



Kellogg College
University of Oxford

Domestic Arrangements Student Accommodation Handbook 2024-2025



THE
ACCOMMODATION
CODE
STUDENT



Contents page

Welcome.....	3
Moving in: what you need to know before coming to Oxford.....	4
During your stay.....	6
Cleaning arrangements and refuse/ waste collection.....	10
Dealing with maintenance issues.....	12
Emergency support.....	13
Getting online.....	15
Your rent.....	16
Rules and regulations.....	18
Health and safety regulations and guidance.....	21
Leaving your accommodation.....	24
Complaints procedure - accommodation and maintenance.....	26

Welcome

We extend our warmest welcome to you. In the following booklet, you will find lots of useful information about your stay and the facilities provided in Kellogg College accommodation.

Should you require any assistance or have any questions, please do not hesitate to contact the Accommodation Team at accommodation@kellogg.ox.ac.uk.

You can also find more useful information online in the [student handbook](#)



Contact Us

Accommodation Team:

*Opening times: Monday-Friday
8.00am – 4.00pm*

Jo Doyle
Emilia Kucharska

01865 612025
01865 612042
accommodation@kellogg.ox.ac.uk

Reception for general enquiries

*Opening times: Monday-Friday
8.30am – 7.15pm*

Aggie Deputowska
Rachel Moss
Nicoleta Eftimie

01865 612000
enquiries@kellogg.ox.ac.uk

Out of hours

*Working hours: Monday-Friday
5.00pm - 8.30am and all-day
Saturday, Sunday, and public
holidays*

Junior Deans

07932 951849

Moving in: What you need to know before coming to Oxford

Before coming to Oxford

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

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

What do I need to bring?

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

- Single bed & mattress
- Bedside cabinet
- One wardrobe
- Desk with lamp
- Noticeboards
- Desk chair
- Desk
- Drawers

Additional items for termly bookers:

- Bedding (duvet and pillows) are provided for the length of your stay
- Bed linen and towels are provided for the first week of your stay only

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

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

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

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

Additional items for termly bookers:

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

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

Other amenities provided include:

- Laundry facility – utilise tumble dryers to prevent excess moisture, which can lead to damp or mould
- Dining table and chairs, where space allows
- Iron and ironing board
- Vacuum cleaner

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

Collecting your keys

Your keys will be available for you to collect on the first day of your contract from the reception located at 60 Banbury Road OX2 6PN. If you are arriving outside of the Reception opening hours, please contact the Accommodation Team directly so arrangements can be made to facilitate this. Should you choose to arrive after the start date of your contract, your keys will remain at the reception for you to collect until you are ready. The Accommodation Team will send out an email in advance of your contract start date to make arrangements with you for your arrival.

Once you arrive

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

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



During your stay

All residents are reminded that by choosing to live in College accommodation, they are choosing to live as part of a community and are asked to be always considerate of other residents and College users.



Guidance on living communally

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

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

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

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

Keys and access cards

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

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

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

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



Room inspections

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

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

Security

When leaving your room, we ask that your door is kept locked at all times and windows are closed and secured.

Out of hours the site is patrolled by OUSS security guards.

The college operates CCTV, which covers the external areas of its buildings including walkways.



College winter weather policy and heating

During adverse wintry conditions, the College prioritises keeping designated areas free from snow and ice accumulation, as assessed by the College. For the full policy, please refer to: [Winter weather policy](#)

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

- **Availability:** 1st October to 1st May
- **Heating Hours:** 6.00 – 11.00am and 5.00 – 11.30pm

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

Condensation

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

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

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

Water safety

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

Post

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

Kellogg College

60-62 Banbury Road

Oxford

OX2 6PN

United Kingdom

Residents will receive email notifications with QR codes for package collection from Reception within seven days of delivery.

Unclaimed packages after 7 days will be returned to sender or donated to charity.

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

Televisions

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

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



Car parking

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



Cycle safety

Cycling in Oxford can be a convenient and efficient means of transportation, but it is important to prioritise safety. Here are some key tips to keep yourself safe:

- **Wear a helmet:** Always wear a well-fitted helmet to protect yourself in case of accidents.
- **Use lights:** Ensure your bike is equipped with front and rear lights for visibility, especially during low-light conditions.
- **Secure lock:** Invest in a high-quality lock, such as a D lock, to prevent theft. Register your bike on the University Cycle Registration Scheme for added security.
- **High-visibility clothing:** Consider wearing jackets with high-visibility strips or a high-visibility vest to enhance your visibility to other road users.
- **Overtake safely:** Always overtake on the right-hand side of other vehicles to maintain safe distances.
- **Avoid cycling under influence:** Never cycle after consuming alcohol or drugs, as it impairs your judgment and reaction times.

