Readers are welcome to download a copy of this Handbook for personal reference, but please be aware that any amendments or corrections will be made only to the version published on the following web page:

www.cai.cam.ac.uk/documents

Last updated 25th September 2017
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MANAGEMENT OF ACCOMMODATION

Accreditation Network UK (ANUK) Code of Practice
Along with all other Cambridge colleges, Gonville & Caius College has subscribed to the ANUK Code of Practice for the Management of Student Housing. The Code sets out expected standards of service in accommodation provision for students, and has a system of ‘peer review’ between Colleges. Further details can be found on the ANUK website (www.anuk.org.uk). Student rooms are let under the terms of an “Accommodation Licence” in accordance with the Code of Practice. Further information about accommodation and other matters can be found on the College’s Web Site (www.cai.cam.ac.uk) and on the College’s Intranet, the Venn (intranet.cai.cam.ac.uk).

Responsible College Officers
The Operations Director is the Responsible College Officer for all student accommodation. She is supported by staff in the following departments, to whom initial problems should be addressed:

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact</th>
<th>Email/Telephone</th>
<th>Responsibilities</th>
<th>College Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation Office</td>
<td>Mrs Wendy Fox Accommodation Officer</td>
<td>accommodation@cai 01223 332445</td>
<td>Enquiries regarding student accommodation</td>
<td>Senior Bursar</td>
</tr>
<tr>
<td>Catering Dept</td>
<td>Mr Ricardo Soares Director of Catering</td>
<td>Catering.director@cai 01223 766537</td>
<td>All catering and associated activities</td>
<td>Operations Director</td>
</tr>
<tr>
<td>Housekeeping Dept</td>
<td>Mrs Karen Heslop College Head Housekeeper</td>
<td>housekeeper@cai 01223 332409</td>
<td>Enquiries relating to the cleaning of rooms and communal areas; changes of and damage to furnishings</td>
<td>Operations Director</td>
</tr>
<tr>
<td>Maintenance Dept</td>
<td>Mr Tim Lee Estates Manager</td>
<td>estates.manager@cai 01223 768792</td>
<td>Reporting of faults and decoration in student rooms and communal areas.</td>
<td>Operations Director</td>
</tr>
<tr>
<td>Porters Dept</td>
<td>Mr Russell Holmes Head Porter</td>
<td>head.porter@cai 01223 332416</td>
<td>Fire safety, security, booking of guests rooms and bicycle registration</td>
<td>Operations Director</td>
</tr>
<tr>
<td>Bursary</td>
<td>Miss Hayley Hamilton Student Accounts</td>
<td>student.accounts@cai 01223 332397</td>
<td>Administration of student accounts, statements and payments</td>
<td>Senior Bursar</td>
</tr>
</tbody>
</table>

All email addresses should have .cam.ac.uk appended.

Note: Reporting of Housekeeping or Maintenance issues should not be undertaken using direct email, but should be done by means of the College Ticketing System.
**Complaints/Appeals**

If, after first consulting either the appropriate MCR or GCSU officer (list of officers on respective student notice boards), and then the above members of staff, a student feels that they have a complaint or grievance, he/she should raise this with the appropriate College Officer listed in the corresponding column of the above table. In the event that this does not provide a satisfactory outcome, the student should consult his/her Tutor and can turn to the College Information pamphlet which contains advice on raising concerns with the College.

**Access to Rooms**

- **Housekeeping staff:** Mon – Fri 8.00 am to 4.00 pm. Access outside these times will be notified to the occupant at least 24 hours in advance.

- **Maintenance Staff:** For Priority 1 repairs (see Section 7.2 for details and repair priorities) it is implicit in requesting the work that the student is giving permission for members of the Maintenance Department to enter their room. Where possible, they will be advised of the proposed entry time in advance of the visit, but this may not always be practicable. Access for other maintenance tasks or non-urgent repairs (categories 2 – 4) will be notified by email at least 24 hours in advance unless the student reporting the fault indicates that this notice is not necessary. Maintenance and servicing programmes, such as gas appliance servicing, window and gutter cleaning, external and interior painting will, whenever possible, be carried out during the vacation periods. When this is not possible students will normally be given at least 24 hours’ notice.

- **Porters:** If it is necessary for a Porter to gain emergency access to a student room, the date, time and reason code for access will be entered in the ‘Key Book’ which is held in the Porters’ Lodge. Students wishing to check if a Porter has entered their room should ask the Head Porter or Deputy Head Porter.

- **Contractors:** It is sometimes necessary for Contractors to access student accommodation during the normal period of residence. Notice of such access will always be provided in advance of the visit, and where trusted and regular contractors are used, these will normally visit accommodation unaccompanied. However, infrequently used or new contractors will be accompanied by a Porter or another member of College staff. All contractors are required to wear college identification while working on College premises. Students should immediately report to the Porters’ Lodge the presence of anyone in their accommodation areas that they cannot identify either as a member of College (Fellow, student or staff) or a contractor.
ALLOCATION OF ROOMS

Accommodation Entitlement
Undergraduates are required by University Ordinance to reside in their College, in a College hostel or in College lodgings. Exceptionally, the College may authorise residence in some other premises in the centre of the city, but before granting such permission the College authorities must be satisfied that suitable arrangements are being made to observe the normal conditions for residence and discipline. Students wishing to apply for permission to live outside College accommodation should consult their Tutors in good time and before entering any commitment.

Graduate Students, Affiliated Students, and others of B.A. status, may reside where they wish. Most postgraduate students are, however, housed in College accommodation. The College owns a few furnished flats, which are let primarily to married Graduate Students. Further information may be obtained from the Accommodation Office.

Allocation of Rooms (Undergraduates)
The Accommodation Officer is responsible, for allocating rooms in College and College hostels, as far as possible in accordance with the wishes of the students concerned, and for advising on the reservation of rooms in lodgings.

Provisional allocation of rooms in College is normally made during the Lent Term of each year for the following academic year, and provisional arrangements for the reservation of lodgings are completed at the same time. Lodgings are engaged for a term at a time; at the division of each term, they may be re-engaged for the following term, or either party may give notice to terminate the agreement. Students living in lodgings (3 and 4 Mortimer Road) should be careful to ensure that this procedure is followed.

Allocation of Rooms (Graduates)
Graduate students are normally allocated their accommodation for the full academic year under the terms of an individual accommodation licence. A small number of flats are available for married students. Graduates should apply in writing to their Tutor or to the Accommodation Officer (Mrs Wendy Fox) if they wish to be considered for these. Accommodation is normally provided for up to three years after the date of matriculation or after the start of a Ph.D. course, as appropriate. There is no entitlement to accommodation for graduate students whose studies continue beyond this point, for example, into a ‘tenth term’. Rooms are allocated and accommodation licences issued on an annual basis; in 2017-18 the accommodation year commences on 10th September 2017 and expires on 9th September 2018. Graduates can express a preference for a particular room in their second and third years. They may express a wish to remain in their first-year room for subsequent years; the College will do its best to facilitate this, but please note that this cannot be guaranteed.

At the end of each academic year, graduates whose accommodation licences are due to expire are required to return their keys to the Porters’ Lodge by the stated expiry date.

