

## GSA HALLS - INFORMATION FOR PARENTS

Your child preparing to leave home to go to university is a life changing experience for both of you. We hope this information will offer some peace of mind in relation to some questions that you may have regarding GSA housing. Researching housing and encouraging your child to arrange suitable accommodation will hopefully be reassuring to you, and lead to a successful university experience for your child.

### HALLS OF RESIDENCE OWNED OR MANAGED BY GSA

We consider our halls of residence the easiest for new and incoming students to organise prior to their arrival in Glasgow. Our sites are the closest non-private accommodation in proximity to the GSA's main campus in Garnethill. For many new students, leaving home and managing their own lives is a huge learning curve. Halls offer a great environment for this learning to take place in a supported community. In terms of budgeting for newly away from home residents, the all-inclusive (excluding laundry) tariff is an excellent way to learn how to budget and cope with finances. Halls are also the ideal place to meet fellow GSA students and make new friends. Read on for detailed information on our halls - we look forward to helping to make your child's first year in a new city an enjoyable and rewarding experience.

### GSA SUPPORT & RESIDENTIAL LIFE TEAM

At GSA halls, our priority is providing students with comfortable accommodation, whilst reassuring parents that their children are moving to a safe and secure environment. For many in our halls this will be their first time away from the parental home, and we want our new arrivals to feel at relaxed in their living environment to allow them to get to know the city and enjoy their programme of study.

Our halls all have a Warden and Senior Residents, who offer evening and overnight assistance during term time. They are available at other times too, and residents are encouraged to approach them if there is anything that they are unhappy about or require support with. The Warden and Senior Residents offer pastoral care and can deal with emergencies as required. They also organise a Resident Life programme of events for residents to participate in through the year, with events ranging from cinema nights to GSA Sport related events. The Resident Life programme helps students to engage with others also living in halls, as well as helping with homesickness, engagement and student retention.

Halls staff receive full training prior to the start of the year, including first aid, fire safety and dealing with difficult people. A number of our staff return year after year, consequently offering lots of experience to new residents.

## RENT

Rent details are contained in the occupancy agreement, which your child will receive if they are offered a place in halls. A rent prepayment of £125 is required for each room in halls before arrival – no deposit is required. We ask for the remainder of the rent after arrival when funding is in place. The deadline for each rent instalment is 2 weeks after the start of term. Monthly payments can be arranged, and this suits many budgets better. We ask that this is arranged by the resident within the first 2 weeks of term. Rent is paid by our residents through an online accommodation portal. On this site they can make payments and check their balance, tariff and recharges. Correspondence with residents is made through this portal, and we recommend that residents do not allow parents to access the site for reasons of confidentiality and privacy. If you are intending to pay rent for your child, please ask them for a copy of the occupancy agreement or ask them to contact accommodation staff on your behalf. Accommodation staff cannot duplicate this document for parents or disclose any details about rent balances.

## VIEWINGS

We can arrange visits to halls where possible to show rooms and flats. However, please bear in mind that viewings can only be arranged when convenient for current residents, and so we would encourage applicants and parents to use the accommodation pages on the GSA website as their main source of information.

## MAKING AN APPLICATION

We welcome applications from all new students, and any students currently living in halls who would like to continue for a subsequent year. The application form for Blythswood House and Margaret Macdonald House will be available online from the end of February 2017. It is accessible from the Accommodation pages on the GSA website. The deadline for halls applications is 31<sup>st</sup> May, or as soon as possible after that if your child is made a later offer. Although halls are not offered on a first come first served basis, it is still important that we get forms back as soon as possible so we can offer rooms to those who need them most.

## TENANCY AGREEMENT

We offer residents accommodation contracts in the form of an Occupancy Agreement built around term and academic year dates. We do not have tenancy agreements or any requirement for a guarantor.

## SAFETY AND SECURITY

The safety of our residents is paramount and all of our sites are very secure. Residents pass through a series of locked doors before they get to their own bedroom door. All sites are equipped with automatic smoke and fire alarm systems, which are connected to the Fire Brigade. We also have an HMO (House in multiple occupation) certificate, and are inspected every three years by the Fire Brigade and Environmental Health. More information on HMO licensing can be found online: <http://www.gov.scot/Resource/Doc/47060/0028723.pdf>

## FACILITIES

All of GSA halls are self-catering, and most rooms are ensuite. Our halls comparison guide on the Accommodation pages of our website details the sites which we have and the facilities on each. This information can be used by applicants and parents to decide which accommodation best suits their needs.

