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28 LITTLE CLARENDON STREET

Site Specific Information
Location and Travel

Graduate accommodation at 28 Little Clarendon Street is in the heart of Oxford and provides housing for four couples.
Bus Services

Two bus companies, Stagecoach and the Oxford Bus Company, provide services around Oxford and the surrounding countryside. In the central bus station at Gloucester Green, there is a shop where you can get travel advice and updated brochures for bus routes and timetables. Detailed information is also available on the web. Stagecoach maintains a site at www.stagecoach-oxford.co.uk and the Oxford Bus Company’s site is at www.oxfordbus.co.uk.

Cycling

It is probably most convenient to travel around Oxford either on a bike or on foot. Most of the streets in the city have dedicated cycle paths. There is one on Little Clarendon Street. Wellington Square has two secure cycle sheds available for use by tenants they are accessed by a key.

Parking

No parking facilities are available. For those with cars, you will need to acquire a parking permit from the Oxford City Council, Parking and Payments Office, 140 High Street. The Oxford Transport Strategy has limited the amount of places in the city to which one can drive in a car. Tourist Information, Gloucester Green has a map of the current road system around the city centre or the map can be accessed online at www.oxford.gov.uk.
The Site

There are 4 flats for couples on the top floor. Access to the building is with your University card which has been activated for use there.

In addition to 28 Little Clarendon Street the University maintains several other sites of accommodation for graduate students.

<table>
<thead>
<tr>
<th>University Accommodation for Couples and Families</th>
<th>University Accommodation for Single Graduates</th>
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<tbody>
<tr>
<td>Alan Bullock Close</td>
<td>Banbury Road</td>
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<td>Caroline Street</td>
<td>49 Banbury Road</td>
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<td>St Clements</td>
<td>Oxford</td>
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<tr>
<td>Oxford</td>
<td>OX2 6PE</td>
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<td>OX4 1AU</td>
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<tr>
<td>Castle Mill</td>
<td>Castle Mill</td>
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<tr>
<td>Roger Dudman Way</td>
<td>Roger Dudman Way</td>
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<td>Oxford</td>
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<td>OX1 1AE</td>
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<tr>
<td>Court Place Gardens</td>
<td>Court Place House</td>
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<td>OX4 4EW</td>
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<tr>
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<td>Oxford</td>
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<tr>
<td>OX2 7QZ</td>
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<tr>
<td>Wellington Square</td>
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<td>25 Wellington Square</td>
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<tr>
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<td>OX1 2HQ</td>
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</table>
The Resident Caretaker

The caretaker, Mr Derrick Bloomfield, lives in **Flat 101 at 25 Wellington Sq (opposite 28 LCS)** on the first floor beside the laundry room. His **office is Room 106**. The caretaker deals with tenant problems and general site maintenance. He works normal office hours, that is Monday to Thursday, 8.15 am-4.45 pm, and Friday 8.30 am-4.00pm, with a break between 1-2 pm and time off at Christmas, Easter, Bank Holidays, and scheduled holidays. However, in the case of an **emergency**, the caretaker should be your first point of contact, although, if your problem is minor or can wait please respect the caretaker’s privacy and try, if possible, to contact him during working hours. All repairs should be reported to the caretaker in the first instance. You can visit him in the office or phone him on ☏ **270221**.

If you have any queries regarding the caretaking service contact the **Graduate Housing Office on (2)80923**.
The Units

**Flats at 28 Little Clarendon St**

*Your address at 28 Little Clarendon Street is:* your flat number
28 Little Clarendon Street
Oxford
OX1 2HU

Any mail sent to you will be delivered to your flat.

**Household Equipment**

The flats are basically furnished, but each resident is responsible for linen, cutlery, crockery, and other household items such as kettles or microwaves. It is possible to add to the basic furniture provided by the university, although, existing furniture cannot be removed from the premises and stored. For additional household goods try **Cowley Centre, Boswells, Argos** or the **DIY Superstores**. Second hand furniture shops may also be worth investigating: **Oxfordshire Council for Voluntary Action Furniture Store** (Headington) ☎️ 763698, **Secondhand Furniture** (Cowley Road) ☎️ 204401, **Oxford Furniture Warehouse** (272 Abingdon Road) 202221.

**The University Network for the Phone and Computers**

Tenants can choose their own telephone provider and get internet via this line.

**Day to Day Questions**

**Repairs and Maintenance**

If you have any problems with services, equipment or the structure of your flat please contact the caretaker who will make arrangements for repairs to be carried out. In his absence please contact the Graduate Housing Office. Your Tenancy Agreement states that the caretaker or any other member of the University staff or an accredited contractor should give 24 hours notice before they enter your room/flat. The only exception to this rule is in the case of an emergency when clearly access will be required immediately. In this event you will be left a note advising you of the time and purpose of the access. If you are not at home when the caretaker/contractor is on site, although you are aware that access is required to carry out repairs, then a note will be left detailing the work which was carried out. If you have any queries about these arrangements, please call the Graduate Housing Office (2)80923 who will be able, in most cases, to make alternative arrangements. Outside normal work hours the emergency number is through University Security Services – **89999**.

**Access by University Staff/Contractors**

According to the tenancy agreement the caretaker or any other member of the University staff or an accredited contractor should give you 24 hours notice before they enter your flat. The only exemption from this rule is in the case of an emergency when clearly access will be required immediately. In this event you will be left a note advising you of the time and purpose of the access. When a repair has been requested and you are not at home when the caretaker/contractor is on site, then a note will again be left detailing the work that was carried out. If you have any
queries about these arrangements, please call the Graduate Housing Office (2)80923 who will be able, in most cases, to make alternative arrangements.

Utilities
Tenants will receive bills for the electricity from the Graduate Housing Accounts Office in Ewert House. Details about how to pay will be on the bill.

Access Control
28 Little Clarendon Street is accessed by your University card (partner card is given out separately). The flat is accessed with a key.

Laundry Facilities
Each flat has its own washing machine.

Rubbish Collection
Rubbish is to be taken out weekly and the caretaker can let you know which day to do this.
The Locality

Facilities in the Near Vicinity

28 Little Clarendon St. is within the city centre and local conveniences are literally just outside the front door.

Supermarkets
Most residents will choose to shop for groceries at the supermarkets located in the city centre. A few options are Sainsbury’s in the Westgate Shopping Centre or Magdalen Street; and Marks & Spencers, Queen Street.