Each property has cycle storage located in the garden.

Bicycles found inside properties or attached to college property, other than designated cycle racks, will be removed and securely stored for a maximum of one week. Costs for cutting locks will not be covered by the College.

Upon bringing a bike to the College, visit the Reception to collect a bike sticker for identification on-site.

For more information on using your bike can be found here:

<https://welcome.ox.ac.uk/bikes>

Cleaning arrangements and refuse/waste collection



The college provides a cleaning support service to assist our residents on keeping their spaces clean and tidy. Your room will undergo cleaning once every two weeks, while communal areas will be cleaned weekly by College subcontractors. Cleaning will commence at 9.00am on your scheduled cleaning day. Please note that residents are responsible for the removal of the waste from their bedrooms, kitchens, and communal areas. Bin bags will be provided.

Cleaner's responsibilities:

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

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

Cleaning guidance to residents to follow:

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

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

Refuse/waste collection

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

Sanitary disposal bins

All bathrooms (including en suites) are equipped with a sanitary disposal bin, which is emptied every 4 weeks by a contractor. Residents are required to utilise these bins and refrain from flushing sanitary products down the toilets to prevent drain blockages. It is important that these bins are not removed under any circumstances.

Sanitary 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 should be disposed of in a waste bin. Please ensure that the bins are kept clean by wiping them over if anything is spilt on them.



Dealing with maintenance issues



Maintenance issues will crop up occasionally in your accommodation. When they do, please promptly fill out the [Maintenance Request Form](#).

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

Emergency faults: Immediate risks like exposed power cables or structural issues.

Urgent faults: Disruptions to normal use, such as power failures or heating interruptions.

Routine faults: Issues with no immediate impact on room use, like minor building defects.

Once reported, you approve staff access to your accommodation to assess and repair the fault. We aim to resolve issues promptly. For emergencies after hours, contact the Junior Dean on 07932 951849.

Target response times:

Emergency: As soon as possible.

Urgent: Response within 1 working day, usually resolved within 2 working days.

Routine: Response within 5 working days, typically resolved within 5 working days.

All repair times depend on parts and labour availability. Residents will be kept informed of any delays. For concerns, please reach out to us.

Pre-planned maintenance access:

The College does carry out routine maintenance across accommodation which includes water safety testing, fire system testing, and emergency light testing. Where possible we will aim to give residents 7 days' notice via email regarding any access required to your rooms.

