

Living in Graduate Accommodation

2020 - 21

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**Dear Student**

Welcome to your residential accommodation at St Cross College.

This Guidebook has been put together in order to give you information on various aspects of life while living in College Accommodation. Some of this information will seem familiar to you as you have read your Tenancy Agreement; other parts will be new and act as a general guide.

We ask that you spare a few minutes in order to read through the information given and then keep it in a safe place, so that you may refer to it later in the year if necessary.

For security purposes we ask that you do not let unauthorised visitors into your property. Any suspicious persons should be reported immediately to the Lodge, or if out of hours to University Security Services (see directory of useful contacts for further details).

Your main points of contact while in your accommodation are as follows:

# Staff Contacts

|  |  |
| --- | --- |
| **Kenny Cox**  Estates Manager  [estates.manager@stx.ox.ac.uk](mailto:estates.manager@stx.ox.ac.uk)  For all maintenance, repairs and Health & Safety issues & Accommodation Emergencies | **Lara Summerhill**  Accommodation Officer  [accommodation@stx.ox.ac.uk](mailto:accommodation@stx.ox.ac.uk)  For all accommodation enquiries & cleaning issues |
| **Donato Karwowski**  Maintenance Operative  [repairs@stx.ox.ac.uk](mailto:repairs@stx.ox.ac.uk) | **Matteo Cocomazzi**  Maintenance Assistant  [repairs@stx.ox.ac.uk](mailto:repairs@stx.ox.ac.uk) |
| For all maintenance and repairs, including the reporting of electrical faults | |
| **IT Support**  [itsupport@stx.ox.ac.uk](mailto:itsupport@stx.ox.ac.uk)  For all internet and IT problems in the accommodation | **Suzy Hodge**  Domestic Bursar  [domestic.bursar@stx.ox.ac.uk](mailto:domestic.bursar@stx.ox.ac.uk)  For accommodation issues in the absence of the Accommodation Officer |
| **Paul Wicking**  Head Porter  [porters@stx.ox.ac.uk](mailto:porters@stx.ox.ac.uk)  For all key and fob related enquiries Mon-Fri 6am - 2pm | **Stephen Heneghan**  Day Porter  [porters@stx.ox.ac.uk](mailto:porters@stx.ox.ac.uk)  For all key and fob related enquiries Mon – Fri 9am – 5pm |
| **Ben Faycal**  Evening Porters  [porters@stx.ox.ac.uk](mailto:porters@stx.ox.ac.uk)  For all key and fob related enquiries Mon-Fri  2pm – 10pm / 5pm – 1am | **Nik Sevak / Ionut (John) Panaitescu**  Weekend Porters  [porters@stx.ox.ac.uk](mailto:porters@stx.ox.ac.uk)  For all key and fob related enquiries Weekend 9am – 5pm / 5pm – 1am |

# Student Contacts

|  |  |  |
| --- | --- | --- |
| **Main Site** | Esther Kentish  **Junior Dean**  [junior.dean@stx.ox.ac.uk](mailto:junior.dean@stx.ox.ac.uk)  T: 07585 600441 | Seth Stadel  **Junior Dean**  [junior.dean@stx.ox.ac.uk](mailto:junior.dean@stx.ox.ac.uk)  T: 07585 600441 |
|  | Abdalrhaman Koko  **Junior Dean**  junior.dean.offsite@stx.ox.ac.uk  T: 07585 600441 |  |
| **Annexe** | Marcus Tutert  **Site Warden Annexe**  [annexe.site.wardens@stx.ox.ac.uk](mailto:annexe.site.wardens@stx.ox.ac.uk)  T: 07818 864462 | Michael Heimos  **Site Warden Annexe**  [annexe.site.wardens@stx.ox.ac.uk](mailto:annexe.site.wardens@stx.ox.ac.uk)  T: 07818 864462 |
| **Stonemason House** | Veronika Pfannenstill  **Site Warden Stonemason**  [stonemason.site.wardens@stx.ox.ac.uk](mailto:stonemason.site.wardens@stx.ox.ac.uk)  T: 07917 027266 |  |
|  |  |  |
| **IT Support** | [itsupport@stx.ox.ac.uk](mailto:itsupport@stx.ox.ac.uk) |  |

# Living in Shared Accommodation

Whilst living in shared accommodation it is important that you are mindful of all of the residents within the property:

* + If you make a mess, clear it up! No one wants to have dirty crockery and pans in the kitchen, and your cleaner will not wash up these items.
* Try not to use the washing machine late at night (unless on Main Site or the Annexe where no one will be able to hear it).
  + Keep the noise down – your music/guests may be disturbing your neighbours.

