



Graduate Accommodation Handbook

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Welcome

Welcome to Oxford University Graduation Accommodation Office. We are pleased to be able to offer you a place in University graduate accommodation. We do hope that you will enjoy your stay within our properties. This handbook has been prepared to provide you with some useful information regarding your stay and aims to provide you with:-

- what you need to know before coming to Oxford
- what to do on arrival
- essential information about living in University accommodation
- what to expect of the service provided by the Graduate Accommodation Office
- an introduction to other services that may assist and support you at the University

We have provided further information on our website at:-www.admin.ox.ac.uk/accommodation/

Contact details:

If you have any further enquiries please contact the service provided by the Graduate Accommodation Office below:

Graduate Accommodation Office
Asset and Space Management
Estates Services
University of Oxford
Ewert Place
Summertown
Oxford
OX2 7DD

Telephone: 01865 280811

For enquiries and residents: accommodation.office@admin.ox.ac.uk

Office hours: Monday to Friday 9am-5pm

To help in our correspondence with you, please ensure you have provided us with your most up to date email address.

Travel and Location

Please click on the following link to find all the locations of our Graduate accommodation properties:-

[Map of University Graduate Housing sites in Oxford](#)

Further information on locations of departments and colleges as well as transport within the City of Oxford can be found in the following link:-

http://www.ox.ac.uk/visitors_friends/maps_and_directions/index.html

Moving In

Signing your Tenancy Agreement at the Graduate Accommodation Office

- The Graduate Accommodation Team will arrange an appointment for you to visit the Office or the Graduate Accommodation site to sign your tenancy agreement and documents.
- If you plan to arrive outside working hours you will need to let the Office know, they can then arrange for your tenancy agreement to be signed at the Old Observatory, University of Oxford, OX1 3RQ, which is manned 24/7. Security Services will then issue you with your key and direct you to your accommodation
- You will either need to sign your tenancy agreement before you pick up the keys or at the same time
- Before you can collect your keys and sign your tenancy agreement you will need to have paid the opening account in full, with your payment cleared into the University's bank account. Please note that if you pay by BACS or via the online shop payments can take up to [5 days] to clear into the University's bank account.

If you are collecting your keys on site at your accommodation

Once you have signed your tenancy agreement, arrangements will be made for you to collect your keys from your caretaker, located at your accommodation. Keys can be either collected on the start date of your tenancy or (if later), on the date you would like to move in. Before you can collect your keys you will need to have signed your tenancy agreement and paid the opening account in full, with your payment cleared into the bank.

Please note

- friends cannot collect your keys for you
- for security reasons, we cannot deliver keys to a college

If you are arriving out of office hours

If you arriving outside working hours you can sign your tenancy agreement at the Old Observatory, University of Oxford, OX1 3RQ. Security Services will then issue you with your key and direct you to your accommodation. Before you can collect your keys and sign your tenancy agreement you will need to have paid the opening account in full, with your payment cleared into the bank.

Inventory

If you collect your key during working hours, the caretaker will:

- take you to the property and complete an inventory with you to record the condition of your accommodation
- take meter readings where applicable
- give you a copy for your records – please make sure that you have read it and keep it in a safe place for the end of the tenancy

If you collect your key outside of working hours, the caretaker will:

- Leave an inventory in your property for you to record the condition of your accommodation

- take meter readings where applicable
- make an appointment to go through all the necessary information with you and to give you a copy of the inventory for your records – please make sure that you have read it and keep it in a safe place for the end of the tenancy

It is important that you make sure that all contents (and any damage to contents) are noted and the condition of the property is noted on your inventory. At the end of your tenancy, the amount of your deposit which is refunded will depend on the condition of your property at that time.

Luggage

We are unable to accept luggage in advance of your arrival, as there is no storage facility on any of our sites.

Your Accommodation

All properties are furnished and your inventory will describe what forms part of the landlord's furniture. Items of furniture on the inventory should not be removed from your accommodation.