Contact the facilities team via email at buildings@kellogg.ox.ac.uk

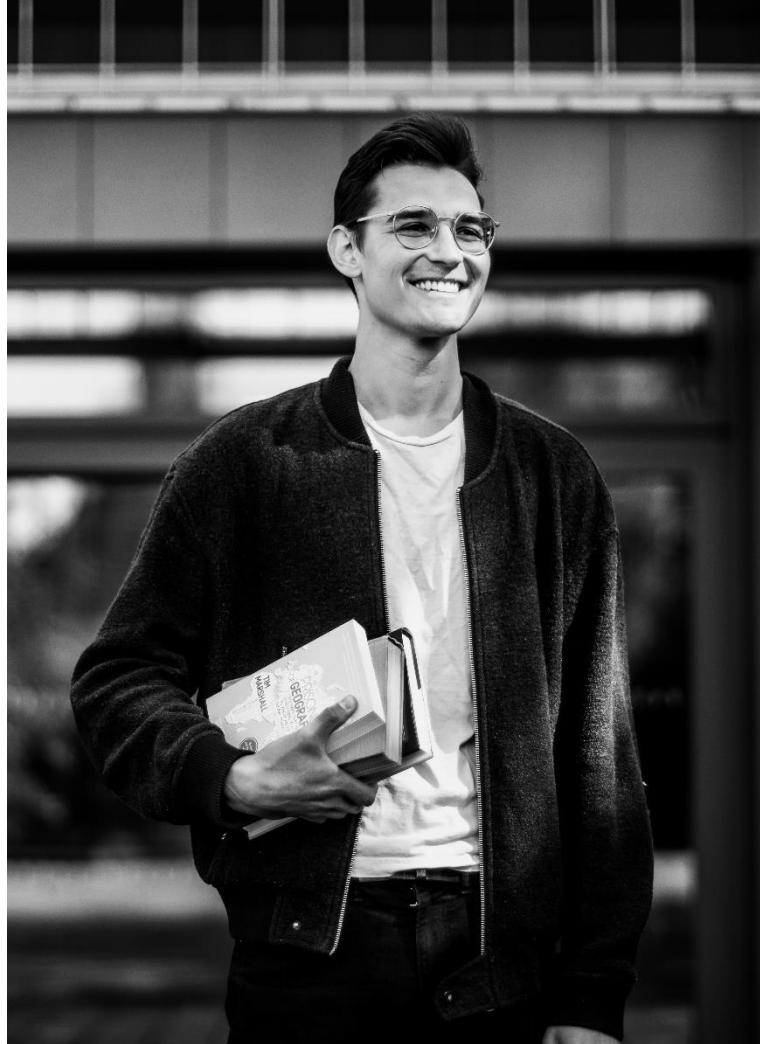
Emergency Support

Junior Deans and out of hours support

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

- Weekdays: 5.00pm – 8.30am
- Weekends: On duty throughout both evenings and daytime.
- College closure days: Any amendments will be communicated via email.

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



During Office hours

In emergencies or events requiring first aid support during office hours, contact Reception directly on 01865 612000. First aiders are available on-site to assist.

What to do in an emergency

In the event of an emergency, please follow these important contact procedures:

1. For immediate, life-threatening emergencies, including medical emergencies or fires, dial 999 to alert emergency services.
2. After calling 999, during daytime hours, please contact our Reception on 01865 612000. For out of hours or weekend emergencies, reach out to the Junior Dean on 07932 951849.



Non-emergency situations

- For non-life-threatening medical attention or medical advice, contact the NHS non-emergency number 111.
- In the case of non-urgent police matters, please dial 101.
- Regardless of the situation, we recommend also contacting the Junior Dean for assistance and guidance.

Please note: First aid boxes are kept in each residence, if you use them, please let us know so we can replenish them and complete an accident form.

Oxford University Security Services (OUSS) offer 24-hour support in the event of an emergency. They can be contacted on:

- 01865 289999 (emergency) - please note that a charge may apply for non-emergency calls.

All accidents or near misses should be reported to the college Reception as soon as possible.

Welfare support

If you or someone you know is facing financial difficulties or struggling with

mental health issues, please reach out to the Welfare Dean at welfare.dean@kellogg.ox.ac.uk or the Academic Office at academic.office@kellogg.ox.ac.uk

The College provides numerous resources to assist you during challenging times.

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

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

Doctor: The college doctor is located at 19 Beaumont Street.

Tel: 01865 240501

Nightline: A student-run charity offering support from 8.00pm to 8.00am.

Tel: 01865 270270

Samaritans: Open 24/7, providing non-judgmental listening support.

Tel: 116 123

Mind: Offering advice and information to individuals with mental health problems. Tel: 03001 233393

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



Getting online

Further guidance on any of the below subjects is available at

www.it.ox.ac.uk

Single sign on (SSO) username:

Your SSO username will be provided prior to your start date. You will receive an activation code with your college registration pack.

Email, Office 365 and Microsoft

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

Wireless access: Across the University and at other academic institutions you can use eduroam. Connecting to this network involves a one-time, two-step process:

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

VPN: Some library resources require you to be on the University network. If you are working from home, you can join the network using VPN. Download the Cisco VPN software

from <https://register.it.ox.ac.uk> (Sign-in with your SSO credentials)

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

College IT and IT support: The library has several workstations and access to a colour printer. If you have any IT related support issues you should email it-support@kellogg.ox.ac.uk or call 01865 612023. Alternatively, you can call the University Help Desk Service (24h) on 01865 612345.

Information Security and Network

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

Students should also read the guidance on using University ICT (Information Compliance Team)

Facilities: [IT Regulations 1 of 2002 | Governance and Planning](#)

Your Rent

Rates & charges

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

Utilities: Rent is inclusive of all utilities.

