



Kellogg College
University of Oxford

STUDENT ACCOMMODATION

Handbook 2025-2026

Domestic Arrangements



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Welcome

We extend our warmest welcome to you.

In the following booklet, you will find lots of useful information about your stay and the facilities provided in Kellogg College Accommodation.

Should you require any assistance or have any questions, please do not hesitate to contact the Accommodation Team at accommodation@kellogg.ox.ac.uk . You can also find more useful information online in the student handbook: <https://handbook.kellogg.ox.ac.uk/accommodation/>

Contact Us

Accommodation Team – Opening Times: Monday-Friday, 8:00am-4:00pm

Jo Doyle	01865 612025
Emilia Kucharaska	01865 612042
Aggie Deputowska	01865 612039

accommodation@kellogg.ox.ac.uk

Reception for General Enquiries – Opening times: Monday - Friday 8.30am - 7:15pm (note 5pm closure during vacation times)

01865 612000
enquiries@kellogg.ox.ac.uk

Out of Hours – Monday-Friday 5:00pm-8:30am and all-day Saturday, Sunday, and public holidays

Junior Deans
07932 951849

**We hope you enjoy your stay in
Kellogg College Accommodation!**

Moving in

Before coming to Oxford

Contract: Your contract comprises three parts: the Licence to Occupy, Accommodation Acceptance Form and Domestic Arrangements: Student Accommodation Handbook (this document). Once you have paid your deposit, you will be sent the Accommodation Acceptance Form to sign; this form is the basis for your accommodation contract. Subsequently, you will be sent information about arranging your arrival into accommodation and two safety videos to watch. These videos must be watched in advance of collecting your keys.

Storage and packages: Unfortunately, we are unable to accept any packages in advance of your arrival. Please ensure that any deliveries are arranged after your arrival date to the address stated in your contract.

What do I need to bring?

In each Study Bedroom (where space permits) you will find:

- Bed and mattress
- Bedside cabinet
- One wardrobe
- Desk with lamp
- Noticeboards
- Desk chair

Additional items for termly bookers:

- Bedding (duvet and pillows) are provided for the length of your stay
- Bed linen and towels are provided for the first week of your stay only, but are available to rent thereafter

Long term residents should bring with them their bedding, bed linen and towels.

Bedding packs can be purchased from the College by both long term and termly residents, should you prefer to buy them in advance. Details for this service will be sent out in your pre-arrival information.

Additionally, where space allows, each kitchen/communal area is equipped with:

- Oven/hob
- Microwave
- Fridge or fridge/freezer
- Kettle
- Toaster

Additional items for termly bookers:

- Small selection of plates, cutlery and utensils, glasses, and mugs
- Pans and saucepans

Long term residents should bring with them cooking utensils, plates and crockery, pans, glasses, and mugs.

Other amenities provided include:

- Laundry facility
- Dining table and chairs, where space allows
- Iron and ironing board
- Vacuum cleaner

All residents are advised to bring their own cleaning products and toiletries.

Collecting your keys

Your keys will be available for you on the first day of your contract and you will be able to collect them from the reception at Kellogg College located at 60 Banbury Road, OX2 6PN. If you are arriving outside of those hours, please contact the Accommodation Office directly, so arrangements can be made to facilitate this.

Once you arrive

Welcome pack: In your room you will find a welcome pack containing lots of useful information about your stay at Kellogg, including a calendar of all the welcome events taking place. Please take the time to look through this carefully.

Inventory: Before you arrive, the Accommodation Team will review and record the condition of the accommodation on an inventory form. In your welcome pack you will find a resident's inventory to complete. Please complete this document within the first week, sign it and return it to the Reception. These forms are an important part of the deposit release process at the end of your licence. If the form is not returned, we will assume there are no defects in the room and refer to ours for deposit returns.

During your stay

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 always considerate of other residents and College users.