In the Oxford Market Place, Gloucester Green, there is a weekly market. On Wednesday, fruit, vegetables, meat, cheeses, breads, and other items of general interest are sold. On Thursdays, the market offers an antique/craft fair along with second-hand goods.

In the Covered Market in the centre of town you will find numerous shops selling meat, fish, fruit and vegetables, clothes shoes, leather goods and many other goods, and also many sandwich shops and cafes.

Convenient Services
The nearest Post Office is located at the end of Little Clarendon Street in the Chemist. Across Little Clarendon Street is the local post box. The address of the main post office is 102/4 St Aldate’s. In the vicinity of 25 Wellington SQ. are many restaurants, pubs, and shops.

Local Health Service
Most students and couples will be provided with a doctor through their college. However, there is a local clinic, the Jericho Health Centre ☎ 311234. The main casualty department for the area is the John Radcliffe Hospital ☎ 741166 on Headley Way, Headington. Emergencies involving eyes are also treated at the John Radcliffe Hospital - ☎ 234800. Hospitals should be warned in advance if possible. You can also dial ☎ 999 to ask for the ambulance service.

Ice Skating
The Oxford Ice Rink, Oxpens Road, ☎ 467000, has facilities for ice-skating and sponsors events like ice shows and ice hockey matches.

Public Library
The nearest public library is the Oxford Central Library, Westgate, ☎ 815509.

Swimming Pool
An indoor heated pool is located at the Ferry Sports Centre, Marston Ferry Road, Summertown, ☎ 510330.
THE CITY OF OXFORD

General Information

Oxford is a large, multi-cultural city that has much to offer its residents. It plays host to over 1.5 million tourists a year and houses students from two Universities and several language schools.

The centre of the city is Carfax, on the corner of Cornmarket Street and Queen Street, and within a one mile radius of this point there are a wide variety of shops, theatres, cinemas and museums.

The following information is intended as an introduction and should help you to orientate yourself when you arrive in Oxford.
Oxford City Council

Benefits
At present Housing Benefit is not usually available for those resident in University housing. However, if you would like to find out more about housing benefit, telephone the Oxford City Council help line on 249811. For information on Child Benefit call 0845 3021444 and for information about Income Support call 0845 6088573.

Council Tax
Council tax is a local tax levied by Oxford City Council for services provided to those who live in Oxford. However, students (and their partners/children) are at present not liable to pay Council Tax whilst resident in University accommodation provided that notification has been given by the Graduate Housing office to the Oxford City Council. If other family members or au pairs or resident nannies were to take up residence (which is not permitted under the tenancy agreement) then Council Tax would become payable.

The Electoral Registration Officer can require any householder, owner, occupier, or the agent of any such person to give information required for the purpose of carrying out registration duties. Failure to comply with a requisition for information is an offence. This is contained in Regulation 23 in the Representation of the People Regulations 2001 Act. If you wish your name to be excluded from the general registers you will need to complete an ‘opt out’ form acquired from the Oxford City Council, Legal & Democratic Services Offices, The Town Hall, Oxford OX1 1BX 01865 249811, and to let the Graduate Housing Office know, as they will exclude your name from the electoral role form submitted in October each year. This information will be kept on file in the Graduate Housing Office.

General Information
The Oxford City Council maintains a website at www.oxford.gov.uk. The site contains information about the city council, services, tourism, leisure centres, education and much more.
Art Galleries
There are some impressive collections of art in the city. Some venues to explore are the Ashmolean Museum (Beaumont Street), Christ Church Picture Gallery (Oriel Square), and The Museum of Modern Art (Pembroke Street).

Museums
Ashmolean Museum in Beaumont Street 🏛 278000, Pitt Rivers Balfour Building at 60 Banbury Road 🏛 270927 (museum of musical instruments), Bate Collection of Musical Instruments at Oxford University Faculty of Music, St Aldate’s, 🏛 276139, Museum of Oxford in St Aldate’s 🏛 252761, Oxford University Museum of Natural History on Parks Road 🏛 270949, the Pitt Rivers Museum (entrance through the Oxford University Museum of Natural History) 🏛 270949 and the Museum of the History of Science, Old Ashmolean Building, Broad Street, 🏛 277280.

Night Clubs
The Bridge, Hythe Bridge Street, The Coven II in Oxpens Road, Filth above Sainsbury’s at the Westgate Centre, the Park End Club in Park End Street, Po Na Na, Magdalen Street, Clementine’s at The Plain on St Clements, and The Carling Academy at 109 Oxford Road, Cowley.

Theatres
The New Theatre in George Street 🏛 0844 847 1585, the Oxford Playhouse in Beaumont Street 🏛 798600, the Burton-Taylor Theatre behind the Playhouse in Gloucester Street 🏛 793797, the Old Fire Station in George Street 🏛 794490, and the Pegasus Theatre in Magdalen Road (off Iffley Road) 🏛 722851.

Touring Oxford
If you have any free time, you might want to take a tour of Oxford. The city has a lot to offer and there are two good ways to orient yourself. You can either catch one of the open top buses, either at the railway station or the bus station to explore the city, or take a walking tour.

Punting
The Thames and the Cherwell provide ample opportunities to explore the local waterways. Punts, rowing boats and river cruisers are available to hire during the Spring and Summer months. Places where boats can be hired or cruises taken are Cherwell Boathouse, Bardwell Road, north Oxford; IPN Marine, Boat Station, Head of the River Pub, Folly Bridge, South Oxford; Magdalen Bridge Boathouse, High Street, East Oxford; and Salters Brothers Ltd, Folly Bridge, St Aldate’s, Oxford.

