Domestic Arrangements for Residents
2019–2020
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Financial Information

1) Rates & charges

Your license is offered as per the dates and rates specified in your License to Occupy. Please note, you will be liable for the rent for the entire license agreement.

2) Schedule of payments

The College must be in receipt of cleared funds for both the first instalment of the accommodation charge and your room deposit (a full month’s rent, refundable at the end of the license, if the rooms are returned in an acceptable manner, taking into account wear and tear), otherwise your room keys will not be issued.

Deposit refunds will be made using the same method as they were received. If a payment card has since expired, a payment attempt will be made before we are able to arrange the return of a deposit via a different card or method.

Please note that you will be charged for the period stated on your License to Occupy.

Subsequent payments must be made by the first of each month. Failure to do so may incur charges, as specified in your License to Occupy.

Any queries regarding payment of rent should be addressed to the Finance Office via financials@kellogg.ox.ac.uk.

3) Paying rent

Rent is to be paid monthly, using the following payment methods:

- The online store (preferred method of payment)
- The telephone, using your card
- In person, in the Finance Office, using your card
- The bank, by BACS or by cheque, payable to Kellogg College
- All methods of payment will require you to quote the INVOICE NUMBER as the reference.
- Payment information an be found at the footer of the invoices

If payment is going to be late, please notify financials@kellogg.ox.ac.uk as soon as possible – please note that there needs to be a genuine reason for any late payment.

If you are having financial difficulties, please arrange to meet with the Academic Administrator, Sarah O’Brien, to discuss hardship funds available via the College.

4) Expenses covered by the rental charge

Expenses covered by the rent include all electricity, water and heating.

Heating is via radiators in all rooms, controlled and managed by the College and available as follows:

- 1 October until 1 May
- 06:30–9:00 & 17:00–23:30 or by ambient building temperature, in-line with University policy and its Carbon Reduction Commitment.

Please note that bed linen and duvet/pillows/towels are not provided by College. The College will, however, provide you with an opportunity to purchase bedding items via the College, prior to your arrival.

5) Insurance cover

The College accepts no responsibility for residents’ belongings. You are strongly advised to procure personal possessions insurance to protect your belongings whilst at Oxford.

The College will not reimburse for any items that may be damaged directly or indirectly, as a result of any incident in College accommodation, no matter how caused.
Health and Safety

1) Fire

If you discover a fire:

- Immediately sound the alarm by operating the nearest fire alarm call point (press the front glass to operate).
- Telephone the Fire Service – once you have left the building, dial **999** (this is free from any mobile or landline telephone), using any telephone and report the fire.
- Do NOT attempt to fight the fire.
- Leave the building immediately and go to the Assembly Point.
- Do not stop to collect personal belongings.
- Close all doors and windows as you leave, if safe to do so.
- Use the nearest available exit.
- Do not re-enter the building until authorised to do so, even if the alarm has been silenced.
- Inform the Facilities Manager, Domestic Bursar or Finance Bursar of the location of the fire (01865 612000), if you raised the alarm, during working hours. Out of working hours, inform the Junior Dean (07932 951849).

To telephone the Fire Service:

- Dial 999, using any telephone.
- Give the operator your telephone number and ask for “FIRE”.
- When the Fire Service operator replies state distinctly “FIRE AT” followed by the appropriate address: 7, 8, 9/10 or 11 Bradmore Road, Oxford, OX2 6QN.
- Do not replace the receiver until the address has been repeated back to you correctly by the Fire Service.

All residents should be aware that failure to evacuate the building or disregarding the instructions of the Fire Brigade, OUSS or College staff will be viewed as a disciplinary offence, which will be referred to the College Dean; OUSS may also contact the University Proctors.

All residents should also be aware that the Fire Service in Oxford may charge for unnecessary call-outs and costs may be passed on to the student responsible.

Please be considerate of both your safety and that of others within the building and:

- Ensure that all fire doors and those fitted with closure devices are kept closed at all times, never prop them open.
- Ensure that extractor fans are switched on when using kitchen and bathroom facilities (to reduce the risk of false alarm activation).
- Ensure that cooking appliances are only used within designated kitchens and are switched off once you’ve finished using them. Only appliances supplied by the College are allowed to be used.
- Ensure that items are not left unattended when cooking in the kitchens.
- The use of candles, joss-sticks, oil burners or similar items within buildings are **strictly prohibited**. If these items are found in the buildings or student rooms they will be removed immediately and returned at the end of the license or disposed of. **The incident will also be reported to the Dean of the College.**
- Aerosol sprays should be used with caution (the fire alarm system does not distinguish between smoke and fine spray/mist).
• The kindling of any naked flame is prohibited. Incidents will be reported to the College Dean.
• No smoking or vaping is permitted in any College building.

The fire alarm is tested weekly in College accommodation; emergency light installations are tested in line with regulation; and fire extinguishers are maintained. This will be between 9:30am and 10am on a Friday (excluding Bank Holidays and the Christmas Closure). Any CONTINUOUS alarm at this time should be treated as an emergency situation and the building should be evacuated immediately.

Fire drills (where staff will activate a continuous alarm) will also be carried out three times a year; you will not be advised in advance of these. You should evacuate the building in the usual way and await instruction when these take place.