Graduates who wish to vacate their college accommodation before the expiry date of their accommodation licence must give the Accommodation Office three months’ notice in writing of their intention to do so. Rent will be payable for this period.
### STUDENT ROOMS

#### Housekeeping Department Contacts

<table>
<thead>
<tr>
<th>Contact</th>
<th>Name and Email Address</th>
<th>Enquiries</th>
</tr>
</thead>
<tbody>
<tr>
<td>College Head Housekeeper</td>
<td>Mrs Karen Heslop N1 Tree Court</td>
<td>Housekeeping enquiries relating to all College premises.</td>
</tr>
<tr>
<td></td>
<td>Trinity Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>housekeeper@cai</td>
<td></td>
</tr>
<tr>
<td>Deputy Housekeeper</td>
<td>Ms Helen Ratcliffe Ground Floor,</td>
<td>Housekeeping enquiries relating to the West Road site.</td>
</tr>
<tr>
<td></td>
<td>Harvey Court West Rd</td>
<td></td>
</tr>
<tr>
<td></td>
<td>helen.ratcliffe@cai</td>
<td></td>
</tr>
<tr>
<td>Housekeeping Supervisor</td>
<td>Mr Byron Hinson Linen Room</td>
<td>Enquiries relating to cleaning of rooms and communal areas of Main College site</td>
</tr>
<tr>
<td></td>
<td>Gonville Court Trinity Street</td>
<td></td>
</tr>
<tr>
<td></td>
<td>hksupervisor@cai</td>
<td></td>
</tr>
<tr>
<td>Outside Properties</td>
<td>Mr Kieran Hinson</td>
<td>Enquiries relating to all College Outside Properties</td>
</tr>
<tr>
<td>Manager</td>
<td>caius.property.manager@cai</td>
<td></td>
</tr>
<tr>
<td>Housekeeping Supervisor</td>
<td>Mrs Ruth Hinson</td>
<td>Enquiries relating to cleaning of rooms and communal areas, Main College and Trinity St site</td>
</tr>
<tr>
<td></td>
<td>hkadmin@cai</td>
<td></td>
</tr>
</tbody>
</table>

All email addresses should have .cam.ac.uk appended.

**Note:** Reporting of Housekeeping or Maintenance issues should not be undertaken using direct email, but should be done by means of the College Ticketing System. Details are given below.

#### Domestic Ticketing System

Reporting of domestic issues such as cleaning, fabrics and furnishings, light bulbs or kitchen white goods should be carried out by means of the Domestic Ticketing System.

<table>
<thead>
<tr>
<th>Domestic Ticketing System</th>
<th><a href="http://helpdesk.cai.cam.ac.uk">http://helpdesk.cai.cam.ac.uk</a></th>
</tr>
</thead>
</table>

**Housekeeping Staff Routine Access**

Routine access: Monday to Friday (bin day and scheduled cleaning day Mon – Fri 9.00 am to 4.00 pm).

Access outside these times will be notified to the occupant at least 24 hours in advance.
### Student Accommodation

Student accommodation is located throughout the College according to the following tables:

<table>
<thead>
<tr>
<th>Location</th>
<th>Single standard rooms</th>
<th>En-suite rooms</th>
<th>Std single sets</th>
<th>En-suite sets</th>
<th>Double sets</th>
<th>Flats / houses</th>
<th>Total rooms / flats / houses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Old Courts</td>
<td>69</td>
<td>3</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>77</td>
</tr>
<tr>
<td>St Michael’s &amp; St Mary’s Cts</td>
<td>31</td>
<td>0</td>
<td>72</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>104</td>
</tr>
<tr>
<td>Rose Crescent</td>
<td>18</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>23</td>
</tr>
<tr>
<td>Green St</td>
<td>34</td>
<td>1</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>40</td>
</tr>
<tr>
<td>Harvey Court</td>
<td>0</td>
<td>98</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>98</td>
</tr>
<tr>
<td>Stephen Hawking Building</td>
<td>0</td>
<td>75</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>75</td>
</tr>
<tr>
<td>K Block</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td>Springfield</td>
<td>9</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>Chesterton Rd</td>
<td>14</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>14</td>
</tr>
<tr>
<td>Mortimer Rd</td>
<td>45</td>
<td>0</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>54</td>
</tr>
<tr>
<td>Gresham Rd</td>
<td>14</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>14</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location</th>
<th>Single standard rooms</th>
<th>En-suite rooms</th>
<th>Std single sets</th>
<th>En-suite sets</th>
<th>Double set</th>
<th>Flats / houses</th>
<th>Total rooms / flats / houses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alice Cheng House (Ferry Path)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Harvey Rd</td>
<td>75</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>80</td>
</tr>
<tr>
<td>Glisson Rd</td>
<td>17</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>17</td>
</tr>
<tr>
<td>Gresham Rd</td>
<td>46</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>48</td>
</tr>
<tr>
<td>St Paul’s Rd</td>
<td>21</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>21</td>
</tr>
<tr>
<td>Drosier Rd</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2^</td>
<td>2</td>
</tr>
</tbody>
</table>

### Types of Accommodation

<table>
<thead>
<tr>
<th>Type of Accommodation</th>
<th>Facilities</th>
<th>No of rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single standard study room</td>
<td>One room with sleeping and study area (some of which have a hand basin).</td>
<td>420</td>
</tr>
<tr>
<td>En-suite single study bedroom</td>
<td>One room as above plus private shower or bath and WC.</td>
<td>177</td>
</tr>
<tr>
<td>Standard single set</td>
<td>Two rooms: a study/sitting room and separate bedroom (some of which have a hand basin)</td>
<td>97</td>
</tr>
<tr>
<td>En-suite single set</td>
<td>Two rooms as above plus private shower or bath and WC.</td>
<td>1</td>
</tr>
</tbody>
</table>

### Furnishing

College rooms are provided with carpets, curtains/blinds and an overhead light with shade. They are generally furnished as shown below, although there may be some variation depending on the size and/or location of the room. The College does not provide pillows, duvets, pillow cases, sheets or duvet covers.

---

^1 One 2- and one 3-bedroom house
<table>
<thead>
<tr>
<th>Type of Accommodation</th>
<th>Furnishings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single twin set</td>
<td>Bedroom: Single bed comprising metal bed base frame and one single mattress with one single mattress protector, chest of drawers (or a provision of drawers in the wardrobe), wardrobe and, where space permits, a bedside table. Study: Desk with integral or separate drawer unit, desk chair, desk lamp, bookcase. One or two easy chairs may also be provided, as may a coffee table.</td>
</tr>
<tr>
<td>Single standard room</td>
<td>Single bed comprising metal bed base and one single mattress with one single mattress protector. A wardrobe, a chest of drawers or drawers within the wardrobe, a desk with an integral or separate drawer unit and height-adjustable desk chair, bookcase, a desk lamp and, where space permits, a bedside table, one or two easy chairs and a coffee table may also be provided.</td>
</tr>
</tbody>
</table>

Undergraduate students may not bring any furniture into College. However, if there is a specific need brought about by a medical requirement, permission must be obtained before the item is brought into College. The College reserves the right to remove any furniture brought into College without permission, at the expense of the occupier of the room.

College furniture and furnishings, including curtains and lampshades must not be removed from student rooms. No alterations may be made to the furniture, furnishings or fittings. Students must not affix pictures, posters or fairy lights to the walls or doors using hooks, nails, Blu- or White-Tack, adhesive tape or any other form of sticky fixings liable to damage the walls and/ or woodwork. Most rooms have a picture rail to which a metal picture rail hook can be hooked, or where appropriate the Maintenance Department may be able to affix a pin board to the wall. The costs of any repair or redecoration arising from damage to decorations, furnishings and furniture will be re-charged to the occupant of the room. The cost of repairs arising from damage to supporting rooms such as gyp-rooms, bathrooms and corridors, for which neighbouring residents are held responsible, will be recovered from the residents.

**Inventory**

Two copies of an inventory for the room being occupied will be issued to each occupant by the Housekeeper’s Office at the start of the occupancy period. Each occupant should check that the items provided match what is listed on the inventory. Occupants must sign one copy to confirm that it is correct, returning the signed copy to the Housekeeper’s Office within four days of taking up residence in the room. The other copy should be kept by the student. Students will be charged for any items listed on the inventory that are missing or damaged at the end of the occupancy period. As a consequence, it is important that students check their room inventory and immediately report to the Housekeeper’s Office any items that are missing or damaged.