Guidance on living communally

Living in a communal environment can be challenging, but it can also be a rewarding experience. Here are some tips for making this a positive experience:

1. **Communication is key:** Be open and honest in your communication with your housemates. Discuss any issues that arise calmly and respectfully. Avoid passive-aggressive behaviour and try to address conflicts proactively.
2. **Participate in communal responsibilities:** Contribute to the maintenance and cleanliness of shared spaces and take your fair share of the communal tasks, such as emptying the bins.
3. **Be flexible and adaptable:** Be open to compromise and willing to accommodate the needs and preferences of your housemates.
4. **Resolve conflicts constructively:** Conflicts are bound to arise in communal living. When they do, focus on finding constructive solutions rather than placing blame. Respect each other's perspectives and work towards a resolution that benefits everyone involved.
5. **Respect shared quiet hours:** Establish specific quiet hours when noise should be kept to a minimum to ensure everyone has the opportunity for rest and relaxation.
6. **Have fun together:** Communal living can lead to lasting friendships and memorable experiences. Plan communal activities, outings, or movie nights to strengthen the bond with your housemates.

Inappropriate comments or behaviour reported to the College may result in a report being made to the Dean for further investigation as a disciplinary matter. Also, if you feel unable to resolve a domestic conflict yourself, please contact the Dean or Accommodation Team for advice.

By adhering to these guidelines, you contribute to creating a positive and supportive living environment for yourself and your fellow residents.

Keys and access cards

For residents with key cards, room access will be transferred to your student card after a few weeks (please note, this is not applicable to Termly residents), and you will be required to return the temporary access card.

In the event of lost keys or key cards, please visit the Reception during office hours. Charges for replacements are as follows:

- £30 for a metal key
- £15 for a key card

If you lose your student card, please contact the Academic Office to arrange a replacement. Then, visit the reception to obtain a temporary access card.

Room inspections

Each term, the Accommodation Team will conduct room inspections to monitor the condition of the rooms and buildings. This ensures prompt identification of areas needing repair.

If any repairs are needed, they will be forwarded to the Facilities Team for resolution. A note will be left in your room informing you of any issues identified. Please note that no further notice of attendance will be given.

Personal Safety Advice

1. **Close Windows:** Whenever you leave a room, please ensure that all windows are securely closed.
2. **Lock Doors:** Both your bedroom and house front doors should be locked and secured when you go out.
3. **Be Cautious of Tailgating:** Be mindful of others tailgating you into a property. If you are unsure of someone's identity, you can ask them where they live or contact the reception or Junior Dean for assistance. All students have keys and access cards for the spaces they need. If someone has legitimate access, they will not require you to let them in.
4. **Use Well-Lit Paths at Night:** When walking at night, stick to well-lit paths and main roads. Avoid taking shortcuts through parks or alleys.
5. **Window restrictors:** These are fitted to every window at college to prevent falls and deter intruders. Under no circumstances should these be removed or tampered with. Their presence is a mandatory safety measure to protect all students and staff.

If you see anything suspicious, contact Reception or the Junior Dean.
In emergencies, call **999**.

Security patrols the site after hours, and CCTV covers all external areas.

College Winter Weather Policy and Heating

During adverse wintry conditions, the College prioritises keeping designated areas free from snow and ice accumulation, as assessed by the College.

For the full policy, please refer to the College website.

Heating in all rooms is provided via radiators, which are controlled and managed by the College according to the following schedule:



- Availability: 1st October to 1st May
- Heating Hours: 06:00 - 11:00 and 17:00 - 23:30

Alternatively, heating may be adjusted based on the ambient building temperature, in accordance with University policy and its Carbon Reduction Commitment.

To adjust the temperature of the radiator, use the dial to the side at the bottom.

Condensation

Due to the age of the buildings, most rooms will only have single glazed windows. It is possible that condensation may build up particularly on windows and exterior walls. This can lead to damp and mould, so it is important to take some preventative measures:

- **Ventilate:** ensure that you regularly ventilate your accommodation to allow drier air to flow in from the outside and replace damp air inside;
- **Open the window:** leave your window ajar if it is safe and secure to do so, especially in the kitchen when cooking or bathroom after you have had a shower. Ideally your window should be open at least 30 minutes per day
- Avoid drying clothing on radiators

If you notice condensation around your window, use a soft dry cloth to give it a wipe over to prevent mould appearing.

Water safety

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

Post

All mail must clearly display the recipient's name, surname, and full address. The Reception may on occasion during office hours accept small (no larger than A4), non-perishable, and non-dangerous packages on residents' behalf, addressed with your name to:

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

Residents will receive email notifications with QR codes for package collection from Reception within seven days of delivery. Unclaimed packages after 7 days will be returned to sender or donated to charity.

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

Televisions

Residents are legally required to obtain a Television Licence to view live transmission programs on any equipment. For more information, visit www.tvlicensing.co.uk.