Cinemas

<table>
<thead>
<tr>
<th>Odeon, George Street</th>
<th>Odeon, Magdalen Street</th>
<th>Phoenix, Walton Street</th>
<th>Ultimate Picture Palace, Jeune Street</th>
<th>Vue, Ozone Leisure Park, Grenoble Rd, Oxford OX4 4XP</th>
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<tr>
<td>Film Listings 🏛 0870 5050 007</td>
<td>Film Listings 🏛 0870 5050 007</td>
<td>Film Listings 🏛 554909</td>
<td>Film Listings 🏛 245288</td>
<td>Film Listings 🏛 08712 240240</td>
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<tr>
<td>Advance Booking 🏛 0870 5050 007</td>
<td>Advance Booking 🏛 0870 5050 007</td>
<td>Advance Booking 🏛 512526 (after 2pm)</td>
<td>Advance Booking 🏛 245513 (3–7pm)</td>
<td>Advance Booking 🏛 08712 240240</td>
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Travel In/Around/Out Of Oxford

Air Travel

You can book airline tickets directly through the airline with which you wish to travel or you can consult a travel agent. There is an agency particularly designed for student travellers (though this doesn’t necessarily mean it will be cheaper). Contact STA Travel, 36 George Street ☏ 792800. Other travel agents include, Keith Bailey Travel ☏ 776600, Going Places ☏ 723825, Lunn Poly ☏ 295165 or 722943, Oxford Travel Agency ☏ 241141, Summertown Travel ☏ 310600, and Thomas Cook ☏ 447000.

Buses and Coach Travel

The central bus and coach station is located at Gloucester Green. Two bus companies operate within Oxford, the Oxford Bus Company, ☏ 785400 and Thames Transit who run the Stagecoach buses ☏ 727000 or ☏ 772250. They both offer services to most of Oxford and some of the outlying areas. Generally:

- To travel north catch buses outside Debenhams in Magdalen Street
- To travel south catch buses in St Aldate’s opposite the Post Office
- To travel east the buses stop in Queen Street
- To travel west the buses stop in Castle Street.

If you plan to use the bus frequently, it is worth investigating the various passes available. The longer the time period, the cheaper the daily travel. For an extra-charge, the “plus pass” will allow you to use buses from either company.

For longer journeys from Oxford, contact the Oxford Bus Company or Thames Transit. National Express provides services to Bath, Birmingham, Bournemouth, Bristol, Cambridge, Glasgow, Nottingham and other cities. Either check the yellow pages for numbers for bookings to specific cities or try their general number ☏ 08705 808080. They also have a website – www.gobycoach.co.uk. For travel to Bath, Blenheim Palace, Burford and Bibury, the Cotswolds, Stonehenge, Warwick Castle and Stratford-upon-Avon, contact Cotswold Roaming on ☏ 308300.

London - Access

Trains and coaches travel regularly to London (see Coaches and Rail Travel). Coach services, The Oxford Tube ☏ 772250 and City Link ☏ 785400 run frequently during peak times and there is a service for most of the day and night. For Rail information call ☏ 0845 748 4950

Airports - Access

Both Gatwick and Heathrow are accessible by Rail. For Heathrow, travel to Reading from Oxford and there is a coach link from Reading Station to Heathrow, or travel to Paddington Station and take the Heathrow Express to the airport ☏ 0845 600 1515.
For Gatwick travel to Reading station and there is a direct rail link from the station to the airport. Coaches also travel from Oxford to London airports and to Birmingham International. Information about airport coaches is available at www.airlinks.co.uk.

### Car Hire

Agencies include Avis ☎ 249000, Budget Rent-A-Car ☎ 724884, Europcar ☎ 246373, Hertz Rent-a-Car ☎ 319972.

### Cycling

Many students cycle around Oxford. From dusk until dawn, it is required by law that you have working front and rear lights. It is also wise to wear a helmet and light reflective clothing. Oxford gets very busy so, if you are on a bike, please watch out for others. If you are leaving your bike we suggest that you lock it to something immovable. One in three cycles is stolen here each year. Certainly, you should not leave your bike in the city centre over night, locked up or not.

### Rail Travel

Oxford Railway Station is located near the city centre at the western end of Park End Street. Go down George Street towards Botley Road and follow the signs to the station. Three rail companies operate through the Oxford station: Great Western, Thames Trains, and Virgin Trains. Trains to London terminate at Paddington Station and in peak times are usually faster than the coach by about an hour although travelling by train is more expensive than travelling by coach. For more information ring ☎ 0845 748 4950. Alternatively, consult their respective websites at:

- www.thamestrains.co.uk
- www.great-western-trains.co.uk
- www.virgintrains.co.uk
Visitors’ Accommodation

If you have relatives/visitors coming to Oxford and they are not staying with you (remember your agreement does not allow visitors to stay with you for periods longer than a week without special permission) then contact the Tourist Information office, ☏ 726871, located in Gloucester Green. The centre is open Monday to Saturday – 9.30 am to 5 pm, Sundays (during the summer months) and Bank Holidays 10 am to 3.30 pm The centre can help you book accommodation in Oxford and throughout Great Britain and provide you with guide books, maps, town walks and souvenirs.
THE UNIVERSITY OF OXFORD

General Information

The University of Oxford is an institution made up of Colleges, societies, faculties, and affiliated centres. The University and the colleges are associated and the University is administered centrally. The Colleges are independent, self-governing Charitable institutions with their own charters. The Fellows are the Governing Body of the college and elect those who are to join them as Fellows or Honorary Fellows, as well as being responsible for the selection of their students. As a student, you are considered a Junior Member of your College. As a member, your College should usually be your first point of contact for general information and assistance.

Almost all members of the University have to be members of Colleges and almost all members of Colleges are members of the University. The University admits all registered students at a ceremony called Matriculation. In addition, it examines students and awards their degrees. Colleges enter their students to the university examinations after preparing them and caring for them during their courses. Graduate students are further prepared for examinations and theses by the faculties through which they earn their degrees.

