

THE OLD SHERIFF COURT GLASGOW

USERS' GUIDE



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The Old Sheriff Court Glasgow

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Introduction

Welcome to the Users' Guide to The Old Sheriff Court. Whether you're a new owner or resident, or have lived here for many years, we hope the information in this guide is useful.

The purpose of this guide is to bring together as much information about the building's services and common areas as possible. All the advice in this guide is also on our website (<https://oldsheriffcourtaglasgow.org.uk>). The website will always be the most up to date resource, but we aim to review this guide at least once per annum.

We would welcome feedback and ideas in relation to this user guide – drop us a mail at info@oldsheriffcourtaglasgow.org.uk.

Thank you
The Old Sheriff Court Residents' Association
October 2019



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Building Security

Access to the building

There is one public entrance to the building, at 149 Ingram Street. This is secured using biometric security. New residents and visitors should contact the building concierge to be added to the biometric system. You will only be given an access code if you are unable to use the biometric system.

Landlords must notify Trinity Factors or the concierge when a tenant moves out, so that they can be removed from the system.

Do not let people you don't know into the building. The concierge may challenge any visitors or tradesmen arriving, so it might be useful to advise him of any work being done in your flat.

Using the biometric system

1. When you register with the concierge, please provide a telephone number that can be assigned to the system – when someone calls your flat, this is the number that will be called.
2. When visitors arrive, they use the call panel at the front door enter your flat number then press # - for example, 123#
3. The designated telephone number will be called. When you answer it, you can talk to your visitor. If you decide to admit them, press 11 on your phone. You will hear a tone confirming the door has been unlocked.

CCTV

Common areas of the building, internal and external, are monitored by 24 hour CCTV, for the purposes of maintaining the security of property and premises and for preventing and investigating crime. The CCTV system is controlled by Trinity Factors.

Concierge

There is an onsite concierge Monday – Friday from 8am – 4pm. The concierge is responsible for site security, receiving parcels for residents, and odd jobs around the building. The concierge can be contacted on 07387 101039 and by email (oldsheriffcourtconcierge@gmail.com) . Telephone and email are not monitored outwith these hours.

There is a night concierge on duty from 10pm – 4am on Friday and Saturday nights. They actively monitor the security of the building to ensure the safety and security of residents and authorised visitors.

Reporting Faults

Trinity Factors are only responsible for faults affecting common parts of the building. If there's a problem in your flat, it is the responsibility of the owner or landlord to resolve it.



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When to contact the Factor

If there's a problem with any of the following, contact Trinity Factors via their call centre (0131 447 9911)

- Lift not working;
- No hot water or central heating in your flat;
- Building front door not locking/releasing.

When to contact the Concierge

- Problems with gym equipment;
- Lights out in communal areas;
- Blocked refuse chutes;
- Rubbish dumped in common areas.



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Fire Safety

Always follow the advice of Scottish Fire and Rescue Service (<https://www.firescotland.gov.uk/your-safety/for-householders/multi-storey-flats.aspx>). This is reproduced below, but always check their website for the most up to date information.

Fire escapes

There are fire escapes at the southern end of each floor, which lead out to Brunswick St/Hutcheson St. The third-floor flats have fire exits on their upper floors, with a walkway leading to escapes at the north and south ends of the building.

There is an additional fire escape at the north end of the building, beside the lift.

In the event of a fire requiring evacuation, do not use the lift. Always follow the instructions provided by Scottish Fire and Rescue Service.

If there's a fire in your flat

- Follow your fire escape plan(<https://www.firescotland.gov.uk/your-safety/for-householders/escape-plans.aspx>);
- Shout to alert the household and get out quickly;
- If smoke is present keep low, crawl if you need to get below the smoke level;
- Close doors behind you including the front door to prevent smoke and fire spread;
- Don't return to investigate or fight the fire;
- Don't use the lifts always take the stairs to exit the building.

If the fire is NOT in your flat

- If a smoke alarm is sounding in a communal area or you smell smoke call the Fire and Rescue Service;
- Stay in your flat and keep the front door closed;
- Pack a towel or sheets around the bottom of the front door to stop smoke getting in;
- Go to an open window and wait for the arrival of the Fire and Rescue Service.



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Flushing? Think first

The building's design means we have a macerator in the basement to break up waste from the toilets so it can be passed into the sewage system. To keep it working, only flush things that belong there down the loo. There are some things that should NEVER be flushed away:

- Cotton buds;
- Baby and face wipes;
- Cotton pads;
- Tampons;
- Sanitary pads;
- Nappies;
- Sticking plasters;
- Condoms;
- Cigarettes;
- Medicines;
- Contact lenses.

When these are flushed, they block up the system in the development and, if they get into the mains, contaminate the environment.