# Want to save yourself some money?

Then do not obstruct or prop open the fire doors.

Should this happen you will be liable to pay a fine. This may be a personal fine or a house fine depending on circumstances. If you obstruct any door more than once you could be fined again or your tenancy agreement could be terminated.

* **Do not** wedge open fire doors.
* **Do not** remove firefighting equipment from its mounting. Should this happen you will be reported to the Dean and may be liable to pay a fine. This may be a personal fine or a house fine depending on circumstances.
* **Do not** interfere with any fire detection unit. If the smoke alarm in your room is found to be covered or removed you will be immediately reported to the Dean.
* **Do not** leave items of any kind (including footwear) in hallways, landings, stairways or any other area which may act as a hazard to you and your housemates. Items left in these areas may be removed and disposed of without warning.
* **Do not** have any candles, oil burners, incense or fairy lights in your room. These items can be a fire hazard and will be removed without warning should they be found in your room.

All of the above is asked of you to ensure you and others are safe in the accommodation. The College is obliged to ensure your safety and may fine or terminate the tenancies of anyone who puts the lives of others at risk.

# What to do in an Emergency

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| FIRE | Should you discover a fire or hear the fire alarm at your property you should do the following: |
| * If the fire alarm is not already sounding, set it off at the nearest break box. |
| * Evacuate the building and call 999, ask the operator for the Fire Service making sure that you give your full address. (Poster with full address by front door). |
| * Do not attempt to fight the fire unless it is blocking your exit. If your exit is on fire use the fire extinguisher provided to create an escape route (only do this if no other means of escape is available). |
| * Do not return to the building when the alarm stops, wait until a member of the Fire Service/University Security Services/ Staff has told you it is safe to do so. |

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| MEDICAL | Should there be a medical emergency at your property you should do the following: |
| * Dial 999 and ask for an ambulance, making sure that you give your full address to the operator if:-   1. The casualty is not breathing or is unconscious   2. The casualty has a head injury   3. The casualty has a large wound, broken bone or is in severe pain |
| * + - Less serious wounds can be treated at the Accident and Emergency department at the John Radcliffe hospital. |
| * + - If you require medical advice you can call the NHS on 111 |
| * + - Minor injuries which do not require immediate attention may be dealt with at the College doctor’s surgery (01865 311234, Walton Street). Alternatively you will find a first aid kit in your kitchen containing plasters and bandages. |

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| POLICE |  |
| * Only very serious incidents should be reported by calling 999. |
| * Non emergencies should be reported by calling 101. * Reports of theft can be made directly to your local Police Station based in St Aldates. |

# Your role in the avoidance of fires

By keeping passageways, halls, landings and stairs clear of obstructions you are ensuring someone’s escape route from the building is clear in the event of a fire. You are also ensuring nothing is there to catch fire and help spread it through halls, landings etc

**Many fires start in kitchens so…**

* Do not leave cooking unattended
* Do not use cooking equipment (fridges, rice cookers, kettle etc) in your room
* Do not use candles anywhere in the property
* Keep fire doors closed

**Tenants should always check that the following electrical equipment is not left unattended once switched on:**

* Cooker hob/grill - keep items such as tea towels and dish cloths away at all times.
* Toasters – empty the crumbs regularly to prevent them burning.
* Irons/ Hair straighteners / Hair Dryers/ Tongs - ensure that these items are also placed on a heat proof surface whilst cooling down.

**Please be aware that our smoke detectors are very sensitive**, therefore please do not use hairdryers or sprays (e.g. hair spray) if standing directly under one.

In the event of fire

If you see a fire in the building please note the following:

* Are you able to safely (without putting yourself in danger) help contain the fire?
* Can you:
* Put a fire blanket over it if it’s a pan in the kitchen?
* Shut windows to prevent the fire breathing oxygen?
* Close doors on your way out to stop the fire spreading as quickly, giving people longer to escape?
* **Evacuate and call 999**
* **Wait until you are given further instructions by a member of the Fire Service/University Security Services/ Staff**
* **Do not re-enter the building when the alarm stops, wait until you have been told by one of the above that it is safe to do so.**

**Do not attempt to fight the fire yourself**

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# Reporting of Incidents

All incidents involving the Fire Brigade or Police must be reported to the Domestic Bursar, Estates Manager and Head Porter.

Any incident involving an injury must also be reported to the Domestic Bursar and Estates manager, whether hospital attention was needed or not.