The University Administration has several offices in Oxford. The main office which houses both the Graduate Studies Office and the International Office is located in Wellington Square. The telephone number for general enquiries is ☏ 270001.
<table>
<thead>
<tr>
<th>College</th>
<th>Street</th>
<th>Telephone</th>
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<tr>
<td>All Souls College</td>
<td>High Street</td>
<td>279379</td>
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<td>Hertford College</td>
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<td>St Margaret’s Road</td>
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<td>St John’s College</td>
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<td>St Edmund Hall</td>
<td>Queen’s Lane</td>
<td>279000</td>
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<tr>
<td>Worcester College</td>
<td>Worcester St</td>
<td>278300</td>
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<td>Harris Manchester College</td>
<td>Mansfield Road</td>
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<td>New College</td>
<td>Hollywell Street</td>
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<td>St Hilda’s College</td>
<td>Cowley Place</td>
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<td>Wycliffe Hall</td>
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<td>Nuffield College</td>
<td>New Road</td>
<td>278500</td>
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</table>
Facilities And Services

Information on facilities and services offered by the university should be available from your college. Don’t hesitate to ask others, even graduates who have been here a few years have learned from other students. If you have a computer, or access to one, information on all aspects of university life is available on the university website www.ox.ac.uk. Another source of information is the various publications of the Oxford University Student Union (OUSU). Another source of information is the annual Freshers’ Fair held in Examination Schools, High Street, in noughtth week. At the Freshers’ Fair clubs, fellowships, other University organisations and companies offering services provide information.

Careers Service

Oxford University Careers Services, ☎ 274646 or visit 56 Banbury Road (on the right as you go north out of Oxford), provides assistance to students of the University. You can visit a Duty Careers Advisor, get information on job vacancies, or use the available information. The Careers Services operates on a self-help basis, but there are members of staff who are willing and able to assist you. In addition, they host career fairs throughout the year and publish The Bridge, a list of job vacancies.

Childcare

The University currently has two nurseries: the Mansion House Nursery (based at Summertown House) and Bradmore Road Nursery, both in North Oxford. The day-to-day management of the nurseries has been contracted out to Kids Unlimited, a nursery management company. Please email childcare@admin.ox.ac.uk or visit http://www.admin.ox.ac.uk/eop/child. It is very important to contact the nursery early as there are long waiting lists for University places. Children are accepted after their first set of inoculations (6 months) up to five years. The nurseries are open Monday - Friday (including bank holidays during term) from 8 am to 6 pm, 50 weeks a year.

In addition, several colleges operate nurseries. Priority for all of them is given to children of their students, although the children of students of other colleges may be accepted if there are spaces available. For information on St Paul’s School Nursery affiliated with Somerville College contact either the Domestic Bursar on ☎ 270614 or the nursery manager on ☎ 270686. For St Anne’s Nursery, 48 Woodstock Road, call the nursery directly on ☎ 274868. Balliol College operates a day nursery at 2a Rawlinson Road, ☎ 515654. For Wolfson College Day Nursery, call the Domestic Bursar on ☎ 274104.

If your child is nearing school age you should put his/her name down on a waiting list as soon as possible. It is advisable to see as many schools as you can in order to make the best decision for your child and many schools have open days for this purpose, or you could arrange with the Headteacher to visit with or without your child. Schools in Oxford mainly take children from the term before they are 5 years old, although some schools may take them earlier. Schools are classified according to the age of the children they educate, Primary (5-11 year olds), and Secondary (12-18 year olds). Oxfordshire is divided up into catchment areas; these are geographical boundaries decided by the Local Education Authority. Usually children attend schools within the catchment area in which they live. Further information is available from Oxfordshire County Council Education Department ☎ 815449.
**Child Minders**

It is sometimes difficult for student parents to find child minders for their children. The Social Services Department has a Childcare Secretary who keeps lists of child minders, people who will care for your child in their home. For more information contact 882288. They should also be able to provide you with a list of playgroups, crèches, and nurseries in the city.

**Computing Services**

The University operates a centre for computing services, the Oxford University Computer Services at 7-19 Banbury Road (on the left-hand side of Banbury Road going north out of Oxford). In addition to computers for work, e-mail, internet access, and printing, the centre has many courses, both self-taught and taught. There is also a shop that sells computers and printers (at the market rate) as well as software and other computer products (well below the market rate). OUCS is open Monday - Friday, 8.30 am to 10 pm to students with identity cards. For weekend access, you must purchase a key card from the shop for £5 (returnable). To find out more about the facilities and what the centre can do for you, contact them by telephone 273200, in person, or via their website www.oucs.ox.ac.uk.

**Counselling Services**

For students who are experiencing difficulties or just need someone to talk to in confidence, the University Counselling Service 270300, at 11 Wellington Square is a helpful place to seek support. With full and part time staff, it is able to provide support on a short-term or long-term basis. In the last few years, graduate students have been the largest group seen by the counselling service. As a result, the counsellors have an insight into issues affecting graduates and have strategies to assist them. The counsellors all have a deep concern for the well-being of students and their families and observe strict rules of confidentiality.

In addition, many students in the past have sought help from other students. Nightline is an organisation run by students for students. Confidentiality is absolute and all volunteers take a completely neutral stance on matters of sexuality, religion, and morality. You can call Nightline on 553456 (reversed charges are accepted) or stop by the centre in the basement of 16 Wellington Square. It is open every day from 8 pm to 8 am during term and the weeks immediately before and after term.

**Oxford University Parks**

For walking, jogging or relaxing, the University maintains some beautiful parks.
- The University Park on South Parks Road
- University Botanical Gardens Rose Lane, off St Clements
- Christ Church Meadow down St Aldate’s

There is a website for the university parks - www.parks.ox.ac.uk. Your local bookshop will have guides for walking and rambling in the area.

**Oxford University Sports Complex**

The University Sports Complex is located down the Iffley Road on the right past the Christ Church Sports Ground. Although many colleges maintain facilities for students, if your college does not have a gym, you might consider joining the University Gym for an annual subscription. If you would like to use the other facilities at the complex like the squash courts, there is an additional charge. Before travelling to the sports complex, check with them for up-to-date information 240476.
**Oxford University Language Centre**

The **University Language Centre** is located in St Giles’ opposite the Radcliffe Infirmary. Currently, the centre has eight taught classes in French, German, Modern Greek, Italian, Portuguese, Russian, Spanish, and English as a foreign language. During ninth week, students queue at the centre for particular classes. To find out when you should go and with what information, you should contact the Language Centre as soon as possible at 12 Woodstock Road, by telephone on ☎️ 283360 or consult their web page [www.units.ox.ac.uk/departments/langcentre](http://www.units.ox.ac.uk/departments/langcentre). If language study is a necessity for your course or study, you can fill in a priority application form. In addition, there is help for those who have the time to pursue a course in their own time. Workbooks and video/audio tapes for over 100 languages are available from the centre. The centre provides computers for computer assisted language learning (CALL) and keeps newspapers, magazines and recordings of foreign channels.

