



Kellogg College
University of Oxford

Domestic arrangements for termly residents

2023-2024





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Financial information



1) Rates & charges

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

2) Paying rent

Charges are payable, as per the procedures sent to you from the Accommodation Office.

A minimum of one month's rent is required in advance of an arrival.

3) Expenses covered by the rental charge

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

Students are not liable to pay Council Tax.

Heating is provided from 1 September– 31 April to ensure an ambient temperature is maintained throughout the property during this period.

Please contact the Facilities Team via Reception on 01865 612000 or email buildings@kellogg.ox.ac.uk if you experience any troubles with the heating in your room.

4) Insurance cover

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

The College will not reimburse for any items that may be damaged directly or indirectly, as a result of any incident in College accommodation, no matter the cause.

5) Charges

If any damage is caused to your room during occupation, charges incurred by the College to make any repairs/ replace items will be directly passed on to the student.

In this instance, you will receive further instructions on how to make the additional payment.

6) Terms and conditions

Administrative charges applied in event of a cancellation:

Cancellations made less than one month prior to the arrival date will be subject to a cancellation charge. The booking amount will be refunded, minus the cancellation fee.

If a student wishes to cancel part of their stay, this will be subject to the procedure below (applicable where 7 nights or more are to be cancelled).

■ 7 days or less prior to arrival: £50 fee

■ 21 – 8 days prior to arrival: £25 fee

■ 1 month – 20 days prior to arrival: £10 fee

Cancellation of any nights during the stay (if a student wishes to leave early)

■ 7 days or less prior to new departure date: £50 fee

■ 21 – 8 days prior to new departure date: £25 fee

■ 1 month – 20 days prior to new departure date: £10 fee

Health and safety



1) Fire

If you discover a fire:

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

To telephone the Fire Service:

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

Failure to evacuate the building or disregarding the instructions of the Fire Brigade, OUSS or College staff

will be viewed as a disciplinary offence, which will be referred to the College Dean; OUSS may also contact the University Proctors.

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

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

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

Health and safety (continued)



- The College prohibits any interference with fire detectors or any fire fighting equipment, such as fire extinguishers, throughout College accommodation.

The fire alarm is tested weekly in College accommodation; emergency light installations are tested in line with regulation; and fire extinguishers are maintained. This will be between 8:30am and 10am on a Friday (excluding Bank Holidays and the Christmas Closure). Any CONTINUOUS alarm at this time should be treated as an emergency situation and the building must be evacuated immediately.

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

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

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

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

2) Kitchen safety

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

The instruction book provided with the oven should be read and followed at all times; if you have any queries, please speak to the Accommodation Manager.

3) College electrical regulations

You have a responsibility to yourself and others to use electrical appliances safely.

Please read this document carefully and follow the advice throughout your stay.

- Under the Electricity at Work Regulations Act 1989, there is no obligation on the College to control all appliances connected to its electrical system. These regulations apply to all College residential and office accommodation.

Health and safety (continued)



- The electricity supply is 230/240 volts, 50Hz
- Appliances used in the UK must carry the appropriate British Standard number, Kite mark and/or CE European mark.
- The plug must be the safety sleeve type and carry BS number 1363. Plugs must be fitted with a 13-amp fuse, maximum.
- Low power appliances below 750 watts (i.e. radios, lamps, stereos, etc.) should be fitted with a 3-amp fuse.
- Manufacturers' instructions regarding fuse size should be adhered to where appropriate.
- Outer sheaths of cables must be kept in good condition and not worn, perished, split, stretched or twisted.
- Cables must be securely fixed into plugs and appliances.
- It is strictly forbidden to interfere with electrical fittings or with plugs and cables connected to electrical equipment provided by the College. Any defects in College equipment should be reported immediately to the Facilities Office at buildings@kellogg.ox.ac.uk
- It is forbidden to connect any appliances to a lighting circuit.
- The use of two or three-way (cube) adaptors in a socket outlet is not permitted under any circumstances. Short, multipug trailing sockets fitted with an appropriate fuse may be used provided they comply with the College PAT policy.
- In addition to the items listed under Facilities:
 - 2) Items not permitted in residences (p13), it is prohibited to use all electrical musical equipment in College accommodation.
- Residents are required by law to obtain a Television Licence if they wish to view live transmission programmes on any type of equipment – for more information see www.tvlicensing.co.uk
- Electrical appliances should not be left plugged into the wall, with the power turned on, when they are not in use – this particularly applies to items such as phone/computer chargers and hair straighteners, which can become very hot when not in use.
- Those in doubt about a particular piece of electrical equipment should contact the Facilities Office via buildings@kellogg.ox.ac.uk
- Maintenance and Cleaning Staff are instructed to report equipment that appears to be non-compliant with the above regulations.
- Equipment found to be non-compliant will be removed by the College, a receipt issued and the item returned to the licensee at the end of the licence.
- The College's decision on the use of any appliance is final.
- The College reserves the right to amend these regulations at any time without further notice.

