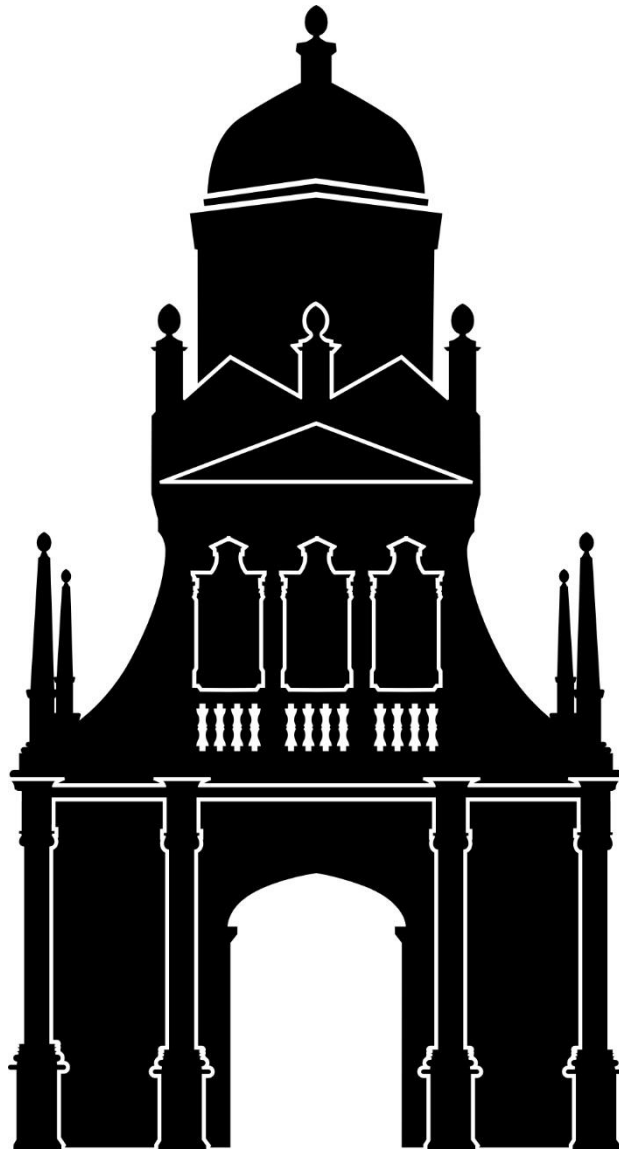


Gonville & Caius

ACCOMMODATION  
HANDBOOK



## Welcome to Gonville and Caius accommodation

At Caius we hope that you enjoy your experience of living in College accommodation and this booklet is aimed at answering most of your queries during your stay with us. For more comprehensive details please refer to the College's Intranet The Venn <https://intranet.cai.cam.ac.uk> which is constantly being updated with our latest policies and news.

All of our accommodation is managed under the ANUK Code of Practice for the Management of Student Housing so that you can be assured of high standards and professionalism throughout our properties. The College has its own Accommodation Office so that you have a dedicated point of contact to assist you with any questions that you have.

## Management of Accommodation

Reporting of Housekeeping or Maintenance issues should be reported via the ticketing system <https://helpdesk.cai.cam.ac.uk/>