**Oxford University Newcomers’ Club**

Located at the University Club, 11 Mansfield Road, the **Newcomers’ Club** offers a support group to partners of University students. The Club organises coffee mornings and other activities for its members such as a group for newcomers with children aged 1 – 4 years old, an informal conversation group for those wishing to improve their English, village walks, an art group, garden group, book group and antiques group. For more information on the Club see their website: [http://oxforduniversity.newcomersclub.googlepages.com/](http://oxforduniversity.newcomersclub.googlepages.com/).

**Oxford University Security Services**

The **University Security Services** work to prevent and deter crime, but they cannot be everywhere at once. Keep alert and be aware that even in what appears to be the safest library or lab, crime can be a problem. For more information about steps you can take to protect yourself and your family, contact general enquiries, ☎️ 272947 or visit their website [www.info.ox.ac.uk/oxford/crime-prevention](http://www.info.ox.ac.uk/oxford/crime-prevention). Please report any suspicious behaviour to their Control Room on ☎️ 272944 or ☎️ 272939. For emergencies only use ☎️ 289999. However, always call the police on ☎️ 266000 to report criminal activity or in an emergency dial 999.

**Oxford University Student Union (OUSU)**

All students of the University are members of **OUSU** unless they choose to opt out. OUSU provides services for students and opportunities to become involved in all aspects of life at the university. As well as numerous publications on life at Oxford, OUSU maintains a website on its services, committees, and current postholders at [www.ousu.org](http://www.ousu.org). The OUSU offices operate from noughtth to ninth week during term and they are located at Thomas Hull House, New Inn Hall Street, ☎️ 270777. Some services offered by OUSU are:

**Copying Service**

The general upstairs office provides a self-service copy service at (currently) 4p per page. Payment is made at the reception desk.

**Student Clubs**

There is a wide range of student clubs at the university. For more information either get a copy of the OUSU Oxford Directory or visit the OUSU website. Each year the directory and the website are updated with a listing of all clubs and societies available for students and contact names and addresses for information.
Welfare
The well being of students is of great concern to the university. OUSU has a Vice President of Welfare who is able to provide information and resources for students who have financial difficulties or other personal issues. Welfare officers are specially trained to assist students who have concerns spanning a wide range of situations i.e. mature students, students with disabilities, homosexual/bisexual/lesbian students, overseas students, or students with children. Colleges also have welfare officers to help their students.

Nightbus
A nightbus for all students operates on Thursday, Friday and Saturday nights between 11pm and 2am. A telephone call to 07754 516172 during hours of operation books the nightbus. The service operates door to door anywhere within the ring road and has a chairlift for disabled users. A donation of £1 per trip is requested.

University Access Funds
The government gives the University funds to distribute as cash grants to students in financial difficulty. They are available to all home undergraduate and postgraduate students. For more information, speak to your college bursar. The funds are not available throughout the year and there is an application form deadline.

The University Club
The University Club at 11 Mansfield Road offers a general sports facilities including football, a 5-a-side football team, tennis, a gym and an aerobics room. The Club is open from 7.00 am to 11.00 pm and admits graduates for meals, drinks, and relaxation. The club also has nine single and six double guest rooms that may be booked for guests of members. Membership is open to all staff and graduate students of the university, including their families. To find out more and to get an application form visit the Club in Mansfield Road, telephone (2)71044 or see: http://www.club.ox.ac.uk/.

University Policy on Harassment
The University condemns ‘harassment’ as an unacceptable form of behaviour, and has an advisory system to help people who feel they are being harassed, whether sexually, or on the basis of sexual orientation, race or religion, or in some other way.
If you have a problem ring the University confidential harassment line 270760 and speak to a member of the Harassment Advisory Panel or talk to your department’s or college’s advisers. Harassment advisers are there to listen and advise. Any further action will be your choice.
Copies of the Code of Practice on Harassment are available from Equal Opportunities, University Offices, 270238.
Should you wish to consult someone else in confidence about a difficult situation, the OUSU has two officers, Vice President (Welfare) and Vice President (Women) who are trained to advise and listen. Office hours are Monday to Friday, 10 am – 5.30 pm

The Proctors and Assessor
The Proctors (Senior and Junior) and the Assessor are housed in a separate office within the University Offices at Wellington Square, 270090.
The main duties of the Proctors are to ensure that University regulations are implemented, investigating complaints made by a member of University and serving on many University Committees. The Assessor has a major responsibility for student welfare and also sits on many university committees. Other information can be found in the “Proctors’ and Assessor’s Memorandum” available from the Proctors’ Office.
THE UNIVERSITY LAND AGENT’S AND ACCOMMODATION OFFICE

General Information

The Land Agent’s and Accommodation Office is part of the University Offices under the direction of the Registrar. However, the policy of the Office relating to student accommodation is controlled and monitored by the Property Management Committee, a committee of members of the University, appointed by various bodies including Council and OUSU. A list of those currently on the Committee is available from the Land Agent’s and Accommodation Office. In practice there are two offices both of which deal with graduate accommodation.

the Land Agent’s and Accommodation and Graduate Housing Office, Ewert House, Summertown.

The Accommodation Officer, Miss Sue Jacobs, is responsible for graduate accommodation; she is based at Ewert House.
Graduate Housing Office

Functions
This office is responsible for all aspects of the day-to-day management and maintenance of University accommodation and has responsibility for rent collection, utilities and telephone bills.

The Staff
Mrs Marion Jesty  Graduate Housing Manager
Miss Vikki Shuker  Graduate Housing Assistant
Mrs Sarah Robinson-Keiller  Accounts

Contacting the Office
Address: Ewert House, Ewert Place Oxford OX2 7DD
Telephone and Fax: (2)80923 Fax (2)80814
E-mail: graduate.housing@admin.ox.ac.uk
Web site: www.admin.ox.ac.uk/accommodation/

Opening Hours
Monday to Friday 9am-5pm. We are open to visitors from 10am-12.45pm and 1.45-4pm.