The same applies to the food macerators under your sinks - never dispose of the following, as they will clog up and eventually block the system:

- Fat, oil and grease
- Soup, stocks, sauces
- Milk and dairy products
- Coffee grounds and tea leaves
- Vegetable peelings
- Paints and solvents

Most of these (except paints and solvents) can be added to your food waste. Paint and solvents can only be disposed of at a Glasgow City Council Recycling Plant.

Look under **Refuse Disposal** for information about Food Waste.



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Gardens

The Old Sheriff Court has two outdoor garden areas available to residents on the second floor (at the north end of the building) and third floor (at the south end of the building). The gardens are maintained through a combination of residents volunteering their own time, alongside professional garden maintenance when required.

- Please keep music and conversation to a reasonable level, and don't use the garden late in the evening or early morning - residents' bedrooms overlook the garden;
- Smoking is allowed but please **always** use the ashtrays provided. **IT IS REALLY IMPORTANT** that you don't throw cigarette stubs or any other litter over the side of the garden. Having the glass panels and courtyard below cleaned is very expensive;
- Tidy up before you leave the garden. Please make sure you've taken all your litter away - including cigarette stubs;
- Pets are very welcome but please keep them under control and if necessary clean up after them.



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Gym

The Residents' Gym is on the third floor, on the left as you leave the lift (or on your right as you exit the stairwell, you healthy person). The gym is open from 7am to 9pm. Please don't use the gym outside those hours – there are flats on either side, and below. The gym is unsupervised and used at your own risk.

Access to the gym is only available to residents who have been registered on the gym's biometric system, which is independent of the main door access system. To be added to the biometric system, please contact the concierge during office hours. You will have to sign a waiver, and may have to undergo induction training. A refundable deposit may also be required.

If you have unpaid factoring bills, access to the gym may be revoked until your account is brought up to date

If you notice a fault with any of the equipment, advise the Concierge immediately, and do not continue using that piece of equipment. All equipment and facilities are used at your own risk.

Gym etiquette

- This is a shared gym. Please be considerate of other users and residents round about the gym. No swearing, spitting or inappropriate behaviour will be tolerated;
- All users must complete an induction course before they can use the gym. This is for your health and safety. Please arrange this with the concierge;
- Gym-appropriate clothing and footwear must be worn at all times;
- Don't bring food or drink into the gym. Water is allowed, in a sealable bottle;
- If other users are waiting to use cardiovascular equipment, restrict your usage to 20 minutes;
- Allow others to access the equipment, and don't obstruct the doorway;
- Don't distract users who are in the middle of an exercise, especially using weights;
- Don't drop weights, and always return free weights to their storage area when finished with them;
- Bring a towel, and use it. Please wipe down any equipment you use when you are finished with it.



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In your Flat

Electricity meter and fusebox

The electricity meter and fusebox will normally be in a cupboard on the lower level of your flat, near the front door, but the exact location may vary. All electricity suppliers can supply the Old Sheriff Court.

Gas supply

There is no gas connection to any of the flats. The district heating system uses gas, but individual flats are all electric. The central heating boilers (see below) are gas fired.

Water valves

The stopcock valves for the water supply are in the ceiling panels in the hallway outside each flat.

Hot water and heating

Hot water and central heating for each flat is provided by a district heating system, maintained by the factors. The meters for this are in the ceiling panels in the hallway outside each flat, and no intervention is expected of residents. This is invoiced by the factors as part of the common charges.

Each flat has their own central heating controller, and each radiator (as originally fitted) has thermostatic controls. The system is compatible with both Nest and Hive systems.

Broadband and Telephone

Hyperoptic full fibre broadband (<https://www.hyperoptic.com>) is available in the building, offering speeds of up to 1GB/sec. Contact them for details of special offers, installation, pricing, etc. Alternatively, all flats have telephone points, allowing any provider to supply your landline and broadband.

Television and Sky

All flats should have TV aerial sockets, as well as connections for Sky; however, Sky Q is not available.

Virgin Media is not available in the development.



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Noise Issues

The Merchant City is often described as the vibrant heart of the city, attracting visitors every weekend to its many bars and restaurants. This is not a new phenomenon – it has always been at the centre of city life, from Miss Cranston's tearooms on Ingram St in the early 1900s, visitors of all ages have come here to enjoy themselves. This does mean that it can be a little noisy at times, but bars and restaurants have to comply with strict licensing conditions, which includes the volume of music, outside drinking, smoking etc.

Most bars in the Merchant City close at midnight, but clubs are able to obtain licences to serve alcohol until 4am. During special events (for example, during the Merchant City Festival), these times may change.