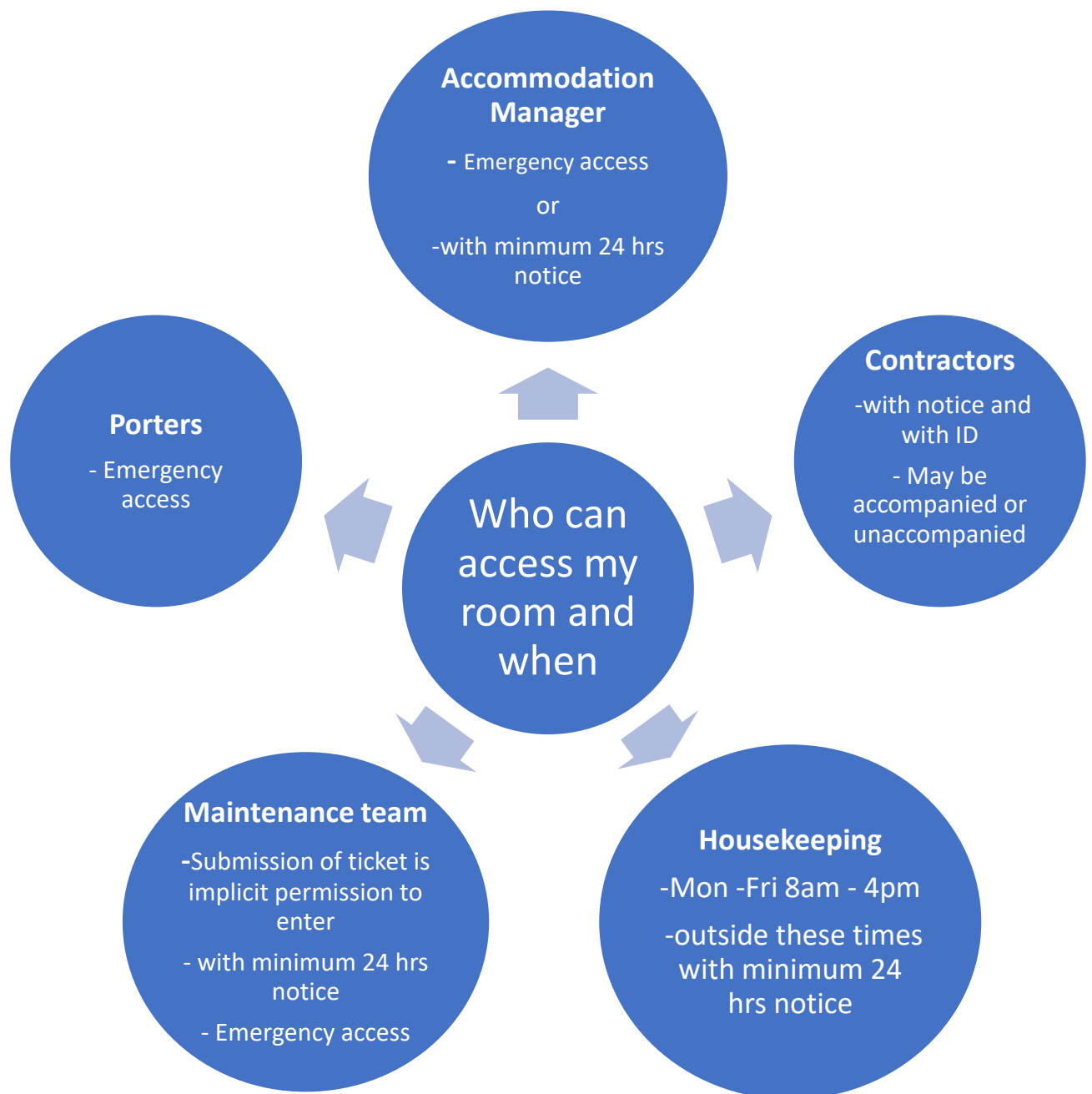
Team	Contact	Email		College Officer
Accommodation Office	Wendy Fox	<a href="mailto:accommodation@cai.cam.ac.uk">accommodation@cai.cam.ac.uk</a> 01223 332445 07966387473	Allocation of rooms, vac res, accommodation references	Operations Director
Bursary	TBC	<a href="mailto:student.accounts@cai.cam.ac.uk">student.accounts@cai.cam.ac.uk</a> 01223 332397	Student accounts, statements and payments	Senior Bursar
Catering	Ricardo Soares	<a href="mailto:catering.director@cai.cam.ac.uk">catering.director@cai.cam.ac.uk</a>	Catering – dietary requirements and allergies	Operations Director
Housekeeping	Karen Heslop	<a href="mailto:housekeeper@cai.cam.ac.uk">housekeeper@cai.cam.ac.uk</a>	Cleaning and furnishing incl light bulbs and curtains	Operations Director
Maintenance	Tim Lee	<a href="mailto:head.maint@cai.cam.ac.uk">head.maint@cai.cam.ac.uk</a>	Decoration and building faults	Operations Director
Porters	Russell Holmes	<a href="mailto:head.porter@cai.cam.ac.uk">head.porter@cai.cam.ac.uk</a>	Incoming/outgoing mail, keys, fire safety, security, bicycle registration	Operations Director

