



Kellogg College
University of Oxford

STUDENT ACCOMMODATION HANDBOOK 2026-2027



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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](#).

Key Contacts

Accommodation Team	E: accommodation@kellogg.ox.ac.uk T: +44 (0) 1865 612025	Opening Times: Monday - Friday, 8:00am-4:00pm
Reception	E: enquiries@kellogg.ox.ac.uk T: +44 (0) 1865 612000	Opening times: Monday - Friday 8.30am - 7:00pm (note 5pm closure during vacation times)
Community Deans	T: +44 (0) 7932 951849	Out of Hours – Monday - Friday 5:00pm-8:30am and all-day Saturday, Sunday, and public holidays

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

Moving In

Before coming to Oxford

Contract

Your contract comprises three parts: your *Accommodation Offer*, the *Licence to Occupy*, and *Student Accommodation Handbook* (this document). Once you have accepted your offer and signed the contract, you will be asked to pay your deposit (initial fee for part-time students). This forms the basis for your accommodation contract. Once these steps are completed your accommodation is confirmed. Subsequently, you will be sent information about arranging your arrival into accommodation and safety videos to watch. These videos must be watched and the form completed 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 to bring

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

Bed and mattress	Bedside cabinet	Wardrobe	Shelving
Desk with lamp	Desk chair	Noticeboard	Waste bin

Additionally, each kitchen/communal area is equipped with oven/hob, microwave, fridge or fridge/freezer, kettle, toaster, iron and ironing board.

Long term residents should bring with them:

- cooking utensils, plates and crockery, pans, glasses, and mugs
- own bedding, bed linen and towels.

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

Additional items provided for part-time 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 hire thereafter
- Small selection of plates, cutlery and utensils, glasses, and mugs
- Pans and saucepans

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

Once you arrive

- **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.

- **Welcome pack:** In your room you will find a welcome pack containing lots of useful information about your stay at Kellogg. 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. Should you wish to receive a copy of our inventory, please do let us know. 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:

- **Communication is key** - Communicate openly and respectfully with your housemates, and try to address any concerns early and constructively. Honest and considerate conversations can help create a positive and supportive living environment for everyone.
- **Participate in communal responsibilities** - Please help keep shared spaces clean and welcoming by taking part in communal responsibilities, such as tidying kitchens and emptying bins when needed.
- **Be flexible and adaptable** - Be considerate and flexible towards the needs and preferences of your housemates, and approach shared living with a willingness to compromise.
- **Resolve conflicts constructively** - Living with others can occasionally lead to disagreements. When this happens, try to approach situations calmly and constructively, respecting different perspectives and working together towards a positive resolution.
- **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.
- **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.



Kellogg College is committed to maintaining a respectful and inclusive living environment. Reports of inappropriate behaviour may be referred to the Dean for further consideration under College disciplinary procedures.

If you are experiencing difficulties within your household and feel unable to resolve them independently, please contact the Dean or Accommodation Team for support and advice.

By following this guidance, you help contribute to a positive, respectful, and supportive community for all residents.

Keys and access fobs

When you arrive, you will be issued a key for your room that will work on your room and building. Please do keep hold of these throughout your stay.

In the event of lost keys or key fobs, please visit the Reception during office hours. Charges for replacements are as follows: £30 for a metal key and £15 for a key fob.

If you lose your student card, please contact the Academic Office to arrange a replacement.

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 allowing unknown individuals to follow you into College accommodation. If you are unsure whether someone has authorised access, you are encouraged to check politely or contact Reception or the Community Dean for assistance. 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 Community Dean. In emergencies, call **999**.

Security patrols the site after hours, and CCTV covers 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.

Please be aware, as is common practice in the UK, the college does not provide air conditioning or fans to residents. Residents are however welcome to purchase their own fans should they wish.

Condensation

As many College buildings are older properties, some rooms have single-glazed windows and may be more prone to condensation, particularly around windows and external walls. To help prevent damp and mould, we encourage residents to take a few simple 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. 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 and Transport

Residents are not permitted to keep a car in Oxford during their stay, and parking is not available on College grounds. Students who hold a Blue Badge and may require parking support should contact the Facilities Team before arrival at buildings@kellogg.ox.ac.uk.