Failure to return a signed copy of the inventory, or contact the Housekeeper’s Office, within four days of taking up residence will result in the inventory being deemed to be correct.

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2 Certain rooms in Harvey Court may be fitted with double beds. Details are provided in a document published on the Venn intranet, or may be obtained from the Accommodation Officer.

3 If specific furniture is required for medical reasons, the request must be supported by medical reports.
Undergraduates

Rents
Undergraduates occupying rooms in College or College hostels may choose to pay a termly rent which entitles them to either:

- 10 weeks licensed occupation during term within specified dates; or alternatively:

- A continuous accommodation licence which extends through the Christmas and Easter vacations. This option is available in most of the College’s accommodation, but specifically excludes Harvey Court, Stephen Hawking Building and 3 & 4 Mortimer Road. It is therefore available only to second, third and fourth year undergraduates in eligible accommodation.

Further details of these arrangements may be found on the College web site (www.cai.cam.ac.uk). The rent charged for the stated licence period is fully inclusive of the cost of providing furnishing and normal maintenance of the rooms, heating, electric lighting, the use of appropriate cooking facilities, baths, the services of domestic staff, and cleaning materials. A schedule of current charges for the different rooms can be seen in the Accommodation Office. By default, Ten-week Licences are issued. Eligible students may apply to the Accommodation Office during the Long Vacation to adopt the Continuous Accommodation Licence instead. Further details of this and related schemes are described in notes published on the Venn, where specimen licences are also available to view.

Students in lodgings pay a termly rent not inclusive of heating or lighting covering a 10-week period.

Rental charges are agreed in the Lent Term each year and are implemented at the start of the Licence period corresponding to the following Michaelmas Term.

Licence Dates
The licence periods covered by rental payments for rooms in College or College hostels are as follows.

For students holding Ten-week Licences:

<table>
<thead>
<tr>
<th>Term</th>
<th>Occupation from:</th>
<th>To (inclusive):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michaelmas 2017</td>
<td>Sunday 24 September</td>
<td>Saturday 2 December</td>
</tr>
<tr>
<td>Lent Term 2018</td>
<td>Sunday 7 January</td>
<td>Saturday 17 March</td>
</tr>
<tr>
<td>Easter Term 2018</td>
<td>Sunday 15 April</td>
<td>Saturday 23 June</td>
</tr>
</tbody>
</table>

For students holding Continuous Accommodation Licences, the licence period is from: Sunday 24 September 2017 to: Saturday 23 June 2018.

In 2017-18 this represents a period of 39 weeks.

Students are allowed access to rooms from 2 pm on the first day of the licence period.
**Vacations**

During vacations rooms are often needed to accommodate conference guests and for other purposes. Rooms occupied under the terms of the Ten-week Licence must therefore be left in a usable state at the end of each term. The College needs to gain access to such rooms from 10.30 am on the day of your departure, to clean and prepare the room for an incoming resident. Therefore, on the morning following the last day of the licence period, students must vacate their rooms by 10.30 am and *graduating* students by 11.30 pm on the day of graduation. Keys must be handed in at the Porters’ Lodge and the room not accessed again. All rubbish must be bagged up ready for disposal, or have been disposed of according to instructions as advised in the end-of-term arrangements letter sent to all residents two weeks before the end of term, and on the Venn intranet.

As a rule, personal belongings must be removed during the Christmas or Easter Vacations. Many rooms have a cupboard in which a limited amount of property may be left, and one box under the bed is permitted. The College does not accept any responsibility for such items and any belongings are left at your risk.

At the end of each academic year, student rooms must be cleared completely of personal possessions and rubbish. The gyp-rooms should be emptied of all pots, pans and crockery. Any items left behind will be disposed of and a charge may be made to cover the costs of removal of excessive rubbish or personal property left in rooms and/or communal areas.

Students on Continuous Accommodation Licences and those remaining in residence outside term time must clearly label their food items in the refrigerators and freezers. Personal property or toiletries should not be left in communal bathrooms, showers or toilets.

The College will not compensate for the loss of personal property lost or disposed of in the vacation periods.

Where a room has not been adequately cleared of rubbish and personal belongings the student will incur costs for the removal of these items, and, in the case of Christmas and Easter vacations, commercial storage of the personal property. Should the room be left in an unsatisfactory state, requiring a disproportionate amount of time to clean it, then charges will be made to recover the costs of additional cleaning time and resources.

**Vacation Residence**

Undergraduates who need to reside in College outside the University Term need to make a prior arrangement for Vacation Residence by completing a form available from the Venn, at least two weeks before the end of Full Term. Vacation Residence is permitted for academic study, or because of practical difficulties in returning home during vacations, and in certain other circumstances. Authorisation is required from a Tutor or Director of Studies who must endorse the Vacation Residence form appropriately.

For those occupying rooms under Ten-week Licences, the Accommodation Officer, Mrs Wendy Fox, will let students know if it is possible for them to occupy the same rooms in vacations as during term. Undergraduates residing in College or hostels outside the licence periods will be charged at the current nightly rate for rooms and services, detailed on the Venn
intranet. Rent during vacations is charged for the entire period in which a student occupies a room. No rebates are given in respect of nights spent away.

Undergraduates who have opted for the Continuing Accommodation Licence will normally occupy the room for which they hold the Licence.

Students living in lodgings (but not hostels) should try to make an arrangement with the householder, who may be willing to have them stay up at a rent to be agreed. If the householder cannot offer accommodation, it may be possible for a room to be found in College, provided the Accommodation Office receives sufficient notice of the request.

Any student who, without authorisation from the Accommodation Officer, remains in residence outside the licence periods, or who leaves unreasonable quantities of belongings will be liable to a charge of up to twice the normal nightly rate.

Graduating students must vacate their rooms by 11.30pm on the day of graduation and return the key/card to the Porter’s Lodge. The room must not be accessed again.

Students leaving residence permanently are expected to clear their rooms entirely. All rubbish must be removed (black bin bags will be provided). Charges may be made to those who leave excessive rubbish or belongings in their room or staircase. Anything left in a room after the key has been returned to the Porters will be disposed of, either immediately or (in the case of evidently valuable or significant items) after three months.

**Storage**

During the summer vacation there is limited free storage space for international undergraduate students (i.e. those paying Overseas Fees) to store up to 4 boxes of personal belongings. Home and EU students may also accommodate up to 2 boxes of personal possessions (space permitting) for a small weekly fee although they are required to purchase boxes from the College due to the limitations of the storage area. The administration of this service is carried out from the Harvey Court Porters Lodge.

The College accepts no responsibility for property left over the vacation and all students are reminded that they must ensure they have adequate insurance cover for their belongings placed in storage.

If on site storage is not available, students have two other choices firstly, those paying Home/EU Fees are advised to take their belongings home if these cannot be accommodated in a single box within the room (see page 8) or as an alternative, they can use ‘Storage King’, a professional storage facility in Cambridge, provide a comprehensive service whose prices are competitive and will include insurance cover. College from, and delivery to the two main College sites is possible but would need to be made by the student.

Further details are available on the Venn intranet.
GRADUATES

**Furniture**
Graduates, with prior permission from the Housekeeper, may be allowed to bring up furniture, but it must comply with relevant fire legislation\(^4\) and must be removed when the room is vacated.

**Kitchen Facilities**
The College provides kitchen facilities in its accommodation for graduate students which will normally include 4-ring cookers with full ovens and grills. Wherever possible, communal areas for meals and social gatherings will also be provided.

**Rents**
Rents for graduate rooms are calculated on an annual basis, and charges are presented on a quarterly basis. A designated period of notice is specified in the Accommodation Licence, and this applies where Graduate students undertaking courses of less than 12 months (for example, the LLM or MAsT courses) may opt for a shorter licence term by negotiation with the Accommodation Officer, provided this is agreed by the end of October. No distinction is made between residence during terms and vacations for rental purposes. Rental charges are subject to annual review during the Lent Term, and are implemented at the start of the Licence period corresponding to the following Michaelmas Term.

