

Notes of Guidance for Residents of Nithbank Lahraig 1, 2 & 3 Holly Cottage Heather Lodge



Staff Residences
Nithbank Residence, Nithbank
Dumfries
DG1 4AQ

KEYS

Residents will receive 1 key which allows you access to your bungalow front door and bedroom. Front doors are self locking; you should carry your key with you at all times. All doors are fire self closing heavy doors, you must not wedge any doors open. If you find yourself locked out make your way to DGRI switchboard where you can borrow a spare key. Return this spare key as quickly as possible, if the original key is not found you will be charged **£50** for a replacement key order.

Entry **9-5pm Sat/Sun**, key collection via switchboard DGRI, departure by **10am** on the **notified departure date**, your key must be returned to DGRI switchboard. Shared areas and your room must be left clean, tidy with all refuse removed prior to the residence team arrival for inspection and changeover.

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

Wi-Fi is currently via the router in the bungalow shared space with a permanent hard wired system in planning.

ACCESS & INSPECTIONS

The Residences Team, Facilities and Clinical support 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. When access is required it will be carried out by NHS D&G staff members or competent staff who have been suitably inducted and managed whilst they undertake their duties.

REPORTING FAULT, DAMAGE & TRADE EMERGENCY

Assistance can be obtained by calling:

Monday - Friday (08.15am - 4.15pm)

Out of Hours (4.15pm - 08.15am) & Weekends

Call NHS Estates **01387 272777**

Call Switchboard **01387 246246**

Explain the emergency e.g. leak at kitchen sink

DAMAGE to PROPERTY, DECORATION & ALTERATIONS

Any costs incurred in respect of damage caused, other than by fair wear and tear, will be charged to you the occupant. Residents must not transfer items of furniture and fitting or fabric. Any requests for changes or alterations or additional equipment must be made to the relevant manager or local Co-ordinator.

IMPORTANT INFORMATION CHARGING TARIFFS

Any costs incurred in respect to additional cleaning or damage and 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 accommodation. This will include a share of costs for non-attributable damage. NHS Dumfries and Galloway have set minimum charging tariffs depending on the nature of the incident, details 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.

Minimum tariffs are:

Replacement key (lost / unreturned)	£50
Leaving the house in an unacceptable state / additional cleaning required	£100
Damage to any of the structural integrity of the house 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 that is deemed to be of a deliberate nature has the potential to result in professionalism and disciplinary proceedings being raised.

CLEANLINESS

It is your responsibility to keep your accommodation clean and tidy.

There is no domestic cleaning service. The cleaning of all areas in the bungalow such as bedrooms/kitchens/toilets/bathrooms and the care of the contents is the responsibility of you the occupants. You must ensure that you leave your bedroom and the shared facilities in a clean and tidy state after use. A vacuum cleaner and supply of cleaning equipment is provided for residents to use. Before departure you must ensure the rooms in the property are clean with original furniture and fittings in place. All damage **must** be reported and made good before departure. **Charges will apply for additional cleaning or removal of refuse after your departure.**

NO SMOKING/VAPING

Smoke free NHS Dumfries and Galloway. Smoking/Vaping is not permitted in any area of the Staff Accommodation, buildings, vehicles or grounds.

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 bungalow should be carefully studied and procedures learnt. You must know the exact location of the fire extinguishers which are located in your bungalow. Should you require to use the extinguisher you must report its use to Switchboard, who will inform the relevant managers, and report to your local co-ordinator.

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

DO and Do NOT of Fire Safety

- **DO** Report any faults with fire equipment
- **DO** Open windows when you are cooking and keep kitchen doors shut
- **DO Exit the building whenever you hear the fire alarm**
- **DO NOT** Tamper with fire safety equipment
- **DO NOT** Leave cooking food unattended
- **DO NOT** Prop/wedge open or obstruct fire doors
- **DO NOT** Burn candles, incense or joss sticks
- **DO NOT** Leave mobile phones and devices charging on the bed
- **DO NOT 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 damaged or faulty electrical equipment.