Failure to obtain a license may result in fines from the licensing authorities.

Car parking

Residents are reminded that car parking is not available on any part of the College grounds. Further to this, residents are not permitted to keep a car in Oxford as per 3.11 of the Licence to occupy. Holders of "Blue Badge" permits should contact the Head of Facilities team at buildings@kellog.ox.ac.uk prior to arrival, to discuss their requirements.

The College is located very close to the city centre with many departments within walking distance such as Said Business School and the Department of Continuing Education. We also have active and regular bus routes taking you to the hospitals and departments across the city. Stops are located just outside the College on Banbury Road.

Cycle safety

Cycling is a great way to get around the city—but safety comes first. Follow these tips:

- **Wear a Helmet** – Protect your head in case of accidents.
- **Use Lights** – Front and rear lights are essential, especially in low light.
- **Lock Securely** – Use a strong D-lock and register your bike with the University Cycle Scheme.
- **Be Visible** – Wear high-visibility clothing, especially at night.
- **Overtake Safely** – Always overtake on the right.
- **Stay Sober** – Never cycle under the influence of alcohol or drugs.

Bike Storage & Rules

- Use designated bike racks in the garden at each property.
- Bikes left inside or attached to buildings will be removed and stored for one week. Lock-cutting costs are not covered.
- Collect a bike sticker from Reception when bringing a bike on-site.

More information is available at: welcome.ox.ac.uk/bikes

Our commitment to sustainability

The college is dedicated to addressing global warming and climate change. We invite our students to join us in making a positive impact—small everyday actions can lead to significant environmental benefits. Here are some simple ways to live more sustainably:

- **Save Energy:** Switch off lights and appliances when not in use. Use energy-efficient bulbs and take advantage of natural daylight.
- **Conserve Water:** Turn off taps while brushing your teeth, take shorter showers, and report leaks promptly.
- **Reduce, Reuse, Recycle:** Sort your waste correctly, use reusable items like water bottles and shopping bags, and donate unwanted items.
- **Mindful Heating:** Keep windows and doors closed when heating is on, and use blinds or curtains to retain heat.
- **Travel Smart:** Walk, cycle, or use public transport where possible to reduce your carbon footprint. Have you considered ways to carbon off set long journeys?

Every action counts. Together, we can create a more sustainable future. Please visit our website to find out more!

Cleaning arrangements and refuse/ waste collection

The college provides a cleaning support service to assist our residents on keeping their spaces clean and tidy. Your room will undergo cleaning once every two weeks, while communal areas will be cleaned weekly by College subcontractors. Cleaning will commence at 9 am on your scheduled cleaning day. Please note that residents are responsible for the removal of the waste from their bedrooms, kitchens, and communal areas. Bin bags will be provided.

Cleaner's responsibilities:

- Vacuum and mop flooring each visit
- Clean and dust cleared surfaces during each visit
- Clean and dust College-owned appliances

Please ensure all surfaces in the kitchen, bathroom, and your room are clear and tidy before the cleaners' arrival to facilitate their duties.

Cleaning guidance for residents to follow:

- **Keep Your Room Clean and Tidy:** Ensure your room is kept clean and tidy between cleaning visits. You are responsible for your own bed linen. Mop up any spillages. Give your bathroom a wipe over after use as needed.
- **Empty Bins When Full:** If the bins are full, please empty them. Spare bin bags are provided in the kitchen for your convenience. Separate recycling and general waste as per kitchen guidance.
- **Check Fridge and Freezer Regularly:** Regularly check items in the fridge and freezer to ensure they have not spoiled.
- **Clean Up Spillages Promptly:** Mop up any spillages as soon as they happen to prevent stains and odours.
- **Wash Up Promptly:** Do not leave washing up in the sink or on surfaces, as this can hinder other residents from using the kitchen.
- **Ensure Safety:** Ensure the area is safe for staff and contractors by removing trip hazards such as items left on the floor.

If cleaners are unable to access an area for cleaning, they will notify the Accommodation Office. Please note that denying cleaning access on more than two occasions requires authorisation from the Accommodation Team.

Refuse/waste collection

Waste is collected regularly from the large, wheeled bins at the front of each residence. It is crucial to dispose of your rubbish properly by separating recycling and general waste in the bins provided in the kitchens. Please refer to the guidance on the poster in your kitchen for information about how and what can be recycled. Failure to separate your waste may result in the College being fined, a proportion of which may be passed to residents.