In order for a drill to be considered acceptable, all residents must vacate the building within 3 minutes of the alarm sounding; failure to do this will result in the drill being re-run later in the term.

**Failure to evacuate the building upon sounding of a continuous alarm will result in disciplinary action by the Dean.**

All residents are responsible for ensuring that fire exit doors, exit routes, corridors, landings and staircases (Common Spaces in your License to Occupy are kept free of debris, personal belongings and any other items, which might restrict people exiting the building in an emergency. Items found obstructing such locations will be removed without notice and, if the owner is known, they will be contacted in order to arrange for its collection. The College will only return the item when the resident vacates College accommodation or if the resident agrees to remove the item from College property or store in line with instructions.

**2) Kitchen safety**

• Ensure that any cooking appliances provided by the College are used correctly and the instruction guidebooks are followed. Please let us know if you would like an electronic copy of this document by contacting accommodation@kellogg.ox.ac.uk.
• Only College supplied appliances may be used in Accommodation. Non College supplied appliances will be removed.
• Only the kettles provided should be used to boil water from the cold tap.
• Care should be taken to ensure that kettles contain sufficient water when in use to ensure that they do not boil dry and become a fire hazard.
• Care should be taken to ensure that microwave ovens are not operated when empty (this will damage the cooking element within the oven and increase the risk of fire and other damage to the oven).
• Please do not put any metallic objects, including foil, in a microwave.
• Please switch off all appliances when you have finished using them.

The instruction book provided with the oven should be read and followed at all times; if you have any queries, please speak to the Accommodation Officer.
3) College electrical regulations

You have a responsibility to yourself and others to use electrical appliances safely. Please read this document carefully and follow the advice throughout your stay.

- All items that will be connected to the College electrical supply must have a current PAT certificate or proof that the item is less than 12 months old.
- The electricity supply is 230/240 volts, 50Hz
- Appliances used in the UK must carry the appropriate British Standard number, Kite mark and/or CE European mark.
- The plug must be the safety sleeve type and carry BS number 1363. Plugs must be fitted with a 13-amp fuse, maximum.
- Low power appliances below 750 watts (i.e. radios, lamps, stereos, etc.) should be fitted with a 3-amp fuse.
- Manufacturers’ instructions regarding fuse size should be adhered to where appropriate.
- Outer sheaths of cables must be kept in good condition and not worn, perished, split, stretched or twisted. No appliance with exposed cable should ever be used, under any circumstances.
- Cables must be securely fixed into plugs and appliances.
- It is strictly forbidden to interfere with electrical fittings or with plugs and cables connected to electrical equipment provided by the College. Any defects in College equipment should be reported immediately to the Facilities Office.
- It is forbidden to connect any appliances to a lighting circuit.
- The use of two or three-way (cube) adaptors in a socket outlet is not permitted under any circumstances. Short, multiplug trailing sockets fitted with an appropriate fuse may be used provided they comply to British standards.
- In addition to the items listed under Facilities: 2) Items not permitted in residences (p13), it is prohibited to use all electrical musical equipment in College accommodation.
- Residents are required by law to obtain a Television License if they wish to view live transmission programmes on any type of equipment – for more information see www.tvlicensing.co.uk.
- Electrical appliances should not be left plugged into the wall, with the power turned on, when they are not in use – this particularly applies to items such as phone/computer chargers and hair straighteners, which can become very hot when not in use. Any items found to be left on and unattended, may be removed by the College and returned to the resident. The College will contact the resident to arrange for collection.
- Those in doubt about a particular piece of electrical equipment should contact the Facilities Office via buildings@kellogg.ox.ac.uk, prior to it being used in Accommodation.
- Maintenance and Cleaning Staff are instructed to report equipment that appears to be non-compliant with the above regulations.
- Equipment found to be non-compliant will be removed by the College, a receipt issued and the item returned to the licensee at the end of the license.
- The College’s decision on the use of any appliance is final.
- The College reserves the right to amend these regulations at any time without further notice.
4) Emergency assistance and First Aid

Oxford University Security Services (OUSS) offer 24 hour support in the event of an emergency. They can be contacted on 01865 (2)89999 and have contact details for various College Officers if necessary.

There are two Junior Deans, who reside on site at Kellogg College, that can assist with welfare related matters and out of hours lock-outs/lost keys. The Junior Dean can be contacted, in confidence, via junior.dean@kellogg.ox.ac.uk or for immediate or out of hours assistance (Mon–Fri 19:15–8:30 and all day Saturday and Sunday) please call 07932 951849. We strongly suggest you save these numbers to your mobile phone.

First Aid

A First Aid box is available in the ground floor lobby of every residence.

First Aid assistance is available during office hours; please contact the College Reception on (6)12000 at 62 Banbury Road.

In a medical emergency, paramedic assistance can be obtained by phoning 999 or 112 on any phone on College premises. You will need to ask for “Ambulance assistance” and be prepared to give a precise address of the building (7, 8, 9/10, 11 Bradmore Road, Oxford, OX2 6QN) where the incident has happened – this can be obtained from the blue & white fire safety notices in each building.

5) Reporting of accidents and other safety related incidents

All accidents and safety related incidents must be reported, as soon as possible, to College Reception, using the contact details at the back of this document or your residence noticeboard.

It may be necessary to complete some paperwork, so please include any information about how you can be contacted after the event (including e-mail address or mobile phone number).