**Working Away**
Graduates working away may be eligible for a reduction in rent charged. Any reductions allowed will depend on the conditions under which the student retains the room and must be authorised by the graduate's Tutor in advance. Graduates must surrender their keys to the Porters’ Lodge and not permit anyone else to occupy their room.

**Room Keys/Cards**
Every occupant of a College room, dependent on where they are residing, will receive a key from either the Trinity Street or Harvey Court Porters’ Lodges, or will be able to use their University Card to gain access to their residence, and will be personally responsible for the safety of the key/card. Students will be issued with a key at the start of each accommodation licence period (normally the start of term), and are required to return it at the end of the licence period or when they leave residence on vacation. Copying of keys is forbidden, and disciplinary action will be taken against anyone in breach of this rule. Although the Porters keep duplicate room keys/cards for use in emergencies, the loss of a key will normally mean that a new lock has to be installed. A charge will therefore be made if a key is lost, or if it is not surrendered when the room is vacated. Similarly, where a spare key borrowed in an emergency is not returned within 24 hours a charge will be incurred, on a scale dependent on the number of weeks that have elapsed before the key is returned. Full details of the applicable charges can be found on the Venn.

\(^{4}\) Source 5 flame-retardant material must be specified.
As well as providing access control for some student rooms, the University card is also the instrument that provides all students with access rights to various areas of the College.

Proximity Card Access
Every student is issued with a University Card, uniquely identifiable by its number. This card is the responsibility of the student and will be needed to access secure areas of the College, such as some accommodation areas, the Library and Computer Rooms. In the event of loss or damage, students who have lost their cards should notify the Tutorial Office immediately by telephone (32440) or by email (tutorial.office@cai.cam.ac.uk) to request a replacement, which will normally take two working days to arrive. A charge will be made by the University Card Office for this service. During the time that a new card is being produced, a temporary card may be borrowed from either Porters’ Lodge and may be kept for a period not exceeding two weeks. Should this period be exceeded, an administration charge may be applied for every week or part of a week that elapses thereafter until the temporary card is returned.

Guests in Student Rooms
One guest may be accommodated with a student in the student’s room in College or a College hostel. Guests in College lodgings are accommodated at the discretion of and by arrangement with the householder. Students may not have overnight guests in their own rooms, nor may any person be an overnight guest in any student’s room in the College or a College hostel, for more than three in any seven consecutive nights.

Undergraduate students’ guests may not stay overnight in the College outside University Term.

Students are held responsible for the behaviour of their guests at all times. The privilege of accommodating guests overnight may be withdrawn at any time. Visitors may use College bars, and attend Hall, only as accompanied guests of members of the College. Visitors may not pay in cash for what they consume. Visitors’ drinks in the bar must be paid for by their host.

College accommodation is designed for adult occupation. Students wishing to invite family members who are minors to stay as overnight guests must first consult their Tutor. Students should ensure that their guests, whether staying in their own rooms or in guest rooms, have been shown the location of fire exits and fire alarm call points. In the interest of fire safety, the College needs to have an accurate record of the identity of everyone staying overnight in each College property/staircase, which will be used for the purpose of a roll call if the property has to be evacuated. Students who intend to stay overnight somewhere other than in their own rooms must therefore make that clear to the relevant Porters’ Lodge using the appropriate “Orange Form”. Similarly, students who intend to have guests (whether or not they are members of the College) staying overnight in their rooms must make that clear in the same way using the appropriate “Blue Form”.

Student Guest Rooms
Guests may stay in guest rooms in College for short periods if accommodation is available. The guest rooms are single rooms only, with the exception of one twin-bedded room located in K Block, Harvey Court. Bookings must be made in the Porters’ Lodge. If the stay is for more than three nights, tutorial permission is required. Both twin and single rooms available for College members’ guests include breakfast. Charges for the use of College guest rooms
are set out in the Bursary’s Schedule of Charges on the Venn. Details are also available in the Porter’s Lodge. Charges are debited to the host’s College account, or payment can be made by the guest with cash, cheque or debit/credit card. Guest rooms may be occupied no earlier than 2.00 pm on the day of arrival, and must be vacated by 10.30 am on the last day of stay, and the key returned. If this is not done, the room cannot be prepared for an incoming guest and the host may incur an extra charge.

Inconsiderate Behaviour
Students of the College are expected to behave at all times in a proper and orderly manner and to avoid making unnecessary noise, particularly at night. Musical instruments, including radios and stereos, etc. may not be played before 9.00 am or after 11.00 pm, nor at any time with windows open or in such a way as to cause disturbance or annoyance to members of the College. (This regulation applies to public rooms other than the music practice rooms as well as to private rooms. Junior members may however listen to instruments through earphones in their rooms at any time, provided the speakers are turned off.)

Students will be expected to be mindful of the proximity of neighbours both to within the College properties and in the wider community. Particular attention is drawn to student’s resident in external properties which are in a non-academic environment. The College takes a particularly serious view of student misbehaviour that inconveniences other members of the College or its neighbours.

Prohibited items
The following are designated as prohibited items and may not be kept in College rooms or in hostels or lodgings.

- Animals
- Bicycles
- Firearms and ammunition, pyrotechnics and fireworks, air-guns, crossbows, bows and arrows or in hostels or lodgings.

Use of Rooms for Business Purposes
No trading on College premises is permitted without the agreement of the College Council.

Notices
Notices may be posted only on approved notice boards in the College. Advertisements, posters and banners may not be displayed from College rooms.
UTILITIES AND SERVICES

Heating
Heating is supplied to the College rooms with the aim of providing a background heat of between 19 – 21 °C for the heating season or, where the weather is exceptionally cold for prolonged periods, (and at the discretion of the Operations Director) for 24 hours a day. In some College accommodation it may not be practicable to meet this target where heating is provided by means of electric heaters, which automatically turn off after a two-hour period of continuous use. Where this causes a problem in periods of cold weather, students are requested to contact the Maintenance Department for assistance.

In the event that a student believes that the heating provided is either failing to work, or not allowing the room to reach the desired temperature, they are to raise the matter in the first instance with the Maintenance Department.

Supplementary heating may be issued in the event of heating failure and will be issued by the Works Department. In any other circumstances, supplementary heating will only be permitted with direct approval from the Operations Director. Unauthorised heating appliances including portable heaters or electric blankets will be removed.

All occupants are encouraged to help conserve energy and reduce costs by using the controls made available with the various heating systems. However, please note that injudicious tampering with central heating controls could in some cases lead to failure of the heating system. The Maintenance Department will willingly offer advice and assistance over this matter if asked.

The Maintenance Department can most easily be contacted by means of the web-based ticketing system, as below.

| Maintenance Ticketing System | http://helpdesk.cai.cam.ac.uk/ |

Gas Installations
The College has a number of gas-fired central heating boilers, which are tested and serviced annually by the College’s heating engineer. There are no “gas safety” compliant fires currently available for use in student rooms, although some appliances are still in place. These should not be used under any circumstances since they are inherently unsafe.

Electrical Equipment
The electricity supply throughout the College is 220–240V AC 50Hz. Rooms are provided with 13 amp electrical sockets, which must not be overloaded.

Electrical equipment provided by the College is tested annually during the Long Vacation as part of the Portable Appliance Testing (PAT) programme. At the start of each academic year, Freshers will be requested to list any electrical items they wish to bring to the College by completing a form made available on the Venn intranet.
For undergraduate Freshers, the completed form and all personal electrical equipment brought to College must be handed to a member of the College’s Maintenance Department, who will be available in Harvey Court on the day of arrival, and on the following Sunday, between the hours of 10.30 am and 5 pm. The equipment will be visually inspected and, if necessary, electrically tested to ensure it is safe to use on College property.

