



2019/20

Frequently asked questions

Welcome to the University of the West of Scotland.
The Residence Team have put together the following list of questions that students have asked in previous years that we felt may benefit you during your time here.

If your question is not on the list please contact the Accommodation Office.

Before You Arrive:

- How do I apply for accommodation?
- How do I receive an offer for accommodation after I apply for accommodation?
- I will require disabled facilities?
- Do you accommodate families or couples?
- What is provided in the rooms?
- What is not provided in the room/kitchen?
- Is there a deposit?
- Can I pay with foreign currency or travellers cheques?
- Do I need a guarantor?
- Will I be able to get a discount?
- How do I pay for accommodation?
- Who do I make my cheques payable to?
- Will my bank charge me to make a bank transfer?
- Do I need to pay council tax?
- Can I pay my rent with my student loan?
- Can I book if I am under 18 years of age?
- What are the check-in/checkout times?
- How do I choose which type of room to book?
- How do I book if I do not have a personal email address?
- Do you provide meals?
- Can I change my contract after I have signed it?
- Can I terminate my contract before the agreed date?
- Can I choose who I live with?
- Will I be able to park my car on site?
- Will I be able to get online in my room?
- Will there be a telephone in my room?
- Is there any kind of pastoral care?
- Am I allowed candles?
- Can I bring a Wok?
- What cooking equipment is supplied?
- Is there a TV point in the bedroom or lounge?
- Do I need a TV licence?
- Where can I smoke?
- Can visitors just walk or drive in?
- Is there a limit to how many visitors are allowed?
- Are there spare rooms for visitors to stay in?
- Can visitors park in the residence?
- Is there always a member of the Residence Team on site?
- Is everything local to the residence?
- What about safety?
- Where can I store my bike?
- I am allowed to bring a pet?
- When will I be sent the E-Induction?



When You Arrive:

- What can I do to make things smoother on moving day?

After You Arrive:

- Where do I get a copy of my Inventory form?
- What if I am not happy with my allocated room or my flatmates?
- Do I need to move out over the Xmas and Easter holidays?
- How do I make an insurance claim?
- Where can I wash my clothes and bedding?
- Where can I collect my post?
- Can I personalise my room?
- Can I keep a fridge in my room?
- Who is responsible for cleaning my flat?
- Where can I register with a Doctor?
- Where can I register with a Dentist
- Where is the nearest Hospital?
- Where do I go if I have a problem with internet access?
- How do I report maintenance issues?



Before You Arrive:

- **How do I apply for accommodation at UWS?**

You can make a confirmed booking in the following easy steps firstly apply using the following link: <https://hallpad.uws.ac.uk/hallpad/default.cfm?&CFID=24156&CFTOKEN=30157692>

Click on check that you are eligible and follow the instructions. If you are ineligible please contact the Accommodation Office stating your Banner Number so we can change this for you.

accommdation@uws.ac.uk

- **How do I receive an offer for accommodation after I apply for accommodation?**

Once you apply for accommodation you will receive an automatic email to complete your registration by clicking on to the link on the email and log back into Hallpad using your email address and password. Depending on availability we will send you an offer for accommodation with another link which will take you back to Hallpad to see your Rental Agreement.

Once you have checked the dates and payment on your lease there are 2 boxes to tick 1) To accept this offer for accommodation and 2) To decline this offer for accommodation. Once you accept the accommodation the next section is in 3 parts:

- 1) To make a pre-payment, full payment and set up a payment plan;
- 2) To upload a photograph;
- 3) Accept the Terms and your offer.

Your booking and pre-payment or full payment for the Trimester will be processed and you will be provided with a booking confirmation number. You will also receive confirmation of your booking by email - these are sent automatically.

If you need any further assistance please call our reservations team on Tel: +44 (0)141 848 3967 who will be happy to assist you with your reservation.

*Special requests cannot be guaranteed - if the special request is critical to your booking please contact us for assistance.

- **I require disabled facilities?**

We do have accessible accommodation at our residence; please add any comments on your application form regarding health or access issues. We also have a support for disabilities; please look at the following link: <https://www.uws.ac.uk/current-students/supporting-your-health-wellbeing/disability/>

- **Do you accommodate families or couples?**

We have couple flats at both Paisley and Ayr Campus and they are subject to availability.