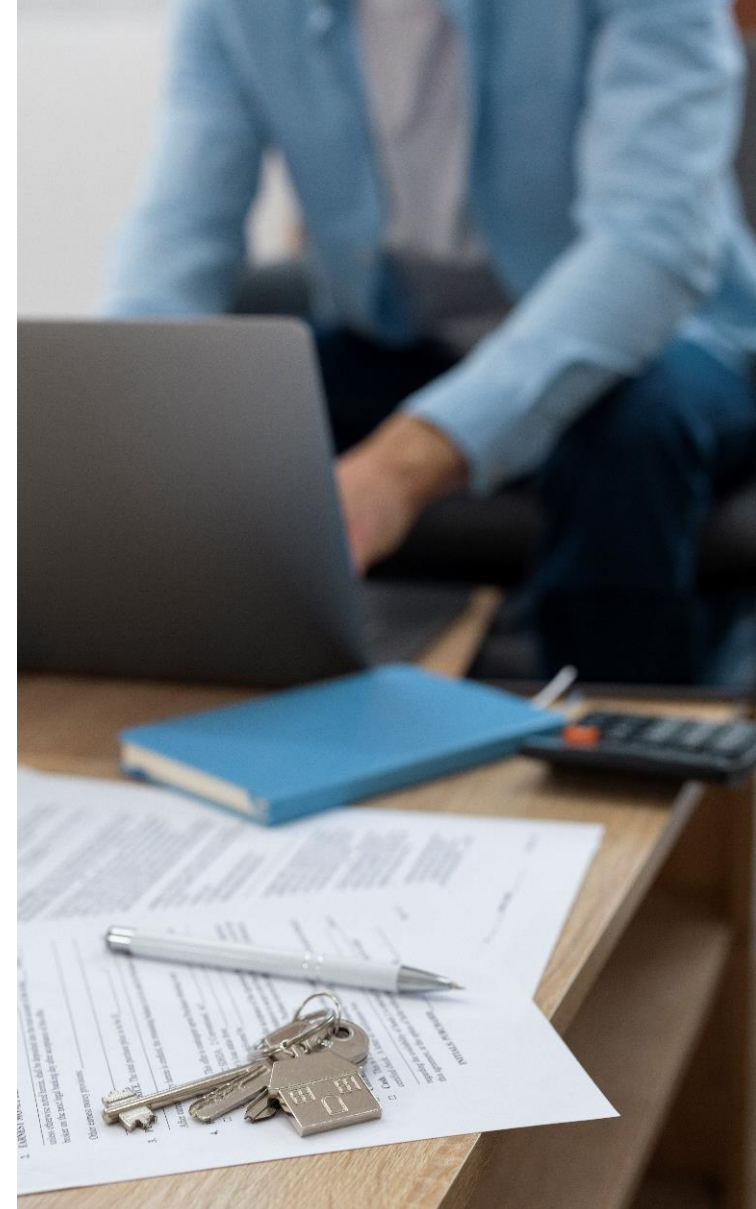
Council Tax: Students are exempt from council tax. However, for those in couples' accommodation, if your partner is not a full-time student, you may be liable for council tax. Please seek further guidance on the Oxford City Council website: www.oxford.gov.uk

Insurance: The College does not provide contents insurance for residents; we encourage you to arrange your own. The College does not provide reimbursement for any items damaged directly or indirectly due to incidents in accommodation, regardless of the cause.

Schedule of payments

Long term accommodation: The College must be in receipt of cleared funds for your room deposit otherwise your room keys will not be issued. Deposits will be returned to the same bank account from which payment was received.

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



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

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

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

Paying rent - long term accommodation residents only

Rent payments are to be received by the 1st of the month. Payments can be made online at [University of Oxford | Kellogg Accommodation Fees Payment Pathway](#)

Payment options are:

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

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

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

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



Rules and Regulations



Noise

It is expected that all residents should be particularly considerate of others between 11.00pm and 7.00am. Noise should be always inaudible outside of your bedroom.

We request that you keep lounge and kitchen doors closed at all times to minimise noise disruptions to other residents and in line with fire safety regulations.

If you experience problems with excessive or unwanted noise, please contact the Junior Dean, who will be able to attend and quieten down the area. For further details regarding noise-related matters, refer to the disciplinary section of the Dean's Regulations.

Overnight guests

Residents are allowed one occasional overnight guest in their room, for a maximum of two nights per month, under the following conditions:

- The Accommodation Team must approve the request in advance (this is for health and safety reasons, so we know who is in the building in an emergency).
- The resident must be present personally when the guest is in the accommodation at all times.
- The guest must not cause nuisance, annoyance, or inconvenience to other residents.

Any breaches of your license or behavioural issues by the guest are the responsibility of the resident who invited them. It is understood that any breach of these conditions may result in termination of the License to Occupy.

Please note:

- Guests must not be provided with keys or access cards to the College or College accommodation.
- The College or Security Services will not grant access to any room without the room occupant being present.
- All guests must be over the age of 18.
- The college does not provide beds or bedding.

The College does operate two guest houses located on campus which residents are welcome to book for their guests. [Short term accommodation booking.](#)



Smoking in college accommodation

As per UK law, smoking is strictly prohibited in all College buildings and enclosed spaces. Vaping is also prohibited. Any violation of these regulations will be reported to the College Dean.