Graduate Freshers are required to submit their completed form to the Porter’s Lodge (for attention of the Maintenance team) by 31st October, in order that the College’s Maintenance staff can arrange a mutually convenient time to visually inspect, and, if necessary, electrically test items of personal equipment.

Updating the list during the course of the year will be the responsibility of all students.

In the first instance, and prior to taking up residence, it will be every student’s responsibility to check that the electrical items they intend to bring with them are not damaged, i.e. that the leads are not frayed and that there are no exposed wires; that the fuse ratings are correct and that switches operate safely. Any equipment from overseas must be correctly adapted for the 220–240 V 50 Hz system. Only British 13 amp flat-pin plugs may be used. If there is any doubt that the equipment satisfactorily meets these requirements, it must not be used.

The electrical load for College rooms must not exceed 1kW (other than College-installed electric heating). Low current consumption items such as radios, computers, CD players, electric razors and hair dryers will normally stay safely within the 1kW load limit. Maintenance staff have instructions to disconnect equipment that in their opinion constitutes an unsafe or excessive load, and to bring the matter to the student’s attention.

Electrical items including computers, mobile phone chargers etc should be turned off when not in use. Safety instructions supplied with the appliance should carry the CE mark and these should be carefully followed.

Electric fires/heaters must not be used in student rooms unless specifically authorised and provided by the College (see 4.1 above).

If additional power sockets are required in a room, one four-way plug block may be used, provided it is fitted with a mains cut-off switch and a 10 amp fuse. Socket adaptors (two- or three-way) and extension reels must not be used.

No alterations or additions may be made to the electrical wiring in College buildings without the consent of the Maintenance Manager. If agreement is given, the work must be carried out by the Maintenance staff.

Water Supplies
The cold water supply to gyp-rooms comes directly from the cold water mains supply and is therefore safe to drink. However, in College rooms and bathrooms the cold water may be from a cold water storage tank and should not be considered safe for drinking.

Waste water systems are connected to the Local Authority sewers.
Waste chemicals, environmentally damaging or toxic substances must not be poured into waste water systems (via basins, baths, showers, lavatories, or external drains) but should be disposed of correctly. For further information, consult the Maintenance Department.

**Water Hygiene**
Risk Assessments and monitoring of water in all areas of the College are carried out in line with current legislation. Due to the risk of contaminating the water system with Legionella bacteria, the use of push-on shower attachments is not permitted.

**Lighting**
Overhead lights are provided in rooms and will be supplemented by a desk light where appropriate to achieve the correct local task lighting level.

When accommodation areas are refurbished, the control of lighting on staircases / corridors may be changed from an on / off switch system to one activated by movement sensors or a timer.

Wherever possible, light bulbs will be replaced with long-life, energy saving bulbs.

**Televisions**
A television is located in the Underbar for student use. The law requires that students who watch TV in their rooms (whether by internet streaming or by any other means) must be covered by a TV Licence. From September 2016, the law will also apply to any who download or watch BBC programmes on demand, including catch-up TV on BBC iPlayer. This applies to any device and whichever provider used. The College does not have a collective television licence covering residential accommodation, and a home licence does not extend to student accommodation. TV licensing authorities make checks on a regular basis, and students are personally liable for any fines that may be imposed if they cannot produce a licence. Students moving out of their term-time address for the summer months may be able to apply for a refund for the remaining unused period of their licence. For further details see the following web links:

- [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)
- [www.savethestudent.org](http://www.savethestudent.org)

**The College Computer Network**
A number of computer facilities are available for use by students. These are sited in the Cockerell Building basement and on the ground floor of Harvey Court. An additional computer room is provided for graduates in 8 Harvey Road. There is a single personal workstation facility in room 6 of the College Library. These rooms are intended for silent work and study. The playing of computer games in Computer Rooms is forbidden, as is the consumption of food and drink. Dedicated e-mail terminals for use by all students may be found in the JCR (Gonville Court).
All student rooms also have either RJ-45 network connection points or are able to connect to a wireless network. Those rooms which have a physical point require a network cable which can be purchased either from the College Computer Office or from any computer reseller.

There are some areas with wireless access to the University network, for example the JCR, MCR, Buttery Bar, Library and Tutorial Office.

The use of computers on any part of the College network is subject to the ‘Rules and Regulations’ published by the University Information Service (UIS), copies of which are displayed in the computer rooms (see Regulation 17).

The use of the computer rooms is subject to the code of conduct displayed on notice boards in the rooms. The Computer Officers are available in their office in the Cockerell Building basement, during displayed opening hours, to advise students on computing matters.

**Bandwidth restrictions**

Colleges are charged for Internet traffic entering or leaving the University network. A certain amount of external traffic generated through recreational use is acceptable, but it is evident that a disproportionate amount of the College’s very large traffic is caused by these activities. Following a decision taken by the Computing, Communications and Records Sub-Committee, measures have been introduced to encourage economy in the use of bandwidth consumed by devices connected to the College’s wired network. The standard weekly quota is 16GB (gigabytes) with no restriction imposed on the data rate - but note that the rate achieved may be affected by network loading.

At regular intervals the system checks each user’s traffic for the 168 hour period prior to the time of the check. If the user’s traffic exceeds the standard quota, that user’s maximum data rate is restricted or ‘throttled’ to 500 kbit/s. The throttling is removed when the traffic for the previous 168 hours falls below the quota. No additional charges are made for data in excess of the quota. Further details are available from the Computer Office.

There is a web-based ticketing system for requests for support from Computer Office staff. This can be accessed as below.

| Computing Support Ticketing System | http://helpdesk.cai.cam.ac.uk |

**Postal Deliveries and Collections**

All students’ mail is delivered to pigeonholes in the corridor by the Buttery Bar in Gonville Court, or to the Middle Combination Room, as appropriate. Small or medium sized parcels or recorded/registered letters received for students are kept in the Porters’ Lodge for safe-keeping, while larger parcels will be stored in the Parcel Store which is located on the ground floor of R Staircase, Tree Court. Students will be contacted by email message to advise them of a parcel delivery and of the location where it can be collected and any applicable collection times.
**Telephones**

Many students will have their own cellular/mobile telephones. The notes that follow do not apply to these.

Students may be allowed to arrange for a private fixed telephone to be installed in their rooms, but permission must first be obtained from the Operations Director’s office before an approach is made to British Telecom or any other service provider. Arrangements to link telephones between rooms are not allowed unless prior special permission has been obtained from the Operations Director. This will be given only in exceptional circumstances.
DOMESTIC FACILITIES AND SERVICES

**Housekeeping Service**
Under the overall management of the Housekeeper and her Deputy, supervision of the housekeeping staff is carried out by the Housekeeping Supervisors as follows:

<table>
<thead>
<tr>
<th>Site</th>
<th>Courts</th>
<th>Housekeeping Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main College</td>
<td>Old Courts, St Michael’s Court, St Mary’s Court, Green Street, Rose Crescent</td>
<td>Main College Supervisor Mrs Ruth Hinson</td>
</tr>
<tr>
<td>Harvey Court</td>
<td>Harvey Court, Stephen Hawking Building, K Block, Newnham Cottage, Springfield, Finella</td>
<td>Deputy Housekeeper, Mrs Helen Ratcliffe</td>
</tr>
<tr>
<td>Outside Properties</td>
<td>Harvey Road, St Paul’s Road, Gresham Road, Gilson Road, Mortimer Road, Grange Road, Chesterton Road, Alice Cheng House (Ferry Path)</td>
<td>Outside Properties Manager Mr Kieran Hinson</td>
</tr>
</tbody>
</table>

