Sidney Sussex College

Accommodation Handbook

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**Allocation of Accommodation**

Sidney Sussex College provides approximately 350 rooms for undergraduates, and roughly 115 rooms for postgraduates; both include on-site rooms and off-site hostels/houses with three rooms which are specially adapted for students with disabilities. There are 5 flats for postgraduate couples. Unfortunately, none of our College accommodation is suitable for families with children.

**Undergraduates**

New undergraduates have accommodation allocated directly by the Tutorial Office once an offer has been confirmed. All students are accommodated under licence for the duration of their initial degree. During Lent Term, the Tutorial Office, in conjunction with the JCR, organises a ballot for all second and third year undergraduate accommodation. Fourth year undergraduates have a separate ballot run at the end of June, after the exam results have been announced. Please see the ballot procedure guidelines available from the Tutorial Office for further information.

All undergraduate members of the College are expected to live in College-owned accommodation unless they have explicit permission not to do so from their Tutor, DoS and Pastoral Support. Please refer to the Living Out Policy for the University Regulations and College Guidelines on the College website and the Tutorial Office.

**Graduates**

Graduate accommodation is allocated by the Graduate Office. The majority of Sidney Sussex graduates are allocated rooms in College houses. Graduates have the option of not residing in accommodation provided by the College and may, if they so wish, seek private accommodation elsewhere.

Note that the College can usually only guarantee residence for graduates in their first year of study (with priority given to graduates who are new to Cambridge). A limited number of rooms are made available for continuing graduates by means of a ballot held in Lent term conducted by the Graduate Office and the MCR.

The graduate couples’ flats are usually semi-furnished; they all have a kitchen with a cooker, a fridge, a microwave and a washing machine; they all come with a desk and a desk chair; and they all have a double bed. Other electric devices, crockery, and cutlery need to be supplied by the couples themselves.

**Student Rooms**

**Inventory**

All student rooms usually contain the following (note that minor variation may occur from room to room):

- Bed
- Bedside table
- Wardrobe
- Chest of drawers
- Waste bin
- Desk
- Bookcase/shelves
- Radiator
- Curtains
- Lamp
- Pinboard
- Desk chair
- Bed linen is provided for students housed on the main site; those in College houses are responsible for supplying their own. All students must provide their own towels.

You will be asked to complete an online inventory form when you move in to your room. Please note any faults (burns, scratches etc.) on this inventory since it will be checked again on vacating and you could be charged for any non-recorded faults. You are not permitted to remove or bring additional major furniture items into any College property (e.g. beds, futons, armchairs, sofas etc.).
FURNISHINGS AND CONDITIONS OF ROOMS
The College provides bed linen, duvets and pillows in all rooms on the main College site. These are washed and taken care of by the bed-maker regularly on a weekly basis. While duvets and pillows are provided in College houses, students are expected to supply their own bed linen (note, though, that washing is free of charge in hostels).

You are responsible for the condition of the room you occupy and all the furnishings therein and, if living in a College house, for the condition of all communal rooms, gardens and back yards. The College reserves the right to charge residents individually or collectively for any loss or damage that goes beyond normal wear and tear. You must not change, or cause to be changed, or interfere with any décor, electrical, gas or plumbing fittings in College property.

The use of any form of adhesive, including Sellotape, Blu-Tack or equivalent, on the walls of rooms, is forbidden; pictures may be hung from the rails where provided, please use the designated racks and appropriate hooks. Those who mark walls by using unauthorised adhesives may incur a substantial charge for redecoration, since the minimum area which can be redecorated effectively would be a complete wall. There is no accommodation specific deposit, but all students are required to pay a general College deposit, which may be used for a variety of purposes, including accommodation/damage as required. This deposit is returned to each student upon settling the final bill with the Tutorial Office prior to Graduation. For further information consult the Tutorial Office.

APPLIANCES
Electric appliances with low current consumption (e.g. radios, CD players, hairdryers, electric razors), may be used but other appliances with heavier consumption (mini-freezer, coffee machines, etc.) are not permitted. Cooking appliances are not permitted including rice cookers.

You are responsible for ensuring that any electrical appliances you bring into your room conform to the relevant electrical safety testing standards.