Please use the designated smoking areas provided throughout the college premises. Ensure that all cigarettes or similar items are fully extinguished and disposed of in the designated bins. It is not permitted to dispose of these items inside the accommodation, in non-cigarette bins, or to litter them on the floor. Failure to comply with these instructions will result in disciplinary action being taken by the Dean.

Kitchen safety guidelines

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

Items not permitted in residences

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

- Personal refrigerators, microwave ovens, sandwich toasters, deep fat fryers, chip pans, rice cookers, slow cookers, toasters, and other cooking appliances.
- Electric fires, heaters, or electric blankets (hot water bottles are acceptable).
- Fairy lights.
- Candles, oil burners, joss-sticks, fireworks, or other naked flames, including highly flammable liquids and sprays.
- Sunbeds.
- Irons (except those provided by the College).
- Bicycles - strictly prohibited inside any building.
- Pets.

- Private furniture such as additional beds, chairs, sofas, or large furniture items.
- Two or three-way multi-way cube adaptors and DIY sockets.

Please be advised that if a prohibited item is discovered, the resident will be contacted and asked to remove it immediately. Failure to comply may result in further review by the Dean as a conduct issue. Dangerous items will be promptly removed by staff and securely held for 7 days. Uncollected items will be disposed of.

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

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



Health and Safety regulations and guidance



Fire

If you discover a fire:

1. Immediately sound the alarm by pressing the glass plate on the nearest red call point.
2. Evacuate the building immediately and go to the nearest assembly point (outside).
 - Do NOT attempt to fight the fire.
 - Do not stop to collect personal belongings.
 - Close all fire doors and windows as you exit, if safe to do so.
 - Use the nearest available exit.
3. Call 999 and ask for the Fire Service.

4. Do not re-enter the building until told by staff of the fire service you are permitted to, even if the alarm has been silenced.
5. 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). Outside of working hours, inform the Junior Dean (07932 951849).

Failure to evacuate the building, nuisance calls to the emergency services or disregarding the instructions of the Fire Brigade, OUSS or College staff will be viewed as a disciplinary offence, which will be referred to the College Dean; OUSS may also contact the University Proctors.

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

- **Keep fire doors closed:** Never prop open a fire door.
- **Activate extractor fans:** when using kitchen and bathroom facilities to minimise the risk of false alarm activation.
- **Cooking appliances are only to be used in the kitchen:** Remember to switch them off after use. Only appliances provided by the College are permitted. Refer to the appliance guide in your Welcome Pack for detailed instructions.

- **Strictly prohibited items:** The use of candles, joss-sticks, oil burners, naked flames, or similar items within buildings. Any such items found will be promptly removed and may be returned at the end of the license or disposed of. Incidents will be reported to the Dean of the College.
- **Take care when using aerosol sprays:** The fire alarm system may not distinguish between smoke and fine spray/mist.
- **Do not tamper with fire safety equipment:** Including fire detectors, extinguishers, call points, fire blankets
- **Leave walkways clear:** Do not leave personal belongings, shoes, rubbish or debris in corridors or stairwells. Any item found will be immediately removed.

Any items found which constitute a safety hazard or which are banned will be promptly removed without prior notice. If the owner of the item is identified, they will be contacted accordingly. The College will only return the item upon the resident vacating College accommodation or if the resident agrees to remove the item from college property or store it in accordance with the instructions provided.

Fire alarm testing

The fire alarm system is tested weekly between 8:30am and 10.00am on Fridays, excluding Bank Holidays and during the Christmas Closure period.

During this testing period, any continuous alarm sounding should be treated as an emergency situation, and the building must be evacuated immediately.



Fire drills

Periodically, fire drills will be conducted where staff will activate a continuous alarm. You will not be notified in advance of these drills. It is imperative that you evacuate the building in the usual manner and await further instructions during these drills.

For a drill to be deemed successful, all residents must vacate the building within 3 minutes of the alarm sounding. Failure to comply will necessitate the drill being repeated later in the term.

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

College electrical regulations

As a resident, it is your responsibility to ensure the safe use of electrical appliances. Please carefully read and follow the advice provided throughout your stay.

Electricity supply: The electricity supply operates at 230/240 volts, 50Hz.

Appliance standards: Appliances used in the UK must bear the appropriate British Standard number, Kitemark, and/or CE European mark.

Cable maintenance: Ensure outer sheaths of cables are kept in good condition, without signs of wear, perishing, splitting, stretching, or twisting. Cables should fit securely into both the plug and appliance.