- You will not be permitted to bring any additional furniture into the property, due to fire regulations.
- We recommend that all your personal belongings are insured by acquiring contents insurance.
- Mattress protectors are provided, but you will need to provide sheets, pillowcases and bedding.
- Unfortunately there are no extra storage facilities available.

Study Bedrooms

- All study bedrooms are for single occupancy.
- Study bedrooms share a kitchen and a bathroom (unless they are en-suite).
- All accommodation is provided on a self-catering basis.
- The room rent for single study bedrooms includes utilities.

Communal Kitchens for Study Bedrooms

- Residents are allocated a cupboard/shelving space in the communal kitchen area to store food and personal belongings.
- To assist the cleaning staff, please ensure you keep all personal items in your allocated area within the kitchen.
- Kitchens are equipped with electric cookers, fridge/freezers, microwaves and kettles.
- Residents will need to bring their own cooking utensils.

Flats/Houses

- These are self-catering/self-contained units with a fully fitted kitchen and bathroom.
- Your electricity usage is not included in your rent and residents are invoiced by the Graduate Housing Accounts Department.
- Residents at Court Place Gardens are invoiced for their gas and electricity consumption.

Residents are invoiced quarterly for their utilities by the Finance department.

Please note

- You must not leave cooking unattended at any time because of risk of fire.
- Please take care with hot pans and cooking utensils and ensure that these are not placed on work surfaces, except on heat proof stands.
- Damage to unprotected kitchen work surfaces can be costly to repair and may be charges to the tenants.

Cleaning

It is essential that your accommodation is cleaned thoroughly to avoid cleaning charges at the end of your tenancy. It is worth noting that

- Oxford is a hard water area, which can result in a build-up of lime scale which requires cleaning with the appropriate product. Your caretaker will be able to provide further advice.
- If you neglect your property you may be charged at the end of your tenancy. Please refer to your caretaker for a list of current cleaning charges. As well as paying for cleaning costs, you will also be charged for any damage caused to the room or to the contents provided by the University.

Communal Areas

At Castle Mill there is a common room in Block A and foyers in Gatehouse 1, 2 and 3 where tenants and guests may meet communally. There are also common rooms in the Mansion House at Summertown House and the Mansion House in Court Place Gardens.

Laundry Facilities

- A coin operated laundry service is provided at all sites except at Alan Bullock Close where tokens are used. Residents can buy these from the local off licence. Please speak to the caretaker for instructions.
- For current laundry prices please contact your caretaker.

Waste/recycling

- Bin stores are provided on site (blue bins for recycling and green for general waste) and all residents are required to recycle where recycling bins are provided.
- All waste from rooms should be taken directly to the external bin store rather than using the communal kitchen bins or bins in other areas.
- For advice on disposing unwanted items such as rice cookers, kettles or pots and pans please contact your caretaker.

Emergencies, Safety and Security

The University Security Services are operational 24 hours a day, 365 days a year.

They are available to help with out of hours (between 4.30pm - 8.30am Monday to Friday and weekends) emergencies such as:

- if you are locked out of your accommodation
- out of hours maintenance
- security issues

In an emergency please call them on 01865 289999. For more information, see the Security Services website: <https://www.admin.ox.ac.uk/estates/securityservices/>

In a life threatening emergency please call the emergency services and dial 999.

Lost keys

Replacement keys/fobs/access cards are charged at £20.00. If you lock yourself out of your property in normal working hours contact your caretaker. Out of normal working hours please call Security Services on 01865 272944 but please note that you will be charged £50.00 per call out.

Parking

Limited parking is available on some of our sites once a parking permit has been obtained. Parking permits can be obtained from the site Caretaker and are issued on a first come first served basis. If you require further details or wish to apply for a parking permit please contact your Caretaker.