Portable gas appliances (e.g. camping gas stoves, lamps, heaters) are not to be used or stored in College accommodation. No heating or cooking appliances other than those provided are to be used or stored in rooms, corridors or communal areas.

REPORTING DAMAGE
Any damage must be reported promptly to the Porters’ Lodge, Maintenance Manager, and Housekeeper or to the Domus Bursar. This can be done in person or via the e-Maintenance form on the College Website. Water leaks are especially damaging to the fabric of buildings and can give rise to extensive repair needs. The College reserves the right to charge residents individually or collectively if unreported leaks or other damage give rise to exceptional maintenance expenditure.

ROOM CHARGES AND OCCUPANCY AGREEMENT
All students are provided with an Occupancy Agreement. It is important that you read its conditions carefully, sign it and return it to the Tutorial Office. It is not always possible to arrange for the physical signature on the Occupancy Agreement before students are given the keys. However, by taking possession of a room students formally accept the terms of Occupancy Agreement.

The charge that you pay covers the provision of all utilities (unless you are in a couple’s flat). Accommodation charges are banded to reflect their size, facilities and other features, and are reviewed by the College each, in conjunction with JCR and MCR. The Bursary and the Tutorial and Student Finance Manager are in charge of ensuring that the weekly charge for accommodation is in line with the policy of the College Council. Information about room charges is available through the Tutorial Office and is also made readily accessible to all students during the Lent Term ballot.

The graduate couples’ flats are classed as self-contained units, not halls of residence. Council Tax may, therefore, be payable depending upon the status of each occupant. Unfortunately, none of our College
flats are suitable for families with children. Students dwelling in a couple’s flat sign an Occupancy Agreement, pay a monthly charge (due in three instalments at the start of each term) and are subject to a Deposit worth 10% of the annual charge and are responsible for their own utility bills.

Any charges for incurred damages would also be added to the bill for the current term, except where the student may be required to settle such bills immediately. Late payments may attract a per day fine.

Every student living in College-provided accommodation will be required to sign an Occupancy Agreement, which defines the period of agreed occupancy, cost of the accommodation and terms of termination/cancellation. Every term, you and the College agree in advance your date of departure (“going out of residence”) and that of return into residence for the next term by completing an online Exeat. Note that, while every effort will be made to leave students in a specific room during each period of occupancy, it may be necessary to move a student to alternative accommodation for maintenance or tutorial reasons, and sometimes for the benefit of the College community as a whole.

Breach of any of the conditions of residence may result in your occupancy agreement being terminated on reasonable notice (not less than one week).

**PAYMENT TERMS**

Payment, at the agreed rate per week, is to be made to the Tutorial Office within the deadline specified on each College Bill issued at the beginning of term.

Charges are payable by you during your periods of occupation as follows:

- The amount of each payment will be 10 times the weekly charge for undergraduates and one-third of the annual charge for graduates. Some minor variation to this might occur depending on course details. Failure to pay the charge within the given deadline might lead to a daily fine and further disciplinary action that might lead to the cancellation of the occupancy agreement.

- If the agreement is lawfully terminated before the end of a period for which you have been charged, the College will reimburse you an amount of the charge for the remainder of that period during which the College has been able to re-let the accommodation.

- The Period of Residence in College and College houses is usually limited to Term Time plus an additional week for undergraduates. The normal Period of Residence is habitually fixed between the Saturday before Full Term and the Saturday after Full Term. For graduates this period normally runs for the full academic year, from 1st October to 30th June and there is no reduction in occupancy charge for any period spent away from your room (this includes Graduates who have permission to ‘work away’ during the year).

You may gain access to your room after 10am on the first day of the period of residence and you must vacate your room by 10am on the last day of the agreed period of residence.

**VACATION PERIOD**

If you wish to reside in College accommodation outside these fixed periods, you must seek permission from your Director of Studies (for undergraduates) or Graduate Office (for graduates), and get confirmation from Housekeeping that accommodation is available. If permission is granted, you will be charged at a daily rate for this additional period of Vacation Residence.

You will be required to clear your room and take your possessions home with you at the end of each term unless you are an International Student (please see the section on International Storage).