6) Smoking in College Accommodation

Please be advised that, in line with UK law, no smoking is allowed in any College buildings/enclosed spaces; there are designated smoking areas in the grounds of the student accommodation only. Vaping is similarly prohibited. Any breach of these rules will be reported to the College Dean.
7) Cycle safety

The following advice is issued by the University’s Sustainable Transport Officer:

Getting on your bike in Oxford is a very good idea (it’s often the fastest way of getting round the city and research has shown that the more people cycle, the safer it becomes) but if you’re not used to cycling in traffic there are some important things you need to know to keep yourself safe. Please find below a few helpful hints and tips:

Before coming up to Oxford:

Make sure you bring the right equipment with you before you arrive in Oxford – the absolute minimum are a mechanically sound bike that fits you, front and rear lights, rear reflector and a good quality lock. Most experienced Oxford cyclists also decide, after a few near misses, to wear a helmet (if you do decide to wear one make sure it is fitted correctly) and something high-visibility and reflective, particularly at night.

Improve your urban cycling skills - practice a figure of 8 one-handed; go on a defensive urban cycling course (for details see www.ctc.org.uk).

When you arrive in Oxford:

Cycle theft is the most prevalent crime across the University. Security marking your bike frame with your name and postcode and registering it on the University Cycle Registration Scheme (call 01865 272944 for details or contact Reception), are strongly recommended by College. This means that you are far more likely to be reunited with your bike if it is recovered after being stolen.

The Security Services team is happy to offer help and advice with security marking your property and hold pop up cycle registrations events around the University campus.

For more information on the University Cycle Scheme please visit www.admin.ox.ac.uk/ouss/cra/cyclesecurity/#d.en.122473.

Whilst on your bike:

Ride in a good visible position – if you’re going to remember one thing, this is it. A good visible position means riding at least a car door distance from parked cars, not weaving into gaps, getting good eye contact with other road users (it humanises them and you know if they have seen you). At junctions, either make sure you can get to the front of the traffic and be visible or remain in your place in the queue in the centre of the lane. Get into the habit of only over-taking on the right hand side. One of the most common causes of accidents is being cut up by left turning vehicles. The most important aspect to cycling to remember is PPE (personal protective equipment), including a hi-vis vest or jacket and a cycle helmet.

Make sure you are mentally prepared – never cycle after drinking (the same rules and limits apply for people in charge of bikes and cars); brush up on the Highway Code (again, the laws about how and where you can ride a bike are more like the laws for cars than people often think).

When things go wrong:

If you are involved in an accident, make sure that you get professional help either at the John Radcliffe Hospital or from the College doctor (contact details at the end of the document).

To report a stolen bike contact the Police (08458 505 505) and also, if your bike is registered, the University Security Services (01865 (2)72944). For repairs see www.dailyinfo.co.uk/oxford/guide/bikes or you could use a bike shop in town.
Security and Welfare

1) Junior Dean

There are two Junior Deans who reside on site at Kellogg College. They can assist with welfare related matters and out of hours lock-outs/lost keys. The Junior Dean can be contacted in confidence via junior.dean@kellogg.ox.ac.uk or for immediate or out of hours assistance (Mon–Fri 19:15–8:30, and all day Saturday and Sunday), please call 07932 951 849.

2) Keys and Access Cards

Residents at 7, 9/10 and 11 Bradmore Road will have access to their College accommodation and the main College site with the use of their University Card. You will be required to collect your University Card from the Academic Office during the first few days of arriving at Kellogg College.

In order to provide you with swift access upon your arrival, you will be issued with a temporary key card to provide you with access to College accommodation and the main College site.

Residents staying at 8 Bradmore Road will be issued with a manual key to access the room and front door at 8 Bradmore Road, upon their arrival. This will need to be returned as soon as permanent access has been arranged. Access to the main College site will be available via their University Card.

In the event that you lose the temporary key or key card, we will pass on the costs incurred by the College in replacing the key/key card.

If you lose your temporary key card or University card, please visit the Accommodation/Events Office or Reception for assistance during office opening hours (9:00 – 17:00, Monday to Friday) or out of hours, please contact University Security Services (01865 (2)72944) or the Junior Deans.

The College/OUSS will not issue a replacement access card unless you can show a form of personal identification.

You must contact the Accommodation/Events Office on the following working day to confirm the loss and any potential risk that the property may be exposed to.

A replacement University Card can be ordered via the Online Store. If you require further information regarding this process, please contact the Academic Office via academic.office@kellogg.ox.ac.uk. The Accommodation/Events Office will issue you with a temporary key card to access the main College site and your College accommodation.

The College will not issue second sets of keys to your accommodation and you should not obtain copies from sources other than the College. In the event that you are found to have illicit copies of College keys, you may be required to pay the costs for re-securing the property, not just the room in which you reside.

3) Noise

All residents are reminded that by choosing to live in College accommodation, they are choosing to live as part of a community and are asked to be considerate of other residents at all times.

It is expected that all residents should be particularly considerate of others between 11pm and 7am.

