



International Welcome Information

Welcome to your new accommodation! We hope you have a great time studying in Dundee, and that the information below is a helpful guide as you settle in to your new home.



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In my accommodation

Who do I contact if something breaks, or if there's an emergency issue in my accommodation?

You should contact:

In an emergency, contact:

In the event of a Gas leak we also advise you contact National Grid on 0800 111 999: <https://www.nationalgrid.com/uk/safety-and-emergencies/gas-emergencies-and-safety-advice>

How do I control my heating?

You can control your heating by:

What do I do with rubbish?

The main waste bin for your accommodation is located:

There are also recycling bins located:

Who do I contact about paying utility bills?

Water: This is paid as part of Council Tax – if you don't pay for Council Tax, then you don't need to pay for water.

Your gas supplier is:

Your electricity supplier is:

Your Internet/Landline Telephone provider is:

Additional TV Channels/Cable/ Satellite TV is provided by:



TV License – If you use a TV, laptop (or any other device) to watch or record television programmes as they are being shown live on an online TV service, such as BBC iPlayer, then by law, you need to be covered by a TV Licence. Further information can be found here: <http://www.tvlicensing.co.uk/>

Do I have to pay Council Tax?

Further information is available from Dundee City Council:
<https://www.dundee.gov.uk/service-area/corporate-services/customer-services-and-it/council-tax/council-tax-guide-students>



In My Area: Important information

What if there's an emergency?

In the UK, you can dial 999 or 112 free from any phone to speak to the Emergency Services. The dispatchers will direct you to the Fire, Ambulance or Police Service.

If you have a non-emergency issue which you need to speak to the Police about then you can call 101 free from any phone.

If you have a non-emergency medical concern you can ring 111 to speak to staff from the National Health Service.

If you can smell gas contact National Grid on 0800 111 999:

<https://www.nationalgrid.com/uk/safety-and-emergencies/gas-emergencies-and-safety-advice>

Where's my nearest Doctor?

You can find information on your nearest General Practitioners (GPs) Centre on the NHS Inform website: <https://www.nhsinform.scot/scotlands-service-directory/gp-practices>.

You will need to register with them, and it is worth checking what documents you will need to bring to complete the registration process.

N.B.

Remember that General Practitioners can treat both mental and physical illnesses. As long as your visa is up-to-date all medical treatment and prescribed medications are provided free of charge!

Where's my nearest pharmacy?

You can find information on your nearest Pharmacist on the NHS Inform website: <https://www.nhsinform.scot/scotlands-service-directory/pharmacies>.

Where's my nearest Dentist?

You can find information on your nearest Dentist on the NHS Inform website: <https://www.nhsinform.scot/scotlands-service-directory/dental-services>.



You will need to register with them, and it is worth checking what documents you will need to bring to complete the registration process.

N.B.

There are charges for dental services once you are over the age of 18. Details on charges can be found here: <https://www.scottishdental.org/public/treatment-charges/>

Where's the nearest Nursery/School?

Information on Schooling and Nurseries can be found on this FactSheet: <https://www.dundee.ac.uk/media/dundeewebsite/international/factsheets/factsheet-16-information-for-families.pdf>.

Schools and Nurseries are inspected by Education Scotland/Foghlam Alba. You can find reports of School/Nursery inspections on their website: <https://education.gov.scot/>.



In My Area: Shopping and Initial purchases

Where's the nearest place I can get food, bedding, pots, pans and plates etc.?

Nearest small shop:

Nearest large food shop:

Nearest place to buy crockery/bedding etc.:

Other good places to look are:

Tesco Extra, Riverside Drive, Dundee, DD2 1UG.

and

Argos, The Overgate Shopping Centre, Dundee, DD1 1UQ.

Where's the nearest place I can get warmer clothes?

There are a variety of shops in central Dundee, but a good place to start is:
The Overgate Shopping Centre, Dundee DD1 1UQ.

Where can I get food that reminds me of home?

Dundee has a variety of international food shops. A good list can be found in this guide on page 34:

https://www.abertay.ac.uk/media/2966/overseas_pre-arrival_guide.pdf



In My Area: Travel & Transport

What's the quickest way to get to University?

The quickest way to get to Abertay University is:

The quickest way to get to the University of Dundee is:

What's the best way to get around Dundee?

There are plenty of options for getting around Dundee.

