

Queen Margaret Residences and Winton Drive Flats Residents' Guide

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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 Queen Margaret Residences and Winton Drive. 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: 8000 from the phone in your bedroom, email QMR@sanctuary-students.com or visit the site's reception desk in person at Queen Margaret reception.



Arrival Day

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 ext: 8000 for free from your room phone, email QMR@sanctuary-students.com or log it online on the UofG Living website at:

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

Also, you are 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.

The Sanctuary Students team is managed by Margaret Lehmann and you can contact us by emailing qmr@sanctuary-students.com or calling 0141 339 3273.

Essential Information

Your on-site team

Outside of reception opening hours there is a Living Support Assistant available. Please contact the Duty Living Support Assistant if you have any concerns outside of office hours. The Wardening Team are also on hand to help if you need assistance or advice on any practical, academic, medical or personal matters.

The Wardening Team are staff or students of the University of Glasgow. There is a Head Warden who works with Senior Living Support Assistants. The Wardening Team live on site.

During the hours 10pm to 8am each night there is a security guard available in the Central Services Building who should be approached with any security concerns.

In an emergency, please contact a member of the Wardening, Security or Sanctuary Students team as soon as you can.

Bins & Recycling

Recycling facilities are available on-site:

- Glass bins are located between Block 3 bike and bin shed, between Block 8 & 12 and at Winton Drive car park.
- Paper, plastic and cans can be recycled in the blue bins located in bin stores

Please make the most of these facilities but make sure you only recycle clean, dry, grease-free items and place everything in the appropriate containers.

You will need to empty your bedroom bin and kitchen bin using the bin stores. Sharps Boxes can be obtained from the local pharmacy

with a prescription from your doctor, for safe disposal of needles, syringes and scalpel blades. Razors, condoms and sanitary items should be wrapped and placed in the bin, not flushed down the toilet. Rubbish is collected from the bin stores by Glasgow City Council on Thursdays from 7am. Recycling is currently collected on Mondays.

Laundry

Queen Margaret Residences - the laundry is located in the Central Services Building under block 9.

Winton Drive - the laundry is located in blocks 24 & 26 and in the basement of block 28.

The laundry rooms are open from 7am to 11pm. 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.

Washing machines and tumble dryers are coin operated. A wash cycle costs £2.40 and a 50 minute dry costs £1.20. Available machines and the duration of the machine running can be viewed online at <http://www.circuit.co.uk/i-want-to-do-mylaundry/laundry-view/>. If you have any problems with the laundry please contact your on-site team or call the laundry company directly by phoning the number displayed on the posters in the laundry room.

Shared facilities

Post

Letters and parcels will be delivered directly to your flat. If a signature is required but you are not available, the Royal Mail will leave a card detailing what to do next. Unfortunately we are unable to accept parcels on your behalf.

When having mail sent to you, please ensure the following details are included in your address:

Your name
Your flat number
Queen Margaret Residences/Winton
Drive
Number/Street name
Glasgow
G12 0PR (Queen Margaret Residences)/
G12 0QA (Winton)

Internet

Wi-Fi is available throughout the building. There is an Ethernet connection point in your bedroom. More information regarding your internet connection will be provided when you arrive.

Bikes

Bicycles can be kept on-site around Bellshaugh Court or opposite block 24 in Winton Drive, but please note space is limited. You can use your bedroom key to open the locks for the bike sheds. Please register your bike in reception and buy a lock to secure it. Do not keep bikes in your flat or anywhere they may block stairwells or emergency exits.

Outside seating

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

Central Services Lounge

The lounge area is located in the Central Services Building and is open between 7am and 11pm. Outside of office hours you can gain access using your entry fob.

In the interest of all residents, no parties can be held in flats. However, the lounge can be booked by arrangement with the Warden. Booking forms are available from reception.

Parking

Parking is available and cars and motorbikes are parked at the owner's risk. You will need to register your car or motorbike with reception. Do not park in the turning areas for emergency vehicles or block the entrance to the car park.