Nota bene: if you remain in occupation of the accommodation outside the agreed period of residence, without permission from your DoS, you may become liable to the College for its reasonable losses (for example, if the College is unable to honour a vacation conference booking) in addition to the charge due for your period of occupation.

The College is entitled to use or let the accommodation at any time outside the periods of residence outlined above.
INSURANCE LIABILITY
The College’s own insurance does not cover the personal possessions of students, and you are strongly advised to ensure that your personal possessions are insured from the moment of your arrival. To facilitate this, the College can arrange personal possessions insurance on behalf of those students living in College accommodation: the deal will cover you unless you wish to make alternative arrangements, in which case you should contact the Tutorial and Student Finance Manager and inform him that you wish to opt-out. Students living in private accommodation should make their own arrangements to ensure that their possessions are insured.

INTERNATIONAL STORAGE
International Undergraduates are permitted to store up to 2 boxes and 1 suitcase during the vacation period, please note that storage is occasionally outsourced and held off-site by a third party. Details can be obtained from the International Student rep. This does not apply to Graduates who keep their room for the entire Academic Year.

GUESTS IN COLLEGE AND EXCLUSIVE USE
The accommodation allocated to you is for your exclusive use; you may neither share nor sub-let the accommodation without the express permission of the Bursar.

Occasional guests may stay overnight in College accommodation, after prior advice to the Porters and Housekeeper. Spare bed-rolls may be signed out in the Porters’ Lodge for this purpose. For Fire Safety reasons, it is essential that the College is aware of who is resident at any time.

Guests may stay up to three consecutive nights and no more than a total of 12 nights per term.

ANIMALS AND PETS
Students are not permitted to keep any animals of any kind in their rooms.

ANTI-SOCIAL BEHAVIOUR AND DISCIPLINARY ACTION
Students are expected to be mindful of the proximity of neighbours both within the properties and in the wider community and to behave in a manner that ensures that their neighbours do not have any cause for complaint. The College takes a particularly serious view of student misbehaviour which inconveniences other members of the College or its neighbours.

Particular attention is drawn to students resident in College houses, who may be living close to neighbours who will expect to enjoy a full night’s sleep and some of whom may be elderly, have young children or be in poor health. It is incumbent on students to co-exist peacefully and respect their neighbours’ right to enjoy their property without suffering disturbance or nuisance from students living next door. The main issues likely to be the cause of friction between students and local residents are late night noise including loud music, parties, and large groups of visitors particular late at night and slamming doors.

Information relating to conduct, behaviour, discipline, and student complaints can be found in the Sidney Sussex College Regulations, the Procedure in Disciplinary Matters and Protocol on Student Disciplinary Matters. In general terms, College members should conduct themselves in a fit and proper manner at all times, having consideration for their neighbours, be they fellow students or the local community. Internal disciplinary procedures exist for more minor infringements. Additionally, the University has a number of sanctions for behaviour impinging on the image of the University, while the most serious breaches, including all criminal behaviour, will be referred to the local police.

The College Statutes provide that the maintenance of discipline in College is the responsibility of the Dean, assisted by the Tutors. The Dean deals with general complaints him/herself, usually acting in consultation with the Tutors. Disciplinary measures may include formal warnings as to future conduct, fines, ‘community service’, requirements to desist from activities, prohibition from use of College facilities (such as the Bar), and expulsion from College accommodation and from the College for short periods.
Drug-taking in any form on College premises is considered a serious offence and will be dealt with accordingly.

**SECURITY**

Residents in College accommodation have a responsibility to ensure that staircase and hostel doors are closed and locked, and that their room cannot be used to access other rooms or communal spaces. Most staircase doors have code or University Card protected locks to provide a greater degree of security. Security codes must never be given to strangers or, indeed, any non-Sidney Sussex resident.

Rooms may be allocated by the College for use by others during the vacation (to candidates for interview or to members of conferences) and private possessions must be removed from College rooms and rooms in College Houses when they are vacated at the end of Term, unless permission not to do so has been granted.

The College cannot and does not accept responsibility for any losses. It is essential that you fully insure your possessions against theft and any damage or other loss.

**ROOM KEYS AND THE UNIVERSITY CARD**

Keys to accommodation in College and College Houses are obtained from the Porters’ Lodge.

