

Information for Residents

KEYCARD

The enclosed keycard allows you access to your room, your flat, and all block doors within the residences.

WARNING: Your room door, flat and block door are self-locking so you must carry your keycard with you at all times.

Please keep your access keycard separate from your ID badge as the conflicting radio signals may cause either badge to malfunction.

All doors are fire doors, are all self closing and must not be wedged open.

If you find yourself locked out please make your way to the switchboard who will give you a spare access keycard. Please return this spare keycard as soon as possible. A charge of £20 will be made if the original card is not found and the spare returned within 1 week.

LINEN & TOWELS

Bed linen and Towels are provided but your bed will not be made up. Using your residence keycard replacement or extra linen can be obtained from the Linen Store on the ground floor of Block 2. Dirty linen should be placed neatly in the linen buggy in the Linen Store

DEPARTURE

Rooms must be vacated by **10 am** on the day of your notified departure. All keycards must be returned to the hospital switchboard. Rooms and shared areas must be left clean and all refuse removed.

KITCHEN HYGINE & REFUSE

In the interest of hygiene please wash all kitchenware and crockery immediately after use. Please place all refuse in the bins in the bin shed beyond the end of Block 1.

BICYCLES

Bicycles are not permitted in the residences; especially they are not to be left in the stairwells. Keys for the cycle sheds at either end of the residences are available from the Cashiers Office in the Atrium 09.30 to 16:00, Mon. to Fri. A key is available from the switchboard if you arrive out of hours.

NO SMOKING

Smoking (including vaping) is not permitted in any area of the residences, other NHS buildings, vehicles or grounds.

INTERNET and TV

Wi-Fi: PUBLIC

Password: Publicaccess

On the TV sets please use channels 101 and 102 to access BBC TV

IT faults should be reported to Ext 34100 or by email to: dg.ithelpdesk@nhs.scot

FAULTS

Any other faults should be reported to the Serco Helpdesk. You will be required to give your room reference number, or that of the kitchen if appropriate, which is found on a label on the outer door frame. It will be in the format R1.G.001 Please indicate if you, or your colleagues, will be sleeping after nightshift to minimise the risk of disturbing you.

The 24 hour helpdesk can be contacted by:

Dialling 71000 from any internal telephone. Please give your personal extension number or contact number. Also request email confirmation and give your email address.

By email to DGRHelpdesk@serco.com.

On the Beacon page under "I want to" – Log a Serco maintenance request (DGRI Only).

To allow monitoring of problems please forward a copy of the request confirmation to:

dg.dgriresidences@nhs.scot

RESIDENCE MANAGER

Graham Walker, the Residence Manager, can be contacted on internal extension 33343, by email to: dumf-uhb.DGRlresidences@nhs.net ; or from outside on 01387 241 343. Out with normal office hours assistance can be obtained from the switchboard operator by dialling 0