The Service provided by the housekeeping staff covers the weekly cleaning of student rooms and week-day daily cleaning of communal areas (gyp-rooms, bathrooms and staircases/corridors). This service is provided Monday to Friday (8 am – 4 pm) during term. Students on a Continuous Accommodation Licence, or who have booked Vacation Residence, will also receive weekly room cleaning and week-day daily cleaning of communal areas with the exception of some bank holidays, 24th – 31st December and 1st – 4th January, Easter and August bank holidays. The normal routine is that communal areas are cleaned first, followed by student rooms, according to the following schedule:

**Communal Areas**

<table>
<thead>
<tr>
<th>Daily:</th>
<th>Empty bins; clean and sanitise work surfaces and draining board in gyp-room (provided no washing up or other items obstruct access to work surfaces and sink area); clean WC and bath/shower rooms.</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 times / week:</td>
<td>Mop floors, sweep or Hoover corridors and staircases.</td>
</tr>
</tbody>
</table>

**Individual Rooms**

<table>
<thead>
<tr>
<th>Twice weekly</th>
<th>Empty the bin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Once weekly</td>
<td>Hoover and dust</td>
</tr>
</tbody>
</table>

Please note the following:

i. Students have a responsibility towards the health and safety of the members of College staff for whom their room is a place of work. As such, students must maintain their rooms in an accessible and hygienic state and respect the needs of the Housekeeping staff and other College staff in fulfilling their duties.
ii. Students must ensure that items of electrical equipment are maintained in a safe condition and that any wires and cables are kept tidy so they do not represent a trip hazard. Similarly, personal belongings (such as shoes) should not be left in communal corridors. Any changes to the layout of the furniture in the room should not lead to risks to College staff.

iii. Students are required to give the Housekeeping staff access to their room on at least one occasion per week. The scheduled cleaning days for individual rooms are listed on the notice boards in the corridor. If it is not convenient for staff to have access on a particular day, students should make arrangements for another day at a mutually convenient time. For welfare reasons, housekeeping staff will inform the Porters’ Lodge if access is denied for longer than a few days.

iv. If students cause College staff additional work, an extra service charge will be made. Likewise, if any spills on the carpets and/or upholstery require specialist cleaning, any costs incurred will be charged to students via their College accounts.

v. Students are responsible for clearing up any mess in their room and/or communal areas arising from excessive alcohol consumption or any other type of over-indulgence. Cleaning materials for this purpose can be obtained from the Housekeeping Department.

Gyp-rooms and Kitchens
Cafeteria and formal meals are provided in Hall. In addition, all students residing in College have access to a gyp-room which will provide basic facilities; usually a refrigerator (if space permits), combination microwave, toaster and kettle. In some gyp-rooms induction hobs are provided, and these require cooking pans suitable for use with them. It is also recommended that oven-proof glassware be used in the combination microwave ovens to reduce the risk of breakage under the cooking conditions that are available.

In some graduate residences, a full kitchen is available for preparation of more substantial meals. It is the responsibility of the user to clean the microwave and any other cooking equipment provided by the college. The College does not provide pots and pans, cutlery, crockery or glassware.

The use of cooking and water heating equipment such as kettles in individuals’ rooms is forbidden.

Hot food preparation is permitted only in gyp-rooms and kitchens, using only the cooking appliances provided by the College in accordance with the instructions posted in the gyp-room or kitchen.

Mini ovens, sandwich toasters, hot plates, portable hobs, pressure cookers, slow cookers, coffee makers, rice cookers, blenders and bread makers or any other electrical cooking or heating type appliances are not permitted. If any of these items are found in College they will be removed.

5 Confiscated items can be recovered from the Housekeeping Department for removal from the College premises. Any items which have not been collected by 1st July will be disposed of.
**Food Storage/Hygiene**
It is important that all food is stored appropriately in either a cupboard or in the refrigerator and that waste food is placed in the bin provided. All pots and pans, cutlery, crockery and glassware must be washed and cleared away each day before College staff clean the gyp-rooms/kitchens; staff duties do not include washing-up. Failure to comply with this requirement may result in the gyp-room or kitchen being taken out of use and any unwashed items being disposed of.

**Gyp-rooms and Kitchens during Vacation**
During the Christmas and Easter vacations, bedrooms and gyp-rooms may be required for vacation residence or for conference accommodation. Students must ensure that when staying beyond the end of term that all foodstuffs in the refrigerator are labelled; any such items without the student’s name clearly marked will be liable to be disposed of. The College will not compensate for loss of food not clearly labelled as belonging to students who are recorded as being in residence. All dry goods, crockery and equipment are to be stored in the cupboards prior to departure; any unwashed items will be disposed of.

**Bathrooms, Shower Rooms and Toilets**
Where possible, showers have been fitted in or near all staircases, but where they cannot be supplied, bath mixer taps with shower attachments are usually fitted. Portable shower attachments may not be used. Housekeeping staff are authorised to remove portable shower attachments when they find them. Toiletries are not to be left in communal bathroom/shower facilities; bottles, toothbrushes etc impede the effective and efficient cleaning of facilities. The safety and security of personal property left in communal areas cannot be guaranteed.

**Launderettes**
The College provides laundry facilities in the locations listed:

<table>
<thead>
<tr>
<th>Court</th>
<th>Staircase</th>
<th>No. of Washers</th>
<th>No. of Driers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree Court</td>
<td>N Basement</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>St Michael’s Court</td>
<td>C Basement and F Basement</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Harvey Court Ground Floor</td>
<td>Ground Floor</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Mortimer Road</td>
<td>Outside laundry facility in the grounds of House No. 2</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Hostels and Houses</td>
<td>In general, each house has a small laundry equipped with 1 washing machine and 1 tumble dryer, or a washer/dryer</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Washing machines and tumble driers (in the central laundry facilities should only be used between the hours of 7.30 am and 11.00 pm.)
Students will need to use their University Card to enter most of the launderettes; under no circumstances may doors be propped open, owing to the risk of fire.

Items should be removed from the machines promptly to enable others to have access to the facilities. The College cannot accept any responsibility for the loss of personal laundry.

Any faults with the machines should be reported via the web-based Domestic Ticketing System.

| Housekeeping Ticketing System | http://helpdesk.cai.cam.ac.uk |
HEALTH AND SAFETY

Accidents and Serious Illness
In an extreme emergency dial 999 and then **immediately** inform the Porters’ Lodge that an ambulance has been called. In all instances of serious accident or illness, the on-duty Porter will contact the Duty Tutor, Student’s Tutor and Senior Tutor as quickly as possible. A “Student Illness/Emergency Hospital Attendance” Report Form, which is available at each Porters’ Lodge, will be produced and circulated to the appropriate College Officers and staff.

Accident Reporting
All accidents and injuries should be entered in the Accident Book kept in the Trinity Street Porters’ Lodge giving the place, date and time of the accident, the names of any witnesses and a full description of the event. If the College Nurse is not available, the Porters will assess the injury and then either call an ambulance, arrange a taxi to the hospital, or provide First Aid.

First Aid Provision
Comprehensive First Aid Kits are provided in the Porters’ Lodge (Trinity Street and Harvey Court) and at least one of the Porters on duty will be trained in First Aid. Other First Aid Kits are located around College Departments and a list of staff trained in First Aid is available on all staircase and property notice boards.

Defibrillators
The College has three Automatic External Defibrillators located at both Porters’ Lodges and the College Sportsground. College Porters and other selected staff are fully trained and certified in their use.

Accident and Injury Insurance
The College's insurance provides cover for personal accident and injury to its students but only for incidents occurring on College premises, where the College is shown to have been negligent in some way and, therefore, is legally liable. However, the College does not provide insurance for personal injury or sickness arising from other forms of accident. It is not possible for the College to provide cover for the general hazards of everyday life, such as road accidents and incidents where no fault can be ascribed and over which it has no control. Students who are concerned about personal safety and especially those who regularly engage in sporting activities or hazardous pastimes, would be well advised to take out personal accident cover.