- **What is not provided in the room/kitchen?**

Towels, tea towels and bedding is not provided

- **Is there a deposit?**

There is no deposit however there is a payment payable before you arrive and is taken off your total accommodation fee.



- **Can I pay with foreign currency or travellers cheques?**
UWS cannot accept foreign currency or traveller's cheques as payment. UWS would advise that the safest and simplest way to make payment is by Credit/Debit card, bank transfer or cheque at the start of your contract.
- **Do I need a guarantor?**
The University does not request that you have a guarantor.
- **Will I be able to get a discount?**
There are no accommodation discounts.
- **How do I pay for accommodation?**
You can pay online using the following link: <https://epayments.uws.ac.uk/open/>
- **Who do I make my cheques payable to?**
Please make all cheques payable to: The University of the West of Scotland
- **Will my bank charge me to make a bank transfer?**
Your bank may charge you a fee to make a bank transfer into our account, it is your responsibility to pay this. Please ensure that you transfer enough money to cover both the rent and the transfer fee.
- **Do I need to pay council tax?**
As a student you are exempt from paying council tax.
- **Can I pay my rent with my student loan?**
You can use your student loan to pay your rent. It is imperative that we have evidence of your student loan information at the application stage. You will not be given your keys before providing payment or a valid student loan schedule.
- **Can I book if I am under 18 years of age?**
Yes you can book accommodation if you are under 18 however we recommend that you ask your parent or legal representative to read the Rental Agreement
- **What are the check-in/check-out times?**
The check in time is from 2pm and the check-out time is 11am on the day of departure.
- **How do I choose which type of room to book?**
If you are booking for yourself then apply for a single room. Otherwise please see question referring to couples.
- **How do I book if I do not have a personal email address?**
You could apply by calling the Accommodation Office and one of the Accommodation Team will fill out an application form send an offer out to you by post.
- **Do you provide meals?**
We do not provide meals but there are catering units on the campus.



- **Can I change my contract after I have signed it?**

Changes can be made to the contract after it has been signed if you transfer rooms. Any requests for changes to the contract must be made by email to the residence in question. Any changes to the contract such as changes in room standard will incur a £30 administration fee and will be subject to availability and local management discretion.

- **Can I terminate my contract before the agreed date?**

It is possible to terminate your contract if you can find a suitable replacement for your room. Until a replacement has been found and has paid in full you will remain responsible for any payments due under your contract. Please contact the Residence Manager before you terminate your contract to discuss this.

Can I choose who I live with?

Rooms are allocated on the following basis:

1. Room type (Single/Double or Premium)
2. Contract length
3. Gender
4. Year of study
5. Other preferences

UWS endeavours to allocate students to flats that are appropriate to their situation and preferences, although it is not always possible to satisfy everyone. There is a data field on the postal application form and online booking service to state any preferences you may have and with whom you would like to live with. Please note that UWS can make no guarantees and all allocations are subject to availability.

- **Will I be able to park my car on site?**

Limited car parking is available at some of our residences, please check details of the residence of your choice and then contact the residence management office to book in advance as availability may be limited. Storie Street residence does not have student parking.

- **Will I be able to get online in my room?**

Broadband arrangements vary by residence; all residences have high-speed internet connections available. Please contact the Residence Team for full details. Bandwidth is managed and is not to be used for illegal purposes. Students using the internet for illegal gains could potentially have their internet access barred and risk prosecution from FACT (Federation Against Copyright Theft). UWS and associated broadband providers will not condone any illegal use of the internet and wireless bandwidth sharing is not permitted. All residents wishing to use the internet services must sign up to local terms and conditions of use.

- **Will there be a telephone in my room?**

There are no telephones available in rooms.