If you experience problems with excessive or unwanted noise, please contact the Accommodation Officer via accommodation@kellogg.ox.ac.uk. Further information about noise and related issues are covered in the disciplinary element of the Dean’s Regulations.
4) Overnight guests

Residents are permitted one occasional overnight guest in their room, not more than two nights per month, subject to the following conditions:

- there is no variation in the terms of the License to Occupy, in particular those relating to sub-letting, sharing, double occupancy and the like or those relating to the provision of additional furniture; and
- additional bed, sleeping facilities or additional furniture are introduced subject to the agreement of the Accommodation Officer; and
- no such guest uses the room unless the occupier is present personally; and
- there is no breach of other provisions of the License to Occupy, including in particular those relating to nuisance/annoyance/inconvenience caused to others; and
- it is clearly understood by all that any breach of these conditions will also constitute a breach of a term of the License to Occupy.
- the College will not issue any guests with keys or access cards to College accommodation nor will the College or Security Services give any guest access to any room without the room occupant being present.

Any resident who wishes to accommodate a guest must seek permission from the Accommodation Officer in advance for fire and health and safety reasons. Failure to do so will result in disciplinary action from the Dean of the College.

Residents may wish to book a short stay for their guest at Kellogg College. For more information please visit www.kellogg.ox.ac.uk/discover/stay-at-kellogg-college
Short Stay at Kellogg

Kellogg College offers short/medium-stay accommodation to students and guests coming to Oxford. Our properties are situated in the heart of our College site, which is close to most University departments and libraries, as well as the city centre, making Kellogg College a desirable place to stay for a visit to Oxford.

We are able to offer a range of rooms, including single, double or superior double/twin rooms, which have been finished to a high standard. Guests are welcome to book accommodation for a short period (nightly/weekly). We are also able to offer accommodation for up to a term or longer, subject to availability. We would recommend that a resident books accommodation, if they have a guest visiting Oxford for more than 2 nights per month.

Available in Kellogg accommodation is a shared kitchen or kitchenette and living space, where you can relax and meet fellow guests. Residents can also enjoy the view that overlooks the main College site from some rooms.

Accommodation includes the following facilities:

- Linen and towels are provided (excluding termly accommodation)
- Toiletries are not provided
- Bedding
- Flat-screen television in every bedroom
- Tea and coffee making facilities (excluding termly accommodation)
- 24 hour access to the College Hub
- Sheltered bike racks for residents
- Wi-Fi provision, via the University’s IT Network for members of the University or visitor’s internet access is available via the Cloud

The Dining Hall, located on the College site, serves lunch and dinner on weekdays (during term time only) for members of College.

A café is located in the College Hub a short stroll across the College grounds, which serves hot drinks, lighter meals and breakfast every day. The College Hub also provides snacks 24/7 via vending machines.

Further information regarding the prices and promotional offers available to guests at Kellogg College are available on the College website at: www.kellogg.ox.ac.uk/discover/stay-at-kellogg-college

To make a booking

To make a booking enquiry, please email the Accommodation Officer via accommodation@kellogg.ox.ac.uk or submit an online form, via the website.

For further information please visit: www.kellogg.ox.ac.uk/life/accommodation/short-term-accommodation.
Facilities

1) Provision with residential spaces

Each Study Bedroom will contain (where space allows):

- Single bed & mattress,
- Bedside cabinet,
- One wardrobe,
- Desk with lamp,
- Noticeboards,
- Desk chair

Where space allows, each kitchen/communal area will be equipped with:

- Oven/hob,
- Microwave,
- Fridge or fridge/freezer,
- Iron & ironing board,
- Kettle,
- Toaster.

Laundry facilities are located in the second floor utility room (7 Bradmore Road), the ground and top floor of the building (9/10 Bradmore Road), the lower ground floor (11 Bradmore Road) and in the communal kitchens (8 Bradmore Road).

Tokens for these washing and drying machines are available from College Reception at 60–62 Banbury Road, during office hours (8:30am–7:15pm).

If the washing machine malfunctions, please report this to the main Kellogg reception, as soon as possible. This includes any maintenance issue or where the machine may have retained the token, without carrying out the task requested. This is to ensure that the College can take immediate action.

All cold water drawn from taps within the building is derived from the mains supply and is suitable for drinking.

Residents are requested to make use of the tumble drying facility in the laundry areas and the clothes lines which are available. Wet clothes should not be left to dry in the house as this will cause problems with damp, condensation and mould.

A dining table and dining chairs and sofas are also provided for communal use, space permitting. 8 Bradmore Road is not equipped with a communal lounge.

Please note that the use of nails, blu-tak or similar, sellotape, etc are not permitted in any area of accommodation. Please use noticeboards provided.

Drawing pins should be used to secure items to the pinboards provided and the walls should remain free of posters, art, clocks etc.
2) Items not permitted in residences

The following items are not permitted within College residential property, except where provided by the College; this is not an exhaustive list:

- Refrigerators*/microwave ovens/sandwich toasters/deep fat fryers/chip pans/rice cookers/slow cookers/toasters and other cooking appliances;
- electric fires/heaters,
- electric blankets (hot water bottles are acceptable),
- fairy lights,
- candles, oil burners, joss-sticks or other naked flames,
- sunbeds,
- irons (except those provided by College),
- bicycles,
- pets,
- fireworks,
- highly flammable liquids and sprays
- private furniture**
- two or three way multi-way cube adaptors and DIY sockets.