Directions
Ewert House is located at the end of Ewert Place off Banbury Road in Summertown. Ewert Place is the turning after the Co-op supermarket before Marks and Spencer. The Office is on the ground floor of Ewert House to the right of the main reception. For those who need to use public transport to reach the Office use bus services from central Oxford up the Banbury Road and get off the bus at Costa Coffee in Summertown – see map on website www.ox.ac.uk/accommodation.
The Land Agent’s And Accommodation Office

Functions
Along with other functions relating to the management of the University Estate the Office allocates university accommodation and provides information on private sector accommodation. The University Accommodation Service is able to provide assistance to matriculated students of the university, some short-term members of staff, research assistants, post-docs, and visiting academics. If you are in doubt whether or not the Office can help you, please telephone, e-mail (accommodation.office@admin.ox.ac.uk) or call into Ewert House.

The Staff (Accommodation Services)
Miss Sue Jacobs  Accommodation Officer
Mrs Susannah Brady  Accommodation Assistant (Couples and Families)
Ms Janet Mead  Accommodation Assistant (Singles)

Contacting the Office
Address: Telephone and Fax:
Ewert House ☏ 280803 Accommodation Officer
Ewert Place ☏ 280812 Enquiries - Single
Banbury Road ☏ 280813 Enquiries - Couple/Family
Summertown ☏ 280814 (fax)
Oxford
OX2 7DD
E-mail: accommodation.office@admin.ox.ac.uk
Web site: www.admin.ox.ac.uk/accommodation/

Opening Hours
Monday to Friday 9am-5pm. We are open to visitors from 10am-12.45pm and 1.45-4pm.

Directions
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Legal Advice
The staff in the Land Agent’s and Accommodation Office cannot give detailed legal advice. During the academic year, you may contact the Oxford Student Union, Thomas Hull House, New Inn Hall Street, on ☏ 270777, Mondays 10.30 am to 12.30 pm and Thursdays 2 pm to 4 pm. If you are a tenant who has problems with a householder or landlord, you should contact the Tenancy Relations Officer of the City Council, Thomas Hull House, Bonn Square, on ☏ 252398.

Renting in the Private Sector
If you need information on renting accommodation in the private sector in Oxford this office provides information on all types of accommodation. Please telephone or come in and see us. Opening hours are set out above. See: www.admin.ox.ac.uk/accommodation/private.
### Information About University Residential Property

#### The Tenancy Agreement
Tenancy Agreements are granted for a **fixed-term until the following 31 July**. The tenancy lasts until, and ends automatically, at the end of the tenancy. There are no notice provisions to end the tenancy early, although see the section on Submission and Termination Prior to the End of the Tenancy. If you have queries about any of the terms of the tenancy agreement or the Regulations attached to them, please contact the Land Agent’s and Accommodation Office. **Sub-letting is not permitted.**

#### Eligibility for a New Tenancy
At present the Committee has decided that students will be able to remain in University Accommodation for up to two years continuously. In practice this means if you have occupied our housing for more than two years at the beginning of the following Michaelmas Term then you will **not** be offered a new tenancy agreement.

If you (and/or your partner) have been resident in one (or more) different units aside from the one you currently occupy, all the periods of residence will be aggregated to determine your length of residence.

#### Tenancy Agreement Renewal Procedure
Students (and their families) who have **not** had two years in University Accommodation by the beginning of the following academic year will be offered a new annual tenancy, at the revised rent, from 1 August. The offer of a new tenancy will be made in April and it should be declined or accepted by the beginning of May. A new tenancy agreement will be sent to you for signature, along with a new Standing Order for the revised rent. These should be returned to the Graduate Housing Office.

#### End of Tenancy
A tenancy period ends if a tenant has had two years in University accommodation, chooses not to take a new tenancy or ceases to be a member of the University (due to submission or completion of a course).

Students (and their families) are eligible for up to two years of continuous occupation in University Accommodation. **If you have had two years by the beginning of the next academic year** then it is unlikely that you will be able to stay for a further period. However, there is a degree of flexibility on the date when you vacate. Usually tenants are asked to choose a vacation date between July and the middle of September. You will be contacted initially in February if you are **not** going to be offered a further annual tenancy when you should confirm your leaving date. A reply is required by the beginning of March. If you stay after 31 July you will have to pay the revised rent, details of which will be available in the Spring.

If you are staying in Oxford and need alternative accommodation then the Land Agent’s and Accommodation Office provides help and information on renting in the private sector. For further information on the vacation procedure see the section on Moving Out.

#### Submission and Termination of Tenancy
If you have submitted your thesis or completed your course then the Graduate Housing Office is automatically informed and will serve notice on you to vacate two months from the date of your
submission. However, if there is a need for a longer period before you are able to leave due to corrections or a delayed viva then it is usually possible to agree a revised vacation date, if so please contact the Graduate Housing Office as soon as possible. If you wish to leave after you have submitted but before the termination date provided by the Graduate Housing Office at least one month’s notice is required from the date of submission.

### Termination Prior to the End of the Tenancy

At the current time, University accommodation is available to university graduate students for up to two years. Tenancies are granted for a period until the following 31 July. The rent is revised when new tenancies are granted on 1 August. However, information on new rents is available from the preceding Spring. There are a few circumstances which allow the tenant to leave the accommodation before the agreement ends. **There is no automatic notice period in the tenancy agreement.** The following are considered reasons to terminate the agreement:

- if the student is to go away for fieldwork
- if the student submits his/her thesis (see above)
- if the tenant is no longer a graduate student at the university
- if there are serious unforeseen circumstances that require the student to leave the premises such as the death of a close relative.

If you wish to terminate your tenancy agreement, you must contact the Graduate Housing Manager at once. If you choose to leave the accommodation before the end of your tenancy, and do not meet the criteria outlined above, you will be responsible for the rent until the end of your tenancy or until your flat has been re-let to a student on the waiting list.