## WI-FI

The Wi-Fi system offered in halls is provided by Keycom, a widely used company in the sector who we have worked with for many years. The basic service is excellent and available immediately after arrival and registration. If any residents need additional Wi-Fi speed, this can be arranged locally after arrival. The Wi-Fi in halls is not related to campus IT systems.

## INSURANCE

We arrange personal possessions insurance for residents, which covers most accidental possibilities. There are exclusions, upper claim limits and in some cases an excess has to be paid prior to a claim. We issue a copy of the policy with accommodation handbooks, which allows residents to arrange additional cover if required.

## INVENTORY

A halls inventory is contained in the accommodation handbook. We encourage new residents to review this information before arrival and bring items not supplied, or purchase them after arrival. We also work with accommodation suppliers to allow new residents to arrange non-inventory items before arrival.

# THE GLASGOW SCHOOL OF ART

## LAUNDRY

Circuit Laundry Services supply and maintain our onsite laundry services. We have worked with them for many years and consider their service reliable and cost effective. The facilities are offered on a pay as you go basis, and residents can use an app to pay for washing and drying, as well as to check machine availability before taking washing to the laundry.

## CLEANING AND MAINTENANCE

Cleaning is the responsibility of residents. Flats and rooms are inspected once per term. Maintenance issues (blown bulbs, blocked drains etc) can be reported at the accommodation office or by email, and we can then arrange for our own GSA team or an appointed contractor to deal with these issues. The cost of maintenance is covered by GSA halls, unless it is malicious damage or a repeat issue within the flat as a result of poor management on the part of residents, for example repeated blocked kitchen sinks or infestation due to poor hygiene.

## SAFETY

Generally speaking, Glasgow is a safe, welcoming and friendly city. The location of halls in the city centre is highly populated and students will feel safe walking home at night.

## RECYCLING

We have a variety of onsite recycling facilities available, and the GSA has sustainability teams and student champions who encourage good practice within the student body. We find our residents to be generally enthusiastic about recycling and reuse.

## CAR PARK

Halls are centrally located with excellent transport links, and we find that generally very few residents need or want to bring a car. There are a small number of parking spaces at Margaret Macdonald House which are bookable on first come basis by MMH residents only. Our site at Blythswood House has no allocated parking.

## LOCATION

Our accommodation is located in the city centre, within a couple of minutes' walk of the main GSA Garnethill Campus and within easy reach of all city centre amenities. We do not have halls close to the Tontine Building as all accommodation planning was done with the view that from January 2014 all GSA departments would be back in Garnethill. There are currently no plans to take on halls close to the Tontine Building as it is only being used by the GSA temporarily, but the area is easily accessible by foot and the GSA operates a shuttle bus from Garnethill to the Tontine Building during term time.

## POST

GSA supplies mail boxes at all sites, including halls, for letter mail, but we are unable to manage facilities to receive larger items on behalf of residents. Parcel post in halls works just like in other domestic dwellings – if residents are not home to receive a parcel, a card will be left for them to collect post at a later date. We recommend that residents utilise the various collection sites in Glasgow, which enable them to collect parcels at their own convenience. We ask that you do not send any parcels to halls for residents before their tenancy, as this will not be received by the accommodation office.

The exception to this rule is the weekend of arrival and the first week of tenancy. During this week we arrange a staffed mailroom at Blythswood House to receive parcels and online orders, helping residents set up home and move in. Residents from Margaret Macdonald House are also able to utilise the mailroom for the first week of tenancy.

Please confirm your child's postal address as soon as your child moves into halls. GSA cannot offer confirmation of any resident's addresses to parents at a later date.

## SHARING INFORMATION WITH PARENTS

Our residents are, in all but a few cases, young adults. While we appreciate that you may meet the cost of rent for your child, our policy is to deal only with our applicants, and consequently we cannot handle enquiries or requests for duplications of information directly from parents. We hope that you can appreciate our view on this.

Every resident who is offered a place in halls will have an occupancy agreement and a halls welcome book sent to them by email. These two documents will contain all the information you and your child need to know about halls and paying rent. If you intend to pay rent on their behalf, or if you have any other enquiries about halls, please ask your child to forward this information to you as soon as they receive it. You will also find lots of information on the GSA website about our halls. Regarding rent – please refer to the Finance and Rent section earlier in this document.

More information regarding halls is available on the GSA website at [www.gsa.ac.uk/accommodation](http://www.gsa.ac.uk/accommodation)