

Sanctuary  
Students

Welcome to Glasgow

# hello!

Murano Street











## nice to meet you

Firstly, thank you for choosing Murano Street to call home this year; we want to ensure you get settled in as quickly and easily as possible.

These halls of residence are owned by the University of Glasgow and while the University is your landlord and looks after your rent and welfare, the day-to-day management of these residences is handled by us, Sanctuary Students. We are here to help you and we hope your time with us is an enjoyable one.

If you have any questions or concerns about the residences during your stay, please get in touch with the on-site team. You can do this by popping to reception or giving them a call or sending an email.



**T: 0141 895 3390**

**E: [MSSV@sanctuary.co.uk](mailto:MSSV@sanctuary.co.uk)**

Reception opening hours: 8am-6pm, Monday to Friday



# your space

## Heating and hot water

Hot water is available 24 hours a day, 365 days a year. Our heating runs at certain times depending on the time of year:

Summer: 7:30-10:30 and 17:30-23:30

Winter: 7:30-10:30 and 14:30-23:30

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



# shared facilities

## Reception

Located in the Central Services Building (CSB), reception is open between 8am-6pm, Monday to Friday. The on-site team can be contacted by telephone and email.

**T: 0141 895 3390**

**E: [MSSV@sanctuary.co.uk](mailto:MSSV@sanctuary.co.uk)**

**A: Murano Street Student Village, 13 Caithness Street, Glasgow, G20 7SB**

There is a Resident Support team available as well as 24-hour security within the CSB out of office hours. The Resident Support team can help you with any concerns and assist with any problems you may have between 6pm and 8am.

During the hours of 1am and 8am each night there is a security guard who should be approached with any security concerns.





## Mail

Ensure all letters and parcels are delivered to your flat, unfortunately reception cannot accept these on your behalf. We have Amazon lockers within the CSB for parcel deliveries. If a signature is required and you're not home, the Royal Mail or courier will leave a card under your flat door explaining how you can retrieve your mail. When having mail sent to you, please ensure you provide the correct address for your flat. You will find this on the front of your welcome pack or you can check at reception.

## Internet

Wi-Fi is available throughout the building, provided by Optify. You will also find an Ethernet connection point in your room. More information is in your welcome pack.

## Laundry

There are two laundry rooms on-site, one in the CSB and one in 3 Cheviot which are open from 7am to 10pm (last wash at 9:30pm) daily. Machines are app operated with charges and instructions displayed within the room.

If you have any problems with the laundry please contact the laundry company direct using the phone number displayed on the wall posters. If you need further help, you can contact reception reception or [www.circuit.co.uk/i-want-to-do-mylaundry/laundry-view/](http://www.circuit.co.uk/i-want-to-do-mylaundry/laundry-view/).

Please keep the laundry room clean and tidy and remove your laundry as soon as the cycle has finished so the machine is free for others to use.

**Note:** We cannot be responsible for any loss or damage to your laundry.

**Top tip:** Remove any fluff from the filter at the bottom of the of the dryer before use – your clothes will dry better.





## Bins and recycling

Recycling facilities are available on-site.

GREEN BINS = GLASS

LIGHT BLUE OR GREEN VIRIDOR BINS = PAPER, PLASTIC AND CANS

GREY BINS = FOOD ITEMS

**Note:** Make sure you only recycle clean, dry, grease-free items.

There's recycling boxes in your kitchen, please use them and empty them regularly into the appropriate bins.

For items that cannot be recycled please use the large silver paladin bins or green and black wheelie bins located in the car parks outside each block. There's a bin in the kitchen as well as one in your bedroom, it is your responsibility along with your flat mates to ensure these are emptied regularly.

Please do not flush any items other than toilet paper down the toilet. Please wrap up razors, condoms and sanitary items and put them in the bin.

If you require a sharps bin for medical purposes, the local pharmacy will be happy to supply you with one. You may need to provide your prescription before this is handed over. To find your local pharmacy, speak to the team on reception for help.

## Bikes

We have on-site bicycle storage and we ask that you register your bike with reception as soon as possible. By not registering your bike, it may be confiscated from the bike shed until you do.

**Top tip:** Register your bike with the police by visiting [www.bikeregister.com/](http://www.bikeregister.com/)

**Note:** Electrical bikes and e-scooters are not permitted on site and will be confiscated until they can be removed.





## Parking

Please park in the parking bays provided by site. Register your car with reception as soon as you can so we can provide you with a card to place in your car whenever it is parked on-site.

**Note:** If you do not register your car you may receive a warning notice.

## Local transport

Remember to provide your ID when purchasing travel tickets for a discount towards your travel.





# communal living and living support

## Residence Life Assistants

Residence Life Assistants (RLA's) are students appointed by the university to assist residents out with office hours. They live on site and can be contacted in the evenings and over the weekend to provide advice and support for a range of issues. They are trained in first aid, mental health first aid, and can signpost residents to useful services. They also organise regular events at the accommodation. RLAs are on duty in the site office at reception in the CSB every evening between 6pm - 7pm.

## Looking after yourself

Register with a doctor (GP) and dentist as soon as you can. For details of local practices visit [www.gla.ac.uk/myglasgow/students/safetyhealth/healthservices/](http://www.gla.ac.uk/myglasgow/students/safetyhealth/healthservices/). For minor illnesses you can visit any local pharmacist. Please ask at reception for details to the nearest hospital. Our team along are on hand to provide signposting and advice on topics including mobility needs, homesickness, issues with your flatmates and financial worries. If we can't help, we will know someone who can.

## Emergencies and first aid

In a medical emergency call 999 immediately providing the full postal address. There is a trained first aider on-site at all times.





# 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.

<b>Fire Drill Testing</b>	<b>Twice per year</b>
<b>Fire Alarm Testing</b>	<b>Once a week</b>
<b>Emergency Light</b>	<b>Testing twice per year</b>
<b>Fire Fighting</b>	<b>Equipment twice per year</b>
<b>Boiler Servicing</b>	<b>Once per year</b>
<b>Portable Appliance Testing</b>	<b>Once per year</b>
<b>Fixed Wire Testing</b>	<b>Every 3 years</b>
<b>Legionella Water</b>	<b>Testing every month</b>
<b>Roof Anchors</b>	<b>Once per year</b>







# keys, safety and security

## Keys

You have been issued with an entry fob, please keep this with you at all times to get in the building and the CSB. You also have a set of keys to access your flat and your room. If you lose your keys or fob please contact reception straight away so we can replace them for you, there is a charge to cover the replacement and change of locks if required.

Look after your keys and never attach your address to them. If a member of staff sees a door unlocked, they will lock it.

## fire safety

### Fire drills

Fire alarms are tested every Tuesday, you can find out more in your weekly updates. Fire drills are a legal requirement and are 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.



# Sanctuary Students

## **Murano Street Student Village**

13 Caithness Street, Glasgow, G20 7SB

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[www.sanctuary-students.com](http://www.sanctuary-students.com)

**Our offices are open:** Monday - Friday, 8am - 6pm



SanctuaryStudentsUK

Sanctuary Students is a trading name used by Sanctuary Student Homes Limited and Sanctuary Management Services Limited

*Some images in this booklet are representative only*