Portable Appliance Testing (PAT) and failures

The Facilities Team will arrange for the portable appliance testing on all electrical appliances on site, this will, whenever possible, be carried out just prior to the start of the Academic Year. All appliances tested will be listed on the contractor certification.

Items that fail their test will be removed from site and, wherever possible, be recycled as a part of the ongoing sustainability programme.

The College will not have newly purchased items tested until the next cycle of testing is carried out.

Students in Accommodation will only be allowed to bring onto site electrical items that are kite mark certified and will be responsible for contacting the

Health and safety (continued)



Accommodation office, who will liaise with Facilities, to have testing carried out.

4) Emergency assistance and first aid

Oxford University Security Services (OUSS) offer 24 hour support in the event of an emergency. They can be contacted on 01865 272944 (non-emergency) or 01865 289999 (emergency). OUSS have contact details for various College Officers if necessary.

There are two Junior Deans, who reside on site at Kellogg College, that can assist with welfare related matters and out of hours lock-outs/lost keys. The Junior Dean can be contacted, in confidence, via junior.dean@kellogg.ox.ac.uk or for immediate or out of hours assistance (Mon–Fri 17:00–08:30 and all day Saturday and Sunday), please call 07932 951849. We strongly suggest you save these numbers to your mobile phone.

First aid

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

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

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

5) Reporting of accidents and other safety related incidents

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

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

6) Smoking in college accommodation

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

If you make use of the designated smoking areas in the grounds of student accommodation, please dispose of any cigarettes in the bins provided. Please do not bring any cigarette waste into College accommodation.

7) Cycle safety

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

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

Health and safety (continued)



Before coming up to Oxford:

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

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

When you arrive in Oxford:

Cycle theft is the most prevalent crime across the University. Security marking your bike frame with your name and postcode and registering it on the University Cycle Registration Scheme (call 01865 272944 for details or contact Reception), are strongly recommended by College. This means that you are far more likely to be reunited with your bike if it is recovered after being stolen. The Security Services team is happy to offer help and advice with security marking your property and hold pop up cycle registrations events around the University campus.

For more information on the University Cycle Scheme please visit <https://welcome.ox.ac.uk/bikes>

Whilst on your bike:

Ride in a good visible position – if you're going to remember one thing, this is it. A good visible position means riding at least a car door distance from parked cars, not weaving into gaps, getting good eye contact with other road users (it humanises them and you know if they have seen you). At junctions, either make sure you can get to the front of the traffic and be visible or remain in your place in the queue in the centre of the lane. Get into the habit of only over-taking on the right hand side. One of the most common causes of

accidents is being cut up by left turning vehicles. The most important aspect to cycling to remember is PPE (personal protective equipment), including a hi-vis vest or jacket and a cycle helmet.

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

When things go wrong:

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

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

College Winter Weather Policy

The College is committed to ensuring that, in adverse wintry conditions, priority areas, as assessed by the College, are kept free from any snow and ice accumulations.

The Winter Weather policy seeks to cover both the hours when the Facilities team are on site but also to set down a short-term solution for when unforecast adverse weather conditions occur out of the normal working hours (which includes weekends and bank holidays).

The full policy can be read here: www.kellogg.ox.ac.uk/wp-content/uploads/2021/08/Winter-Weather-Policy.pdf

Security and welfare



1) Junior Dean

There are two Junior Deans who reside on site at Kellogg College. They can assist with welfare related matters and out of hours lock-outs/lost keys. The Junior Dean can be contacted in confidence via junior.dean@kellogg.ox.ac.uk or for immediate or out of hours assistance (Mon–Fri 17:00–08:30, and all day Saturday and Sunday), please call 07932 951849.

2) Keys and access cards

Residents staying at 11 Bradmore will be issued with a key card to access their accommodation only during their stay.

Members of the College will continue to enjoy 24/7 access to the College and Hub using their University card.

In the event that you lose your key card during your stay, we will pass on the costs incurred by the College in replacing the key card.