Kellogg College is conveniently located within walking distance of many University departments, including Saïd Business School and the Department for Continuing Education. Regular bus services to hospitals and departments across the city also stop 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:

Bike Storage & Rules

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

Electric bike chargers and e-scooters pose a significant fire risk and are strictly prohibited inside all college buildings, including accommodation.

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

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

Our Commitment to Sustainability

Kellogg College is committed to reducing its environmental impact and supporting a more sustainable future. We encourage all residents to play their part, as small everyday actions can make a meaningful difference. Here are some simple ways to live more sustainably during your stay:

- **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 regular cleaning service to support residents to maintain clean and comfortable living spaces. Bedrooms are cleaned once every two weeks, while shared communal areas are cleaned weekly by College contractors. Cleaning usually begins from 9am on the scheduled day for your property. Residents remain responsible for disposing of waste from bedrooms and shared spaces. Bin bags are provided, and cleaning schedules will be displayed within your accommodation.

Cleaners' responsibilities:

- Vacuum and mop flooring during 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. 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.
- **Litter** - Students enjoying the college grounds should place all waste appropriately in the bins provided.

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

Refuse/waste collection

Waste is collected weekly from the large, wheeled bins at the front of each residence. It is crucial to dispose of your rubbish properly by separating recycling, food 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.

Food waste should be disposed of without the packaging and placed in the food bins provided. To be clear, no packaging can be placed in the food waste bins.

Sanitary disposal bins

All bathrooms, including en-suites, are provided with sanitary disposal bins, which are serviced regularly by a contractor. These bins should only be used for sanitary products such as tampons and pads and must not be removed from the bathroom. To help prevent blockages, only toilet paper should be flushed down the toilet. All other waste should be placed in the appropriate bins provided. Residents are also asked to help keep these facilities clean and hygienic.

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](#).

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

Classification	Fault Type	Target Response Time
Emergency	Immediate risks like exposed power cables or structural issues	As soon as possible
Urgent	Disruptions to normal use, such as power failures, heating interruptions, or pests.	Response within 1 working day, usually resolved within 2 working days.
Non-Urgent/Routine	Issues with no immediate impact on room use, like minor building defects	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

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

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 to investigate and remedy the issue. We aim to respond promptly.
- **Pre-planned maintenance access** - Planned tasks such as boiler servicing, electrical testing, door locks servicing (annual), safety and fire door inspections will occur.
- **Routine inspections and access** - These will be conducted consistently during your stay with us.
 - **Weekly** - Fire alarm testing in communal areas, cleaning.
 - **Monthly** - All Emergency lighting (communal and bedroom), water safety checks, sanitary bin service, fire equipment (including the opening of all fire doors). Room access for water testing and sanitary bin services is required and you will be notified in advance.
 - **Termly** - Room/property inspections and fire system checks occur quarterly with notice provided.

In the event of a maintenance or building emergency requiring access (such as a leak or safety concern), we will endeavour to give you notice where possible.

For tasks where notification is stipulated, residents will be provided as much notice as possible, typically, 7 days' notice, via email when room access is needed.

Pests

In the unlikely event that you encounter any pests in college, please contact the Accommodation team as a matter of urgency.

Residents are encouraged to take steps to deter pests such as:

- **Food storage** - Keep food sealed and stored in the fridge or cupboards. Any spoiled food should be disposed of promptly. Do not leave food out overnight.
- **Regularly empty the bins** - Ensure all waste is placed directly into the bins with the lids closed to deter flies. Bins should be taken out regularly, especially in the warmer months, we would recommend daily.
- **Keep a clean living space** - Stay on top of the kitchen cleaning after cooking, paying attention to crumbs.
- **Do not bring in any second-hand furniture or bedding.**

During the warmer months, open windows and lights will attract insects to your room. Keeps windows closed or lights low to avoid this.

College Facility Upgrades

The College is continually investing in its facilities and grounds to enhance the student experience and support a vibrant, connected community. This year a number of exciting projects will be taking place:

Contemplative Garden (Main College Site) - Work will begin at the start of Michaelmas Term 2026 on a new contemplative garden, located to the rear of 7 and 8 Bradmore Road. Designed as a calming and restorative space, it will offer College members a place to pause and recharge, with completion expected in Spring 2027. The project will also include a new access route between 6 and 7 Bradmore Road, improving access for residents to the main site.