If you're disturbed by loud music or noise from a bar or club surrounding the Old Sheriff Court, talk to the bar manager or owner in the first instance. They are very aware of their responsibilities to the neighbourhood, and should be keen to avoid additional restrictions on their licences.

The same applies if one of your neighbours is playing loud music into the wee hours – try talking to them first. If the problem flat is rented or used for short-term lets, contact their landlord (via Trinity Factors if necessary)

If that doesn't help, contact Glasgow City Council's Public Health team, who are on duty 7 days a week from 5pm to 3am and can be contacted directly on 0141 287 1060 or by e mail - oohu@glasgow.gov.uk. Be aware that in order to follow up on any complaint, they have to monitor the noise from your property.

You can also contact the Police if necessary.

Whatever you do, make sure you stay safe and do not get involved in altercations with people causing excessive noise. Contact the Police



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Refuse Disposal

Recycling or reuse is the best way to dispose of unwanted items, packaging and waste products.

Recycling

Plastics, Glass and Cardboard

Unfortunately, the design of the building precludes recycling facilities being made available to residents. Currently, the nearest recycling point is at the east end of Parsonage Square (just off Bell St, on the east side of High St).

More information on recycling is available from Glasgow City Council (<https://www.glasgow.gov.uk/index.aspx?articleid=17040>), and Recycle for Scotland (<http://www.recycleforscotland.com/>).

Food Waste

If you are able to separate it, food waste can be deposited in the recycling facility at the east end of Parsonage Square.

Reuse

There are many local charities who will be delighted to take your pre-loved items and sell them to raise funds, including:

- Barnardos (<http://www.barnardos.org.uk/shop/glasgow-wilson-street/shop-view.htm?id=SHP-12055>)
- Debra (<https://www.debra.org.uk/shop/shop-search?postcode=Glasgow>)
- Shelter (https://scotland.shelter.org.uk/shops/glasgow_stockwell_furniture_shop)
- Chest Heart and Stroke Scotland (<https://www.chss.org.uk/supportus/stores/find-your-local-store/>)
- British Heart Foundation (<https://www.bhf.org.uk/what-we-do/find-bhf-near-you/glasgow-trongate-bhf-shop>)
- Cancer Research (<https://www.cancerresearchuk.org/get-involved/find-a-shop/glasgow-queen-street>)

Many of these can take furniture and electrical items, though best to check with them directly. If you're a UK Taxpayer, you can sign up for Gift Aid, which increases the value of your donation by 25% when the charity sells the item.

Unfortunately, the building doesn't currently have any freecycling facilities – sorry. One of the charity shops will be delighted to help you.

If it can't be recycled or reused



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If you can't recycle or reuse it, and have to dispose of it, there are two refuse chutes in the building – one on Brunswick St and one on Hutcheson St, through the fire doors towards the south end of the building. These are to be used for *bagged* refuse that fits in the chute. Do not force oversize bags into the chute, as you will block the chute – if this happens, you will be invoiced for the cost of removing the blockage. Bulky and loose refuse must not be disposed of down the chute.

Bulky waste

If it can't be recycled or reused, please contact Glasgow City Council's Cleansing Department (<https://www.glasgow.gov.uk/index.aspx?articleid=20545>) to arrange collection of bulky items of waste. Do not leave bulky waste in communal areas, or in the communal stairwells or fire escape areas. Do not ask the concierge to deal with these items; these are not part of his remit.



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Short-term lets

For the safety and security of all owners and tenants, and to comply with Glasgow City Council Planning regulations, Short term lets (such as through AirBnb) are not permitted in the Old Sheriff Court, except where you let an individual room and are staying in the flat when the room is let.

Glasgow City Council introduced new planning regulations in March 2017 which banned short-term rentals in flatted developments such as the Old Sheriff Court, where there is a shared entrance, lift, staircases and common areas (such as the gardens). This has since been confirmed by case law, and with support from the Scottish Government.

If you let out the whole of your flat for short periods, advertising as such, this requires change of use consent from the Council, which they have stated they will not grant. You will therefore be in breach of planning regulations, and can face investigation and substantial fines.

This does not affect traditional letting of a flat for a period of months or years. Equally, if you let an individual room, and are staying there at the same time, that is not covered by the regulations.

Letting out the whole flat is also contrary to the Deed of Conditions of the development, which state that flats may only be occupied by one family at a time.

Smoking in Common Areas

Smoking is not permitted in the enclosed common areas of The Old Sheriff Court – this includes all corridors, the lift and the stairwells. Please only smoke in your own flat, or in the gardens. If you do smoke in the gardens, remember to **always** use the ashtrays provided. **IT IS REALLY IMPORTANT** that you don't throw cigarette stubs or any other litter over the side of the garden. Having the glass panels and courtyard below cleaned is very expensive.

Document History

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