Bicycles

Please store your bicycle in the storage shelters provided, not in hallways/corridors, common areas or your accommodation and make sure that it is locked. Please note that bicycles are not covered by any University insurance policy and it is strongly recommended that you include your bicycle within your contents insurance cover which you will need to arrange whilst at University.

For anti-crime tips for bicycles please visit the website:-<http://www.admin.ox.ac.uk/ouss/>

Smoking

Smoking is not permitted in your accommodation or anywhere on our sites except in designated smoking areas. Please see your caretaker for further advice.

Connection to the Internet

All flats and study bedrooms have internet access to the University IT network except Court Place Gardens and 147 Walton Street where residents will need to provide their own. A computer room is provided for the residents of 147 Walton Street in 25 Wellington Square.

To connect to the internet for the first time you will need your Single Sign-On (Webauth) username and a password.

- Where no WIFI service provided you will need to connect with an ethernet cable directly to the internet socket one computer at a time.

- You will automatically be directed to a registration screen. Please follow the on screen instructions to register your computer to the network.
- If you have lost your Single Sign-On information please contact IT Services on 01865 273200 or use the following link
www.oucs.ox.ac.uk/webauth/oxfordusername.xml.ID=body.1_div.1
- You will need to complete this process for each computer you wish to connect.
- For cable connection only - if you wish to connect more than one computer at a time we advise that you purchase a hub or switch with no MAC address such as NETGEAR ProSafe FS108 10/100 Desktop Switch to be used only when you have completed the registration process for each computer and only where wireless access is not provided. If a switch with a MAC address is used, this will prevent you from registering your computer. Routers are not permitted on any site except at Court Place Gardens and 147 Walton Street and if used will prevent you from registering your computer.

Telephone

Telephone lines are not provided at any of our sites except in those units at Castle Mill and Summertown House that are designed specifically for disabled users.

Television

If you watch, stream or record live television in your property (whether through a television or via the internet) you must acquire a TV licence. For more information on how to obtain a licence, please telephone the general enquiry line on 08705 763763, visit a Post Office or the website www.tvlicensing.co.uk. Please note that students are not permitted to install satellite dishes or external aerials on University property.

Fire Alarm Testing

Fire alarms are tested weekly. Please check with your caretaker for the test times and dates. Please note, Alan Bullock Close does not have fire alarm tests, as smoke alarms are battery operated.

Fire Safety

- Each property has a fire alarm system. Smoke detectors are very sensitive so please be careful when cooking.
- Fire doors must be kept shut at all times.
- Fire blankets are provided in each kitchen.
- Fire notices are provided in all properties.
- If the fire alarm should sound please leave your property immediately and assemble at the Fire Assembly Point, as advised in the fire safety notice in your property.
- When the fire alarm is activated the main doors will open to allow emergency services to gain access.
- All personal belongings should remain in your property and should never be left in corridors, in order to comply with Fire Safety Regulations.
- It is a criminal offence to tamper with fire alarms in any way.

Fire Prevention

For your own safety and others please:

- ensure the correct amps and plugs are used for electrical equipment
- keep cookers, ovens and grill pans clean

Please do not:

- leave any cooking unattended
- heat up large amounts of oil
- smoke within the buildings
- use candles and incense sticks
- overload plug sockets

Securing your Property

For tips on securing your property and other safety tips please read the information on the Security Services website:- <http://www.admin.ox.ac.uk/ouss/>

Damage to the Property

Please report any damage in your property to your caretaker promptly. Damage caused by the tenant will result in a charge made for the costs of repairing or replacing the damaged item. The same applies to any damage to the University's furniture or contents.

Maintenance and Repairs

Please report all maintenance issues to your caretaker. Under no circumstances must you undertake or arrange repairs yourself. For out of hours repairs please contact Security Services on: 01865 289999.

Access for repairs by University staff/contractors

The caretaker, University Staff or University approved contractor will give you 24 hours' notice prior to entering your property, except in the case of emergency when access will be undertaken without notice.