## Room Keys

Room keys can be collected at the applicable Porters' Lodge in either the Old Courts, Trinity Street or in West Road. Both Porters' Lodges are open 24 hours a day so there will always be someone to help you if you get locked out, mislay your key or have an emergency.

## Access to Rooms

Caius members of staff will respect your privacy at all times and will only access your room with your prior permission or in an emergency. 24 hours' notice will be given for all non-urgent access requests.



## Room Allocation

### Entitlement

Undergraduates are required by University Ordinance to reside in their College's accommodation. In exceptional circumstances students may be granted permission to live in non-College owned accommodation. This is subject to permission from their Tutors who should be consulted before any formal rental contract is made. The College guarantees College accommodation for the duration of all undergraduate courses.

Graduates may live in non-College owned accommodation, but the College does recommend taking advantage of its accommodation in order to fully experience College life. Graduates are guaranteed College accommodation for three years of a Ph.D. Accommodation is offered on an annual basis with no rent rebate for vacations. Graduates who wish to vacate their accommodation before the expiry date on their Accommodation Licence are required to give the Accommodation Manager three months' notice in writing. Rent will be payable for this period.

### Furnishings

The items listed below are the normal specification for student rooms but due to the varied nature of the rooms it means that this is not always possible. The bed type will be advised to you when you agree to your online Licence Agreement

### Undergraduates

- Single bed and mattress with protector (some Harvey Court rooms may have double beds)
- Drawers either in wardrobe or a chest of drawers
- Wardrobe
- Bedside table (where space permits)
- Desk with drawers
- Desk chair, lamp and bookcase
- Easy chair and coffee table (where space permits)

## **Graduates**

- Double bed (where space and room size permits) and mattress with protector
- Drawers either in wardrobe or a chest of drawers
- Wardrobe
- Bedside table (where space permits)
- Desk with drawers
- Desk chair, lamp and bookcase
- Easy chair and coffee table (where space permits)

Undergraduates, may not bring any of their own furniture into College accommodation unless there is a specific medical requirement supported by medical reports. Permission should be sought before the item is brought into College.

Graduates, with prior permission from the Housekeeper may bring furniture into College accommodation but it must comply with relevant and current fire legislation and must be removed when the student vacates the room. If non College furniture is left in the room after the student has departed a removal fee will be charged.