The Junior Dean will be able to assist with access into your room when the College is closed, or please visit the College reception for assistance when we are open.

If you lose your University card, please contact the Academic Office for further assistance.

3) Noise

All residents are reminded that by choosing to live in College accommodation, they are choosing to live as part of a community and are asked to be considerate of other residents at all times. It is expected that all residents should be particularly considerate of others between 11pm and 7am.

If you experience problems with excessive or unwanted noise, please contact the Accommodation team via accommodation@kellogg.ox.ac.uk Further information

about noise and related issues are covered in the disciplinary element of the Dean's Regulations.

4) Overnight guests

Termly rooms are available for single occupancy only. Residents are permitted an overnight guest in their room, not more than two nights per month, subject to the following conditions:

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

Permission to accommodate a guest must be sought from the Accommodation team in advance for fire and health and safety reasons. Failure to do so will result in disciplinary action from the Dean of the College.

See the following 'Short stay at Kellogg' page for an alternative arrangement for your guests.

Short stay at Kellogg



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

We are able to offer a range of rooms, including single, double or superior double/twin rooms, which have been finished to a high standard. Guests are welcome to book accommodation for a short period (nightly/weekly).

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

Accommodation includes the following facilities:

- Bedding
- Flat- screen television in every bedroom
- Sheltered bike racks for residents
- Wi-Fi provision, via the University's IT Network for members of the University or visitor's internet access is available via the Cloud

Toiletries are not provided

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

A café is located in the College Hub a short stroll across the College grounds, which serves hot drinks, lighter meals and breakfast every day.

Further information regarding the prices and promotional offers available to guests at Kellogg are

available on the College website at:

www.kellogg.ox.ac.uk/kellogg-college-experience/accommodation/short-stay-accommodation/

To make a booking

Please make your booking [here](#)



Facilities



1) Provision with residential spaces

Each Study Bedroom will contain (where space allows):

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

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

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

An iron and ironing board are available in each property.

Laundry facilities are located on the lower ground floor of the property

To use the machine, please follow the instructions noted below.

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

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

Residents are requested to make use of the tumble drying facility in the laundry areas and the clothes lines.

Wet clothes should not be left to dry in the house as this will cause problems with damp, condensation and mould.

Please use noticeboards provided. Drawing pins should be used to secure items to the pinboards provided and the walls should remain free of posters, art, clocks etc. Please note that the use of nails, blu-tak or similar, Sellotape, etc. are not permitted in any area of accommodation, as this can cause lasting damage to the paintwork. Any student found to be using these items will be charged for remedial decoration work.

2) Items not permitted in residences

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

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

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

Facilities (continued)

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

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

3) Cleaning arrangements and refuse/waste collection

Your room will be cleaned once a week by College subcontractors, and will commence from 9am.

You will be notified of the exact cleaning days prior to your arrival.

The communal areas will be cleaned on a regular basis, and each bin in the kitchen will be emptied daily, Monday–Friday.

You are required to maintain all facilities in a reasonable state of cleanliness in between cleaning times; this includes removing rubbish from bins within your flat or room, on a regular basis & placing it in the appropriate bin provided outside of the house, ensuring adherence to recycling guidelines. Please check the fridges and freezers regularly and ensure that all spoiled foods are removed. Spare refuse sacks are available from the Accommodation team. **Please ensure that all surfaces in the kitchen and bathroom are left clear and tidy prior to the cleaners' arrival.**

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

Residents must ensure their College room and communal areas are safe environments for College employees and contractors who may have to enter the premises, specifically in relation to the adherence of our electrical safety regulations (page 7) and not causing obstruction with personal items or rubbish.

When your licence ends you are expected to leave the

flat in the same clean and tidy condition as it was in when you arrived. Failure to do so may result in charges being passed on.

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

Refuse/waste collection

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

Sanitary disposal bins

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

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

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

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

Facilities (continued)



4) Post

All letters should be directed to the main College Reception during your stay.

You will be informed by our Reception team if a letter arrives for you.

You may accept deliveries at 11 Bradmore Road, please ensure that you are available to take the delivery.

For smaller parcels, you may arrange for parcels to be delivered to the main College reception.

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

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

For security reasons the College will not accept oversized or parcels that do not include a clearly marked name of a Kellogg member.

Due to space restrictions the College is only able to accept small parcel, 40cm x 30 cm x 20 cm, at the main Kellogg reception; the College will refuse any parcels larger than this. Deliveries of fresh produce will not be accepted at Reception.