### Moving In

At the time of signing your Tenancy Agreement a date and time will be arranged for you to meet the caretaker of your property and move in. The caretaker will check you in, read your gas and/or electricity meters with you if appropriate and go through the inventory of items in your room/flat. Please note any comments on conditions of items on the inventory at this time as this forms part of the deposit return process when you move out. He will give you an information pack from the phone company (if appropriate for your property), and forms to register the MAC address for your computer. He will give you a set of keys (2 sets for a 2-person flat), as well as any pass keys, fobs, cards or security access codes that may be necessary. Please note that, if lost, keys, cards etc. will be charged for, as will attendances by Security Services to gain access outside of normal working hours (8.15 a.m. – 4.45 p.m. Monday – Thursday, 8.30 a.m.– 4.00 p.m. on Friday).

Your property is furnished. There are no storage facilities for large items or furniture. Please note that no furniture owned by the University should be moved out of the property without notification to the Graduate Housing Office. Once you have moved in, any requests for maintenance should be made to the caretaker in the first instance, and thereafter to the Graduate Housing Office ☎️ (2)80923 or (2)80924.

Please note that requests for maintenance should be made during normal working hours.
**Moving Out**

When a leaving date has been agreed with the Graduate Housing Office you can expect to receive requests from the office for prospective tenants to view your accommodation. We will try to give as much notice of an inspection as possible, at least 24 hours. Before you move out please clean your house/flat/room so it is in the same state as it was when you moved in (fair wear and tear excepted). If additional cleaning has to be carried out after you have left, the cost will be deducted from your deposit. Cleaning instructions are available from the Graduate Housing Office or your caretaker.

Please make sure all keys and access cards are returned when you vacate.

Please fill in the leaving form so your deposit can be returned and any mail forwarded. (See section on Post - Forwarding). Remember to cancel your Standing Order.

Bedding provided at the beginning of your tenancy should also be returned, cleaned according to instructions. Dry cleaning can be arranged by the office and prices for this are available on request.

**References**  If you require a reference at the end of your tenancy there will be a charge of £10.00 for each reference provided.

**Inventory**

When you moved into your accommodation a member of staff, usually the caretaker, will have checked with you an inventory of the furniture and equipment. Any items which are damaged should have been noted at this point on the inventory.

The inventory will be referred to when the unit is vacated to ensure that the flat is in the same condition as it was when you moved in, fair wear and tear excepted.

On the day you leave the inventory will be checked along with the accommodation and any utility meters read. Please discuss any problems you have before you leave, as it is usually easier to deal with them then than at a later date. If you have to move out at the weekend or at other times when the office is not open then we will ask that you arrange a time to check out when a member of staff is available. If for any reason this is impossible then we advise you to arrange for a friend to take your place and deal with the vacation procedure.

**Post - Forwarding**

When you leave please leave a forwarding address. Your mail will be forwarded to you for one month only. Thereafter it will be returned to sender. We would suggest that if you are likely to receive urgent/valuable items that you arrange for the Post Office to redirect your mail. For further information, please visit the main post office on St Aldate’s. If you would like mail to reach you by another route please give the Graduate Housing Office details. It is not considered reasonable to expect incoming tenants to deal with previous tenants’ mail unless specific arrangements have been agreed. Any letters/parcels for previous tenants can be given to the caretaker or the Graduate Housing Office.

**Deposit**

The deposit equates to one month’s rent. It is not to be used as the last month’s rent. If repairs or cleaning have to be carried out by the University due to damage or neglect by the tenant, a proportion of the deposit will be retained to cover these costs. Reasonable wear and tear is
expected but neglect and damage are not. Outstanding bills will also be deducted from the deposit. The remaining deposit as set out in the tenancy agreement will be returned within four weeks of the termination of the tenancy, as required by the tenancy agreement.

**Luggage**
Unfortunately luggage cannot be stored once a house/flat/room has been vacated.

**Rental Payments**
Rent is payable in advance at the beginning of the month. The rents are reviewed annually and new rents are effective from 1 August.

Rent should be paid by Direct Debit. Forms to instruct your bank to set up a Direct Debit will be provided when you sign your tenancy agreement. If you need to make any changes and need an additional form please contact Graduate Housing Accounts.

If the rent has to be paid by cheque, it should be sent to Graduate Housing Accounts.

**Health and Safety**

**PAT Testing (Portable Appliance Testing)**
All items held within communal areas are required to be PAT tested annually. Any item which does not belong to the University will be removed by the caretakers during that time to make sure that only safe items are available for general use.

**Landlords Gas Safety Certificate**
All gas boilers are checked annually. Where access to boilers in individual properties is required, caretakers will give advance notice to tenants.

**Legionella Testing**
All water supplies are tested every six months in communal areas, and temperature tests will be carried out by the caretaker in rooms and properties at the start or end of tenancies.

**Fire**
Fire equipment is installed for your safety and in compliance with building regulations. You may not tamper with any item of fire equipment unless your tenancy agreement indicates change of batteries to smoke detectors. Regular fire alarm tests will be carried out from time to time by the caretaker, who will advise tenants where possible of any dates when the testing will be carried out.

**Snow Policy**
During periods of severe weather conditions snow and ice will not be cleared from Graduate Housing accommodation sites.

**Utilities Charges**
Gas, electricity and telephone charges are payable by a tenant although at some sites some or all energy charges are included in the rent. (Refer to site specific information). When the bills are levied separately then please make payments as soon as possible to the Graduate Housing Office (or directly to the utilities company in the case of telephone bills at some sites).
At Castle Mill, Summertown House (flats 1-54), 25 Wellington Square, 49 Banbury Road and Walton Street the telephones are linked to the University network. At all other sites please contact British Telecom to arrange connection.

International students please note that the voltage for electrical items in the UK is 230 Volts. Please ensure that your items are compatible before use. If you are unsure, please seek advice from the Graduate Housing Office.

**Repairs and Maintenance – Priority Level and Reporting Procedures**

**High Priority**

Repairs are to be completed within 24 hours. High priority call outs require immediate attendance to make safe a defect which affects the health, safety or security of residents or affects the structure of the accommodation.

**Examples of High Priority Jobs**

- Total loss of gas/electricity or water supply
- Major fault with electricity supply
- Unsafe electricity fittings – security lighting
- Gas leak
- Flooding/burst water main
- Carbon monoxide alarm sounding
- Fire damage
- Severe storm damage
- Blocked main drains, soil pipe or toilet
- Loss of heating during 31 October – 1 May
- Breaches to security i.e. broken door entry systems/locks on doors/Smashed windows
- Smoke alarm sounding

**Medium Priority**

Repairs are to be completed within 7 calendar days. Medium priority call outs are those that affect the comfort and convenience of the tenant.