Contractors for repairs and maintenance will be granted access to sites from 8.00am until 6.00pm.

Target Maintenance Response Times:

Target Standards of Service	
<i>Emergency Repairs</i> – When there is serious danger to property for persons for example major leaks, insecure windows or doors, complete loss of electrical supply.	3 hours
<i>Urgent Repairs</i> – For example, loss of heating or hot water (maybe upgraded to 3 hours for vulnerable groups), blockages to appliances or sinks.	24 hours
<i>Routine reactive repairs</i> – For example, adjusting doors, - Leaking guttering.	21 days

Tenancy Agreements – main points

We ask all residents to sign a fixed-term educational tenancy agreement which is valid until the end date specified in that agreement. The tenancy agreement will usually end at 12noon on 31 July 2015.

A Sample Tenancy Agreement can be found on the Graduate Accommodation Office website.

Moving Out

All tenants must have checked out of their properties by 12 noon on the day of departure. This is a strict deadline which unfortunately cannot be extended.

At the end of your Tenancy

The Graduate Accommodation Office writes to every student by the end of April each year to inform them of whether or not their current property will be available for the following academic year, or over the summer. If you have not heard anything by mid-April, we would suggest that you contact the Graduate Accommodation Office for confirmation as to whether you will be offered a further tenancy agreement.

Please note that you will not be allowed to stay in occupation of your accommodation past the end date set out in your tenancy agreement unless you have agreed this with the university and signed up to a new tenancy agreement.

How do I enter into a new Tenancy?

If we are unable to offer you a tenancy of your existing room for the following academic year (or if you have rejected such an offer), you may be given the opportunity to apply for a new tenancy agreement of a different graduate housing property for the following year. This is subject to availability and the University offers no guarantee that accommodation will be available.

The offer of a new tenancy agreement (whether for your current property or a different property) is also dependant on your room/flat being kept to a required standard, your rent payment history and you entering into a new tenancy agreement for the following year.

Living in University accommodation

What do I need to bring?

- bedding and linen including sheets, pillows, duvet or blankets, towels and tea towels
- cooking equipment including saucepans, cooking utensils, plates, glasses, mugs and cutlery
- cleaning materials and toiletries

Can I have visitors?

- **Single accommodation:** Overnight visitors may stay for a maximum of three nights in any consecutive seven days. A [guest form](#) (see Overnight Guests on the attached link) should be completed and provided to your caretaker in advance of all visits.

Please note that a guest is only permitted to stay if you are present in your property. Residents are not permitted to sublet their room or flat, or accept payment from any guests in respect of their stay at your property.

- **Couples and families accommodation:** Overnight visitors may stay for up to seven days without requiring advance permission from the Graduate Accommodation Office. If you live in a flat and wish to have visitors, for longer than seven days, please ask permission in advance from the Graduate Accommodation Office;- accommodation.office@admin.ox.ac.uk.

Please note the maximum period that visitors can stay with you is three months. You will need to provide the following information:

- Full name/s of visitors.
- Passport number/s.
- Arrival and departure date/s.
- Purpose of visit.

Please note that if permission is granted for a visitor to stay for up to three months, this permission relates only to the visitor named in your application and this permission cannot be used interchangeably for other visitors.

Please note that a guest is only permitted to stay if you are present in your property.

Noise

We ask you to be considerate of other residents. Noise levels should be kept to a minimum at all times, especially between 11.00 p.m. and 8.00 a.m.

Pictures and other wall hangings

Please do not use blu tac, sellotape, drawing pins or any other fixings on any walls or doors, rails and pin boards are provided in your accommodation.

Pets

We have a no pet policy, save where a pet is required in relation to a registered health concern or disability. If this applies to you, please contact the Graduate Accommodation Office for further details accommodation.office@admin.ox.ac.uk.

**We do hope that you will enjoy your stay in
Oxford University graduate accommodation.**