Sanitary disposal bins

All bathrooms, including en-suites, are equipped with sanitary disposal bins, which are emptied every four weeks by a contractor. These bins must not be removed and should only be used for sanitary products such as tampons and pads. Do not flush sanitary items down the toilet, as this can cause blockages. Toilet paper may be flushed, while all other waste should be placed in a general waste bin. Residents are expected to keep the sanitary bins clean by wiping them if any spills occur.

Dealing with maintenance issues

Maintenance issues will crop up occasionally in your accommodation. When they do, please promptly fill out the Maintenance Request Form available on our website:

<https://www.kellogg.ox.ac.uk/kellogg-college-experience/accommodation/domestic-services-and-maintenance-form/>

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

- **Emergency Faults:** Immediate risks like exposed power cables or structural issues.
- **Urgent Faults:** Disruptions to normal use, such as power failures, heating interruptions, or pests.
- **Non-Urgent Faults:** Issues with no immediate impact on room use, like minor building defects.

For emergencies after hours, contact the Junior Dean on 07932 951849.

Target response times:

- **Emergency:** As soon as possible.
- **Urgent:** Response within 1 working day, usually resolved within 2 working days.
- **Non-Urgent:** Response within 5 working days, typically resolved within 5 working days.

All repair times depend on parts and labour availability. Residents will be kept informed of any delays. For concerns, please reach out to us via email at buildings@kellogg.ox.ac.uk

Property Access

While we aim to limit access to bedrooms and communal areas, some entry is necessary for maintenance, compliance, or safety checks.

- **Reported maintenance issues:** By reporting an issue to us, you give permission for maintenance staff to access the area. We aim to respond promptly.
- **Pre-planned maintenance access:** Planned tasks such as boiler servicing, electrical testing and door inspections will occur. We'll provide at least 7 days' notice via email when room access is needed.
- **Routine inspections:** These will be conducted consistently during your stay with us.
 - **Weekly:** Fire alarm and equipment checks in communal areas (no notice to be given unless room access is required).
 - **Monthly:** Emergency lighting (communal only), water safety checks, sanitary bin service. Room access for water testing and sanitary bin services is required and you will be notified 7 days in advance.
 - **Termly:** Room/property inspections and fire system checks with 7 days' notice provided.

Emergency Support

Junior Deans and out of hours support

There are four Junior Deans, who reside on site at Kellogg College, who can assist with welfare related matters and out of hours lockouts/lost keys. They can be contacted in confidence via junior.dean@kellogg.ox.ac.uk. They are on duty as follows:

- Weekdays: 5pm – 8:30am
- Weekends: On duty throughout both evenings and daytime.
- College closure days: Any amendments will be communicated via email.

Junior Deans are trained students offering welfare support, first aid, assistance with lockouts, help with maintenance issues, and a listening ear.

During Office hours

In emergencies, or events requiring first aid, please call the reception directly on 01865 612 000. First aiders are on site and available to assist you.

In an Emergency (Examples: Threat to life, Fire, extreme medical situation, crime in progress):

- Emergency services: Call 999
- Out of hours, Junior Dean: Call 07932951849
- In hours, Reception: Call 01865 612 000

In extreme cases when unable to reach the Junior Dean, contact Oxford University Security Services (OUSS).

There are first aiders at college. Please call the reception to ask for a first aider if required.

Non-life-threatening Emergency (Examples: Someone unwell or injured, non-urgent police matter, serious crime occurred but is no longer in progress):

- NHS for medical situations: Call 111
- Police non-emergency for police matters: Call 101
- Out of hours, Junior Dean: Call 07932951849
- In hours, Reception: Call 01865 612 000

All Other Situations (Examples: Lockout, maintenance issues):

- Out of hours, Junior Dean: Call 07932951849
- In hours, Reception: Call 01865 612 000

Where possible, please use email to contact the appropriate college department as outlined in your welcome pack or on the website.

While they will endeavor to attend as soon as possible, please be aware that Junior Deans may require up to 30 minutes to physically attend a report.

Note: Do not contact Oxford University Security Services for non-life-threatening situations, as it is a chargeable service. Calls not related to threats to life or fire may incur charges passed on to the caller. OUSS – 01865 289 999

Welfare support

If you or someone you know is facing financial difficulties or struggling with mental health issues, please reach out to the Welfare Dean at welfare.dean@kellogg.ox.ac.uk or the Academic Office at academic.office@kellogg.ox.ac.uk. The College provides numerous resources to assist you during challenging times.

