

GSA Halls Information for Parents

Your child preparing to leave home to go off to university is a life changing experience for you and your child. We hope this information will offer some peace of mind in relation to some questions which 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 that our halls are the easiest for new and incoming students to organise prior to their arrival in a new city. Our sites are the closest non-private accommodation in terms of proximity to GSA main campus in Garnethill. For many new students leaving home, managing their own lives is a huge learning curve. We believe that our halls offer a great environment for this learning to take place in a supported and inclusive community. In terms of budgeting for newly away from home residents, the all-inclusive tariff (excluding laundry) is an excellent way to learn how to budget and cope with finances. Halls are the ideal place to meet and make new friends with flatmates and peers from the same course. We look forward to helping to make their first year in a new city an excellent, enjoyable and rewarding experience. Please see below for some additional details about our halls.

GSA Support & Residential Life Team

Here at GSA our priority is providing our students with comfortable accommodation which they can enjoy first time away from home, 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 home and relaxed in their living environment to allow them to get to know the city and enjoy their course.

Our halls 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 & SR's offer pastoral care and can deal with emergencies as required. They also organise a ResLife Programme of events for residents to participate with through the session- this can be anything from cinema nights to GSA Sport related events. The ResLife programme helps residents to engage with others also living in halls and enjoy their halls experience. These programmes also help with home sickness, student engagement and retention.

We invest in our halls staff with full training prior to the start of session which includes first aid, fire safety, mental health first aid, dealing with difficult people - to name a few of the sessions which they attend. Several of the team return year on year as they enjoy the role that they provide and consequently, they have lots of experience with the role to offer to new residents.

Finance & Rent

Here at GSA we do not ask for a deposit rather we ask for a booking fee of £125 before arrival to reserve the room, and then only after arrival and funding is in place, do we ask for rent. The deadline for rent instalments is 2 weeks after the start of session. Rent details are contained in the tenancy agreement which your child will receive if they apply for and are offered halls. Rent is paid by our residents through the accommodation portal. At this site they can also check for additional details including balances, tariff, recharges etc, and pay online. Correspondence with residents also passes through this portal. For this reason, we recommend that residents do not allow parents to access the site for reasons of confidentiality and privacy. Monthly payments can be arranged; this suits many budgets better. We ask that this is arranged within the first 2 weeks of session after arrival and by the resident. If you will pay rent for your child, please ask them for a copy of the tenancy agreement or ask them to contact us for monthly payment info. Unfortunately, we cannot duplicate this document for parents or offer any details about rent balances, etc.

Visit

We are happy to arrange for you to visit our halls and come see what they are like. There is an issue of course of honouring residents' privacy, and as this is their home in session time we cannot disrupt their lives by popping in and out of the flats. We can show rooms and flats but this depends on availability and prior arrangements with residents. Please be advised that it is often the case that we cannot show rooms and flats and consequently, it may be better to review that information online via our web pages.

Application/Selection/Booking

We welcome applications from all new and incoming students to Glasgow, and anyone who would like to continue in halls for a subsequent year. Halls provision for Session 2018/19 is confirmed at both Margaret Macdonald House and Blythswood House. The application for halls will be available online from the end of March 2018. It is accessible from the Applying for GSA Accommodation web page by applicants to GSA holding an offer of a place on course. The deadline for halls applications is **31st May** and as soon as possible after that if you are made a later offer. We do not offer halls on a first come basis or operate a booking accommodation service. However, it is important that we get applications logged by those interested as soon as possible so we can offer rooms to those who need them most.

Accommodation

All of the GSA housing stock is self-cater and predominantly ensuite. Some of the rooms at Margaret Macdonald House are standard, meaning there are shared bathroom facilities. The types of accommodation which we have offer a good variety in terms of locations, types, standard and cost which we hope will suit our applicants.