## **Inventory**

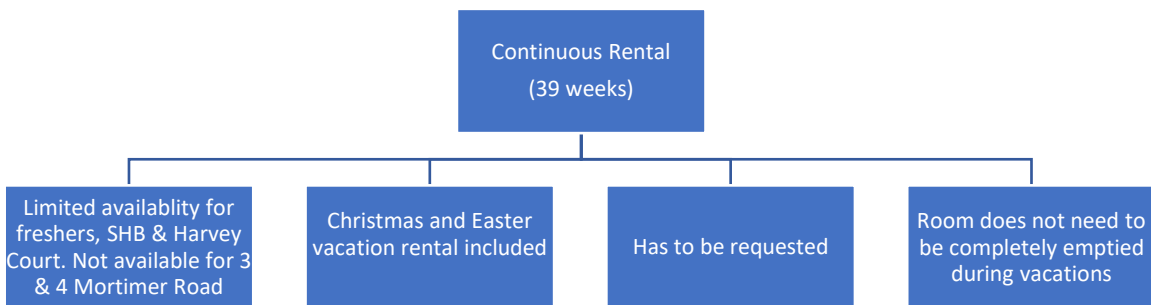
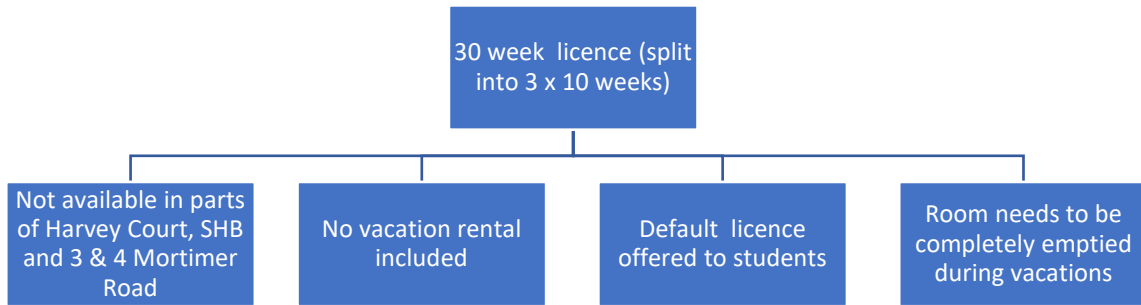
The College in collaboration with Inventory Hive will issue an electronic inventory via email which should be completed online by the set deadline. Any items that are missing or damaged at the end of the occupancy period will incur a charge. If an inventory request is not completed, then it will be deemed that the details sent by the College are correct.

## **Rents**

Rents include all utilities wifi, cleaning, laundry, insurance and maintenance services. Students are responsible for their own TV licence. All rents are reviewed annually in consultation with the MCR and JCR committees who each control the variation in rents between different room types

## **Undergraduates**

- Paid termly
- Two types: Termly (30 weeks) or Continuous Rental (39weeks)
- Accommodation can be requested during the vacation and is charged at that year's advertised daily rate



## Graduates

- Annual contract
- Paid quarterly
- Option of nine-month contract by special request (Sept – June)
- University vacations included

## Heating

College rooms provide a background heat of 19°C for the heating season or where the weather is exceptionally cold for prolonged periods (at the discretion of the Operations Director). Further information is given on the Venn.

## Housekeeping Services

### Communal Areas

- Weekday emptying of non-recyclable waste bins in student accommodation with the exception of self-serviced student flats and houses.
- Weekday emptying of recyclable waste at Old Courts and West Road sites only, recyclable waste in outside properties are managed by resident students.
- Clean kitchen sink and surfaces when accessible.
- Clean WC, shower and bathrooms.

### Self-Contained Flats

- Occupants are responsible for the servicing of self-contained flats including but not limited to emptying all bins and recycling, vacuum and dusting, cleaning of bathrooms, kitchen and en-suite facilities that are for the sole use of the flat.

Students are responsible for cleaning and safe use of microwaves, hobs and ovens provided by the College. In addition to the cooking appliances provided by the College (microwave, induction hobs and toasters) rice cookers and slow cookers are permitted on the proviso that they are fitted with automatic timers and keep warm facility. They can only be used for the preparation of hot food in the gyp-rooms and kitchens. Food blenders and nutri bullets are also permitted. Your domestic assistant will place notices on your local boards to alert you to cleaning times in your area and other relevant information.



## Electrical Equipment

Permissible electrical items are:



- Rice and slow cookers fitted with automatic timers and keep warm facility. Coffee machines with Pods (single cup delivery)
- Food blenders/nutri bullets
- Hair dryers
- Hair straighteners
- Mobile 'phone chargers

Non permissible electrical items are:



- Sandwich toasters
- Grilling machines
- Cooking hobs
- Kettles or water heating vessels
- Portable heaters
- Fridges
- Extension cable reel
- Unfused multi plug extension leads
- Printers
- Electric blankets



All electrical items must display the correct C E marking. Any items found that are non compliant or not permitted will be confiscated by College staff and stored safely. For full advice on electrical safety please refer to the Venn.