You are required to sign for your key at the start of each Term and to sign again when it is returned at the end of each Term. The signing-in/out registration is important in confirming the dates for any additional charge and for the qualifying dates (“Keeping Term”) for issuing degrees. In the event of loss the following replacement fees apply:

- Lost room key £25.00
- Spare key issue fine £1.00 cash for the ‘Rag’ charity
- Late return of spare key Fine £25.00
- Lost University card £10.00

These fees will be charged to your college bill.

**PERSONAL SECURITY**

Members should take the normal precautions associated with living in a relatively big city. If anything unusual or suspect is observed it should be reported to the Porters Lodge immediately. The Porters may also provide advice as regards personal alarms and other security measures.

**CCTV**

CCTV cameras are used on the College main site to help safeguard the security of people and property. The live pictures are viewed, from time to time, by the College’s Porters, in order to detect any suspicious activity.

Information derived from CCTV surveillance will only be used for security purposes, unless it leads to the discovery of an activity that no employer could reasonably be expected to ignore, for example, breaches of Health and Safety rules that put others at risk.

**DOMESTIC FACILITIES AND SERVICES**

**BEDMAKER SERVICES**

College staff, known as bed-makers or ‘bedders’ are responsible for cleaning bedrooms and communal service areas in College; they come in regularly each morning for this purpose. All rooms will be entered and have the bin emptied daily and they will be cleaned thoroughly at least once a week (except on weekends, Bank Holidays, and during periods when the College is closed) according to the bed-maker/student arrangement. These services are all included in the weekly charge. It is your responsibility to ensure that bed-makers have regular access to your room and that your room is kept in a reasonably tidy condition.
state to enable them to do their job properly. All en-suite bathrooms will be cleaned at least twice a week. In addition, it is the students’ responsibility to keep tidy any other part of the building of which your room is a part (e.g. kitchens, hallways, and landings).

Any problems with cleaning or bed-makers should be addressed to the relevant senior bed-maker or to the Housekeeper.

**KITCHENS AND FOOD STORAGE**
A great majority of staircases, accommodation corridors and College houses are equipped with kitchens. All cooking should be confined to these kitchens and the right to use them is conditional upon not causing nuisance to others and cleaning up promptly after use. Note that bed-makers are responsible for cleaning kitchens but students must wash and remove all dirty cutlery, crockery and pans so that they may do this. The College is answerable to the City Council Environmental Health Department for food hygiene in all College facilities including hostels, and legal proceedings can ensue should any breach of regulations occur.

Bed-makers will systematically remove and dispose any dirty dishes that are left unwashed in the kitchens for too long.

The College operates in line with stringent food safety legislation and guidelines. If you wish to discuss food safety issues, please arrange to see the Housekeeper. The College provides fridges in all kitchens and smaller individual fridges in each student room on the main College site.

**BATHROOM, TOILET AND SHOWER AREAS**
Communal bathrooms and toilets are cleaned on a daily basis from Mon-Fri. See ‘Maintenance and Repair regimes’ section for information about how to report any problems (blocked drains, leaking taps etc.).

**LAUNDRY FACILITIES**
Card-operated washing machines and dryers are available in the College for use by its members in a centralised laundry room on the Ground Floor of Blundell Court. Students can check the availability of the machines and top up credit for the laundry cards online. A similar system is in use in Sidney House and Cromwell Court. The College houses are supplied with domestic-style washing machines and sometimes dryers which are free to use. Items of clothing should not be left unattended, and the College will not accept any responsibility for loss of personal laundry.

**COMMON ROOMS AND OTHER FACILITIES**
The College provides a Junior Common Room equipped with sofas, chairs and a TV. It also provides a Middle Common Room for graduate students with a TV, film projector and other commodities.

There is also a smaller common room for undergraduates equipped with a TV in Cromwell Court.

The College also has a gym in Sussex House with a full range of CV equipment, resistance equipment, rowing machines and free weights together with shower and changing facilities. Membership is available through the College’s Gym Committee. The College also has a squash court that can be booked through the Porters’ Lodge.

There is a College student bar, the SCSU Bar, which is run by students in conjunction with the College management. It is open for all members of the College during term time.

