

NHS DUMFRIES AND GALLOWAY

# Notes of Guidance for DGRI Residents



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DGRI Staff Residences  
DUMFRIES  
DG2 8RX

## **IMPORTANT INFORMATION**

**Any costs incurred in respect to additional cleaning, damage or vandalism will be charged to the occupant. You are responsible for your behaviour and that of any guest, and you have a shared responsibility for communal areas in the accommodation. This will include a share of costs for non-attributable damage. NHS Dumfries and Galloway has set minimum charging tariffs depending on the nature of the incident, detailed below.**

**Your involvement in an incident may be reported under regulations laid down by the General Medical Council/General Dental Council/Code of Conduct including the Fitness to Practice process.**

**Greater Glasgow and Clyde Health Board will be informed of any charges levied against any Doctor in training and the monies will be deducted from the doctor's payroll.**

**The minimum tariffs are :**

Replacement keycard (lost / unreturned)	£20
Leaving the flat in an unacceptable state / additional cleaning required	£30
Damage to any of the structural integrity of the flat or the block actual cost of rectification, minimum charge levied	£250

Damage to any property within the residences - actual replacement cost plus management / administration fee.

Any damage caused, deemed to be of a deliberate nature has the potential to result in disciplinary proceedings being raised.

## **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, with original furniture and fittings in place and all refuse removed.

## **NO SMOKING**

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

## **CANDLES**

The burning of candles within the residences is prohibited.

## **INTERNET**

Health Board Wi-Fi is available through-out the residences.

IT faults should be reported to Ext 34100 during normal office hours or by email to:  
[dg.ithelpdesk@nhs.scot](mailto:dg.ithelpdesk@nhs.scot)

## **REFUSE**

Residents are responsible for removing refuse from the flat. Please tie all refuse in bags and dispose of in one of the large bins in the bin hold next to the cycle shed on the south end of the residences.

## FIRE PRECAUTIONS

Fire is potential hazard to everybody. It is the duty of every resident to be conversant with the Fire Regulations and to prevent and report any possible fire hazard. Fire Action Notices placed at various points throughout the residence should be carefully studied and procedures learned. You must know the exact location of the fire extinguishers which are located in your Flat. Should you require to use an extinguisher you must report its use to the Residences Manager, or outside office hours, to the Duty Manager through switchboard immediately.

Any fire, however small, must be reported.

It shall be the duty of the occupier to keep the common property and areas free from:-

- a Any combustible substances
- b Anything which might obstruct exit from and access to the property in the event of a fire

### Some do's and don'ts of fire safety .....

#### DO

- Report any faults with fire equipment
- Open windows when you are cooking and keep kitchen doors shut
- **Evacuate the area whenever you hear the continuous fire alarm.**

#### DO NOT

- Tamper with fire safety equipment
- Leave cooking food unattended
- Prop/wedge open or obstruct fire doors
- Burn candles, incense or joss sticks
- Smoke
- **Ignore the fire alarm.**

## USE OF ELECTRICAL EQUIPMENT

**Prior to using any electrical equipment it should be subject to a thorough visual inspection, under no circumstances should you use any electrical equipment that is damaged or that you suspect to be faulty.**

- Do not use or touch with wet hands, electrical appliances that are plugged in and switched on.
- Do not stretch flexes on portable electrical appliances.
- Do not use plugs, sockets or adaptors that are loose, cracked or have signs of charring or overheating.
- Do not use electrical appliances with frayed flexes.
- Do not use electrical appliances which you suspect are faulty.
- Do not remove plugs by pulling flexes.
- Do not dry dish towels etc on oven doors.
- Do not place electric kettles on radiant rings of electric cookers.
- Do not take portable electrical appliances into bathrooms or showers.

## **CLEANLINESS OF ROOMS**

There is no domestic cleaning service.

The cleaning of all areas in the flat i.e. bedrooms, toilets, lounge and kitchen, and the care of the contents is the responsibility of the occupants. You need to ensure that you keep your bedroom and the shared facilities in an acceptable level of cleanliness after use. A vacuum cleaner and an initial supply of cleaning equipment is provided for residents to use. Residents will be responsible for purchasing further supplies of cleaning materials. The cleaning of main communal stair wells will be carried out routinely by Support Services Staff.

On departure all properties must be left clean, with original furniture and fittings in place. Any additional furniture must be removed. Any damage must be made good before departure. A charge may be made for any additional cleaning or removal of refuse or furniture after your departure.

## **LAUNDRY FACILITIES**

Laundry facilities are provided in each flat. Residents must supply their own washing powder / liquid.