Fire Safety
Every care should be taken to minimise the risk of fire. Common causes of fire are: electrical and other appliances left switched on and unattended; clothes, furniture, or curtains near gas or electric heaters. The use of candles, incense, etc in students’ rooms is forbidden; any discovered will be confiscated. Care must also be taken not to impede egress from buildings. Bins, shoes and other objects such as paper, cardboard boxes or other types of flammable material must never be left in corridors or escape routes.
The College is fitted with automatic alarm systems operated by heat and smoke detectors. Occupants should acquaint themselves with the location of fire exits and assembly points near their rooms.

Anyone detecting a fire should:

(a) operate the nearest fire alarm;
(b) leave the building by the nearest safe exit; and
(c) report to the assembly point.

Improper interference with fire detection and alarm equipment or with fire safety apparatus and automatic door closures, quite apart from incurring the risk of criminal prosecution, is a serious offence for which a severe fine will be imposed by the College, which clearly must do everything in its power to protect its students. The same applies to anyone inciting such an offence. Fines are also imposed on anyone who activates a fire extinguisher without good reason, or encourages someone else to do so. Offenders will also be charged with the cost of replacing the equipment.

As required by law, fire alarms are tested weekly at pre-determined times. Fire evacuation procedures will be practised at least once a year. Students are required to participate.

In the interest of fire safety, the College needs to have an accurate record of the identity of everyone staying overnight in each College property/staircase, which will be used for the purpose of a roll call if the property has to be evacuated. Students who intend to stay overnight somewhere other than in their own rooms must therefore make that clear to the relevant Porters’ Lodge or Hostel Keeper using the appropriate “Orange Form”.

The Operations Director is appointed by the College Council as the Responsible Person in connection with all matters concerning fire safety, and both he and the Health and Safety Advisor are available for consultation by students on any point relating to fire safety. They will be able to assist, if present, should evacuation be required, or in liaison between the College and Cambridgeshire Fire and Rescue Service. In their absence, the on-duty Porters will take charge of any fire-related incident until relieved by a senior staff member of the College or an Incident Manager from Cambridgeshire and Rescue Service.

The College’s Statement of Practice on Fire Safety is printed as Appendix 3 to the booklet: College Regulations.

**Smoke-Free Policy**

The College takes the view that smoking is a fire risk, contravenes health and safety regulations and is a health hazard to its members, staff and visitors as a result of passive smoking. This policy recognises that the Health Act 2006 expressly bans smoking in all public places. The College is a community with large numbers of resident members. This policy is designed to ensure that those who live and work here and who do not smoke are not affected by the smoking of others. This means that smoking is prohibited inside all buildings.

In order to promote the health and safety of both students and staff smoking is not permitted inside any building on College sites, including hostels, at any time, by any person regardless of their status.
Smoking in the Courts and outside buildings is permitted in designated areas. Those doing so must ensure that their smoke does not enter buildings, and must refrain from dropping cigarette butts.

Students contravening this Policy will be reported to the Senior Tutor and be subject to disciplinary procedures.

The College’s complete Smoke-Free Policy is printed as Appendix 5 to the booklet: College Regulations.
MAINTENANCE AND REPAIRS

Organisation
The Maintenance Department is responsible for the routine maintenance and repair of the College buildings, employing small teams of electricians, plumbers, carpenters, painters and general handymen. Where specialist maintenance or repair is required, approved contractors will be used.

Reporting Faults
Students should report any fault or repairs to the Maintenance Department, preferably using the electronic ticketing system accessed on the Web as below:

| Maintenance Ticketing System | http://helpdesk.cai.cam.ac.uk |

Any works requested will be categorised and prioritised as follows and addressed within the time scale set out in accordance with the ANUK code.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Definition</th>
<th>Description</th>
<th>Time scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1</td>
<td>Emergency repairs</td>
<td>Any repair required to avoid danger to health, a risk to the safety of residents, or serious damage to buildings / property.</td>
<td>To be completed within 24 hours</td>
</tr>
<tr>
<td>Priority 2</td>
<td>Urgent repairs</td>
<td>Any repairs that materially affect the comfort or convenience of residents</td>
<td>To be completed within five days</td>
</tr>
<tr>
<td>Priority 3</td>
<td>Non-urgent repairs</td>
<td>Any repairs not falling into the above categories</td>
<td>To be completed within 28 days</td>
</tr>
<tr>
<td>Priority 4</td>
<td>Work requests</td>
<td>Applications for new or additional work, requested, but not required.</td>
<td>No fixed time scale</td>
</tr>
</tbody>
</table>

Disabled Access
The ‘Listed’ status of most of the College buildings makes it difficult to comply with both the requirements of the Disability Discrimination Act and English Heritage limitations on changes to historic buildings. Nevertheless, wherever possible, improvements to facilities for people living with disabilities are included in the College’s refurbishment programmes.

Litter Clearance
The Garden Staff, Housekeeper’s Staff and the Maintenance Staff all play a part in keeping the College buildings and grounds free of litter and disposing of rubbish. Similarly, all members of College have a responsibility for maintaining cleanliness by ensuring that their rubbish and that of their guests, is disposed of correctly.
Snow and Ice Clearance
In the event of snow, College staff will clear all footpaths and ramps. Whenever there is a forecast of icy conditions, rock salt or de-icing granules will be laid prior to the end of the working day and as conditions dictate.
SECURITY

College Plan for Major Incidents and Security Alerts

The College has developed a Plan with which to promote prevention and respond to general threats, specific threats and other emergencies of various types. When necessary, this Plan will be operated under the general direction of the Operations Director and the Head Porter.

In the event of activation, the plan places a general responsibility upon all members of the College. Access to many areas of the College is generally controlled by means of the Porters, a proximity card access control system and number-lock doors, backed up by vigilant staff and CCTV monitoring. Staircases and hostels must be closed and, where possible, locked against access by intruders; there should be no opportunity for uninvited persons to enter those areas. Each student is responsible for his/her individual room. Unknown persons should be questioned as to their presence inside buildings. It is everyone’s responsibility to be alert to possible intruders or suspicious activities.

Appendix 1 provides further details regarding the College Plan for Major Incidents and Security Alerts.

CCTV

CCTV cameras are used on the College sites and at external properties to help safeguard the security of Fellows, students, staff, visitors and property. Cameras are positioned to capture views of building entrances and certain strategic areas which are assigned as sensitive Information and these surveillance pictures will only be used for the detection and prevention of crime.

Warning signs are erected at entrance points to highlight that surveillance cameras are in operation and that the images are being recorded for the detection and prevention of crime and for public safety.

CCTV footage will be stored in line with the Information Commissioners’ guidelines and will then be erased unless required as evidence.

Fellows, students and staff have the right of access to information about themselves held on CCTV footage. To request access to such footage, a Data Access Request Form must be completed, proof of identity provided, and the applicable fee must be paid.

Access Control

Access points in and out of the College, and into certain facilities within the College, are controlled via a proximity card access system. Every student is issued with a University Card, uniquely identifiable by its number. Although it is possible to interrogate the system to establish which cards were used to operate a particular lock at a given time, the College does not routinely monitor this data. However, in the event of a breach of security, or a serious incident, the College reserves the right to scrutinise the system.
**Access Gates**
As a general rule, the Main College is open between 6.00 am and 1.00 am every day. Visitors are permitted to enter the College grounds between 9.00 am and 2.00 pm, except in examination periods or when the kitchens are closed. At 2.00 pm each day the middle gate located in the entrance passage is closed and entry and exit must be made via the Porters’ Lodge. Every day at 1.00 am the street and Lodge doors are locked with the wicket gate left open. Those requiring access must use the intercom system to attract the attention of the Porter on duty.

Unless resident in Gonville, Caius or Tree Courts, students may not pass through the Main Gate after 3.00 am. Any students who are not resident in these courts and are visiting other students must vacate the courts by 3.00 am. After 1.00 am the Porter on duty may, at his discretion, refuse entry to any person not resident in those courts who in his opinion is likely to cause a disturbance or is heavily intoxicated.