- **Is there any kind of pastoral care?**

Our residences have a team of staff on-site to help students with any issues which arise. Outside of office hours we manage a team of senior students, Residents Advisors, who live on-site and are on call to assist students with any problems or issues they might have during what may be their first experience away from home. Residents Advisors can help with a number of issues such as students who are finding it hard to mix, feeling homesick or just having trouble finding their way round. Senior students have access to our management team 24-hours a day. In addition nearly all of our residences have 24-hour on-site security, CCTV, electronic access control and



individually secured rooms. Please check details of the residence of your choice to see what security arrangements are in place. UWS has a spiritual team, (If you are unable to upload the link then type in the link copy and paste it): <https://www.uws.ac.uk/current-students/supporting-your-health-wellbeing/>

- **Am I allowed candles?**

UWS has a strict policy that candles are not permitted on site. This is as per the residence fire plan and as advised by local fire authorities.

- **Can I bring a Wok?**

Woks, frying pans and other cooking materials are permitted, however deep fat fryers and chip pans (the most likely causes of cooking-related fires) are not, as per the residence fire plan and as advised by local fire authorities.

- **What cooking equipment is supplied?**

UWS does not supply cooking equipment.

- **Is there a TV point in the bedroom or lounge?**

Some residences provide a TV with a range of satellite and terrestrial channels in communal kitchen/lounges. Check details of the residence of your choice for more information. Hamilton, George Street and Lady Lane do not have a TV lounge. There are no TV's provided in the rooms.

- **Do I need a TV Licence?**

If you bring a TV for your room/flat you will require to pay for a television licence. Click the below links for further information on TV Licensing:

<http://www.tvlicensing.co.uk/check-if-you-need-one>

<http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1>

- **Where can I smoke?**

Smoking is not permitted in any UWS Residences, this policy includes all communal areas, lounges, hallways, corridors and stairwells as well as bedrooms, and it also extends to external courtyard areas. Residences will have specifically designated external smoking areas, please ask the team for details.

- **Can visitors just walk or drive in?**

All visitors must report to the reception and sign in. This is for reasons of safety, security and, in the event of an emergency; the management team will know who is on-site. Residences have a 24-hour security presence on-site to ensure that all visitors are valid and that the residence is kept secure. Comprehensive CCTV coverage is available at all residences. Hamilton Campus, George Street and Lady Lane please contact the Residence Manager.

- **Is there a limit to how many visitors are allowed?**

Each student is permitted a maximum of one guest at a time; one night during the week and 1 night at the week-end. To ensure that the residence stays secure, visitors are required to sign in and out when they enter and leave the residence; anyone who does not comply will be asked to leave the site immediately.

- **Are there spare rooms for visitors to stay in?**

Please contact the residence manager to see if there is any availability. However, reception will gladly assist with numbers for local hotels..



- **Can visitors park in the residence?**

Parking (where available) is for authorised users only. All available parking spaces are allocated by the local management team. Reception will advise you on local car parks. Unauthorised vehicles risk being stickered.

- **Is there always a member of the Residence Team on-site?**

All of our residences are staffed 24-hours a day, 7 days a week with trained security staff. Where full-time security is not present we have remote CCTV in operation with a remote security back up. In addition UWS has number of Reslife Assistants who live on-site and can provide guidance and support at all times and have access to our management team 24-hours a day.

- **Is everything local to the residence?**

University, amenities, leisure are all close to the residence. Local team members will be happy to help with directions and will issue a location guide to just about anything you need.

- **Is there always a member of staff on-site?**

All of our residences are staffed 24-hours a day, 7 days a week with trained security staff. Where full-time security is not present we have remote CCTV in operation with a remote security back up. In addition UWS has number of Residents Advisors who live on-site and can provide guidance and support at all times and have access to our management team 24-hours a day.

- **What about safety?**

We provide 24-hour security, CCTV, electronic access control with security guards in all residences. Access is limited to students, their authorised visitors, and nominated contractors. Fire alarms are tested weekly, appropriate emergency signage is displayed and fire evacuation drills undertaken at the start of each academic year. Students are asked to help us ensure UWS residences remain safe by ensuring that all guests are signed in and out and all outside doors are closed when entering or leaving the building.

- **Where can I store my bike?**

There are cycle racks on most sites where students can lock their bikes. These are left at the owners' risk and no bikes are allowed in the rooms/flats.

- **I am allowed to bring a pet?**

Pets are not allowed in any of the residences.

