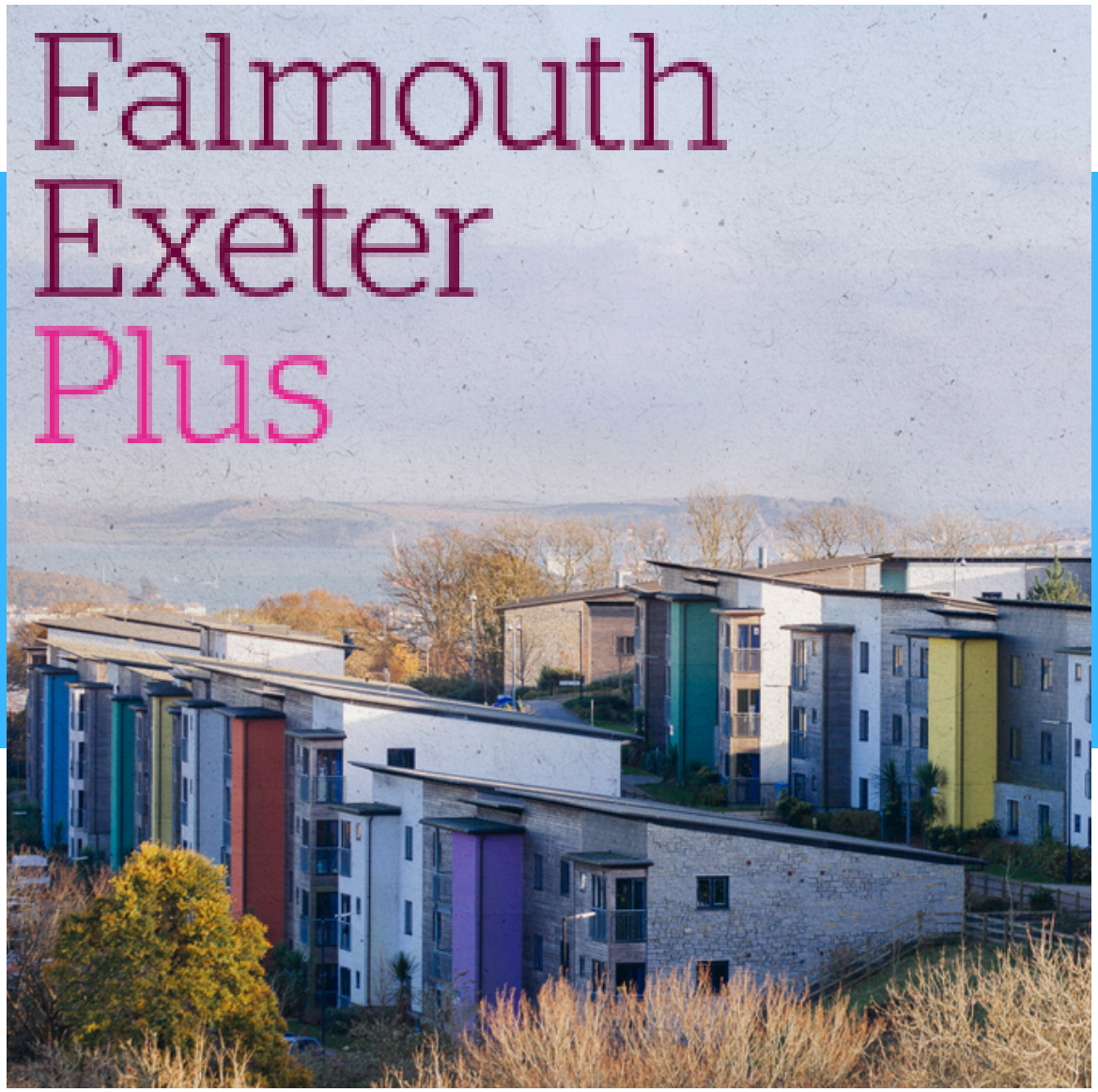
Falmouth
Exeter
Plus

24/7 Support

halls.help@fxplus.ac.uk

01326 253503



Glasney Student Village FAQ

Welcome to Glasney!

Welcome to your Glasney flat!

We get lots of questions every year. We have collected the most asked questions here in a compact guide for your reading pleasure.

Have a question or issue that isn’t in this booklet? You’re always welcome in the Lodge. Even if you would just like to chat!

What is the Lodge?