The Junior Deans are also available to offer guidance and support in directing you to the appropriate resources. Please feel free to call or email them for assistance.

Additionally, there are community resources available, such as your GP or local charities, that can provide support for mental health concerns:

- **Doctor:** The college doctor is located at 19 Beaumont Street – Tel: 01865 240 501
- **Nightline:** A student-run charity offering support from 8pm to 8am. Tel: 01865 270 270
- **Samaritans:** Open 24/7, providing non-judgmental listening support. Tel: 116 123
- **Mind:** Offering advice and information to individuals with mental health problems. Tel: 0300 123 3393

Remember, you are not alone, and support is available when you need it.



Getting online

Further guidance on any of the below subjects is available at www.it.ox.ac.uk

Single sign on (SSO) username: Your SSO username will be provided prior to your start date. You will receive an activation code with your college registration pack.

Email, Office 365 and Microsoft Teams: Your SSO account will provide access to your university email and Office 365 applications, including Teams. (Access via www.office.com) Enter your SSO credentials (in the form of abcd1234@ox.ac.uk) to access. You are also able to install Office products on multiple devices, including your phone.

Wireless access: Across the University and at other academic institutions you can use eduroam. Connecting to this network involves a one-time, two-step process: 1. Register for a Remote Access account at <https://register.it.ox.ac.uk> (requires SSO), 2. Install the eduroam configuration tool from <https://cat.eduroam.org>

WiFi Speed: Typically 50Mbit/s or greater, depending on concurrent usage and location.

VPN: Some library resources require you to be on the University network. If you are working from home, you can join the network using VPN. Download the Cisco VPN software from <https://register.it.ox.ac.uk> (Sign-in with your SSO credentials)

To use VPN, you must register for a Remote Access account and download the Cisco VPN software from <https://register.it.ox.ac.uk>

College IT and IT support: The library has several workstations and access to a colour printer. If you have any IT related support issues you should email it-support@kellogg.ox.ac.uk or call 01865 612040. Alternatively, you can call the University Help Desk Service (24h) on 01865 612345.

Information Security and Network Rules: All students should complete Information Security Training and be mindful of phishing (spoof emails or phone calls designed to obtain your login credentials). Please visit www.infosec.ox.ac.uk to register for training.

Students should also read the guidance on using University ICT (Information Compliance Team) Facilities. We permit use of the Internet for gaming devices subject to reasonable use as per guidance at <https://governance.admin.ox.ac.uk/legislation/it-regulations-1-of-2002>

Your Rent

Rates and charges

Your licence is offered as per the dates and rates specified on your Accommodation Acceptance form. Please note, you will be liable for the rent for the entire licence agreement.

- **Utilities:** Rent is inclusive of all utilities.
- **Council Tax:** Students are exempt from council tax. However, for those in couples' accommodation, if your partner is not a full-time student, you may be liable for council tax. Please seek further guidance on the Oxford City Council website: www.oxford.gov.uk
- **Insurance:** The College does not provide contents insurance for residents; we encourage you to arrange your own. The College does not provide reimbursement for any items damaged directly or indirectly due to incidents in accommodation, regardless of the cause.

Schedule of payments

Long term accommodation: The College must be in receipt of cleared funds for your room deposit otherwise your room keys will not be issued.

Deposits will be returned to the same bank account from which payment was received.

Your first instalment of rent will be due on the 1st of October and will cover the contracted nights for September and one full month for October.

Termly accommodation: The college must be in receipt of your first instalment (or full amount) in accordance with the details sent to you with your booking before you are able to move in. No deposit is required, however, do be aware that any damages caused during your stay will incur charges, which will be passed to you.

You are required to pay as per your instalment schedule to remain in the accommodation.

Further terms and conditions, including a cancellation policy will be sent to you at the time of booking.

Paying rent – Long term accommodation residents only

Rent payments are to be received by the 1st of the month.

Payment options are:

- **Monthly Rent Payment:** Pay the monthly rent due, accessible five days before the due date.
- **Monthly Recurring Card Payments (RCPs):** Register for RCPs, similar to Direct Debits. Ensure sufficient funds are available in your bank account before the collection date (1st of each month) to avoid complications.