- **When will I be sent an E-Induction?**

You will be sent a link to log into the E-Induction a couple of weeks before you arrive. The E-Induction contains a lot of relevant information regarding your residence as well as UWS. There is a short quiz and you will have access to your contract and your key release form. Please bring your key release form to your accommodation to collect your key.



When You Arrive:

- **What can I do to make things smoother on moving day?**

To make things easier when you come to move in please ensure you have completed all the relevant documentation: i.e. paid your prepayment, accepted your contract on line, read your E-Induction and printed off your key release form.

Failure to complete and return the necessary documents will inevitably cause you and others delay.

Please also note that cars can only be parked for a short time to allow unloading. At move-in time, there will be many students, parents, and friends all unpacking and moving in. Wherever possible, UWS will attempt to show you to your room as soon as possible.



After You Arrive:

- **How do I get a copy of my inventory form?**

The Inventory Form will be emailed to you 24 hours after you arrive at your residence. Please ensure that you complete the form to ensure that you are not charged for any damages after fat inspections.

- **What if I am not happy with my allocated room or my flatmates?**

The Accommodation Team hopes that all students will endeavour to “get on with” their flatmates who could be from differing backgrounds and cultures. If a student is extremely unhappy then room changes can be considered (subject to availability and a £30 administration charge). It is important to remember that moving to University is a stressful time, and that initial teething troubles are usually resolved within the first few weeks. UWS policy dictates that room changes will not be considered within a minimum of 6 weeks following move-in.

- **Do I need to move out over the Xmas and Easter holidays?**

No, over the holidays you will have complete access to your room.

- **How do I make an insurance claim?**

To make a claim you will need to contact the insurance company direct, details are available from the E-Induction.

- **Where can I wash my clothes and bedding?**

Each campus has a laundry with washing machines and dryers. At Ayr and Storie Street the machines are cashless and you can buy a card at the residence and top it up on line.

- **Where can I collect my post?**

Post sent to the residence will be put directly under their door or held at reception, which is open during standard office hours. Anything that does not fit under your door such as parcel can be collected from reception. An email will be if you have any mail to be picked up. George Street and Lady Lane post will be delivered to the front door if you are not in your room they will leave a card so you can pick up the parcel from the local Post Office. Storie Street have post boxes which you will be given a key to access letters.

- **Can I personalise my room?**

You are responsible for ensuring that you leave your room and flat in the same condition that it was given to you. You will be asked to fill in and return an inventory to record the condition of your room and must do so within 48-hours of moving in. Generally speaking, blu-tac, white-tac or pins put into walls will require re-painting after you have left and you may be charged in line with our standard schedule of charges. The management team will carry out several room and flat inspections at the end of your contract and we would advise you to make an appointment for inspection well in advance.

- **Can I keep a fridge in my room?**

Fridges are not permitted in bedrooms. Arrangements are provided in the kitchen to store chilled foods. If you have a medical condition which requires you to have a fridge in your room evidence of this must be provided for the manager.



- **Who is responsible for cleaning my flat?**

It is the students own responsibility to clean their room and they are jointly responsible for cleaning their flat. The stairs and hallways outside the flats are cleaned on a regular basis by UWS staff. Some residences can offer an additional cleaning service for an agreed fee. At the end of the tenancy, flats must be returned in good condition or additional charges may be levied. Some residences have kitchens/ lounges/corridors cleaned – see local staff for details. At the end of contract, any cleaning required in students' responsibility areas will be charged back to the student{s}.

- **Where can I register with a Doctor?**

There is a list of Doctors in the E-Induction.

- **Where can I register with a Dentist?**

There is a list of Doctors in the E-Induction.

- **Where is the nearest Hospital?**

This information is in the E-Induction.

- **Where do I go if I have a problem with internet access?**

Please contact the helpdesk: Helpdesk@uws.ac.uk or on 0141 848 3999

- **How do I report maintenance issues?**

You can report maintenance issues via the portal in the E-Induction, sign in using your Hallpad username and password.

http://uws.induction.org.uk/login.aspx?ReturnUrl=%2flearner.aspx%3fidtype%3dpage_id%26id%3d33106&idtype=page_id&id=33106

If you have any other questions please contact the Residence Team:

Email: accommodation@uws.ac.uk

Telephone: +00 44 141 848 3159