Glasney Lodge is open 24/7 and is the base for the Halls, Accommodation and Night teams. Throughout your stay you can contact Glasney Lodge for any reason such as emergencies, first aid, welfare or any general problems with accommodation etc.

There is no electricity in my flat/room?

When reporting kitchen power loss please provide details of the appliance that you were using before the electric tripped.

Please note: if all lights and electrics are working in your bedroom other than the sockets and lights above your desk – this is likely to be a desk trip which you can reset yourself by clicking the trip switch at the end of the desk trunking to the on (red) position. The desk trip switch will not reset if your sockets are overloaded or there is a high voltage appliance plugged in i.e. vacuum.

There is no heating or hot water in my flat!

Heating will not generally turn on until October when the weather gets colder and it is provisionally scheduled to be turned off on 1st May depending on the weather.
The heating can depend on the thermostats in the kitchen and hallway which may be hotter than your room – keep this in mind, if your kitchen is very warm the heating won't turn on, ensure you open the kitchen window for a short while after cooking to dissipate some of the heat.

If you face either of these issues report them to the Lodge via email

PLEASE REMEMBER if you do not report issues to us we cannot help.

01 The Basics



Who cleans my flat?

You are responsible for keeping your bedroom and the communal areas of your flat clean and tidy. You will find a cleaning guide in your kitchen detailing this.

The Halls team will regularly spot check each kitchen to ensure that it is in an acceptable condition and will issue advice notices followed by warnings which will ultimately result in a charge being incurred if your flat is not kept clean.

Refer to the cleaning guide to help get you started with the cleaning of your flat. It provides some tips of how to clean and what to use. **Remember to never vaccuum up water!**

How do I wash my clothes?

There are 6 laundries on site – Glasney Parc J, Glasney Parc E, Glasney Parc K, Glasney Parc L, Glasney Parc N and Glasney View H.

The payment system is done by simply following the instruction on the pay screen and tapping your bank card. (details are located on the posters in the laundry)

Please report any issues/problems with a machine direct to Circuit Laundry (contact details are located on the posters in the laundry)

What is my postal address?

Your key tag will provide you with the address of where you live. It is really important that all of this information is stated on all items you have delivered.

For example;

GP or GV, Block … Flat…… Room ……., Penryn Campus, Penryn

Postcodes are;



Glasney Parc, Blocks A – H = TR10 9AH
Glasney Parc, Blocks I - O = TR10 9AJ
Glasney View, Blocks A – I = TR10 9BD
Glasney View, Blocks J – N = TR10 9FF

When is post available for collection at Glasney Lodge?

Parcels and recorded items are delivered to Glasney Lodge and entered into an electronic post system.

You will get an automatic email informing you that you have post to collect.

Post collection is between the following hours

8:00am-7:30pm (7 days a week)

Please note that while post may be available, your parcel may be sitting in a pile waiting to go on the system. It is best to rely on your email to inform you your post is ready for collection, not the delivery confirmation from the courier.

05 Help!



What should I do if there are maintenance issues in my flat/room?

The most important thing to remember is to report any issues or problems you have.

If the Halls team are not aware of a problem (including no hot water) we cannot help. All issues should be emailed or called to - **halls.help@fxplus.ac.uk or 01326 253503**
Your email is harvested onto 'Compass' where staff will monitor and respond to enquiries throughout the day.

My shower is flooding what should I do?

There are two main reasons why the shower overflows.

1. The shower curtain is hanging down outside of the shower which means that water runs straight into your room. Ensure the shower curtain is in the shower and not covering the sink plughole.

2. The shower is blocked. You need to ensure that you regularly clean the drain in your shower. Items such as razor covers should not be washed down the drain.

When you first notice that your shower is not draining report this to halls.help@fxplus.ac.uk.



Regular fire alarm testing

We carry out weekly fire alarm tests to ensure everything is in working order. Testing is carried out during the weekdays and usually between 9:30 and 14:00. The alarm will be turned on for a couple of seconds. Do not be alarmed. A member of the team may also visit the common areas to check the signage in your flat and check that the hallways are free of fire hazards.

Please keep any surboards out of the hallways. They can be stored in the kitchen or in your room

When to expect the fire alarm?

The following is the schedule for the Glasney & Packsaddle routine alarms:

Glasney Parc, Blocks A – F = MONDAY
Glasney Parc, Blocks G - L = TUESDAY
Glasney Parc, Blocks M - O &
Packsaddle A, B, C = WEDNESDAY
Glasney View, Blocks A – G = THURSDAY
Glasney View, Blocks H – N =FRIDAY

You do not need to evacuate for routine alarms. They should only last 6-10 seconds.

