced or repaired.

If your smoke, heat or carbon monoxide detectors start to sound, tell a member of our team immediately. Don't tamper with detectors or cover them – they could save your life.

Avoid false alarms!

To avoid unnecessary fire service call outs and evacuations:

- Do not tamper with detectors – this may activate the alarm**
- During and immediately after showering, ensure the ventilation fan is running and your bathroom door is closed**
- Use a steam iron, hair straighteners or dryers and aerosols away from all detector heads**
- Ensure extractor fans are running, windows are open and the kitchen door is closed when cooking**
- Report any broken ventilation or extractor fans immediately**



Before You Leave

Before you leave us please:

Remove all personal goods and furniture. We will remove and/or dispose of anything left behind and we accept no liability for items lost in this way.

- **Clean and vacuum your room, communal areas, kitchen and kitchen cupboards and empty all rubbish**
- **Wipe and dust all surfaces**
- **Close all windows**
- **Lock your bedroom door**
- **Return all keys and fobs in person to reception**
- **You should refer to your Occupancy Agreement for details of your contractual obligations.**

Don't forget to pass on your new address to your contacts as we are unable to forward mail. After your departure, we will return any items addressed to you to the sender.

We are committed to Sanctuary Group's 'Fairness for all' equality scheme which seeks to ensure customers have fair access to the services they need.