* The only exception to this statement relates to students who require refrigerated storage for medical reasons.

** College furniture is built to high standards of fire resistance but other furniture you may acquire might not be; the College does not permit licensees to remove College furniture from their accommodation without the express permission of the Accommodation Officer.

*/** Such cases will be dealt with on an individual basis by the Accommodation Officer to whom requests should be made in writing via accommodation@kellogg.ox.ac.uk.

3) Cleaning arrangements and refuse/waste collection

Your room and communal areas will be cleaned once a week by College subcontractors. Staff from the company will be on-site on the following mornings, from approx. 9am:

- 7 Bradmore Road – Tuesday & Thursday
- 8 Bradmore Road – Tuesday & Thursday
- 9/10 Bradmore Road – Monday & Thursday
- 11 Bradmore Road – Tuesday & Friday

Please note that your room will be cleaned once a week on either of the days mentioned above. Each bin in every student kitchen will be cleaned Monday– Friday before 13:00.

You are required to maintain all facilities in a reasonable state of cleanliness in between cleaning times; this includes removing rubbish from bins within your flat or room, on a regular basis & placing it in the appropriate bin provided outside of the house, ensuring adherence to recycling guidelines. Please check the fridges and freezers regularly and ensure that all spoiled foods are removed. Spare refuse sacks are available from the Facilities Office. Where resident House Officers have been appointed, it is their responsibility to ensure that all residents help with maintaining cleanliness.

Please note that cleaning subcontractors have been employed to look after the communal areas within the building and will carry out basic cleaning tasks in study bedrooms where surfaces are left clear and tidy; they are not employed to make beds, wash up dishes or tidy surfaces.

In order that you gain maximum benefit from the cleaners’ work, please ensure that all surfaces in the kitchen, bathroom and your study bedrooms are left in a clear and tidy condition prior to their arrival.
When your license ends you are expected to leave the flat in the same clean and tidy condition as it was in when you arrived. Failure to do so may incur additional charges for cleaning and repair, which may be deducted from your deposit.

All residents should be aware that cleaning staff are instructed to inform the Accommodation Officer if they are unable to gain access to study bedrooms for any reason. Please note, you are not permitted to refuse access for cleaning on two consecutive occasions without good reason, which should be communicated to the Accommodation Officer in advance.

**Refuse/waste collection**

Waste is collected on a regular basis from the large wheeled bins at the front of each residence. Please ensure that you dispose of your rubbish properly, by separating recycling (blue bins) and residual waste (green bins) properly into the bins provided in the kitchens. Failure to do so may result in the College being fined by the Council, a proportion of which may be passed to residents.

**Sanitary disposal bins**

All bathrooms and en suites are equipped with a sanitary disposal bin and residents are required to make use of these bins and not flush sanitary products down the toilets, as this may block the drains and inconvenience everyone in the building. Sanitary bins are provided in every bathroom and they should not be removed under any circumstances.

Please note that the bins should ONLY be used for sanitary dressings such as tampons and towels; ordinary toilet paper can be flushed down the toilet. Please ensure that the bins are kept clean by wiping them over if anything is spilt on them.

The bins are emptied on a four weekly basis by technicians employed by specialist subcontractors. The technicians collect a key/access card from the Facilities Office so that you do not have to stay in your room when the bin needs emptying. You will be notified via email in advance of the contractors visit.

If you have any queries or concerns about the service you are receiving, please do not hesitate to contact the Accommodation Officer.

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**4) Post**

All letters should be marked clearly with the recipient’s name and surname and sent to:

7* 8* 9/10* 11* Bradmore Road (*delete as appropriate)
Oxford
Oxfordshire
OX2 6QN
United Kingdom

Pigeon holes are provided in each house and residents are required to organise the post regularly. Students should also check the pigeonholes in the Middle Common Room in 60 Banbury Road for post.

Parcels should be marked clearly with the recipient’s name and surname and sent to:

Kellogg College
60–62 Banbury Road
Oxford
OX2 6PN
United Kingdom

For security reasons the College will not accept parcels that do not include a clearly marked name of a Kellogg member.
You will receive an email from Reception advising that your parcel has arrived and needs to be collected from Reception, as soon as possible, within seven days of delivery or a collection time agreed. Parcels will not be stored by College past the seven day collection deadline, apart from in exceptional cases. Please note that parcels cannot be accepted at weekends or during College closures.

Due to space restrictions the College is only able to accept small parcels at the main Kellogg reception, the College will refuse oversized parcels. Deliveries of fresh produce will not be accepted at Reception.

**The College takes all care but no responsibility for the security of any parcels delivered to reception.**

All post will be “returned to sender” after you have vacated College accommodation at the end of your license, so please make sure you update your address promptly. The Post Office can provide a redirection of post service for a fee, which must be arranged and paid for by you.

### 5) Shipping arrangements

The College has no storage facilities available. If you are interested in arranging a delivery to the College prior to your arrival, you will need to send a request to the Accommodation Officer via accommodation@kellogg.ox.ac.uk.

### 6) Televisions

A personal television license is required to watch any form of televisual transmission, including online services such as the BBC iPlayer. Any resident using any equipment to access such transmissions must ensure that the correct personal license is purchased by them before watching. Students are required to provide a copy of the license number to the Accommodation Officer via accommodation@kellogg.ox.ac.uk.