Adaptor usage: The use of two or three-way (cube) adaptors in a socket outlet is strictly prohibited. Short, multiplug trailing sockets fitted with an appropriate fuse may be used.

Restriction on electrical musical equipment: The use of all electrical musical equipment in accommodation is prohibited.

Unplugging appliances: Electrical appliances should not be left plugged into the wall with the power turned on when not in use, especially items such as phone/computer chargers and hair straighteners, which can become very hot.

Non-compliant equipment:

Equipment found to be non-compliant will be removed by the College, and if possible, the owner will be contacted. Items may be returned to the licensee at the end of their stay.

The College's decision regarding the use of any appliance is final.

Amendment of regulations: The College reserves the right to amend these regulations at any time without further notice.

For inquiries about specific electrical equipment, please contact the Facilities Office via buildings@kellogg.ox.ac.uk if you are in doubt.

Portable appliance testing (PAT) and failures

The College will endeavour to conduct PAT during the summer using a suitably qualified electrician. Items that fail their test will be removed from site. Any newly purchased items by the College will be tested in the next cycle of testing.

Leaving your accommodation

Terminating the Licence to Occupy early

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

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

Leaving accommodation at the end of your licence

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

Long term residents: check-out time is **promptly at 11.00am on the last day of your contract** typically the 31st of July.

Termly residents: checkout time is **promptly at 10.00am on the last day of your booking**.

Personal items left in accommodation: Any items left in College at the end of your contract will be considered abandoned and disposed/donated.

accordingly. Any costs incurred will be deducted from your deposit refund.

Storage: Due to limited space on-site, we are unable to offer storage facilities to students nor are we able to arrange shipping.

Summer accommodation options: We can provide a limited number of rooms on-site during August for current residents. Further information about these arrangements will be provided in the spring.



Room inspections

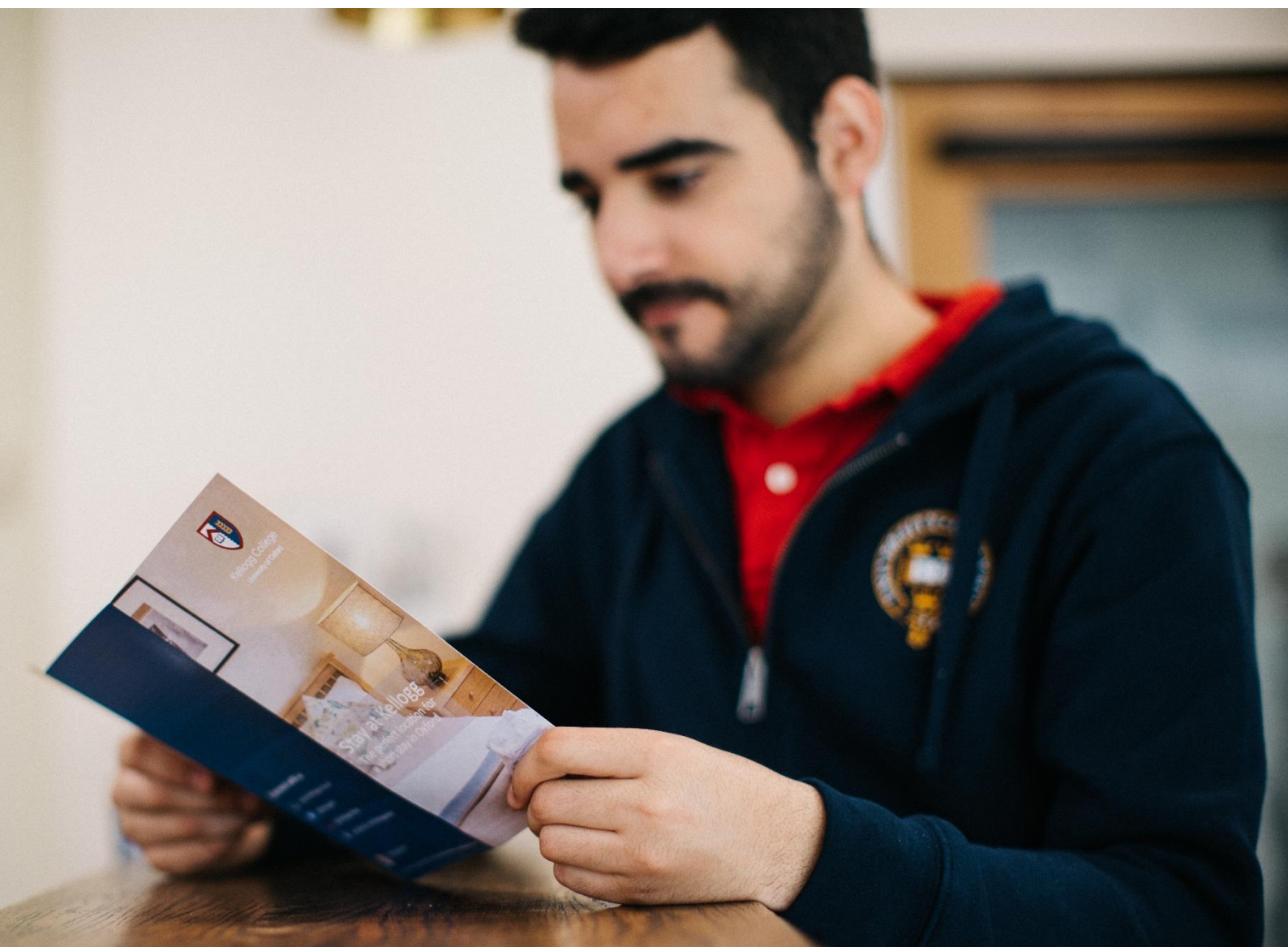
A mandatory room inspection is required upon your departure from your room. If you plan to leave before your contract end date, please notify the Accommodation Team in advance. This allows them to conduct the inspection promptly.