Emergencies in accommodation can include:

* No power
* No running water
* No hot water
* Broken window/Broken Front Door
* Flooding/leak
* Smell of Gas
* Breach of Security
* Please report these issues to Kenny Cox by email on estates.manager@stx.ox.ac.uk or telephone (07814 425003), who will provide 24/7 assistance.
* **If it is another type of problem** and you are unsure of what to do please contact the Site Wardens (in the first instance), Junior Deans, or University Security Services on 01865 272944.

# Directory of Useful Contacts

|  |  |
| --- | --- |
| **Lost Keys** | * + During Office hours you can ask the Porter to lend you a key if yours is locked in your room or ask for a new key if you have lost yours. |
| * + Out of Office hours you can contact University Security Services (see below). |
| * + Please note that a charge may be made for loss of keys/fob |

Specialist Emergency Number

University Security Service, Emergencies 01865 289999

University Security Service, Keys 01865 272944

University Security Services should only be contacted should you lose your keys outside of office hours (in office hours please contact the College Porter in the Lodge). Please be aware that you may be issued with a charge of £25 for using this service, and that an additional charge may be made for loss of keys/fob.

If, following the loss or theft of keys, it is deemed necessary to change the lock on the main entrance to your property you will be charged for the full cost.

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# Your Obligations

Whilst in your accommodation:

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| YOU MUST NOT | Attach pictures or similar artefacts to the wall. Any damage caused to the wall by additional hooks, blu/white tack or tape will be charged for. |
| Leave your windows or door open/unlocked when not in the property. |
| Smoke cigarettes, cigars, tobacco or any other substance anywhere on University property. Smoking in your accommodation is against the law. |
| Leave electrical wires trailing the floor where they can cause a trip hazard to yourself or College staff (e.g. cleaners). |
| **Please note that any banned items found in your room will be removed without warning.** |

|  |  |
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| YOU CAN | Have infrequent guests to stay with you for up to three consecutive nights. Please email the Accommodation Office with details of your guest. Please note that you will be held responsible for the actions of your guest and any damage which they may cause. You should accompany your guest at all times whilst on University property. Failure to report a guest could affect your tenancy. |
| Have a television set in your room **providing you purchase a television licence**. |
| Keep suitable electrical equipment in your room, which must be tested. We will test equipment for you at your request, free of charge. Please remember that the voltage in the UK is 240 volts which may be different to what you are used to. |
| Do your bit for the environment by doing the following:   * + Turning off lights when you leave a room   + Using the recycling facilities (where available) for cardboard, paper, glass and tin available. Your cleaner will put all rubbish out for standard landfill collection, so if you would like to recycle please take your items to your nearest recycling point and use the correct bins. Please be aware that incorrect usage of bins will result in the recycling being taken to landfill. |
| Report any faults, problems, damage to the property to the Maintenance Team as soon as possible. ([repairs@stx.ox.ac.uk](mailto:repairs@stx.ox.ac.uk)) |

# Obligations of St Cross College

Service Level Agreement

Whilst you are in the accommodation we will:

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| --- |
| * Test Fire Alarms every Friday. |
| * Ensure your room has been cleaned for your arrival. |
| * Carry out an inventory prior to your arrival for you to check and sign. We will then inspect rooms once a term. Any damage to your room will be noted for future reference, and a charge will be deducted from your deposit. |
| * Provide a cleaning service for the common areas of your property; please ensure kitchen surfaces are clear from washing-up and food so the cleaner can clean the worktops. The cleaner is not allowed to move your belongings. |
| * Provide a cleaning service for your room once a week; on the rare occasion that you do not want your room cleaned it is your responsibility to inform your cleaner. In order for your room to be kept clean please make the effort to keep your floor, desk and sink as clear of items as possible as your cleaner is not allowed to move your belongings. Please do not have wires or leads trailing over the floor as this is hazardous to both you and your cleaner. |
| * We will also ensure that your study bedroom bin is emptied every weekday, provided it is left outside your room. |
| * Ensure, to the best of our ability, that refuse is collected by the City Council on a weekly basis. Please report any non-collection to the Accommodation Officer. |
| * Carry out all necessary fire, gas, electrical, water and health and safety inspections to ensure that the property is safe. |
| * Have the water tested by external contractors on a monthly basis. |
| * Ensure that your first aid box (located in the kitchen/corridor) is kept stocked. |
| * Try to give 5 days’ notice for planned maintenance works. |
| * Give at least 24 hours’ notice before entering your room for unexpected repairs. We reserve the right to enter the property to make emergency repairs and will give notice whenever possible. No notice will be given if you have reported a maintenance issue. |
| * People entering your room (for reasons as detailed above) can include: Cleaners, Maintenance Staff, Accommodation Officer, Estates Manager, Domestic Bursar, Bursar, Porter. All contractors entering your accommodation will carry ID issued from the Lodge and official company ID if available. |
| * Endeavour to fix any maintenance issue as quickly as possible. Issues will be responded to within 48 hours Mon-Fri during term time and rectified as soon as possible. |



The College adheres to the Student Accommodation Code.