## Maintenance and Repairs

Any repairs and maintenance requests will be categorised and prioritised as shown below and within the ANUK code. All repair requests should be submitted via the ticketing system.

Priority	Definition	Description	Time scale
1	Emergency repairs	Danger to health and safety of residents or serious damage to buildings and/or property	To be completed within 24 hours
2	Urgent repairs	Materially affect the comfort and convenience of residents	To be completed within five days
3	Non-urgent requests	Scenarios not falling into above categories	To be completed within 28 days
4	Work requests	Improvement requests – not required	No fixed time scale

## Frequently asked questions

Q: How long can I stay in College accommodation?

A: All undergraduates are guaranteed College accommodation for the duration of their course. Graduate students are guaranteed accommodation for three years of their PhD and one year for LL.M, M.Phil, PGCE etc

Q: I have a fault with my room. Who do I contact?

A: Caius has a maintenance ticketing system which allows you to report any faults to the relevant teams in maintenance, housekeeping and IT <https://helpdesk.cai.cam.ac.uk/>

Q: I have lost my access card. Who do I contact?

A: The Tutorial team will be happy to advise you. They can be contacted on [tutorial.office@cai.cam.ac.uk](mailto:tutorial.office@cai.cam.ac.uk)

Q: Can I bring my pet?

A: Unfortunately, no animals, birds or living creatures can share your room with you. Service or assistance animals are permitted. In order for the College to facilitate your needs please contact the Accommodation Manager as soon as you have received your confirmation of an offer at Caius.

Q: What address can I use for any deliveries?

A: Each student has a pigeonhole in College where small packages and letters can be delivered. For larger packages the Porters' Lodge will store them for you and you will receive an email notifying you of its arrival and the collection procedure. The full College address is Gonville and Caius College, Trinity Street, Cambridge, CB2 1TA

Q: Will I have access to the College Computing Network?

A: Yes, all student rooms have access to the College Computing Network in addition to computer facilities located throughout the College. If you require computer support, then please use the ticketing system and select IT support <https://helpdesk.cai.cam.ac.uk/>

Q: What saucepans can I use on College hobs and where applicable cooker hobs?

A: All saucepans etc should be suitable for use on induction hobs ie contain ferrous material as the majority of College provision is now induction.

Q: What size will my bed be?

A: The majority of Caius beds are standard single size (3ft) or standard double size (4ft 6ins). Some rooms may have variants on these sizes and you will be notified of this with your offer of accommodation and published on The Venn.

Q: I am an undergraduate and I need to stay in College accommodation during the vacation. What are my options?

A: You can request vacation residence on a term by term basis or you can opt for the Continuous Rental (CR) contract if you do not live in SHB or 3 and 4 Mortimer Road

Q: Can I hang pictures and other decorations in my room?