You will receive a notification email with a QR code from Reception advising that your parcel has arrived and needs to be collected from Reception, as soon as possible, within seven days of delivery or a collection time agreed. Small parcels will not be stored by College past the seven day collection deadline, apart from in exceptional cases. Please note that parcels cannot be accepted outside of reception office hours (Mon–Fri, 08:30–19:15) or during College closures.

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

All post will be 'returned to sender', if the sender's address is known, after you have vacated College accommodation at the end of your licence, so please make sure you update your address promptly. Where the 'sent from' address is not known, the item will be disposed of. The Post Office can provide a redirection of post service for a fee, which must be arranged and paid for by you.

5) Shipping arrangements

The College has no storage facilities, so will not be able to accept deliveries prior to your arrival in accommodation.

6) Televisions

A personal television license is required to watch any form of televisual transmission, including online services such as the BBC iPlayer. Any resident using any equipment to access such transmissions must ensure that the correct personal licence is purchased by them before watching.

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

Television licences can be purchased online at www.tvlicensing.co.uk and cost £159, for one year.

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

Facilities (continued)

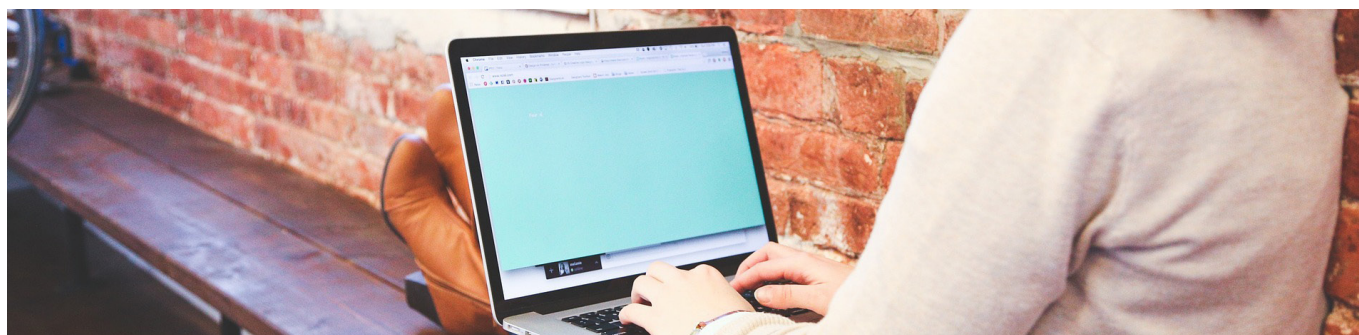


7) Car parking and cycle storage

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

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

IT arrangements



1) Single sign on (SSO) username

Your SSO username will be provided to you prior to starting of your course. You should receive a letter with an activation code with your registration pack. This will enable you to set up a single sign-on password to access your email and other University provided IT services.

Email, Office 365 and Microsoft Teams

Your SSO account will provide access to your university email account and Office 365 applications, including MS Teams, used for remote meetings. Access via www.office.com You will need to provide your SSO credentials (in the form of sso-username@ox.ac.uk) to access.

You are entitled to install Office products on multiple devices, including your phone. Further guidance on how to access and use Office 365 (known as Nexus 365 in the University) can be found on the [University IT pages](#)

Wireless access

Across the University, in college and at other academic institutions students can use the Eduroam wireless service. To connect to this network in Oxford involves a two-step process:

1. Register for a Remote Access account at <https://register.it.ox.ac.uk> (requires SSO)
2. Install the eduroam configuration tool from <https://cat.eduroam.org>

Further guidance on accessing and troubleshooting the wireless networks is available at www.it.ox.ac.uk

VPN

Some library resources are restricted to those who are on the University network. If you are working from home, you can join the network using VPN.

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

Further guidance on accessing and troubleshooting the VPN is available at www.it.ox.ac.uk

2) 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 612303. Alternatively, you can call the University Help Desk Service (24h) on 01865 612345.

3) 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 Facilities <https://governance.admin.ox.ac.uk/legislation/it-regulations-1-of-2002>

4) Accommodation Wifi

Eduroam and The Cloud wifi networks are available in all College rooms. Guests who do not have an institutional Eduroam account should use The Cloud which is available for general use (registration required). [Further guidance on registering and using Eduroam](#)

Dealing with maintenance issues



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

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

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

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

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

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

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

Target response times are as follows:

- Emergency fault: response immediate – fault rectified as soon as possible
- Urgent fault: response within 1 hour if on a working day – fault rectified within 24 hrs
- Routine fault: response within 2 working days – fault rectified within 5 working days

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

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

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

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

You are also welcome to raise any concerns you may have more generally about the College's policies with the Head of Facilities and Accommodation teams.