Residents are warned that the fine imposed by the licensing authorities for not having the correct license is currently up to £1000 not including legal costs. The licensing authorities have the right to inspect properties without warning, and do so from time to time.

Television licenses can be purchased online at www.tvlicensing.co.uk and cost £154.50, for one year.

Please note that such licenses are portable and can be relocated within the UK if you intend to stay in other accommodation after the end of your license.

### 7) Car parking and cycle storage

Residents are reminded that car parking is not available on any part of the College grounds. Holders of “Blue Badge” permits should contact the Facilities Manager via buildings@kellogg.ox.ac.uk prior to arrival, to discuss their requirements.

All residents are advised that bicycles may not be brought into College buildings under any circumstances. Adequate racking is available in the grounds of each accommodation building and main college site. All bicycles should be left in cycle storage areas and should at no time be left in or attached to any other areas of College, in particular the black railings surrounding College accommodation buildings. Please ensure that you do not accidentally lock another student’s bike to your own bike.

The College will remove and securely store any bicycles found inside any property or attached to any College property other than cycle racking; costs for cut locks will not be covered by College.
During the License to Occupy Period

1) Domestic Arrangements Briefing

It is a condition of taking up residency in College accommodation that you watch a domestic arrangements short video prior to your arrival in mid September. The clip will provide you with essential safety and fire information, along with further details relating to living in college accommodation.

2) House Officers

Each year Kellogg College recruits a number of students for various roles within the College. One of these essential roles is a House Officer whose responsibilities play a key part in the safety and presentation of college accommodation. A House Officer is appointed to represent students living in College accommodation at 7, 8, 9/10 and 11 Bradmore Road.

This is a great opportunity to provide a liaison between residents at Kellogg and the Domestic Bursary. The House Officer will attend termly meetings to provide College with feedback from residents regarding accommodation matters and they will ensure communal areas are kept neat and tidy. In addition, the House Officer will be expected to attend Fire Marshal training, provided by College, in order to become a Fire Warden for a designated block. In return for your assistance you will receive a £50 rental reduction each term.

Becoming a House Officer is a great way to represent your fellow students with issues relating to student accommodation. If you are interested, you will receive further information and application details during October.

3) Room Inspections

Each student room in college accommodation will be inspected once during the academic year. Student rooms are selected on a random basis and you will be notified at least 7 days in advance with further information.

Leaving Accommodation Early

During your license period (23rd September 2019 – 31st July 2020) you are a licensee of the College and liable for the rent.

Terminating the License to Occupy Early

If you wish to terminate your License to Occupy prior to the 31st July 2020, please refer to your License to Occupy for procedures (all conditions must be met in order to proceed) and email accommodation@kellogg.ox.ac.uk. The Accommodation Officer will arrange a convenient time with you to complete the mandatory room inspection. Please note that you do not need to be present during the room inspection.
Leaving Accommodation at the end of your License

Room Inspections
A mandatory room inspection is required on the day that a student vacates College accommodation. The inspection will take no longer than 15 minutes. During the visit a member of the Domestic Bursary team will assess the condition and maintenance of the room and will ensure that the room is free from rubbish and personal items.

Keys
In the event that a student has been issued with a key/key card to their College accommodation, it must be returned on the date they vacate. Failure to do so will result in a charge of £25 in order to cover the costs for a replacement key card.

Deposit
Refund of accommodation deposits are subject to the return of all accommodation keys to the College and your room being left in a clean, undamaged and tidy manner.

Personal Items left in accommodation
The College reserves the right to remove and dispose of any items left by you in College, at the end of your license period.

Storage
Due to the limited amount of space on site, we are unable to offer any storage facilities to students. If you require storage after vacating College accommodation, the Edward Baden Company offers students a storage service. For more information call 0870 443 9989 or visit www.edwardbaden.co.uk. Another company used by a few Colleges is LOVESPACE, https://lovespace.co.uk/student-storage/oxford/.

Please note, College is not recommending these companies, merely passing on contact details.

Summer Accommodation Arrangements

Kellogg College is able to offer current residents a limited number of rooms available on site at College during August 2020. You will receive further information regarding these arrangements in April/May 2020.
IT Arrangements

Each Study Bedroom has points for University network access; students are advised to read thoroughly the guidance on using University ICT Facilities at http://www.admin.ox.ac.uk/statutes/regulations/196-052.shtml

Please contact the IT Officer via student-itsupport@kellogg.ox.ac.uk or 08165 612023 for any IT or Wi-Fi related support.

Oxford University Single Sign-on Username

First of all, in order to use the computing services at Kellogg (e.g. email, web space, downloadable software), you must have an OU username. This is usually four letters denoting your college and four numbers, e.g. kell1234. This is linked with your University Card. At the beginning of your course, you should receive a letter with an activation code with your registration pack. This will enable you to set up a single sign-on password. Please contact the College Office if you do not have this.

You can use your single sign-on (SSO) username and password to access various facilities at register.it.ox.ac.uk. The single sign-on page also has links to answer various questions and recovery procedures.

To access your University webmail, use your single sign-on username at owa.nexus.ox.ac.uk.

If your password or activation code expires, there is information at help.it.ox.ac.uk/iam/registration/passwords.