Access to the payment pathway will be disabled three working days after registration to prevent duplicate payments. If uncertain about payment success, wait a few days before retrying. Any inquiries regarding the payment process or general payments should be directed to the Finance Office at financials@kellogg.ox.ac.uk, with the subject line "Accommodation Rent Query".

Subsequent payments must be made by the first of each month to avoid potential charges specified in your Licence to Occupy.

Should you wish to set up an alternate payment plan, please contact the Finance Team directly at financials@kellogg.ox.ac.uk

In case of financial difficulties, please arrange a meeting with the Academic Registrar to explore available hardship funds through the College.

Payment of your rent is a requirement of the Licence to Occupy. Failure to pay your rent on time will trigger the College's arrears process. Continued non-payment may result in the immediate termination of your accommodation contract, requiring you to vacate the premises. For more information about this process, please contact the Accommodation Team directly.



Rules and Regulations

Noise

Residents are expected to be especially considerate between 11pm and 7am, ensuring noise is not heard outside their rooms at any time. Please keep lounge and kitchen doors closed to reduce noise and comply with fire safety regulations.

If you're affected by excessive noise, contact the Junior Dean for assistance. For more information, see the noise section in the Dean's Regulations

Overnight guests

Residents may host one overnight guest for up to two nights per month, with prior approval from the accommodation team (required for health and safety).

Conditions:

- The resident must be present at all times during the guest's stay.
- Guests must not cause disturbance to others.
- Residents are responsible for their guests' behaviour and any policy breaches.
- Guests must not be given keys or access cards.
- College staff or security will not grant room access without the resident present.
- All guests must be over 18.
- The College does not provide beds or bedding for overnight guests.

For longer stays, residents can book on-site guest accommodation.

For more information, please visit www.kellogg.ox.ac.uk/kellogg-college-experience/accommodation/short-stay-accommodation/



Smoking in College accommodation

Smoking and vaping are strictly prohibited in all College buildings and enclosed spaces, in line with UK law. Any breaches will be reported to the College Dean.

Please use designated smoking areas and ensure cigarettes or similar items are fully extinguished and disposed of in the proper bins. Do not dispose of them inside accommodation, in general waste bins, or on the ground.

Kitchen Safety Guidelines

- **Appliance Usage:** Refer to the Appliance Guide provided in your Welcome Pack for details on using appliances safely. Specific appliance manuals can be requested from the Accommodation Team via email. Always adhere to the guidance provided.
- **Non-College supplied appliances:** Must only be used in the kitchens. Any items deemed a risk to safety will be removed.
- **Kettle Safety:** Ensure kettles contain sufficient water to prevent boiling dry, reducing the risk of fire hazards. Kettles are only permitted in the kitchen.
- **Microwave Safety:** Do not operate microwave ovens when empty, as this may damage the cooking element and increase the risk of fire and other damage. Avoid placing metallic objects, including tin foil, in the microwave.
- **Appliance Shutdown:** Switch off all appliances when you have finished using them to prevent accidents.
- **Supervise Cooking:** Never leave cooking unattended to minimise the risk of accidents or fires.

Items not permitted in residences

To maintain safety and compliance within college residential properties, the following items are not permitted, unless provided by the College. Please note that this list is not exhaustive:

- Personal refrigerators, microwave ovens, sandwich toasters, deep fat fryers, chip pans, rice cookers, slow cookers, toasters, and other cooking appliances. Irons (except those provided by the College).
- Electric fires, heaters, or electric blankets (hot water bottles are acceptable).
- Fairy lights.
- Candles, oil burners, joss-sticks, fireworks, or other naked flames, including highly flammable liquids and sprays.
- Bicycles - strictly prohibited inside any building.
- Pets.
- Private furniture such as additional beds, chairs, sofas, or excessively large items.
- Two or three-way multi-way cube adaptors and DIY sockets.

Please be advised that if a prohibited item is discovered, the resident will be contacted and asked to remove it immediately. Dangerous items will be promptly removed by staff and securely held for 7 days. Uncollected items will be disposed of.

Exceptions: Students requiring any prohibited item for medical reasons (such as a medical fridge) must obtain prior approval from the Academic Office and the Accommodation Office.

Pictures and Wall Hangings: To prevent damage, we ask that you do not use blue tac, Sellotape, drawing pins or any other fixings on any walls or doors. Pinboards are provided in your accommodation which can be used. Please do not remove informational or safety notices from pin boards.