Safety, Security & Quality Housing

The safety of our residents is paramount and all of our halls sites are very secure. There is a series of locked doors which residents require to pass 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 require having an HMO certificate to trade and we are inspected every 3 years by the Fire Brigade and Environmental Health as part of the HMO. For more info on HMO licensing please go to:

<http://www.gov.scot/Resource/Doc/47060/0028723.pdf>

Wi-Fi

The Wi-Fi system offered in halls is provided by an exterior company called Keycom who we have worked with for many years and who work in the sector extensively. The basic service is excellent and available immediately after arrival and registration. If anyone needs additional speed, then this can be arranged locally after arrival. The Wi-Fi in halls is not related to our campus IT.

Insurance

We arrange personal possessions insurance for residents. This covers most eventualities which are accidental. 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 Welcome Books** which allows residents to review and arrange additional cover if required.

Tenancy Agreement/Guarantor

GSA offers our students accommodation contracts in the form of a tenancy agreement built around their semester and session dates. We do not have any requirement for a guarantor.

Inventory

The inventory is contained in the accommodation Welcome Book and can be found under the students' accommodation section of our website. We encourage new arrivals to review this info before arrival and bring items not supplied or arrange for their purchase after arrival.

Cleaning and Maintenance

Cleaning in our flats is the responsibility of residents. Flats and rooms are inspected once per term. Our flats are domestic dwellings so there

is often an issue with blown bulbs, blocked drains, etc. Maintenance can be reported at the accommodation office or by email and we arrange for our own GSA team or an appointed contractor to deal with these issues for residents. The cost of maintenance is to the landlord 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.

Laundry

Circuit Laundry Services supply and maintain onsite laundry services. We have worked with them for many years and consider they offer a great and cost effective service to residents. The facilities are offered on a pay as you go basis with residents now able to use an app to vend washing and drying and also check machine availability from flat before taking washing to laundry. We only charge for washing, tumble drying is free to encourage students not to hang wet washing in rooms. This leads to a much healthier environment for all.

Recycling

We find that our residents are enthusiastic about recycling and reuse. We have a variety of onsite recycling available in our halls sites and we also have sustainability teams and student champions who encourage good practice within the student body.

Car Park

Due to our city centre location, we find that very few residents need or want to bring a car. Our main site at Blythswood has no parking facilities. There is a small number of parking places at Margaret Macdonald House which are bookable on first come basis by MMH residents only.

Location & Facilities

The accommodation which we offer has excellent location and proximity to the main GSA campus. Our halls comparison guide details the sites which we have and the facilities on each. With this information, applicants can then decide which is best for them and at a later point, if

offered housing, self-select a room which suits them. We do not have accommodation close to Tontine Campus as all accommodation planning was done with the view that from January 2014 all GSA departments would be back in Garnethill. With the Mackintosh fire in May 2014, the Fine Art Department had then to relocate to Tontine. We look forward to the department moving back to Garnethill but there are currently no plans to take on halls close to Tontine. The area is easily accessible by foot and GSA operates a bus between campuses in term time from Garnethill.

Post

Parcel & mail management in recent years has become a major issue for GSA and residents alike. GSA supplies mail boxes at all sites for letter mail. **We have no facilities in halls or on campus to receive parcel post.** The volume of parcels and mail order precludes us from managing this for residents. We appreciate that many people shop online and families would like to send care packages, however, parcel post in halls is just like domestic dwellings. If you are not home, Royal Mail or couriers will card you. For this reason, we recommend that residents utilise the many and varied drop shops or collection sites which the city has to offer. This way they can at their own convenience collect parcels. We ask that you do not send any parcels to halls for them before or during their tenancy as this will not be received by the office.

The exception to this rule is the weekend of arrivals and fresher's week. We will receive parcels for this week only, but only to Blythswood House. In this week we arrange a mail room and staff accordingly to help residents set up home and move in. Residents from MMHouse can use this mail room, but it is only for the first week of their occupancy.

