

## INFORMATION ABOUT YOUR ACCOMMODATION

### Garthdee Towers

**Q: What is provided in my accommodation?**

**A:** Your study bedroom is equipped with the following items:

- Single bed (3ft)
- Study desk, chair & lamp
- Bedside unit
- Mirror
- Waste paper bin
- Under-bed storage drawer
- Mattress and Mattress Protector
- Data point
- Wardrobe
- Pinboard
- Blind
- Ensuite shower and sink

The communal area in your flat is equipped with the following items:

- Iron & ironing board
- Cooker
- Toaster
- Kettle
- Table or breakfast bar with chairs/stools
- Television (Square Tower only)
- Fridge/freezer
- Microwave oven
- Vacuum cleaner
- Kitchen bin
- Curtains/Blinds

**Q: What do I need to bring with me?**

**A:** We **do not** supply towels or bedding (sheets, duvet, pillow etc.), or kitchen items such as cutlery, crockery and cooking equipment, so you will need to provide these items yourself.

You will also probably want to bring photos and other personal items to make your room quickly feel like home.

You may want to join up with your flatmates when ordering kitchen items so that you can share the costs and avoid having duplicates. Join our facebook group at <https://www.facebook.com/groups/rquaccom2018/> to make contact with your flatmates before you arrive.

Please **DO NOT** bring strobe lights, chip pans, deep fat fryers for use on the hob, candles or any items with a naked flame, or portable heaters as these are all prohibited due to health and safety reasons.

**Q: What are the communal areas like?**

**A:** The Round Tower flats have a separate kitchen with a built in table and then a communal lounge on the top floor with stunning views across the Dee valley. The Square Tower flats have a lounge area as you enter the flat with a separate kitchen off. There is a TV in the lounge for residents' use. There is also a communal lounge on the top floor again with fantastic views and an outside balcony.

**Q: What bathroom facilities are provided within the flats?**

**A:** The flats are semi ensuite. Each bedroom has an ensuite bathroom area with shower and sink. Each flat then has two toilets each with a sink, for shared use.

**Q: How much storage space is there?**

**A:** In your bedroom, you get a wardrobe, desk, bedside cabinet and under bed storage.

**Q: What colour are the walls in my bedroom?**

**A:** Your walls are white/cream.

**Q: What floor am I on?**

**A:** The Round Tower is 7 storeys (floors) high with one flat on each floor plus a communal lounge on the top floor. The Square Tower is 5 storeys high with one flat on each floor plus a communal lounge on the top floor. Flat G is on the ground floor, flat 1 is on the first floor and so on.

**Q: Is there a lift?**

**A:** The Round Tower has a lift but the Square Tower does not.

**Q: Can I get items delivered before I arrive?**

**A:** Parcels must include non-perishable items only and are delivered at your own risk to arrive no earlier than Thursday 6<sup>th</sup> September. Items should be sent marked with your name, flat and room number c/o Robert Gordon University, Garthdee House Annexe, Garthdee Road, Aberdeen AB10 7QB.

**Q: What internet facilities are there?**

**A:** Internet access is included in your rent and is delivered via wireless facility in your bedroom and communal areas. There is also a wired (Ethernet) connection in each bedroom. Students must provide their own basic Ethernet/CAT5 cable for the wired connection.

When you arrive you will be given details of how to set up your devices for wifi access.

**Q: What is the procedure for moving in?**

**A:** Shortly before your lease start date, you will be e-mailed details of our online induction process. As part of the induction, you will be able to book an arrival slot and print off a Key Release form. Please ensure you bring this with you when you arrive along with a passport sized photo with your name and flat number clearly marked on the back. You will not be able to obtain your keys without providing this identification. The photograph is retained in the site office to check identification for collecting parcels or dealing with lost keys.