Deposit returns – long term residents

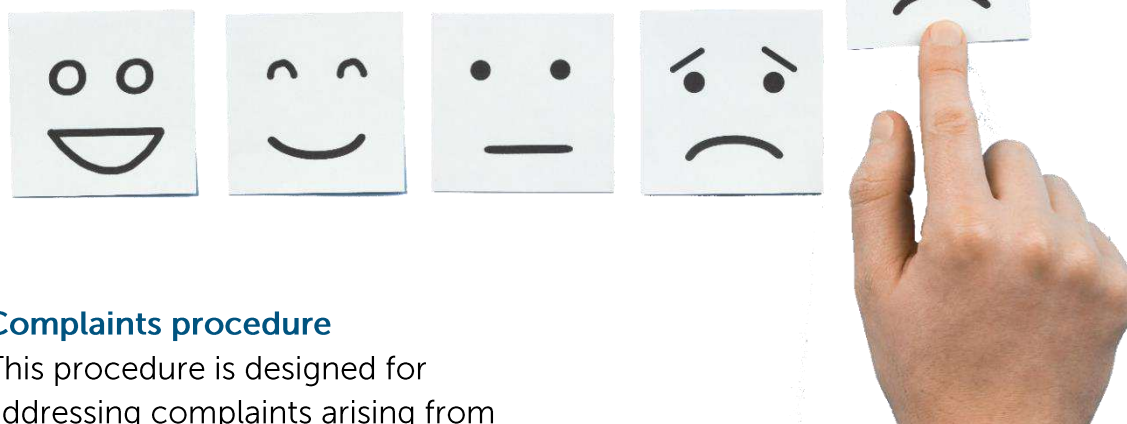
Refunds of accommodation deposits are contingent upon:

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

Details of additional charges can be found on the website in [the student handbook](#).



Complaints procedure



Complaints procedure

This procedure is designed for addressing complaints arising from maintenance and accommodation matters within properties owned and managed by Kellogg College, overseen by the Domestic Bursary Team. It is intended for lodging complaints and not for reporting maintenance issues.

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

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

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

Formal complaints procedure

1. We request that you initiate your complaint in writing to the appropriate contact:
 - For buildings and maintenance-related issues (e.g., walls, doors, lighting, windows, plumbing, or heating), please contact: buildings@kellogg.ox.ac.uk.
 - For accommodation-related matters (e.g., furnishings such as beds, chairs, desks, curtains, carpets, pest infestation, or cleaning), please contact: accommodation@kellogg.ox.ac.uk

In the event of a complaint, please ensure that the subject line of your email includes the word "complaint." If the complaint pertains to services provided by any member of the Domestic Bursary Team, please address it directly to the relevant staff member or, if preferred, to the Domestic Bursar.