What do I do if I lose my key/fob?

You can sign out a temporary key/fob from Glasney Lodge reception. You will need to return the key within 14 days if you find your original key/fob.



If the temporary key set is not returned there is a charge of £75

Can I use blue/white tack on my walls?

We would strongly advise against this. Blue tack is the main cause of marks on the walls which lead to charges at the end of your tenancy.

Can I use the fire extinguishers to prop open the door to my flat?

No! Fire extinguishers should only be used by trained persons in the event of an emergency. Under no other circumstances should you move the fire extinguishers.

If you tamper with an extinguisher (i.e. de-pin or discharge) disciplinary action will be taken for breach of fire safety regulations.



Can I cover my smoke detector?

Under no circumstances should you cover the smoke detector in your room or flat. These are vital lifesaving pieces of equipment.

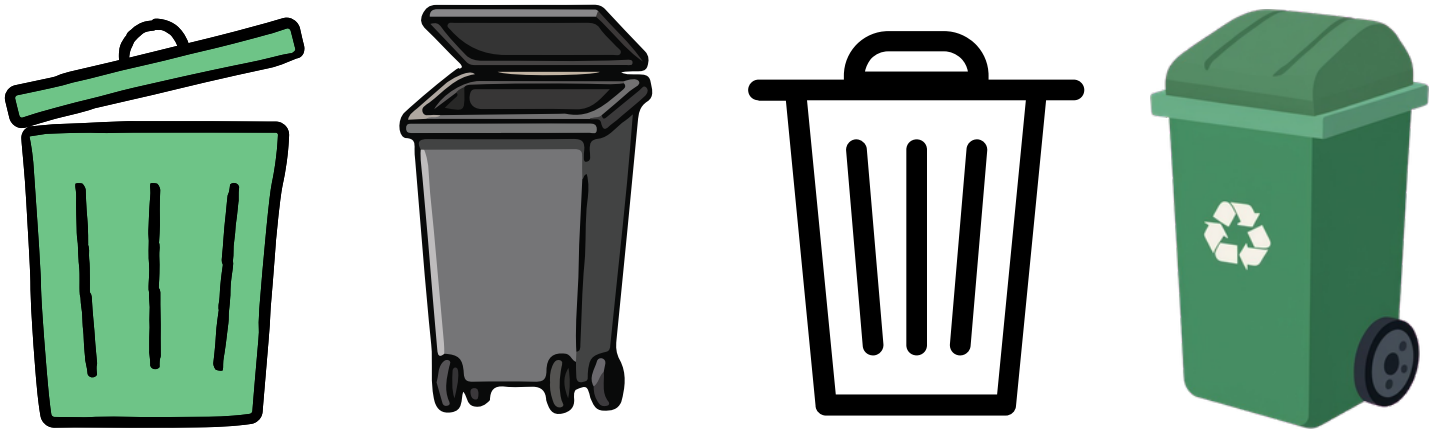
An immediate £100 charge plus disciplinary action will be instigated if your detector is found covered day or night – Without exception.

Rubbish and recycling

Located in your kitchens are two mixed recycling bins, a glass recycling bin and general waste bin. Food waste can be recycled in the food waste bins located near the rubbish and recycling points.

It is your responsibility as a flat to take your recycling and rubbish out. Large rubbish bins are located all around the Halls, as well as multiple recycling drop off points and glass skips.

Please don't leave all this to one person – work it into your cleaning rota.



04 Emergencies



What should I do if someone needs medical attention?

Please call Glasney lodge on 01326 253503. The lodge is open 24/7 and we have trained first aiders ready to respond at any time of the day or night.
If you do need to call an ambulance in a critical emergency or on the advice of NHS 111, you must call Glasney Lodge to let us know. We will send first aiders to help, who will arrive much quicker than an ambulance, and we will need to guide the ambulance crew to the correct location.

What do I do if the fire alarm goes off?

There is information in your online handbook and there are fire safety posters on your kitchen notice board. Please make sure you read this.

Always evacuate the building by the nearest fire exit - however inconvenient the hour.

On the back of each bedroom door is a fire action notice which informs you of the nearest assembly point you should evacuate to. Halls staff will respond to the fire alarm to investigate the cause and ensure that everybody has evacuated the building.