Conduct referral outcomes

Please be aware that you must adhere to the regulations as stipulated by the College, outlined in your Licence to Occupy or in this Document. Failure to do so may result in referral to the Dean. In severe breaches of these regulations or examples of continued failure to adhere to these regulations may result in the immediate termination of your contract requiring you to vacate your accommodation.

Health and Safety regulations and guidance

Fire

In Case of Fire

1. Sound the alarm by pressing the nearest red call point.
2. Evacuate immediately using the nearest exit—do not stop for belongings.
3. Go directly to the nearest assembly point.
4. Do **not** attempt to fight the fire.
5. Close fire doors and windows behind you if safe.
6. Call **999** and request the Fire Service.
7. Do **not** re-enter the building until authorised by fire service or staff.

After Raising the Alarm:

- During working hours, inform a staff member (Head of Facilities, Facilities Coordinator, Domestic or Finance Bursar) at 01865 612000.
- Outside working hours, contact the Junior Dean at 07932 951849

Failure to evacuate the building, nuisance calls to the emergency services 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.

Fire Safety Guidelines

- **Keep Fire Doors Closed** – Never prop them open; they help contain fire and smoke.
- **Use Extractor Fans** – Always switch them on when using kitchens or bathrooms to reduce false alarms.
- **Cook Safely** – Use only College-provided appliances in designated kitchens. Always switch them off after use.
- **No Open Flames** – Candles, incense, oil burners, and similar items are strictly prohibited. These will be removed, and incidents reported to the Dean.
- **Use Aerosols with Caution** – Sprays may trigger smoke detectors.
- **Do Not Tamper with Fire Equipment** – This includes detectors, extinguishers, fire blankets, and alarms.
- **Keep Walkways Clear** – Do not leave items in corridors or stairwells; they will be removed immediately

Any banned items or those posing a safety hazard will be removed immediately without prior notice. If the owner is identified, they will be contacted. Items will only be returned when the resident vacates College accommodation or agrees to remove them from College property or store them as instructed.

N.B. Tampering, removing or in any way affecting any items provided for resident's safety, including failures to keep fire exit routes clear will be treated as a serious breach of the regulations and be escalated to the Dean.

Fire alarm testing

The fire alarm is tested weekly on Fridays between 8:30 am and 10:00 am, excluding Bank Holidays and the Christmas Closure period.

If the alarm sounds continuously during this time, treat it as a real emergency and evacuate the building immediately

Fire drills

Fire drills will be held periodically without prior notice. When the continuous alarm sounds, you must evacuate immediately and await further instructions.

All residents must exit the building within 4 minutes for the drill to be considered successful. Failure to comply may lead to a repeat drill and disciplinary action by the College Dean.

College electrical regulations

Residents are responsible for the safe use of electrical appliances. The electricity supply operates at **230/240 volts, 50Hz**. All appliances must meet **British Standard** requirements, displaying the **Kitemark or CE mark**.

Cables must be in good condition, with no signs of wear or damage, and should fit securely into plugs and appliances. **Two- or three-way (cube) adaptors are prohibited**; only short, fused trailing sockets are allowed. **Electrical musical equipment is not permitted in accommodation.**

Unplug appliances when not in use, especially high-heat items like chargers and hair straighteners. Non-compliant equipment will be removed, and owners will be contacted if possible. The **College has the final say on appliance usage** and may amend these regulations at any time.

For inquiries about specific equipment, contact the **Facilities Office** at buildings@kellogg.ox.ac.uk. Further details can be found on the website in the Student Handbook

Portable Appliance Testing (PAT) and failures

The College aims to carry out PAT during the summer, using a qualified electrician. Any items that fail the test will be removed from the premises. New College-purchased items will be tested and remain in use until the next testing cycle.

Safety of staff

All residents are asked to maintain a reasonably safe environment for the workers who may have to enter the premises e.g. ensuring that cables to personal electrical equipment are safe, items are not unexpectedly left on the floor causing a trip hazard.

Leaving your accommodation

Terminating the Licence to Occupy early

Residents are responsible for fulfilling the terms of their contracts for the agreed duration. Early termination will only be considered in exceptional circumstances, subject to the conditions outlined in your Licence to Occupy. All criteria must be met to proceed with early termination.

For inquiries regarding early termination, please email accommodation@kellogg.ox.ac.uk.