Your key collection point is at Garthdee House Annexe, Garthdee Road, AB10 7QB (accessed via Entrance 3 off Garthdee Road). The office will be open from 7am to 7pm Monday to Friday and from 9am to 6pm at weekends (between 8<sup>th</sup> September and 16<sup>th</sup> September only). Outside of these times, a member of the Reslife Team will be available to assist you. Contact details are provided on the Key Release form in the induction.

When you arrive at the key collection point, a member of staff will check your Key Release form and photograph, issue your keys and show you to your new accommodation!

Parking restrictions apply on campus from Monday 10<sup>th</sup> September so please ensure you park in a visitors parking space and obtain a permit from the office.

**Q: Do I need a TV Licence?**

**A:** The television provided by the University in the communal lounge areas of the Square Tower is covered by a TV licence provided by the University.

You must be covered by your own TV Licence to:

- a) watch or record programmes as they're being shown on TV or live on an online TV service, such as All4, Sky Go and YouTube, or
- b) download or watch BBC programmes on iPlayer.

This could be on any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

The cost for a license is currently £150 - please see the TV Licensing authority website for further details: <http://www.tvlicensing.co.uk>

**Q: Are there car parking & bicycle storage facilities?**

**A:** There are a limited number of car parking spaces and permits are required. These must be arranged in advance and details can be obtained by e-mailing [transport@rgu.ac.uk](mailto:transport@rgu.ac.uk) For residents of Garthdee Towers the parking is on campus and currently costs £175 for the academic year.

There are a number of bike storage options on campus including hoops and bike shelters which are free of charge, and lockable cycle racks which are £10. More information on these can be obtained by e-mailing your query to [transport@rgu.ac.uk](mailto:transport@rgu.ac.uk)

**Q: What is included in my rent?**

**A:** Your rent is fully inclusive of utilities (electricity and heating), internet and basic personal contents insurance. Your rent also includes cleaning of communal areas but not your bedroom and ensuite area.

**Q: What laundry facilities are available?**

**A:** There is a communal laundry room located on the lower ground floor of the Square Tower which now operates via a cashless card system and an app that can be downloaded to your phone. If you need any help using the laundry room, feel free to ask site staff or the Reslife team.

**Q: Who am I sharing with?**

**A:** We know students are very keen to find out who they will be sharing with, however due to Data Protection legislation, we cannot tell you who will be in your flat. However, we have set up a Facebook group at <https://www.facebook.com/groups/rguaccom2018/> where students can post where they are staying and find others staying in the same flat or accommodation. This is a closed group which is only open to confirmed students with an offer to study at RGU.

Please feel free to join this group and share where you will be staying if you wish. We would advise that for security and privacy reasons, you do not disclose your new address in any public forum such as open Facebook pages or groups.

**Q: What about Freshers?**

**A:** For many students, the Freshers period events are the perfect opportunity to get to know new people and your new home. RGU:Union organise a number of events before lectures start and these are advertised through their website [www.rguunion.co.uk/freshers](http://www.rguunion.co.uk/freshers) and Facebook page [www.facebook.com/rguunion](http://www.facebook.com/rguunion).

The Reslife team are based at the accommodation sites and organise activities throughout the year, not just during Freshers. They advertise on the noticeboards around site and we would encourage you to follow their Facebook page for up to date information - [www.facebook.com/rgureslife](http://www.facebook.com/rgureslife)

Don't worry if you are under 18 or not into alcohol, Freshers is not all about club nights and there are a large variety of events that are not based around alcohol such as bowling, trips around the local area and cinema nights.

Whilst on the topic of social media, please be wary of joining groups claiming to be for Freshers or students in Aberdeen. The only official RGU Freshers pages are those given above – the rest are most likely to be marketing and PR pages.

If you have any questions that are not answered here, please see more information online at [www.rgu.ac.uk/accommodation](http://www.rgu.ac.uk/accommodation), chat with us online, email [accommodation@rgu.ac.uk](mailto:accommodation@rgu.ac.uk), phone 01224 262130 or text/WhatsApp us on +44 (0)7500 071207.