**Examples of Medium Priority Jobs**

- Blocked drains, sinks basins, bath,
- Defective cistern or overflow
- Minor plumbing leaks or defects
- Heating/hot water faults during 2 May –30 October
- Minor electrical faults e.g. bc light fitting replacement
- Minor roof leaks
Blocked gutters
Severe dampness
Failure of entry phone
Faulty extractor fan
Defective flooring
Faulty communal TV aerial
Faulty internet socket points
Lift repairs

Low Priority

Repairs in this category are classed as routine maintenance and are to be completed within 31 calendar days. Low priority jobs are classed as jobs that are not part of the annual planned schedule or have been planned as a project.

Examples of Low Priority Jobs

Minor repairs to windows door hinges and floors – window and door easing
Repairs to walls, fences and paths
Repairs to clearing of gutters and down pipes
Repairs to kitchen fittings such as a cooker ring or grill pan handle
Repairs to plaster work
Dripping or leaking taps or showers
Repairs to tiling
Minor repairs to furniture

Transfers

Transfers from one graduate housing property into another are NOT permitted. If there is a major change in your personal circumstances, contact the Graduate Housing Office for more information.

Hanging Pictures

If nails, drawing pins or blue-tack damages the walls or plasterwork in any way, the tenant will assume responsibility for the cost of repair. Please do not fix anything to the doors.

Overnight Guests

Single Graduates: Single graduates are allowed to have one overnight guest no more than twice a week.

Couples/Family Graduates: If any guests are planning to stay with you for more than seven nights, you require written permission from the office. Please write to the Graduate Housing Manager, Land Agents & Accommodation Office, Ewert House, Ewert Place, Summertown, Oxford OX2 7DD. It is also helpful to alert the caretaker.
Please note: According to the terms of your tenancy agreement, you are not allowed to sublet your house or room nor are you allowed to have visitors staying in your accommodation when you are away.

**Pets**

The University regrets that it is a condition of the tenancy agreement that no pets may be admitted to residential properties.

**Musical Instruments**

The tenancy agreement restricts the playing of musical instruments and music systems between certain hours. Pianos and organs cannot be accommodated.

**Insurance**

The University insures the premises and furniture provided by the University against damage or loss by fire. Tenant’s private property and cash are not included under this insurance policy. It is strongly recommended that you insure personal property including bikes. For information on companies that provide insurance, please contact OUSU, 270777. An insurance company that caters for students is Endsleigh on the High Street, 245311. You might also check with your bank to see if they have any policies for insurance.

**Television Licence**

Should you choose to have a television in your home, it is your responsibility to acquire a TV licence. For more information on how to obtain a licence, please telephone the General Enquiry line 08705 763763, visit a post office or the website www.tvlicensing.co.uk. Please note that students are not allowed to put up external aerials on University property. You will need to secure an internal aerial if a communal aerial is not in place. At present satellite dishes are not permitted.

**Cars**

Where sites have car parking, arrangements are made through the site caretaker.

**Bicycles**

All sites have a secure area for storing bikes. Please do not leave bikes in hallways/corridors or other common areas. Bikes are not covered by any university insurance policy and it is strongly recommended that insurance cover is arranged by the tenant.
Problems And Formal Complaints Procedure

If you have a problem associated with the accommodation you are living in (or any member of the Land Agent’s and Accommodation Office staff) please talk to a member of the office. If the problem involves a minor day-to-day repair contact the caretaker on site, anything more major should be reported as soon as possible to the Graduate Housing Office. If you have a serious problem do not hesitate to contact either the Graduate Housing Manager or the Accommodation Officer straight away.

If the Office staff are unable to deal with the problem and you consider there is cause for a formal complaint, there is a procedure in place for you to use which is set out below.

Accommodation Office Complaints Procedure - Part I

This procedure is to be applied to complaints which have arisen from lettings within the properties owned or controlled by the University and used for Graduate Housing and managed by the Land Agent’s and Accommodation Office (the Office).

The relationship between the University, acting as a Landlord, and their tenants on the estate is governed in the first instance by the tenancy agreement and any legislation applicable to that agreement. There will also, from time to time, be Regulations put forward by the Office which apply to property within the estate. These documents govern the relationship between the two parties.

However, where the tenancy agreement and/or Regulations do not put forward a clear solution to the problem the following procedure should be followed.

1. Complaints in respect of the standard of accommodation or the management of the Accommodation should be made in writing initially to the Caretaker or the Graduate Housing Office. If the complaint cannot be rectified to the satisfaction of the complainant it can be referred to the Accommodation Officer.

   Your letter should contain a clear statement of your concerns, including any supporting documentation and should explain how you think your complaint could be best resolved.

   If you feel that the complaint has not been resolved by the above managers, or if your complaint is about them, you can complain to Miss Sue Jacobs, Accommodation Officer. Your complaint must be in writing. If your complaint is specifically about the Accommodation Officer, you can complain to the Land Agent. If you are not happy with the reply from the Land Agent, you can write to the Proctors’ Office. If you are unhappy with the reply from the Proctors’ Office, you can write to the Office of the Independent Adjudicator for Higher Education (www.oiahe.org.uk).

   Should a meeting be requested then you may bring along another person to accompany you.

2. Who Can Complain

   Only

   those named on the tenancy agreement

   tenants or ex-tenants
Accommodation Office Complaints Procedure - Part II

This procedure is to be applied to complaints which have arisen from a tenant’s use of the Land Agent’s and Accommodation Office, the Graduate Housing Office or a tenant’s behaviour or actions towards a caretaker in the pursuance of his/her duties.

1. When the Office judges that its service is being abused or its staff harassed by any tenant, and this cannot be appropriately dealt with under the tenancy agreement or the Regulations then the office may either,

   - report the matter to the police, or

   - report the student to their College, or

   - report the student or member of the University to the Proctors Office.

2. When no negotiated settlement can be reached, a final decision on the complaint will be made by the Accommodation Officer or the Land Agent. (Thereafter there would be the normal right of appeal through the Proctor’s Office if the complainant is a member of the University.)