Wireless access

At Kellogg College accommodation, if you allow your wireless access software to scan for available networks, you will find a service with the SSID, Eduroam. Eduroam is an international federation of academic institutions which allows its users to visit other organizations and use the same username and password as they would use at their home institution. To connect to this network, download the Configurator Assistant Tool from cat.eduroam.org or follow the instructions at help.it.ox.ac.uk/network/wireless/services/eduroam/index.

To download the VPN Client, you must register for a Remote Access account at register.it.ox.ac.uk. The username is your SSO username but the password is not the same as your single sign-on password.

Download the client from register.it.ox.ac.uk/self/software. The client software is available for Windows, Mac, Linux, and Solaris. You will probably need administrator/root access on your computer in order to do this. Instructions on how to install the client and other information on the wireless service are provided at help.it.ox.ac.uk/network/wireless/index.

You can then use your OU username and Remote Access account password when you start up Cisco VPN to get online after you have chosen to connect to the OWL service, using your wireless software. Please contact the IT Office (details opposite) if you need help with this.

There is another service, OWL offered at the same locations. This service is also available in the Student Work Room, Meeting Room and in other communal areas. You will need the Cisco VPN Client to connect to the Internet through this service. If you can, please install this before you arrive at the residence. You will not be able to connect to the OWL network until you have the VPN software installed.

The Kellogg College Information Security Policy can be found at www.kellogg.ox.ac.uk/college-policies
Getting IT help

There are a number of places where you can get IT help if you need it. The IT Services web pages have a wealth of IT information. Check out their ‘Getting Started’ pages at www.it.ox.ac.uk/want/get-started.

To ensure an IT-trouble-free year:

- **Install antivirus software.** A free version (Sophos) is available with your single sign-on account.
- Make sure that the operating system updates (e.g. Windows updates) are downloaded and installed regularly!
- Run regular backups of all your files. Please contact the IT Officer if you need help with this. There is a special backup system available for Oxford students.
- When buying a computer, choose the three-year rather than the one-year warranty or use the Computer Hardware Breakdown Service. Read help.it.ox.ac.uk/breakdown/index for more details.

Contact Kellogg IT Office

If you cannot find the answer or information you are looking for or if you have any other IT problem, including Wi-Fi, contact the College IT Officer by email on student-itsupport@kellogg.ox.ac.uk or leave a message on the IT support telephone: (6)12023 or at the College Office at 62 Banbury Road.
Dealing with maintenance issues

If something in your room or building needs repairing, you should follow these procedures:

• For issues relating to the fabric of the building, such as walls, doors, lighting, windows, plumbing or heating, contact the Facilities Manager, Jason King, on 01865 (6)12012 or buildings@kellogg.ox.ac.uk.
• For issues relating to the furnishings of the building, such as beds, chairs, desks, curtains, carpets, cleaning, your licence to occupy or if you identify a pest infestation, you should contact the Accommodation Officer on 01865 (6)12025 or accommodation@kellogg.ox.ac.uk.
• Emergencies out of hours should be referred to the Junior Dean in the first instance on 07932 951849.

Requests for reactive maintenance will be categorised by the Facilities Manager and the Accommodation Officer and will be classified emergency, urgent or routine.

Emergency faults are those where there is an immediate and serious risk of injury to College users. Examples are exposed power cables, structural collapse and situations, such as persons locked in rooms.

Urgent faults are those where there is a situation which significantly disrupts normal use of a room or area and includes situations such as localised power failures, heating and hot water interruption, pest infestations and building defects, including attention to non-closing doors/non-operating locks.

Routine faults are those which have no immediate impact upon use of rooms or areas. These include cracked glass where still safe, doors requiring easing and minor building defects.

All residents will be kept informed of progress, including access arrangements for contractors, any delays and their cause and anticipated completion dates. Any contractors and College staff will be clearly identifiable.

Target response times are as follows:

• Emergency Fault: response immediate – fault rectified as soon as possible
• Urgent Fault: response within 1 hour if on a working day – fault rectified by end of working day
• Routine Fault: response within 2 working days – fault rectified within 5 working days

All repair times are dependent on availability of parts and labour.

The purpose of the above is to ensure that labour is directed to the area where most needed, given demands at any specific time.

In carrying out the reactive work, the Facilities Manager and Accommodation Officer will liaise with the user in order to minimise any disruption caused by the required work.

If you have any other concerns about your accommodation or College facilities, which are not maintenance related, you should contact the Accommodation Officer.

Where the concern is a more general one about the College’s policies, it may be more appropriate to involve the MCR Committee and to raise it with the Domestic Bursar.

We hope that you will be able to resolve any concerns or problems about College accommodation within College. However, if you remain dissatisfied, you may be able to appeal to the Office of the Independent Adjudicator for Higher Education, a public body independent of the College; details of how are available at www.oiahe.org.uk.
Complaints Procedure — Accommodation and Maintenance

Complaints procedure

This procedure is to be applied to complaints, which have arisen from maintenance and accommodation issues within the properties owned and controlled by Kellogg College and used for Graduate Accommodation, managed by the Domestic Bursary Team. Please note this procedure is for reporting complaints and not for reporting maintenance issues.

Kellogg College treats any complaint about its accommodation, the management of its accommodation or a member of the Domestic Bursary Team very seriously and we hope to resolve it to your satisfaction, as quickly as possible.