Note that some of the above mentioned facilities may be used for conferences out of term time.
UTILITIES AND SERVICES

HEATING AND GAS INSTALLATIONS
Central heating is supplied to all College rooms from approximately 1 October to 1 May each year. The ‘on/off’ dates are decided by the Environmental Committee. If conditions are very cold or hot before or after these dates, the heating may be adjusted to suit. Occupants are encouraged to help to save energy and cost by keeping windows closed in cold weather, and using radiator thermostatic settings sensibly. Occupants are prohibited from using private space-heating equipment in their rooms. Gas and paraffin-operated equipment is never to be used.

All gas installations are serviced annually by qualified CORGI-registered operatives. Where possible, the College undertakes this type of servicing during the Long Vacation in order to minimise disruption to occupants. However, Health and Safety considerations must always be paramount and servicing and repairs will sometimes have to be undertaken during periods of residency; as far as possible, this will always be planned so as to reduce inconvenience. For safety reasons, occupants must never interfere with gas or electrical installations including switching on/off.

COLLEGE APPLIANCES
If you need assistance in operating any of the appliances, please consult the Housekeeper (email: housekeeper@sid.cam.ac.uk) who will be happy to assist you.

The College will conduct a PAT test (Portable Appliance Testing) on all mains-operated electrical equipment and raise the appropriate certification; this will be arranged through the College Maintenance Department at the start of the academic year.

For those who come from overseas it is stressed that all electrical appliances must be adapted for 220-240 volts AC. If you bring electrical equipment from overseas it will have to be PAT tested by the College electrician before use. Please DO NOT bring electrical cooking appliances including Rice Cookers as these are not permitted.

WASTE WATER AND WATER HYGIENE
Waste water systems are connected to Local Authority sewers. Waste chemicals and environmentally damaging or toxic substances are not to be poured into waste water systems (via basins, baths, showers, toilets or external drains e.g. under rainwater down-pipes) but are to be disposed of correctly. It is your personal duty to safely dispose of such waste.

Risk assessments and monitoring of water in all areas of the College is carried out in line with the College Health and Safety Policy. Testing for Legionnaire’s Disease is arranged by the Maintenance Team regularly. All showerheads are descaled annually, normally during the Long Vacation.

LIGHTING
Suitable lighting is provided in all rooms. If a bulb fails, and you cannot change it yourself, you should report the item on the e-maintenance section on the College website or in the folder provided for maintenance requests in the Porters’ Lodge.

THE COLLEGE NETWORK AND COMPUTING SUPPORT
All College rooms and some rooms in College Houses have wired internet connections. In College Houses where there is no wired connection, broadband is available. Most rooms on-site also have wifi (Eduroam/UniofCam). The College does have a modern computer suite that can be used 24 hours a day, but you are encouraged to bring your own computer. This can be connected to the University network through your room. If your computer does not have an Ethernet port, you will need a Thunderbolt/ USB to Ethernet adapter. You will also need an Ethernet cable; these are available from the Computer Officer once you arrive at the College. Use and maintenance of a computer connected via the College network is at your own risk and carries a responsibility to abide by the College and University rules and regulations.
Students have access to support for their computing facilities via the Computer Officers, who are to be found in Q11 on the first floor of Garden Court. In the first instance, enquiries should be emailed to computer@sid.cam.ac.uk.

**TELEVISIONS**

It is your responsibility to obtain a TV licence for any television receiver brought into College, including using your computer to watch broadcast programmes. Your home licence will not cover you and there is no College-wide cover. TV licensing authorities make checks on a regular basis and you are personally liable for any fines imposed. If you plan to watch TV with a web-player, you may still need a licence, further details can be found at www.tvlicensing.co.uk/check-if-you-need-one.

**HEALTH AND SAFETY**

**ACCIDENT PROCEDURES AND REPORTING**

In the event of an accident or serious illness, you must inform the Porters’ Lodge immediately and should notify your Tutor or ask the Porter on duty to do so. In case of dire emergency, dial 999 or 112 and then IMMEDIATELY notify the Porters’ Lodge that an emergency call has been made. In all circumstances of accident or emergency of any sort, it is essential that the Senior Tutor and relevant Tutor be informed immediately via the Tutorial Office or the Porters’ Lodge. Following an accident, students must also complete an accident report form (held in the Porter’s Lodge).