- **West Campus Development** - This ambitious development will deliver new, high-quality student accommodation, supporting the College's long-term growth and strengthening our community. Construction is due to begin in Michaelmas Term 2026 and is expected to take approximately two years to complete.

Smaller planned refurbishment works of the estate and accommodation will be taking place. Details about these developments will be shared throughout the year.

These projects represent an exciting step forward for the College. While some disruption is unavoidable during the works, we appreciate your patience and understanding as we create improved spaces for everyone to enjoy.

Emergency Support

Community Deans and out of hours support

There are four Community 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 community.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.

Community 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 - Community Dean	Call 07932 951849
In hours - Reception	Call 01865 612000

In extreme cases when unable to reach the Community Dean, contact Oxford University Security Services (OUSS) on 01865 289 999. Note: Do not contact OUSS 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.

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, Community Dean: **Call 07932951849**
- In hours, Reception: **Call 01865 612 000**

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

- Out of hours, Community Dean: **Call 07932 951849**
- 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 Community Deans may require up to 30 minutes to physically attend a report.



Welfare Support

If you or someone you know are experiencing financial difficulties, mental health concerns, or personal challenges, support is available. Students are encouraged to contact the Welfare Dean at welfare.dean@kellogg.ox.ac.uk or the Academic Office at academic.office@kellogg.ox.ac.uk for advice and guidance on the support services and resources available within College.

The Community Deans are also available to provide informal support and help direct students to appropriate services where needed, so please feel free to call them or email them for assistance.

Additional support is available through local healthcare services and charities, including your GP and specialist mental health organisations:

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.

Should you have or experience any period of disability, please let the College know by contact the Academic Office or Welfare Dean so that we may put any necessary support in place.



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 [here](#) (requires SSO), 2. Install the eduroam configuration tool from this [page](#)
- **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>

Alternatively, the app is called Cisco Secure Client/Anyconnect in the app store/google play if you need access on via your phone, tablet

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 612001 or 01865 612023. 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 Accommodation Licence Fee

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 accommodation licence fee for the entire length of your licence agreement.

- **Utilities** - your licence fee 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 receive cleared funds for your accommodation deposit before you are able to move in. Deposits will be returned to the same bank account from which payment was originally made.

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

Part-time 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 the Accommodation Licence Fee – Long term accommodation residents only

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

Payment options are:

- **Monthly Licence Fee Payment:** Pay the monthly amount 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.

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 Licence Fee 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 Licence Fee is a requirement of the Licence to Occupy. Failure to pay your this 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 asked to be particularly mindful of noise between 11pm and 7am to help ensure a comfortable environment for everyone. Noise should not be audible outside your room, and kitchen and lounge doors should be kept closed to reduce disturbance and support fire safety requirements.

If you experience a noise disturbance, please feel free to contact the Community Dean for assistance.

Overnight guests

Residents may host one overnight guest for up to two nights per month, subject to approval from the Accommodation Team. An overnight guest is any visitor staying in accommodation between 11.00pm and 7.00am.

Requests must be submitted by email and approved at least one clear working day before the guest's arrival.

To ensure a safe and comfortable environment for all residents:

- The resident must be present throughout the guest's stay.
- Guests must be respectful of other residents and not cause disturbance.
- Residents are responsible for their guests' conduct and compliance with College policies.
- Guests must not be given keys or access cards.
- College staff and security cannot provide room access to guests unless accompanied by the resident.
- All overnight guests must be aged 18 or over.
- The College cannot provide additional beds or bedding for guests.

Overnight guests are not permitted during the first two weeks of occupancy.

For longer stays, residents may book on-site guest accommodation. Further information is available on the dedicated web page.