Leaving accommodation at the end of your licence

Upon the conclusion of your Licence, you are expected to leave the space in a clean and tidy condition, consistent with its state upon arrival. Failure to do so may result in additional charges for cleaning and repair, deducted from your deposit.

- **Long term residents:** check-out time is promptly at 11am on the last day of your contract, typically the 31st of July.
- **Termly residents:** checkout time is promptly at 10am on the last day of your booking.
- **Personal items left in accommodation:** Any items left in College at the end of your contract will be considered abandoned and disposed/donated accordingly. Any costs incurred will be deducted from your deposit refund.
- **Storage:** Due to limited space on-site, we are unable to offer storage facilities to students nor are we able to arrange shipping.
- **Summer accommodation options:** We can provide a limited number of rooms on-site during August for current residents. Further information about these arrangements will be provided in the spring.

Room inspections

A mandatory room inspection is required upon your departure from your room. If you plan to leave before your contract end date, please notify the accommodation team in advance. This allows them to conduct the inspection promptly.

Deposit returns – Long term residents

Refunds of accommodation deposits are contingent upon:

- Confirmation from the Finance Office that no rent arrears exist.
- Return of all accommodation keys/key cards to the College.
- Your room being left clean, undamaged, and tidy. This will be cross referenced with your inventory
- Communal areas, fridges, cupboards etc. to be left clean and clear of food, kitchenware, and belongings. Bin should be emptied. We suggest liaising with your house mates to ensure this is a collective effort. Failure to do this may result in the whole house being charged.

Details of additional charges can be found on the website in the Student Handbook.

Complaints procedure

Complaints procedure

Kellogg College is committed to providing high-quality accommodation and ensuring that all maintenance and facility-related concerns are addressed fairly, promptly, and transparently. This complaints process offers students a structured route to raise concerns regarding their accommodation experience and ensures that all issues are investigated and resolved appropriately, in line with College policy and regulatory standards.

It is intended for lodging complaints and not for reporting maintenance issues.

Kellogg College takes all accommodation-related complaints seriously and endeavours to resolve them promptly and to your satisfaction.

The relationship between Kellogg College (acting as a Landlord) and its licensees on the College site is primarily governed by the Licence to Occupy and relevant legislation, alongside Domestic Arrangements, and policies. Additionally, new policies developed by the Domestic Bursary Team and approved by the Governing Body of the College may apply to estate properties. These documents outline the framework for the relationship between the two parties.

However, if the Licence to Occupy and/or Regulations do not provide a clear resolution to the issue at hand, the following procedure should be followed.

Formal complaints procedure

Stage 1: Raising a Complaint

Students who wish to raise a complaint about accommodation or maintenance issues should do so by email. To ensure timely and accurate handling, please:

1. Include the word **“complaint”** in the subject line of your email.
2. Provide the following details:
 - a. The **location** of the issue (e.g. room number, building)
 - b. A **description** of the problem
 - c. Any **supporting evidence** (e.g. photographs)
 - d. A proposed resolution, if applicable

Direct your complaint to the appropriate email address:

- **Maintenance-related issues** (e.g. plumbing, heating, lighting, windows): buildings@kellogg.ox.ac.uk
- **Accommodation-related issues** (e.g. furnishings, pests, cleaning): accommodation@kellogg.ox.ac.uk

If your concern relates to the conduct or service of a member of staff, you may request that it be escalated to the Domestic Bursar.

We commit to acknowledging receipt of your complaint within two working days. Our team will thoroughly investigate your concerns, and we aim to provide a response within seven working days.

Escalation Procedure

If you are dissatisfied with the initial response, the complaint may be escalated as follows:

Stage 2: Domestic Bursar Review

Submit your concerns in writing to the Domestic Bursar including:

- A statement of the unresolved concerns

- Supporting documentation
- Your desired resolution

You will receive an acknowledgment within two working days. The issue will be investigated and a full response will be provided within ten working days.

Stage 3: Finance Bursar Review

If you remain unsatisfied, you may escalate your complaint to the Finance Bursar.

The issue will be investigated and a final response will be issued within fourteen working days of receipt.

External Review

If, after completing the College's internal process and you feel your complaint remains unresolved, you may refer the matter to:

- The **Office of the Independent Adjudicator (OIA)** Website: www.oiahe.org.uk
- If applicable, you may also seek support under the **UUK Accommodation Code of Practice**: Website: www.thesac.org.uk



Kellogg College
University of Oxford