**FIRST AID AND THE COLLEGE NURSE**

If you require first aid, First Aid boxes are situated throughout the College and in College Houses and you should ensure that you know where the nearest one is located within your accommodation. The College Nurse can advise on specific locations. Notify your bed-maker or the College Nurse if the First Aid boxes have been used so that they may be replenished.

Additional first aid boxes are also located in: the Porters’ Lodge; College Office; Kitchen; Maintenance Office; Gardeners Greenhouse; Housekeeping Office and the Library.

All Porters and some College staff are first aid trained. Please do not hesitate to liaise with them for assistance.

**THE COLLEGE NURSE**

The College Nurse holds regular surgeries from Monday to Friday in the Health centre, which is located on P staircase (opposite the entrance to the Library). Please check her noticeboard or the College website for drop-in times. She offers a confidential service and can give advice on any health related matter and can be contacted by email nurse@sid.cam.ac.uk or telephone (01223) 338826.

**FIRE SAFETY, DRILLS AND TESTS**

Any tampering with the fire detection and alarm systems or ‘first aid fire appliances’ (extinguishers etc.) is prohibited and is deemed a very serious offence, which will be dealt with most severely.

It is important that escape routes, especially staircases, which can act as chimneys, are kept clear of all obstructions, and especially flammable material, such as paper, cardboard boxes etc. All fire doors are to be kept closed; they are never to be wedged open. Every staircase has its means of escape clearly posted in all rooms. Ask the Porters for further information if this is unclear.

The Fire alarm system will be tested each Monday between 9.00am and 10.00am. Each alarm will sound for a short period. Should the alarm continue, College Members are to evacuate the building. Test evacuations of student rooms will take place each term. Students are requested to cooperate by immediately evacuating the building and assembling at the designated point (as indicated on the fire notice in each room).
**PREVENTION, DETECTION AND ALARM**

It is the duty of all College members, guests and visitors to prevent fire. On a personal level, this means that you must be aware of potential dangers e.g. smoking, unattended cooking, and use of curling tongs, worn electrical leads etc. Please note the information in the College’s Fire Safety Video on the following link: http://www.youtube.com/watch?v=rtkzIQ9oVU4. Furthermore, the following items are banned in College accommodation: naked flames, candles, lanterns, shisha pipes, incense and oil burners, extension leads, and fairy lights. Cooking appliances are not to be used in bedrooms and only College provided cooking equipment may be used in kitchens. The following items are not allowed under any circumstances: hotplates, gas burners, deep fryers, rice cookers, toasters or other untested electrical items.

All Sidney Sussex College accommodation is equipped with automated fire detection and alarm equipment. In every case, this is a hard-wired system, relayed back to the Porters’ Lodge by a dedicated link, or via a dial-up line (external houses). Any tampering with the fire detection and alarm systems or ‘first aid fire appliances’ (extinguishers etc.) is deemed a very serious offence, and will be dealt with most severely by the College. In the past, irresponsible behaviour involving the fire detection system has led to students being fined and sent out of College accommodation. It is essential that all members of College understand the actions which need to be taken in the event of a fire alarm, and, when in doubt, seek further information from the fire notice in each building/room or from the Porters.

**FIRE MONITORS AND ENVIRONMENTAL MONITORS**

Student Fire and Environmental Monitors have been appointed for each staircase and hostel within the College. They are responsible for Fire Prevention measures and ensuring that their fellow residents know what to do in the event of a Fire Alarm. They are also responsible for ensuring effective energy efficiency and recycling in their staircase or hostel.

**SMOKING POLICY**

Smoking is not allowed within any building of the College premises or College Houses or in covered external areas (Cloisters or doorways). Smoking is only permitted in the gardens provided this does not cause any harm or annoyance to others, there is a designated smoking area in the Fellows Garden behind the greenhouse.

**MAINTENANCE AND REPAIR REGIMES**

Maintenance and repair of Sidney Sussex College property is undertaken by a variety of means. The College employ a small full-time Maintenance Team, available for routine and emergency maintenance work. More demanding work, however, may be sub-contracted to a facilities management company, as is most periodic testing (e.g. emergency lighting, fire alarm and Legionnaire’s testing, lift and winch tests, lightning conductor tests etc). Finally, specialist contractors may be brought in to undertake more major works, such as refurbishment of rooms, staircases and houses.