Access to St Michael’s Court is by means of an access card. Vehicular access to St Mary’s Court is open between 6.00 am and 10.30 am from Monday to Saturday.

The West Road Porters’ Lodge is staffed twenty-four hours a day.

**Building and Room Security**
Although the College Courts are private property, the public normally has access to them, and rooms are, therefore, vulnerable to pilfering. Students are strongly advised to keep their rooms locked when they are out, and to keep their windows closed, particularly if they live on the ground floor. Most thefts from College rooms have occurred when the door was left unlocked whilst the occupant went to make a cup of tea, have a shower or called in for a chat next door.

The College has installed security locks on the doors of some staircases/residences to provide a greater degree of security for rooms and those who occupy them. It is very important that these doors are kept closed and locked and that the security combination is not given to strangers or any non-Caius resident. Giving out the combination would potentially invalidate insurance, making individuals liable for losses caused by others’ negligence. Students should remember that the door to their College room equates to the front door of their house, rather than their bedroom door. Therefore, it is essential that students lock their door and windows whenever leaving their room if accommodated in ground floor rooms, however short the period.

College staff will lock doors if rooms are found to be empty, but while every effort will be made to keep rooms secure, students are ultimately responsible for the safety of their own belongings.

**Personal Belongings**
Students resident in College accommodation are automatically enrolled in the student possessions insurance plan provided by N W Brown, for which service a small charge is added to each year’s account in the Michaelmas Term. The annual charge is dependent on the room licence period and any additional cover chosen, and an average figure is quoted in the Bursary’s Schedule of Charges for the current year, published on the College Web. Full details of the cover provided can be found at: [www.studentinsurance.nwbrown.co.uk](http://www.studentinsurance.nwbrown.co.uk)
Students in their own privately-owned or rented accommodation are not covered by this scheme and are strongly advised to have sufficient and appropriate insurance, such as an “all risks” policy for their personal belongings. Students should remember that many providers insist on evidence of forced entry for a claim to succeed. The College cannot and will not accept responsibility for any losses.

The Head Porter has a safe in which items of particular value may be deposited for short periods in special circumstances.

**Bicycles**

University Ordinance provides that a bicycle or moped owned or used by a member of the University *in statu pupillari* must bear a distinguishing letter in accordance with instructions issued by the Proctors (in the case of this College ‘G’) and a special number, which is allotted by the Harvey Court Porters’ Lodge. Bicycles must be kept in racks, and may not be ridden or wheeled in the Courts. They must not be taken into accommodation, placed in stairwells or otherwise obstruct entry to, or exit from buildings. If found in such a location, or on the pavement in Trinity Street or other public highways where they may cause an obstruction, they may be removed by the College or by the City Council.

The bicycle racks in Tree Court are reserved for Fellows and College Staff. The bicycle racks located underneath the Stephen Hawking Building are for residents of the building only. The bicycle rack situated alongside the Harvey Court Porter’s Lodge is for use of visitors only; students’ cycles left there will be removed. Members of the College are urged to place bicycles in appropriate secure areas to reduce the risk of theft.

Cycles which appear to have been left unused in the bicycle racks will be removed each October. On notice being given, if any cycle has not been reclaimed within two months of its being impounded, it will be disposed of.
ENVIRONMENTAL ISSUES

Energy Efficiency
The College is committed to do as much as possible to minimise environmental damage resulting from its activities and to reduce its carbon footprint. An energy efficiency survey carried out by the Carbon Trust in a sample number of Cambridge Colleges noted that while inefficient buildings and heating systems were a major problem, most waste was attributable to the careless behaviour of individuals. Wasteful practices include: leaving lights and electrical equipment switched on in unoccupied rooms (including computers and other equipment on ‘stand-by’), opening windows rather than turning down heating, turning up heating rather than dressing in warmer clothing, etc.

Over the coming years the College expects to continue to invest in the upgrading of its heating plant and the introduction of improved controls, as technology permits. The College building refurbishment programme includes the improvement of the buildings’ thermal retention, lighting controls, control of individual radiators by thermostatic valves and increasing the number of showers. Whenever major property refurbishments are undertaken, the College aims to achieve significant increases in energy efficiency and where possible will install renewable energy systems.

Recycling
The College recognises its responsibility to the environment through the control of pollution and strives to meet its obligations under the Environmental Protection Act. The risk of pollution from the College’s activities is assessed and either eliminated or controlled as far as is reasonably practicable. Students are asked to assist in these objectives by playing their role in the recycling or appropriate disposal of refuse, by making correct use of the facilities provided.

In the College main courts and West Road sites, where space permits, an additional blue bin appropriately labelled to receive material for recycling is lined with a clear bag; Housekeeping staff will empty this bin.

In Outside Properties, the responsibility for removing material for recycling from the gyp-rooms or kitchens to the appropriate ‘wheelie bin’ lies with the House Representative.

In the first instance, any enquiries about the College’s recycling policy should be directed to the GCSU Green Officers, who will also be happy to advise on other ways of recycling waste.
Appendix 1

Gonville & Caius College Plan for Major Incidents and Security Alerts

The College has developed an Incident & Crisis Management Plan which is designed to respond to general threats, specific threats and other emergencies of various types. When necessary, this plan will be operated under the general direction of the Operations Director with assistance from the Head Porter.

In the case of an emergency, which relates to a security incident, the plan places a general responsibility upon all members of the College. Staircases and hostels will be closed and, where possible, locked against access by intruders; there should be no opportunity for uninvited persons to enter those areas. Each student is responsible for his/her individual room. Unknown persons should be questioned as to their presence inside buildings. It is everyone’s responsibility to be alert to possible intruders or suspicious activities.

The College Plan for dealing with major security incidents and alerts in Main College Courts or West Road Site consists of three levels of security alert. The Incident Control Point (ICP) is located at the following locations:

ICP Old Courts: Trinity Street Porters’ Lodge
Alternative ICP Old Courts: Bateman Room
ICP Harvey Court: Harvey Court Porters’ Lodge
Alternative ICP Harvey Court: Finella House, Room 2

(a) Initial Prevention
This is the normal state and involves a general responsibility for all members of the College and staff to limit opportunities for anybody to place unauthorised devices within the College. Access to the College is monitored and controlled by the Porters, backed up by vigilance on the part of individuals. Rooms should be kept locked when not in use; persons who are not recognised should be asked the purpose of their visit to the site. Rubbish and containers are cleared regularly so that devices cannot be hidden.

(b) General Alert
This is when there is a non-specific threat to the area (‘Cambridge’) or the establishment (‘the University’). On receipt of such a threat the Heads of all Departments in the College, Fellows and students will be informed by e-mail. Each Department is responsible for a security sweep of its area and reporting to the respective Porters’ Lodge when this is complete. The Head Porter/Deputy Head Porter/Senior Porter, assisted by the Housekeeping staff, will carry out a check of all staircases and the public rooms of the College, including the Chapel. Outside normal working hours the Porters will check the ‘common user’ areas of staircases and public rooms as directed by the “on call” Porter. The discovery of any suspicious package/container should be followed by clearing the immediate area, cordonning it off to prevent further access and reporting it immediately to the Porters’ Lodge/ICP. *No action should be taken to move or disturb any package/container.*
(c) Specific Threat
In the event of a specific threat to the College, or a particular area within the College, the building or area will be evacuated immediately, followed by a full sweep by experts. The quickest way to effect this evacuation will be by the activation of the fire alarm for the area or areas concerned, followed by a decision on which assembly points should be further evacuated.

The discovery of any suspicious package/container should be followed by clearing the immediate area, cordonning it off to prevent further access and reporting it immediately to the Porters’ Lodge/ICP. *No action should be taken to move or disturb any package/container*