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

Complaints procedure – accommodation & maintenance



Complaints procedure

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

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

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

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

Formal complaints procedure

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

Buildings and maintenance (including issues relating to the fabric of the building such as walls, doors, lighting, window, plumbing or heating):

buildings@kellogg.ox.ac.uk

Accommodation (including issues relating to the

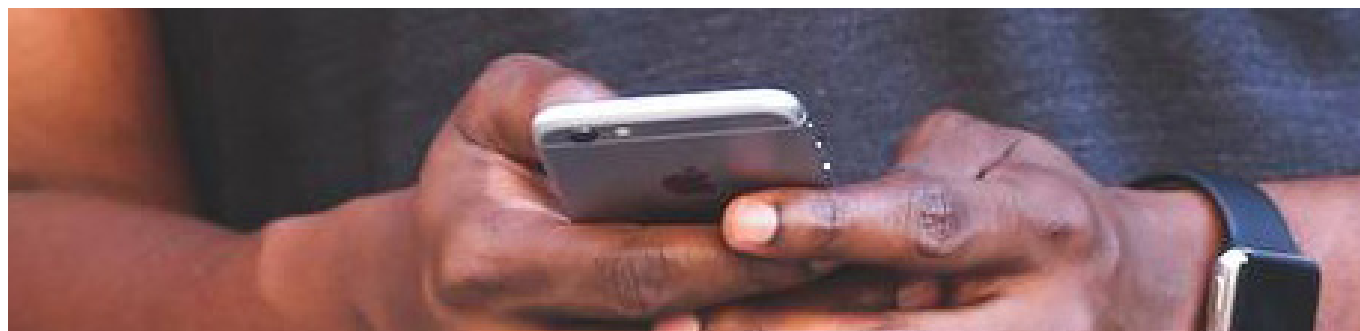
furnishings of the buildings, such as beds, chairs, desks, curtains, carpets, pest infestation or cleaning):

accommodation@kellogg.ox.ac.uk

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

2. If you are not satisfied with the resolution of your complaint or you feel unable to follow step 1, please contact the Domestic Bursar at mel.parrott@kellogg.ox.ac.uk. This should be done in writing and should contain a clear statement of your concerns, including any supporting documentation and should explain how you think your complaint could be best resolved. The Domestic Bursar will aim to respond within ten working days.
3. If you feel that the complaint has not been resolved satisfactorily, please put your complaint in writing to the Finance Bursar at gary.walker@kellogg.ox.ac.uk, who will aim to respond to all complaints within 14 days.
4. If you remain dissatisfied with the way your complaint has been handled, you can write to the Office of the Independent Adjudicator for Higher Education www.oiahe.org.uk

Useful contacts



In an emergency

Fire, Ambulance, Police

999

Oxford University Security Service

24 hours a day, 7 days a week

security.control@admin.ox.ac.uk

01865 (2) 89999

For non-emergencies

Junior Dean

For lock-outs/lost keys, direction to welfare services

junior.dean@kellogg.ox.ac.uk

Mobile 07932 951849

Oxford University Security Service

24 hours a day, 7 days a week

security.control@admin.ox.ac.uk

01865 (2) 72944

Oxford Nightline (term time only)

Listening, support and information

<https://oxford.nightline.ac.uk/>

01865 (2) 70270

College Medical Practice

19 Beaumont Street, Oxford

www.19beaumontstreet.com/

01865 (2) 40501

NHS 111

<https://111.nhs.uk/>

111

Kellogg Reception

enquiries@kellogg.ox.ac.uk

01865 (6) 12000

Domestic Bursary Office

■ Facilities

for all maintenance issues

buildings@kellogg.ox.ac.uk

01865 (6) 12012

■ Events

for arrangements for events
(room bookings, catering, orders etc)

events@kellogg.ox.ac.uk

01865 (6) 12028

■ Accommodation

for all accommodation matters

accommodation@kellogg.ox.ac.uk

01865 (6) 12025

IT Office

it-support@kellogg.ox.ac.uk

01865 (6) 12023

Finance Office

financials@kellogg.ox.ac.uk

01865 (6) 12013



Kellogg College

University of Oxford

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