Do not re-enter the building until a member of staff informs you that it is safe to do so.

03 Fridge Issues



Is our fridge leaking?

The fridges we use have no water in them, only cooling fluid in the outside elements, so the only place water can come from is the contents inside.

In most cases the 'leak' will be as a result of excess water under the veg drawer at the bottom because it has not been wiped or cleaned. Take the drawer out and wipe away the excess water and that should solve the problem.

There is also a hole at the back of the fridge unit which excess water drains out of - please also check that is not obstructed.

Why won't the fridge/ freezer door shut?

If the doors do not close and everything is blocked with ice then defrosting will solve the problem- put some towels down in front of the unit, empty it of food and switch it off for a few hours, this will allow the ice to melt away.

Why is the fridge/ freezer not cold?

If the fridge/freezer is not staying cool try moving items away from back of unit – the fridges require air circulation to work and an overstocked fridge will prevent this happening.

If a freezer is not staying cool it is likely because the unit is overstocked and/or it needs defrosting. Don't turn the fridge temperature down to compensate for the lack of cold air – all this will do is cause everything to freeze.

If you still have problems with the fridge/ freezer after following these answers please report the issue to halls.help@fxplus.ac.uk and staff will investigate.

Why are staff regularly accessing my flat/room?

Routine works such as fire alarm tests, fire door checks, fixing maintenance issues, inspecting cleanliness and responding to noise and smoking reports etc. are carried out in your flats. We have to carry out these works to ensure that we adhere to our obligations and health and safety regulations.

Access will be required throughout the year to carry out checks but you will be provided with specific notice of access to your bedroom via email. Staff will only access your room without permission in the event of an emergency/safety concern or if you have requested maintenance work in your room. All staff wear ID badges.

If you have any concerns about access to your flat please contact Glasney Lodge.

What happens if I set off the fire alarm?

If you set off the alarm due to a breach of fire safety regulations disciplinary action will be taken. The action taken will depend on whether there was a minor, serious or major breach.

Please refer to your handbook, the Fire Safety posters in your kitchen and the Glasney Regulations.

DON'T FORGET – you must evacuate the building.
Turn off the appliance used if safe to do so.

How do I combat mould and damp?

Living in Cornwall means being close to the sea and enjoying fresh coastal air. It also means that higher humidity is quite common, especially during the colder months.

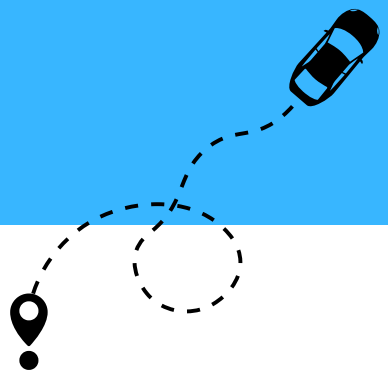
This can sometimes lead to damp or condensation in your room or shared areas. There are a few simple ways to manage this and keep your living space feeling fresh and healthy.

- Open your windows regularly to let fresh air circulate and allow moisture to escape
- Use extractor fans while cooking or showering, and leave them running for a short while afterwards
- Avoid drying wet clothes directly on radiators or furniture
- Use designated laundry facilities to dry clothes
- Wipe down any condensation on windows and sills in the morning
- Hang up wet towels, coats or shoes so they can dry properly
- Ensure shower curtain is inside tray when showering

If you notice damp or mould in your room or shared areas, speak to your Accommodation services team so that we can support you



02 Transport



Where can I park my car?

Please refer to http://www.fxplus.ac.uk/find/travel-transport. There is no parking in Glasney Village unless you have a permit for your vehicle. The Halls are patrolled regularly and any unauthorised cars parking in Glasney Village will be ticketed. You are able to take your vehicle into Glasney Village to drop off items. Drop off time is limited to 20 minutes only.

Where can I get a taxi?



Several local firms advertise at Glasney Lodge reception. Drop off and pick up should be arranged to Glasney Lodge Reception.

PLEASE NOTE – IF YOU GET A TAXI ON ACCOUNT TO HOSPITAL THE COSTS ARE ALWAYS RECHARGED TO THE STUDENT

Where do I keep my bike?



Please clamp your bike in one of the bike sheds located in Glasney View.

Do not store your bike in your flat corridor. This is a fire hazard as it is obstructing a fire exit. It may be removed during fire checks.

Please remember to take your bike with you when you leave - All unclaimed bikes will be removed and recycled following move-out in June.