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 in designated areas. 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 that you will need in Student Accommodation: including; bedding; towels; crockery and cooking utensils, all delivered to site for you to collect on arrival. For further information on pack contents, prices and other services, please visit **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 the items of furniture listed, are in place and in good condition.

Posters

Posters must only be displayed using the pin boards provided. Please do not use any fixings on the bedroom or communal walls, including blu-tak, white-tak, 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 8000 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 8000.

Paying your rent

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

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 before the date on your tenancy agreement, please contact Residential Services who will provide you with the necessary documents. You will need to keep paying the rent unless or until your room can be re-allocated.

Damages

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

Equality and diversity

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

Visitors and guests

Guests can stay in your room for up to three consecutive nights in a row in any seven day period, with one guest to a flat per night. Please give us at least 24 hours' notice if you are having a guest stay overnight. You will need to sign your guest in at reception when they arrive.

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

Here at Sanctuary Students, we take your data privacy seriously.

When you fill in a form on our website, send us an email, give us a call or live in one of our student properties, we gather your data to make sure we're giving you the best possible experience.

Our privacy statements tell you why we collect, what we do with, how we store and share your data.

We collect different sets of data at different stages of your relationship with us and that means that we have a privacy statement for each stage. Read our privacy statements to find out more: www.sanctuary-students.com/pstatements

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:

- **Letting doors slam when entering or leaving the buildings or flats**
- **Being loud in areas such as kitchens, corridors and car parks**
- **Playing your music at high volume especially during quiet hours (11pm – 8am)**

Remember – the common areas in the Central Services Building here at Queen Margaret Residences are available to book for special events and forms can be found at reception.

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) and dentist as soon as possible. Visit <http://www.gla.ac.uk/students/support/health> for details of local practices. For minor illnesses, you can visit any local pharmacist. If you need a hospital, please ask at reception.

Our team along with LSAs are on hand to provide signposting and advise on topics including mobility needs, homesickness, issues with flatmates and financial worries. If we can't help we will 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

When moving in to halls we will contact you about an emergency evacuation plan if required.

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 solutions to achieve this, 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 do try and make a conscious effort. Make the most out of our recycling facilities and ask at reception for handy hints for green living.

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

You are responsible for keeping your flat clean and tidy. Your kitchen will be cleaned regularly but make sure you take responsibility for your own washing up and put things away! In Winton Flats we will also clean the showers and toilet areas.

Your bedroom, bathroom facilities and kitchen will be inspected once a term. We will give a minimum of 24 hours' notice unless concerns have been raised about your flat. If there is an unacceptable level of cleanliness we will instruct agency cleaners to clean your flat and you and your flat mates will be responsible for covering these costs. We recommend drawing up a cleaning rota early on so everyone understands their responsibility and your flat remains a pleasant and hygienic place to be!

A vacuum cleaner, dustpan and brush and mop and bucket can be found in your flat. Please remember to replace the vacuum bag once full – replacements are available at reception.

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**
- **Please report any blocked drains to reception**
- **To avoid infestation e.g. from rodents or insects, please keep your flat and kitchen clean Please contact reception immediately if an infestation occurs.**

Keys, Safety and Security

Keys

You will be issued with an entry fob, please keep this with you at all times to get in and out of the building. You will also receive a set of keys for access to your flat and room. If you lose your fob or keys, 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 keys and keep them 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 keys.

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 keys. 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.

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.

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 of your choice.

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.

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 travel.

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. 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.**
- 9. Electronic cooking equipment is not allowed in your bedroom (including kettles and toasters). Any banned or unsafe items may be removed without warning.**

Fire drills

The fire alarms are tested every Wednesday. 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 flatmates, 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**
- **Switch off lights and 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.



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Contact us

0870 600 4777 or 0300 123 5050

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

www.sanctuary-students.com

 /SanctuaryStudentsUK  @SancStudents  /SancStudents