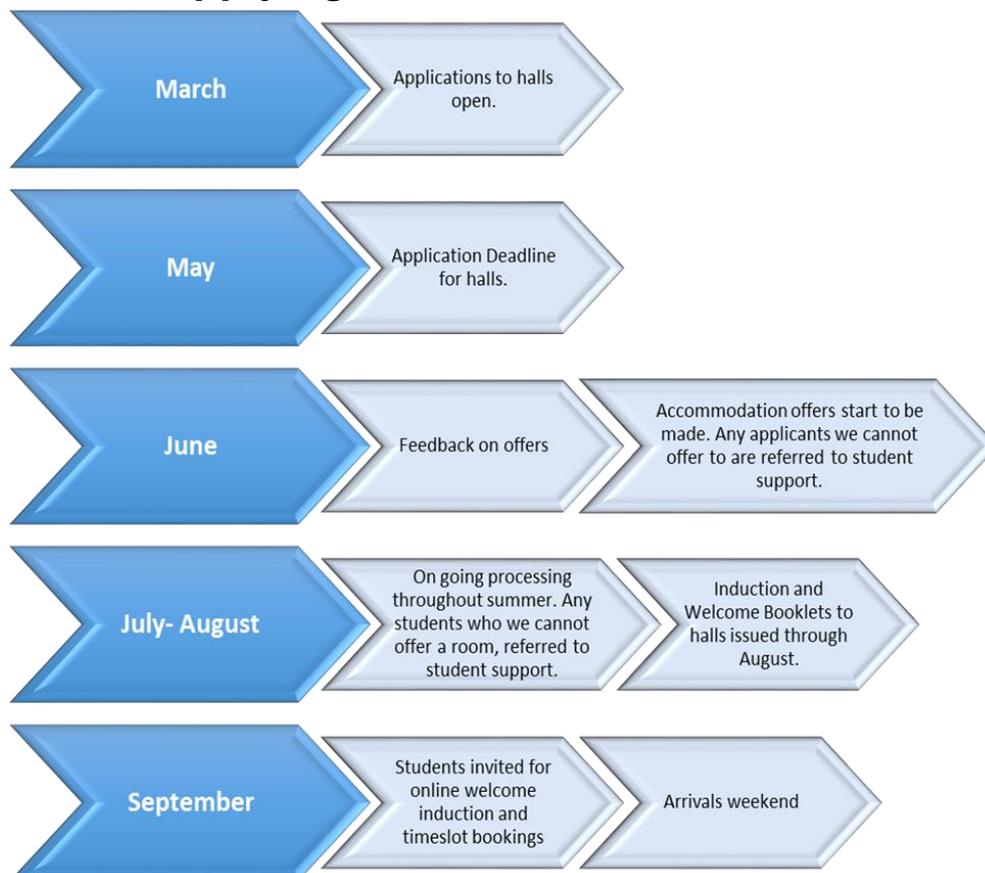
As soon as your child moves into their halls, please confirm their postal address with them. GSA cannot at a later date offer confirmation of any resident's addresses to parents.

Sharing Information with Parents

Our residents in all but a few cases are young adults. We appreciate that you may meet the cost of rent for them and may also have enquiries around halls facilities, tariffs, etc. However, our policy is to deal only with our applicants who are young adults and consequently, we cannot deal with parent's enquiries or requests for duplications of information. We hope that you can appreciate our view on this.

Every resident who is offered and accepted halls will have a tenancy agreement sent to them by email. As part of the halls booking process, they will also download the code of conduct and welcome book. These 3 documents will contain anything they or you need to know about halls and paying rent. If you will pay rent for your child, or should you have any other enquiries about halls, please ask for them to send you on this information as soon as they have it. You will also find lots of supporting information on the GSA web site about our halls. Regarding rent – please refer to the **Finance and Rent** section earlier in this document.

Timeline for applying to halls:



Please see an estimate timeline for the halls application process. More information regarding halls is available on the web pages www.gsa.ac.uk/accommodation.

Space for your notes

If you have a question or queries about GSA Halls, the application process, rent costs or anything else, please email accommodation@gsa.ac.uk or contact **Fiona Sloan**, the Residential Accommodation Manager by emailing f.sloan@gsa.ac.uk