Smoking in College accommodation

Smoking and vaping are strictly prohibited in all College buildings and enclosed spaces, in line with UK law. Breaches will be reported to the College Dean. Please use designated smoking areas and dispose of cigarettes or similar items safely in the appropriate bins. Do not discard them in accommodation, 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 in College accommodation, the following items are not permitted unless provided by the College (this list is not exhaustive):

- Personal refrigerators, microwaves, sandwich toasters, deep fat fryers, chip pans, rice cookers, slow cookers, toasters, irons, and other cooking appliances.
- Electric fires, heaters, or electric blankets (hot water bottles are permitted).
- Fairy lights.
- Candles, oil burners, joss sticks, fireworks, naked flames, and highly flammable liquids or sprays.
- Bicycles, e-scooters, and their chargers inside any building.
- Pets.
- Private furniture, including additional beds, chairs, sofas, or other large items.
- Multi-way cube adaptors, DIY sockets, and similar electrical adaptors.
- Power banks.

Residents will normally be required to remove prohibited items immediately. Items posing an immediate safety risk may be removed by staff and held securely for up to seven days. Unclaimed items may then be disposed of.

Exceptions: Residents who require a prohibited item for medical reasons (for example, a medical refrigerator) must obtain prior approval from both the Academic Office and the Accommodation Office.

Pictures and Wall Hangings: To avoid damage, do not use Blu Tack, Sellotape, drawing pins, command strips, hooks, or other fixings on walls or doors. Pinboards are provided for displaying items. Please do not remove any informational or safety notices.

Conduct referral outcomes

Residents must follow the College regulations set out in the Licence to Occupy and this Handbook. Where concerns arise, matters may be referred to the Dean in line with College procedures. Serious or repeated breaches of the regulations may result in the termination of accommodation arrangements and a requirement to vacate College accommodation.



Health and Safety Regulations and Guidance

Fire

In Case of Fire

Should you discover a fire sound the alarm by pressing the nearest red call point, evacuate following the below instructions and call the emergency services on **999**

1. When you hear the fire alarm, stop all activities immediately.
2. Proceed calmly to the nearest exit, even if it's not your usual route.
3. Don't stop to collect personal belongings.
4. Leave the building calmly and quickly.
5. Go to the nearest designated assembly point and stay there until directed otherwise by a college fire marshal or emergency services.

After Raising the Alarm:

- During working hours, inform a staff member or call 01865 612000.
- Outside working hours, contact the Community 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

1. **All fire doors must remain closed at all times** (except for those with magnetic auto release mechanisms). Fire doors help contain fires and can provide an additional 20 minutes for evacuation
2. **Keep corridors clear at all times** as these are escape routes. Please ensure any rubbish is promptly taken to the bins, personal items or shoes are stored in your room. As per the College licence agreement, items found obstructing such locations may be removed by the College.
3. **Portable chargers, such as power banks, are not permitted on site**, this includes scooters and e-bike chargers. These are incredibly dangerous and have caused extensive fires in the past.
4. **All electrical items used on site are in good order** and of the correct voltage (240v). High current items are strictly prohibited with the exception of hair dryers.
5. **Avoid overloading electrical sockets** or link multiple adaptors and extension cords together.
6. **Smoking, vaping and the like must only take place off college site**
7. **No naked flames, oil burners, candles or the like are permitted anywhere on site.**
8. **Cooking in bedrooms is not permitted.** Cooking appliances are only allowed in designated kitchen spaces
9. **Cooking must never be left unattended**
10. **Smoke detectors and fire-fighting equipment must not be tampered with or covered.**

These measures are in place to help protect all residents, staff, and College property.

All electrical items with chargers, where permitted, should only be charged on hard surfaces whilst you are awake and present in your room. Chargers are known for overheating and one of the leading causes of electrical fires, leaving these items charging, unsupervised, and on a soft surface has the potential to start a fire.

Any prohibited items, or items considered to present a safety risk, may be removed immediately without notice. Where possible, the owner will be contacted and arrangements made for the item to be collected, removed from College property, or stored as directed.

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.**

Please ensure that you 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. The college Portable Appliance policy can be found under the [Governance](#) section on the College website.

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 last working day of July.
- **Part-time accommodation 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 licence fee 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. Bins 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](#).

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.

The College takes all accommodation-related concerns seriously and aims to resolve issues as promptly and constructively as possible.

The relationship between Kellogg College and its licensees on the College site is primarily governed by the Licence to Occupy and relevant legislation, alongside Student Accommodation Handbook, 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 your concerns remain after completing stage 2, 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

The College is a proud member of **UUK Accommodation Code of Practice**: www.thesac.org.uk



Kellogg College
University of Oxford