DO NOT

- touch with wet hands electrical appliances that are plugged in and switched on.
- use frayed, stretched flexes or remove plugs by pulling flexes.
- use plugs, sockets or adaptors that are loose, cracked or have signs of charring or overheating
- use portable heating appliances or take electrical appliances into bathrooms or showers.
- use electrical appliances which you suspect are faulty.
- dry clothes on radiators (warm air heating) or dish towels etc on oven doors.
- place electric kettles on radiant rings of electric cookers.

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, tampering with telecommunication/Wi-Fi equipment, etc.

NOISE

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

VISITORS

The residences are private and the bedrooms are for single accommodation only. Rooms are only permitted to be used for 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 guest is familiar with fire precautions and what to do in the event of a fire.

SECURITY

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

LAUNDRY FACILITIES

Each bungalow has its own fully equipped utility room including washing machine, tumble drier, outside rotary drier with pegs, iron and ironing board. Residents must supply their own washing powder / liquid. Please ensure that this room is left clean and tidy.

LINEN and TOWELS

Please bring your own duvet and pillows as these are not provided. Towels and basic hospital bed linen is available in each bungalow store cupboard. It is your responsibility to wash these during your stay and leave the items laundered in your bedroom on departure.

Additional items are available for you to use from your bungalow store cupboard.

WASTE and RECYCLING

Residents are responsible for removing household waste from the bungalow. Please tie all refuse in bags and dispose of in one of the large bins in the residences bin areas. Dumfries and Galloway Council provide a comprehensive kerbside waste and recycling service across the region. Glass bottles and jars can be taken to Recycling Points and Household Waste Recycling Centres there are over 90 Recycling Points across the region. [Waste and Recycling Info DG](#)

WATER QUALITY

In the interests of maintaining water quality and preventing stagnation and in compliance with the NHS Board's policy, all taps must be run for a minimum of 2 minutes each day. Please ensure all taps are run including baths, showers and wash-hand basins. This is not seen as wasteful, but a necessity.

LICENCING OF TELEVISION SETS

The residences are covered by the NHS D&G site-wide TV licence.

MAIL

Personal mail will be delivered to the residences by Royal Mail and by couriers, the address is below.
Bungalow Name (i.e. Lahraig 1-2 or 3, Holly Cottage, Heather Lodge)

**Nithbank Residences, Nithbank,
DUMFRIES, DG1 4AQ**

If you are not going to be in residence during the day to receive a signed for parcel for example, you can address it to the hospital for collection and it will be left in the Doctors Mess.

**Education Centre, 2nd Floor,
Dumfries & Galloway Royal Infirmary,
Cargenbridge, Dumfries DG2 8RX**

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 losses 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.

You 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. Any items found should be handed in to the Cashier's Office in the Atrium of the new hospital. **All residents should also ensure that they have appropriate insurance in place to cover against the loss of their belongings.**

BIKE LOANS & SHEDS

If you do not have a bike but would like to cycle we have our own Education Department bikes which can be used for work trips, such as travelling to DGRI, Mountainhall Treatment Centre and other sites in Dumfries. Medical students will be offered the chance to have a bike induction.

Any student, staff member or volunteer can use the loan bikes, including electric bikes, but you **must have an induction first.**

Secure bike sheds are located at both DGRI and Mountainhall Treatment Centre and a shed is currently in planning process for Nithbank residence. If you have your own bike you can get more information and the access code or key for the bike shed(s) by calling the Active Travel Officers as detailed below. You can find more information, including cycling routes in Dumfries:

Active Travel Officers at:

letsgetmoving@sustrans.org.uk

Rhian Davies (07788 336211) or Ian Gray (07817 946991)

