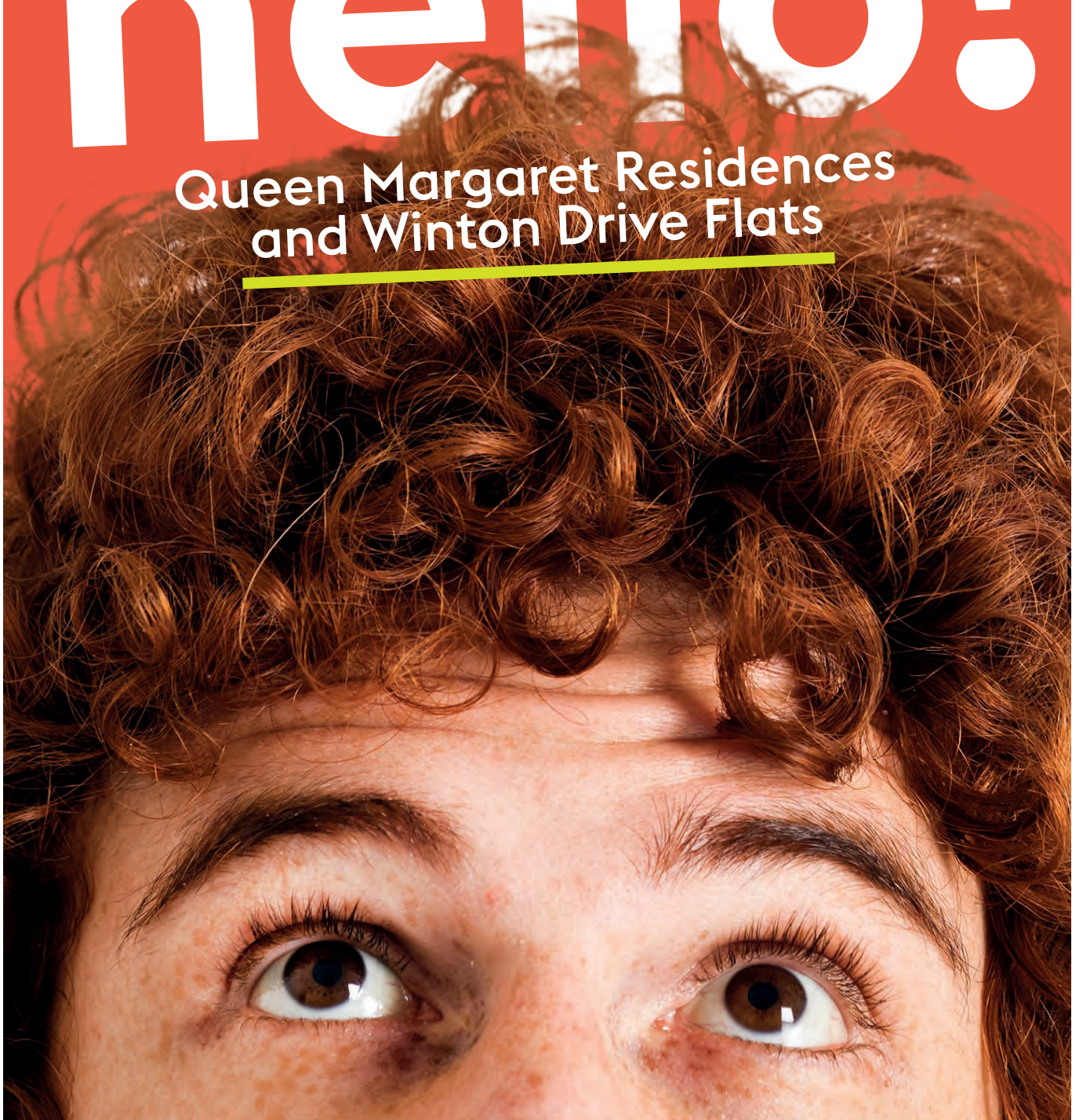


Sanctuary
Students

Welcome to Glasgow

hello!

Queen Margaret Residences
and Winton Drive Flats







nice to meet you

Firstly, thank you for choosing Queen Margaret Residences and Winton Drive 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 339 3273

E: QMR@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 339 3273

E: QMR@sanctuary.co.uk

A: Queen Margaret, Bellshaugh Court, Glasgow, G12 0PR

Outside of reception opening hours there is a Resident Life Assistant if you have any concerns. The Wardening team are also on hand to help if you need assistance or advice on any practical, academic or personal matters.

The Wardening team are staff or students from the University of Glasgow who live on-site. There is a Head Warden who works with the Resident Life Assistants.

During the hours of 5pm and 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.





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 ensure you provide the correct address for your flat. You will find this on the front of your welcome pack.

Internet

Wi-Fi is available throughout the building. More information on your internet connection is available in your welcome pack or from reception.

Laundry

There are three laundry rooms on site; one in the Central Services Building and two at the Winton Drive blocks, 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 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 of the dryer before use – your clothes will dry better.





Bins and recycling

Recycling facilities are available on-site.

PURPLE PALLADIN BIN = GLASS

BLUE PALLADIN 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 wheelie and silver palladin bins. 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 every 8 days. Recycling is collected every 16 days.

Bikes

We have designated bicycle storage areas in Bellshaugh Court and opposite block 24 in Winton Drive to safely store your bicycle, but please note that spaces are limited. Please do not chain your bike anywhere else throughout the site, such as railings.

You can use your bedroom key to open the locks for the bike sheds. We ask that you register your bike via QR code from reception as soon as possible and buy a lock to secure it. Please also padlock the bike sheds. Please do not keep bikes in your flat or anywhere they may block stairwells or emergency exits.

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

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



Parking

Parking is available on-site; please register your car or motorbike with the QR code available at Reception as soon as you can. Please do not park in the turning areas for emergency vehicles or block the entrance to the car park. Vehicles of residents and their visitors are parked at the owner's risk.

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.

Central Services Lounge

The lounge area is located in the Central Services Building at Queen Margaret Residences and is open between 7am and 11pm, you can gain access outside of office hours by using your entry fob.

In the interest of all residents, parties cannot be held in flats; however the lounge can be booked by arrangement with the Warden. You can use the booking form via the QR code at Reception.

Remember – common areas in the Central Services Building at Queen Margaret Residences are available to book for special events.

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

Resident Life Assistants (RLAs) are students appointed by the university to assist residents out of 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 every evening between 6pm - 7pm. After that you can get in contact with them using 0141 339 3273 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/students/support/health. For minor illnesses you can visit any local pharmacist. Please ask at reception for details to the nearest hospital. Our team along with RLAs 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 twice per year |
| Fire Fighting | Equipment twice 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 and out of 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 Wednesday, 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

Queen Margaret Residences

Bellshaugh Court,
Kirklee, Glasgow G12 0PR

T: 0141 339 3273

E: QMR@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