## **DAMAGE TO PROPERTY, DECORATION AND ALTERATIONS**

Any costs incurred in respect of damage caused, other than by fair wear and tear, will be charged to the occupant. Residents must not transfer items of furniture, fittings or fabrics. Any requests for changes or alterations or additional equipment must be made to the Residences Manager. If you need to report any damage, please contact the Residences Manager.

## **FAULTS**

Any 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. Repair services by in-house service teams are available 24/7.

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 [DGRIHelpdesk@serco.com](mailto:DGRIHelpdesk@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](mailto:dg.dgriresidences@nhs.scot)

## **ENTERTAINMENT OF VISITORS**

The residences are private and the bedrooms are for single accommodation only. Rooms are only permitted to be used at their designed occupancy level by the person named in the Residence Agreement.

Residents will be responsible for the conduct of their visitors and care and consideration should be given to others occupying the residences,

It is the resident's responsibility to ensure that their guests are familiar with fire precautions and what to do in the event of a fire.

## **ACCESS AND INSPECTION OF ROOMS**

The Residences Manager, Facilities and Clinical support staff and Serco building management staff have a reasonable right of access to all accommodation in the execution of their duties. This includes preparing rooms for residents and in turn the maintenance of furniture, fittings and fabric.

If access is required to the accommodation it will be by authorised staff that have been suitably inducted and managed whilst they undertake their duties. All flats will be inspected quarterly.

## **LICENCING OF TELEVISION SETS**

The communal lounge TV's are covered by a site TV Licence. A licence for individual use in the bedroom is the responsibility of the resident.

## **BEHAVIOUR AND MISCONDUCT**

Any breach of these guidance notes or other serious misconduct may result in the termination of the resident's accommodation. The following are examples of such misconduct: theft, illegal possession of drugs, illegal possession of firearms or replica's, violent behaviour and/or offensive behaviour, non payment of rent, repeated un-cleanliness of rooms, persistent noise, tampering with fire equipment etc.

## **NOISE**

Residents are required to keep noise to a minimum at all times in consideration for other who may be sleeping or studying. This includes adjoining accommodation and surrounding neighbourhood. Letters of warning will be issued from the Residences Manager should there be an issue with noise nuisance.

## **POSTERS**

Posters are not permitted. Do not attach anything to the walls using drawing pins or sticky tape. A charge will be made for re-decoration to cover pin holes or damage. White Tac is advised.

## **SECURITY**

Residents are responsible for the security of their accommodation. Keycards should never be given to others to gain access. All flat doors must be kept locked. When leaving a room unoccupied, lock all doors and close all windows.

## LOST AND FOUND PROPERTY

NHS Dumfries and Galloway does not accept liability for goods lost or damaged on NHS premises, whatever the cause, unless negligence by NHS Dumfries and Galloway can be attributed to the loss. Any loss should be reported as soon as possible to the Residences Manager with all details given at that time. The appropriate procedure will then be followed.

Staff are advised not to leave bags, wallets, purses etc unattended and, if at all possible should refrain from carrying valuables or large sums of money. All residents should also ensure that they have appropriate insurance in place to cover against the loss of their belongings. Any items found should be handed in to the Cashiers office in the atrium of the main hospital.

## BUS SERVICE

There is a frequent bus service serving the hospital. Local timetables can be viewed online at the Dumfries and Galloway Council website.

## CARS, CYCLES AND MOTORCYCLES

Cycle sheds have been provided at each end of the residence block and a key can be obtained from the Cashiers office in the atrium of the main hospital. Cycles **must not** be taken into the Residences. Please remember to lock your car or chain up your cycle as the hospital cannot accept responsibility for any loss or damage. Limited parking is available at the residences. Please do not park on double yellow lines or obstruct the roadways.

## PETS

Residents are **not allowed** any pets in the accommodation, with the exception of guide or hearing dogs.

## PERSONAL TELEPHONE CALLS

There will be a telephone in your room. Calls from this phone may be made to internal numbers within the hospital and local calls. International calls can be connected by the switchboard; they will be logged by the switchboard system and be charged accordingly.

## MAIL

Personal mail, including parcels, will be delivered to your department or to the Education Centre. You must give your address as:

Your Name  
Room XXX  
DGRI Staff Residences  
DUMFRIES  
DG2 8RX

## RESIDENCE MANAGER

The Residence Manager can be contacted by email to: [dg.dgriresidences@nhs.scot](mailto:dg.dgriresidences@nhs.scot); on internal extension 33343, or from outside on 01387 241343. Out with normal office hours assistance can be obtained from the switchboard operator by dialling 0