The Code protects students' rights to safe, good quality accommodation, and more information can be found at [http://www.thesac.org.uk](http://www.thesac.org.uk/).

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# Other Useful Information

Bed Linen

If you purchased a bedding pack from the college, this will have been put in your room ready for your arrival. It is now yours and as such you are expected to take all of these items with you when you vacate your accommodation at the end of the tenancy.

Heating

The heating is usually switched on during October. You can adjust the heater in your room to change the temperature to suit.

**South Wing/ Houses**: Turn the thermostatic control on the radiator.

**St Cross Annexe**: you can switch the heater on or off by the switch on the wall, you can adjust the temperature by moving the slider across.

**Stonemason House**: Under floor heating controlled in rooms by a thermostat. It works best when kept at a constant temperature and can take a while to re-heat if switched off.

**West Wing:** Under floor heating-no user controls.

Hot Water

Please note that during times of heavy usage, the hot water tank may run out of hot water. It will then take a while for the tank to refill and the water to re-heat. Please allow time for this to happen. The College (by recommendation from Clearwater) ensures that hot water temperatures reach a minimum of 60 degrees for at least 1hour each day. Temperatures are checked once a month by specialist Contractors.

Insurance

Please note the College insures the buildings and the College’s furniture etc in your room. You are responsible for the insurance of your belongings. To help with this you have already paid a small amount to have some insurance cover on your belongings in your room and you will be provided with your policy details separately. You may wish to extend your cover e.g for bicycles, laptops etc outside your accommodation, in which case please contact the Insurance provider:

<http://www.cover4insurance.com/st-cross-college>

Light Bulbs

The standard light bulbs fitted in the UK have bayonet caps (not Edison screws). The College supplies and fits all light bulbs in the accommodation. Please report fused light bulbs to [repairs@stx.ox.ac.uk](file:///\\stx1\estate$\2012\repairs@stx.ox.ac.uk%20) so they can be replaced.

Pest Control

Please report any pest control issues to [repairs@stx.ox.ac.uk](mailto:repairs@stx.ox.ac.uk). We will endeavour to investigate & set traps as necessary as soon as possible and monitor the situation. If more/further treatment is required we use a pest control company, specialising in this field.

**Post and Parcels**

All post should be addressed to the main college site (St Cross College, 61, St Giles, Oxford, OX1 3LZ) not the address of your accommodation site. There are Porters available to sign for deliveries and keep your post and parcels safe. If the Porters have to sign for any post, it will be kept secure and you will receive an e-mail notifying you and you will be asked to sign for it on collection.

Ordinary post is kept in the Post Room but you will not be notified that you have any. It is up to you to regularly check the Post Room for your post. You will be assigned a Pigeon Hole (Pidge) for your letters and anything that is too big for your Pidge will be listed on the side of the central Lockers and placed on top of the them or on the floor if large.

Many of the Pidges are shared between two people so it is essential that you check your post regularly.

Printing Facilities

Printers are available in the library in the West Wing on the main site, as well as in the common room at the Annexe.

Recycling and Refuse

Please note the College tries to recycle as much waste as possible. There are recycling bins in each kitchen.

The cleaners will take out the refuse.

Shared Kitchens

The kitchens in college accommodation are communal, and will be used by a number of students. Please ensure that you only use the food and items you have brought in the kitchens and make sure that you wash and dry up after using the kitchen to keep work spaces and sinks clear for your fellow students. Please note that the college does not provide crockery, cutlery or pots and pans. But we do provide a kettle, toaster and microwave in each kitchen.

Snow & Ice Clearance Policy

During snow and icy conditions the College will endeavour to clear principal pathways on the main site and if possible residential properties, so far as is reasonably practicable, but there may be practical limitations to what can be achieved. All properties are provided with gritting salt & a scoop so that the Site Wardens/tenants may grit pathways at the property themselves.

Main Site Residents should use the main College entrance to enter the building and walk through the building rather than the Quad.