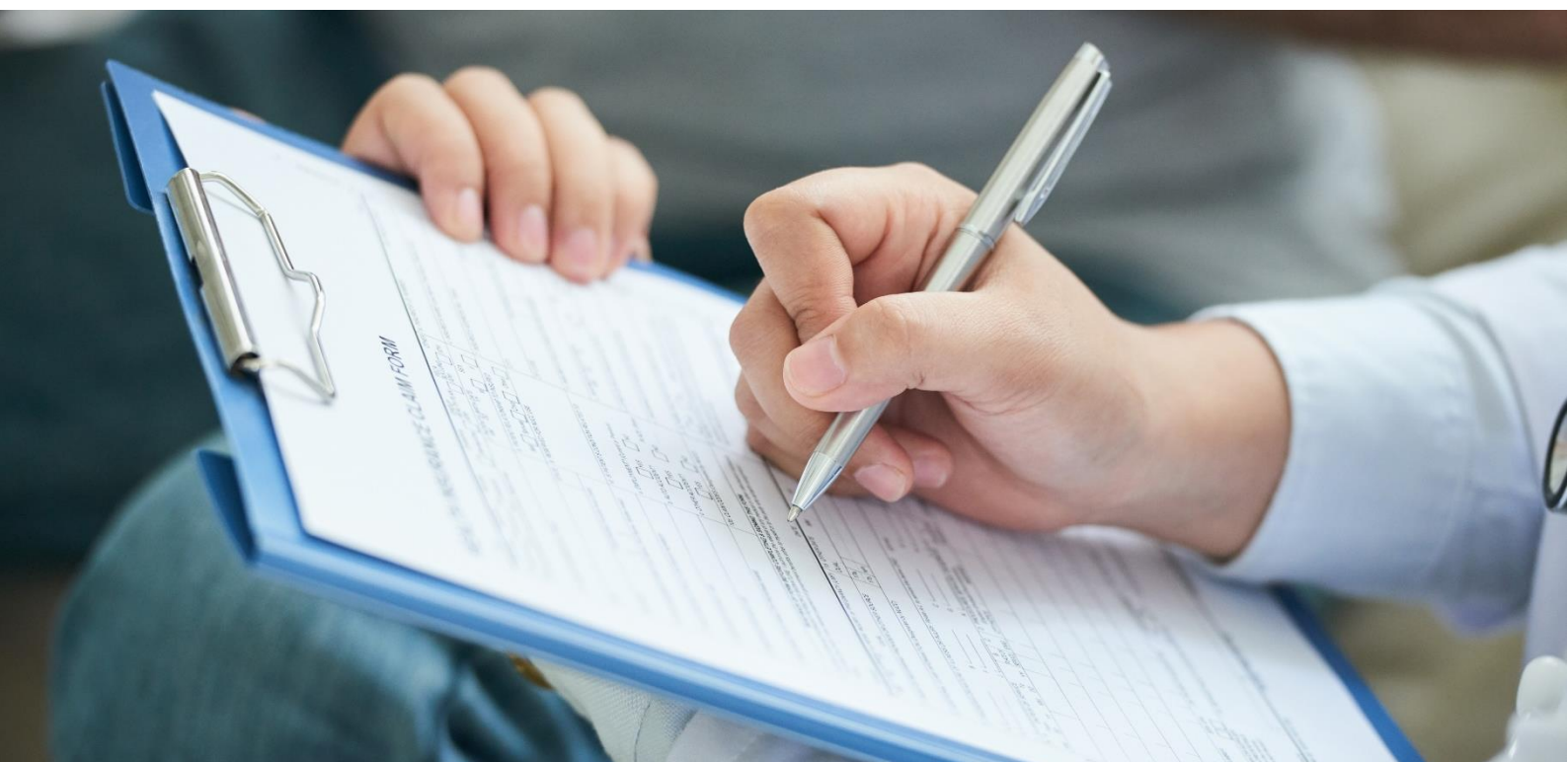
We commit to acknowledging receipt of your complaint within two working days. Our team will thoroughly investigate your concerns, and we aim to provide a response within seven working days.

2. If you remain dissatisfied with the resolution of your complaint or are unable to follow Step 1, please address your concerns in writing to the Domestic Bursar at mel.parrott@kellogg.ox.ac.uk. Your written communication

should include a clear statement of your concerns, any supporting documentation, and your proposed resolution. The Domestic Bursar will endeavour to respond within ten working days.

3. Should you still find the resolution unsatisfactory, please escalate your complaint in writing to the Finance Bursar at gary.walker@kellogg.ox.ac.uk. The Finance Bursar aims to respond to all complaints within 14 working days.
4. If you remain dissatisfied with the handling of your complaint, you have the option to contact the Office of the Independent Adjudicator for Higher Education at www.oiahe.org.uk.

All Kellogg College Accommodation is covered by the UUK Accommodation Code of Practice. Further information can be found: <https://www.thesac.org.uk/>





THE
ACCOMMODATION
CODE
STUDENT



Kellogg College
University of Oxford

Oxford OX2 6PN
www.kellogg.ox.ac.uk