The relationship between Kellogg College (acting as a Landlord) and their licensees on the College site, is governed in the first instance by the License to Occupy and any legislation applicable to that agreement, domestic arrangements and policies. There will also, from time to time, be new policies developed by the Domestic Bursary Team and approved by the Governing Body of the College, which apply to property within the estate. These documents govern the relationship between the two parties.

However, where the License to Occupy and/or Regulations do not put forward a clear solution to the problem the following procedure set down below should be followed.

Formal Complaints Procedure

1. We ask that in the first instance you make your complaint in writing to the following contacts:

   **Buildings and maintenance** (including issues relating to the fabric of the building such as walls, doors, lighting, window, plumbing or heating): buildings@kellogg.ox.ac.uk.

   **Accommodation** (including issues relating to the furnishings of the buildings, such as beds, chairs, desks, curtains, carpets, pest infestation or cleaning): accommodation@kellogg.ox.ac.uk.

   In the event of a complaint the person concerned and/or their manager should be written to. Please use the word “complaint” in the subject line of your email. If the complaint concerns services you have received from any member of the Domestic Bursary Team, please write to the member of staff who delivered the service or, if you feel uncomfortable with direct contact, the Domestic Bursar. We will acknowledge receipt of your complaint within 1 working day. The Domestic Bursary Team will investigate your complaint and a response will be sent to you within 7 working days.

2. If you are not satisfied with the resolution of your complaint or you feel unable to follow step 1, please contact the Domestic Bursar at mel.parrott@kellogg.ox.ac.uk. This should be done in writing and should contain a clear statement of your concerns, including any supporting documentation and should explain how you think your complaint could be best resolved. The Domestic Bursary Team will aim to respond within 10 working days.

3. If you feel that the complaint has not been resolved satisfactorily, please put your complaint in writing to the Finance Bursar at gary.walker@kellogg.ox.ac.uk, who will aim to respond to all complaints within 14 days.

4. If you remain dissatisfaction with the way your complaint has been handled, you can write to the Office of the Independent Adjudicator for Higher Education (www.oiahe.org.uk).
# Useful Contacts

## In an emergency

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire, Ambulance, Police</td>
<td>999</td>
<td></td>
</tr>
<tr>
<td>Oxford University Security Service</td>
<td><a href="mailto:security.control@admin.ox.ac.uk">security.control@admin.ox.ac.uk</a></td>
<td>01865 (2) 89999</td>
</tr>
<tr>
<td>24 hours a day, 7 days a week</td>
<td>24 hours a day, 7 days a week</td>
<td></td>
</tr>
</tbody>
</table>

## For non-emergencies

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Junior Dean</td>
<td><a href="mailto:junior.dean@kellogg.ox.ac.uk">junior.dean@kellogg.ox.ac.uk</a></td>
<td>Mobile 07932 951849</td>
</tr>
<tr>
<td>For lock-outs/lost keys, direction to welfare services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oxford University Security Service</td>
<td><a href="mailto:security.control@admin.ox.ac.uk">security.control@admin.ox.ac.uk</a></td>
<td>01865 (2) 72944</td>
</tr>
<tr>
<td>24 hours a day, 7 days a week</td>
<td>24 hours a day, 7 days a week</td>
<td></td>
</tr>
<tr>
<td>Oxford Nightline (Term Time Only)</td>
<td>users.ox.ac.uk/~nightln</td>
<td>01865 (2) 70270</td>
</tr>
<tr>
<td>Listening, support and information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>College Medical Practice</td>
<td><a href="http://www.19beaumontst.com">www.19beaumontst.com</a></td>
<td>01865 (2) 40501</td>
</tr>
<tr>
<td>19 Beaumont Street, Oxford</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NHS Direct</td>
<td><a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a></td>
<td>111</td>
</tr>
<tr>
<td>Kellogg Reception</td>
<td><a href="mailto:enquiries@kellogg.ox.ac.uk">enquiries@kellogg.ox.ac.uk</a></td>
<td>01865 (6)12000</td>
</tr>
<tr>
<td>Domestic Bursary Office</td>
<td><a href="mailto:buildings@kellogg.ox.ac.uk">buildings@kellogg.ox.ac.uk</a></td>
<td>01865 (6)12012</td>
</tr>
<tr>
<td>• Buildings – for all maintenance issues</td>
<td><a href="mailto:events@kellogg.ox.ac.uk">events@kellogg.ox.ac.uk</a></td>
<td>01865 (6)12028</td>
</tr>
<tr>
<td>• Events – For arrangements for events (room bookings, catering, orders etc)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Accommodation – for all accommodation matters</td>
<td><a href="mailto:accommodation@kellogg.ox.ac.uk">accommodation@kellogg.ox.ac.uk</a></td>
<td>01865 (6)12025</td>
</tr>
<tr>
<td>IT Office</td>
<td><a href="mailto:student-itsupport@kellogg.ox.ac.uk">student-itsupport@kellogg.ox.ac.uk</a></td>
<td>01865 (6)12023</td>
</tr>
<tr>
<td>Finance Office</td>
<td><a href="mailto:financials@kellogg.ox.ac.uk">financials@kellogg.ox.ac.uk</a></td>
<td>01865 (6)12013</td>
</tr>
</tbody>
</table>