Oxford City Council has a Snow & Ice Policy, to find out more please visit:

<http://www.oxford.gov.uk/PageRender/decER/Road_Maintenance_occw.htm>

Television Licence

As of 1 September 2016, **you need to be covered by a TV Licence to download or watch BBC programmes on demand - including catch up TV - on BBC iPlayer.** This applies to all devices, including a smart TV, desktop computer or laptop, mobile phone, tablet, digital box or games console.  
Even if you access BBC iPlayer through another provider, such as Sky, Virgin, Freeview or BT, you must have a licence. As before, you still need a TV Licence to watch or record any live TV on any channel, no matter what device you use.

If you are watching or recording television (via TV, laptop, mobile phone, games console or anything else) you MUST purchase a TV License. The current cost for a colour licence £145.50, the fine for not having a licence is up to £1,000 (not including legal costs). The TV Licensing Authority has the right to inspect any property which they believe is receiving a TV signal without a licence. Licences may be purchased on line at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) . Please be aware that it is not possible to purchase one licence for the whole flat or building, and your TV will not be covered by the common area licence.

You will be required in the application to give a house number. Please put your name, room number and the property address on your TV licence application.

**Stonemason House** has a TV in each kitchen and the licence for this television is included in your tenancy, if however you watch TV in your room you will require a licence.

Transport

***Bus***

There are regular bus services from Gloucester Green to London, Heathrow and Gatwick Airports <https://airline.oxfordbus.co.uk/>. There are also many local buses and you can look on [www.oxfordbus.co.uk](http://www.oxfordbus.co.uk) for information on routes and timetables.

***Train***

Oxford train station offers direct services to London and many other cities. If you travel frequently by train you may find it useful to purchase a Young Persons Railcard for £30, which offer 1/3 off all train fares. You can pick a form up at the train station.

***Car & Motorcycle***

The College does not provide any car or motorcycle parking facilities for students and the City Council have requested that no St Cross Students bring cars to Oxford.

***Bikes***

Oxford is a bicycle friendly city and many students prefer this mode of transport. Please note you must not store a bicycle in your accommodation. We strongly recommend you purchase a D-Lock for your bike, The University has secured a discount on these locks and further information can be found at: <http://www.admin.ox.ac.uk/ouss/cra/cyclesecurity/>. Please note that bikes are not permitted anywhere within the main site college grounds. If you are a resident there, please register it with the estates manager(estates.manager@stx.ox.ac.uk) where you will be given access to the bike shed.

Welfare

If you are finding studies hard at any time and need support in the late hours you can contact Nightline. Nightline is run by the University every term from week 0 – 9, from 8pm – 8am. Please call 01865 270270.

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# Preparing for Seasonal Flu

In winter many of our students can get seasonal flu due to cold weather. Here are some recommendations to help you prepare (in case you become ill).

* Store a two week supply of non-perishable food and water.
* Equally, ensure you have a supply of anti-bacterial hand wash.
* Periodically check your prescription drugs to ensure that you have a continuous supply.
* Make certain that you have a supply of non-prescription drugs such as aspirin, paracetamol, cough medicine, stomach remedies, and multi-vitamins.
* Talk to your house-mates about how you could help each other if one/more of you become ill.

To limit the spread of germs and prevent infection

* Wash your hands frequently with soap and hot water, changing the hand towel used for drying every couple of days.
* Make sure you practise hygiene etiquette – cover your nose and mouth with a tissue when you cough or sneeze and ensure that all dirty tissues are thrown away.
* If you are displaying the symptoms of flu, please stay at home and limit your contact with other people until you feel better.

# Some Environmentally Friendly Tips

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| --- |
| * Turn all lights and appliances off when leaving the room - try not to leave anything on stand-by or charging * If you have the heating on, don’t have the window open. If you need the heating on, try wearing more layers and keeping the heating at a constant level too * Please remember to report leaks and dripping taps to College staff so they can be repaired * Try taking just a four minute shower to save water * Turn off the tap when cleaning your teeth, and fill the sink up if you’re shaving - don’t leave the tap running * Wait for a full load of washing, or share a load with a friend * Only fill the kettle with as much water as you need, and when boiling food on the hob keep the lid on the saucepan * Fill the washing-up bowl and do everything in one go - don’t wash up under a running tap. If you have use of a dishwasher, wait for a full load and run on the eco setting * Remember to re-use your old shopping bags, new ones now cost 5pence * Recycle as much packaging as you can * Take old household items, books and clothes to charity shops |

Look out for information from the Environmental Representative about competitions and quizzes to enter in the NUS ‘Switch Off’ campaign: <http://www.studentswitchoff.org/>