<https://activetraveldumfries.wordpress.com/>

Travelling by foot, bike, scooter or bus

<https://gosmartdumfries.co.uk/>

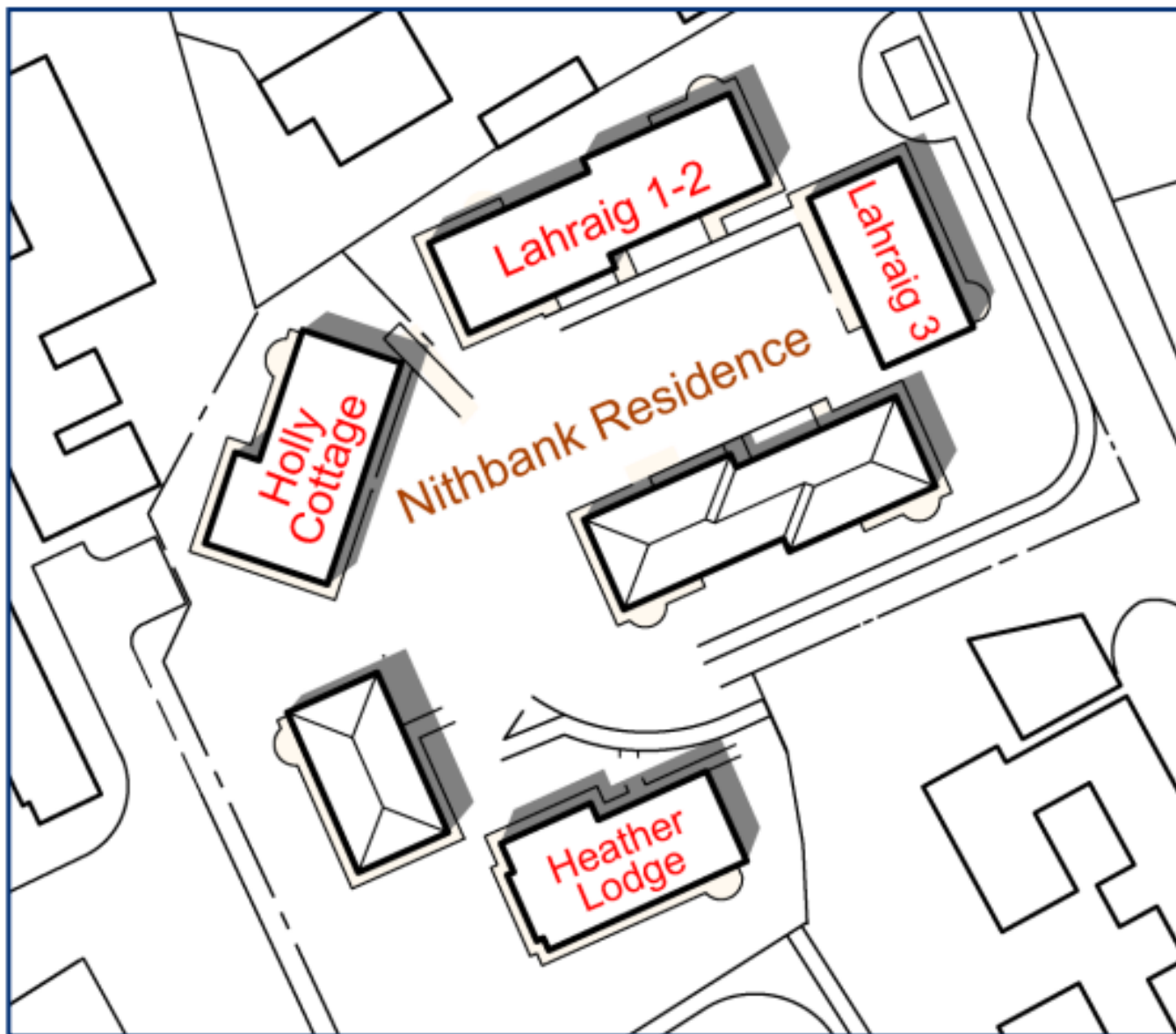
<https://activetraveldumfries.files.wordpress.com/2017/07/active-travel-dumfries-hospital-leaflet.pdf>

PUBLIC TRANSPORT INFORMATION

Scan QR Code for Traveline Scotland's Journey Planner



NITHBANK RESIDENCE PLAN



GOOGLE MAPS

<https://goo.gl/maps/AaC2UmmF5kPBEMTdA>

WHAT 3 WORDS

<https://w3w.co/flattered.grownup.dance>