

Sanctuary
Students

Welcome to Glasgow

hello!

Kelvinhaugh Street and
Kelvinhaugh Gate Flats







nice to meet you

Firstly, thank you for choosing Kelvinhaugh Street and Kelvinhaugh Gate Flats 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 221 9334

E: KHR@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

Reception is open between 8am-6pm, Monday to Friday. The on-site team can be contacted by telephone and email.

T: 0141 221 9334

E: KHR@Sanctuary.co.uk

A: Cairncross House, 20 Kelvinhaugh Place, Glasgow, G3 8NH

Outside of reception opening hours there are Residence Life Assistants on duty to assist with any problems you may have or if there's anything you would like advice about. They are managed by the Warden and are employed by the University of Glasgow.

During the hours of 5pm 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 directly to your flat, unfortunately reception cannot accept these on your behalf. 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 provide your correct address for your flat, you can find this on the front of your Welcome pack or you can check at reception.

Internet

Wi-Fi is available throughout the building and you will also find an Ethernet connection point in your room. More information on your internet connection is available in your welcome pack or from reception.

Laundry

There are two laundries on site. One at the back of Kelvinhaugh Street between blocks 53 and 61 and one next door to the Kelvinhaugh Gate Office. Both are accessed by your room key and are available 24 hours a day. Machines are operated through an app or by card with charges and instructions displayed within each room.

If you have any problems with the laundry please contact the laundry company direct using the phone number displayed on the wall posters or visit www.circuit.co.uk/i-want-to-do-mylaundry/laundry-view.

If you need further help, you can contact reception. 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 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

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

Recycling boxes can be found in your kitchen, please use them and empty regularly into the appropriate bins.

Domestic rubbish should be disposed of using the green bins located in the bin areas behind Kelvinhaugh Street/Gate. There's a bin in the kitchen as well as one in your bedroom, it is your responsibility along with your flat mates to empty these regularly .

If you require a sharps box, the local pharmacy will be happy to supply you with one. You may need to provide a prescription from your doctor for the safe disposal of needles, syringes and scalpel blades. To find your local pharmacy, speak to the team on reception for help.

Please do not flush any items other than toilet paper down the toilet. Please wrap up razors, condoms and sanitary items and place them in the bin. Rubbish is collected from the bin stores by Glasgow City Council.

Bikes

Bicycle storage is available on-site and you must register your bike at reception as soon as possible where staff can also give you more information.

Note: Failure to register your bike may result in it being confiscated from the bike shed until you do.

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

Top tip: Register your bike with the police by visiting www.bikeregister.com/

Parking

Parking is available at Kelvinhaugh Gate, however it is limited! You can apply and pay for a permit from Glasgow City Council if you park on Kelvinhaugh Street. Vehicles are parked at the owner's risk. Please be careful to not block the entrance to the car park.



Local transport

There are frequent buses from Argyle Street. The nearest underground station is a 15 minute walk away and a low level SEC station is only a few minutes' walk from the accommodation.

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

Outside seating

We have outside seating across the site which you are more than welcome to use for studying and socialising.

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. RLA's are on duty in the site office at Cairncross House every evening between 6pm - 7pm. After that you can get in contact with them using 07816 364800 until the office is open again. Please do not hesitate to contact them if you need out of hours assistance.

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/. 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.

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





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. 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 Thursday, 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

Kelvinhaugh

1 - 15 Kelvinhaugh Gate, Glasgow G3 8PY
115 - 119 Kelvinhaugh Street, Glasgow G3 8PX

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E: KHR@Sanctuary.co.uk

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