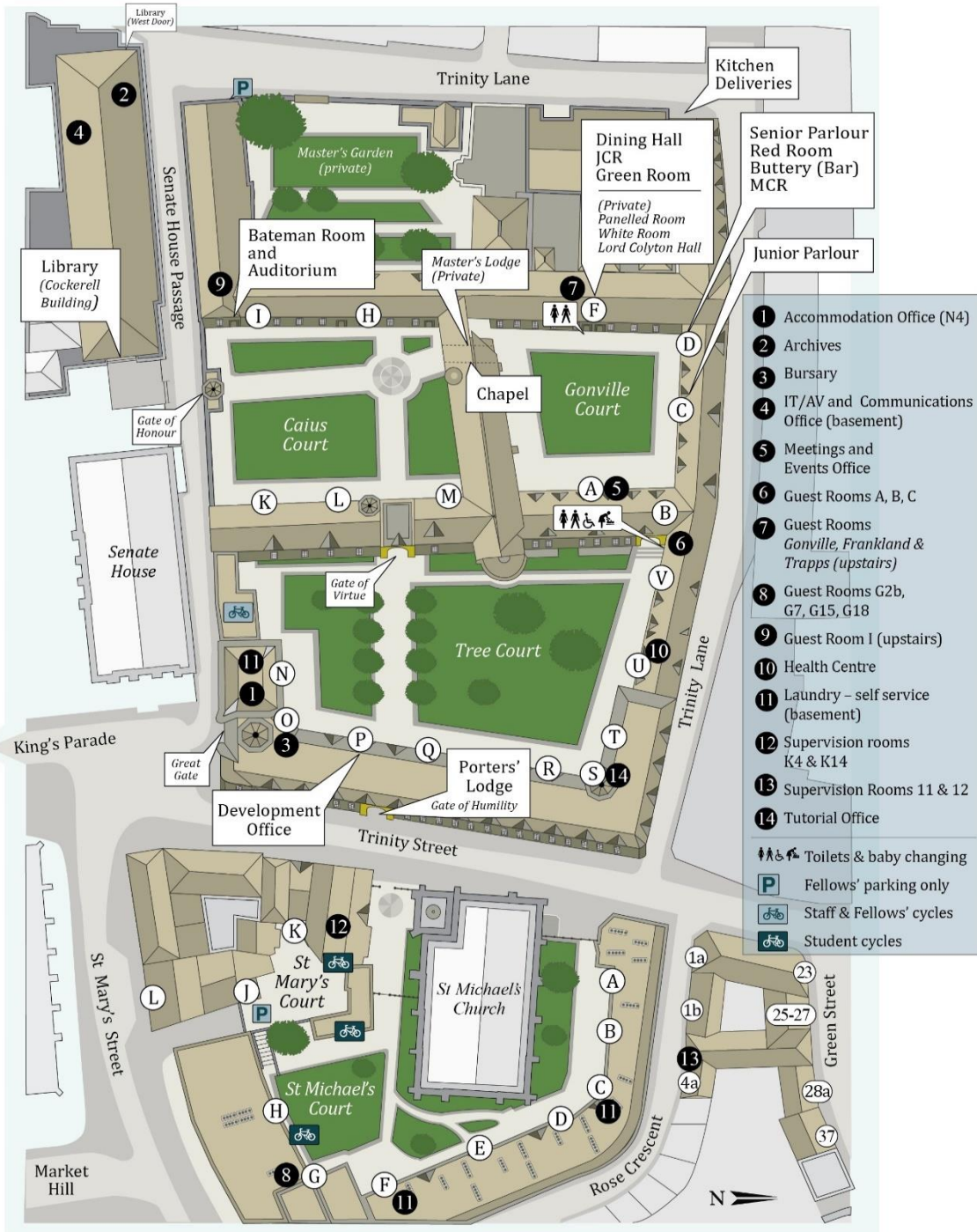
A: The College seeks to maintain over 750 bedrooms in a condition that each subsequent student will appreciate. We want you to feel at home, but please personalise your space

without damaging it. For this reason, we operate a blue/white tac ban but you can purchase command strips (available to buy in the Porters' Lodge) and many of the rooms, especially in the more traditional properties have picture rails. Tape and drawing pins etc are also not permitted. The College imposes a charge of £75 per wall for any necessary redecoration that have been caused by articles being affixed to the walls. A charge will also be applicable if items are attached to any woodwork or furniture which results in damage to the surfaces.

Q: Are there safe and secure places to store my bicycle?

A: Student bicycle racks are located in close proximity to all College student accommodation. Bicycle racks in the Old Courts and West Road are clearly marked on the maps at the back of this Handbook. All bicycles should be registered with the Harvey Court Porters' Lodge and labelled with a registration code. Please do not ride bicycles in the Courts or store them inside College accommodation.

**Old Courts**



## Harvey Court