**ROOM MAINTENANCE AND ACCESS**

The College will require access to bedrooms for cleaning, maintenance and inspection purposes. The College reserves the right to enter any room without notice in an emergency. Rooms are inspected during the Summer Vacation prior to students taking up possession of their rooms and regularly by your local bed-maker.

You must permit College officers and authorised contractors who are undertaking repairs to your property to have access to your room, when needed and where possible, reasonable notice of their visits will be provided.

**RESPONSE TIMES AND PLANNED MAINTENANCE**

The College seeks to respond quickly to any problems with equipment or furnishing in rooms. Any fault or damage which occurs after occupancy has commenced must be submitted on the e-Maintenance Form or entered on a Maintenance Form in the Porters' Lodge. Repairs are normally completed during working
hours (Mon-Fri 08.30 – 16.30), but emergency cover is available 24 hours a day for major leaks etc. Emergencies will always be dealt with as efficiently as the situation allows. The College aims to solve high priority problems within 48 hours where possible.

**APPROVED CONTRACTORS**

The College employs approved contractors on a regular basis for various projects; they are signed in by the Porters and are provided with visitors ID badges. Students have the right and should challenge any unknown individual on the College premises for their visitors ID. Any potential issues with people claiming to work for College should be referred to the Porters’ Lodge.

**ENVIRONMENTAL ISSUES**

**ENERGY CONSUMPTION AND EFFICIENCY**

All College members, Fellows, Students and Staff, are asked to be energy-conscious and switch off lights and any appliances, including computers, when leaving their rooms. Further information regarding consumption will be provided to all occupants via Environmental Monitors and the JCR/MCR Green Officers.

The College is included in the UK Carbon Reduction Commitment which imposes legal and financial constraints on the use of energy. For further information contact the JCR and MCR Green Officers.

The College is committed to excellent energy efficiency. Recently, the College signed up for the 10:10 Campaign, an enterprise that envisages low emissions of CO2, diminished general pollution and protection of the environment, all by maintaining low energy use.

The College takes active part in the CUSU green league table, and performs well in comparison to many other Colleges.

**REFUSE COLLECTION AND RECYCLING**

Bed-makers will clear waste bins on a daily basis. Collections of sanitary waste will be made six weekly and refuse collection within College is taken care of by the City Council regularly.

Each student kitchen is provided with a recycling bin. Residents are responsible for emptying their recycling bins on a regular basis.

All College houses are serviced by Cambridge City Council with recycling facilities. Recycling bins are provided for cans, glass, paper, cardboard etc. Students are encouraged to avoid ‘contamination’ (food waste in paper/cardboard recycling) as Cambridge City Council have imposed fines on contaminated waste, and these will be passed to the occupants concerned.

All College members are responsible for maintaining the cleanliness of the College buildings as well as the Main College Site and should ensure that their waste and that of their guests is disposed of correctly. Bins are provided in each College room, in all kitchens and in designated areas around College (JCR, MCR, post room, Library etc.). Large waste containers and recycling facilities are found in the King’s Street Car Park, and in Cromwell Court. The College’s JCR and MCR Green Officers should be able to answer any questions on recycling.

**SNOW AND ICE CLEARANCE POLICY**

The College aims to maintain secure pathways within the College by removing snow, ice and by using other appropriate measures when needed (salt, sand etc.). Students should take particular care during snowy periods that their actions do not cause a hazard for others.
COLLEGE ACCOMMODATION MANAGEMENT

The College is registered with the ANUK Code or Practice for the Management of Student Housing along with all other Cambridge Colleges. ANUK has overall responsibility for administering the Code of Practice and sets out standards of service expected by each College through a system of peer review. Further details can be found on the ANUK website (www.anuk.org.uk).

COMPLAINTS

If a student has any complaints about the delivery of services in relation to accommodation, these should be raised with the Housekeeper, the Maintenance Team or the Domus Bursar. An investigation will be undertaken and any agreed problems resolved.