

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.

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.



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. 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?

A list of local GP surgeries will be provided on arrival.

Where can I register with a Dentist?

A list of local dentists will be provided on arrival.

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

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

How do I report maintenance issues?

You can report maintenance issues via the Residents Portal.



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

Email: accommodation@uws.ac.uk

Telephone: +44 (0)141 848 3159