Information on buses can be found here: <http://www.dundeetravelinfo.com/bus.asp>

There are plenty of local taxi firms; note that prices go up after midnight.

If you are a student at Abertay University, the Students Association have an arrangement with Tele Taxis if you're stuck out of the house without funds to get home. Ring 01382 825825 and quote your student number. Make sure you pay the Student Association office back for the fare!

If you are a student at the University of Dundee, DUSA offer a night bus service, and have an arrangement with a local firm if you're stuck out of the house without funds. Ring 01382 825825 and give the driver your matriculation card – they'll drop it off at DUSA, and when you pay your fare at the DUSA reception you'll get your card back. See: <https://www.dusa.co.uk/advice/safety/> for further details.



In my Area: Finance

I need a letter of introduction for a UK Bank Account – where do I get one?

If you're at Abertay University you can print an introduction letter to a UK Bank via OASIS. Once you log in, you should click 'My Student' and the letter option is on the left hand side.

If you're at the University of Dundee then you can print an Introduction letter to a UK Bank from "Student Resources" in your eVision account. Make sure you click "print preview" and remove the headers and footers before you print.

I need financial support, who should I talk to?

If you're at Abertay University you should speak to the staff based in the Student Enquiry Zone (SEZ) on the ground floor of the library.

<https://www.abertay.ac.uk/study-apply/money-fees-and-funding/>

If you're at the University of Dundee then speak to the Student Funding Unit located in the OTI Building. More details can be found online

at: <https://www.dundee.ac.uk/student-services/student-funding/>.



Student Support & Wellbeing

I have a question, but I'm not sure who to ask:

If you're at Abertay University you should speak to the staff based in the Student Enquiry Zone (SEZ) on the ground floor of the library or contact the Students Association in the Kydd Building. <https://www.abertaysa.com/advice>

If you're at the University of Dundee, then a good place to start is The Enquiry Centre in the centre of Campus. It's right next to DUSA, and bright red https://www.dundee.ac.uk/campusmap/?location=ENQUIRY_CENTRE

I've got questions about my visa, visas for guests, or visas for visiting other Schengen Area countries:

If you're at Abertay University you should speak to the staff based in the Student Enquiry Zone (SEZ) on the ground floor of the library. <https://www.abertay.ac.uk/study-apply/how-to-apply/international-students/visa-information/>

If you're at the University of Dundee, then the International Advice Service can point you in the right direction. Check out their Factsheets for further information, <https://www.dundee.ac.uk/international/support/factsheets/>. If you still need help, they run a drop-in session at the Global Room during the week. For further details or to book an appointment online, see: <https://www.dundee.ac.uk/international/support/>.

I'm looking for academic support:

If you're at Abertay University you should speak to the staff based in the Student Enquiry Zone (SEZ) on the ground floor of the library. <https://intranet.abertay.ac.uk/support/>

If you're at the University of Dundee you can speak to the Academic Skills Centre team any time. They offer drop in sessions in the Library every weekday, further information and contact details: <https://www.dundee.ac.uk/academic-skills/>

Information on academic skills can also be found on LearnSmart – you don't need to be a UoD student to access this resource. <http://libguides.dundee.ac.uk/learnsmart>



I'm looking for support with a disability:

If you're at Abertay University you should speak to the staff based in the Student Enquiry Zone (SEZ) on the ground floor of the library.

<https://intranet.abertay.ac.uk/support/>

If you're at the University of Dundee then speak to Disability Services in the OTI Building. They offer a wide range of confidential support services to students and staff: <https://www.dundee.ac.uk/disabilityservices/>.

I'm looking for support with my mental health:

If you're at Abertay University you should speak to the staff based in the Student Enquiry Zone (SEZ) on the ground floor of the library.

<https://intranet.abertay.ac.uk/support/student-services/counselling/>

You can also find helpful advice at <https://breathingspace.scot/>

If you're at the University of Dundee, then you can ask to speak to a member of the Student Support Team at The Enquiry Centre, or contact the Counselling Service. They are based in the OTI Building and offer appointments and a drop in service every weekday. For further details see: <https://www.dundee.ac.uk/student-services/counselling/>

Information is also available on LiveSmart. You do not have to be a UoD Student to access this resource.

<http://libguides.dundee.ac.uk/livesmart>

You should also speak to your GP if you need ongoing support.