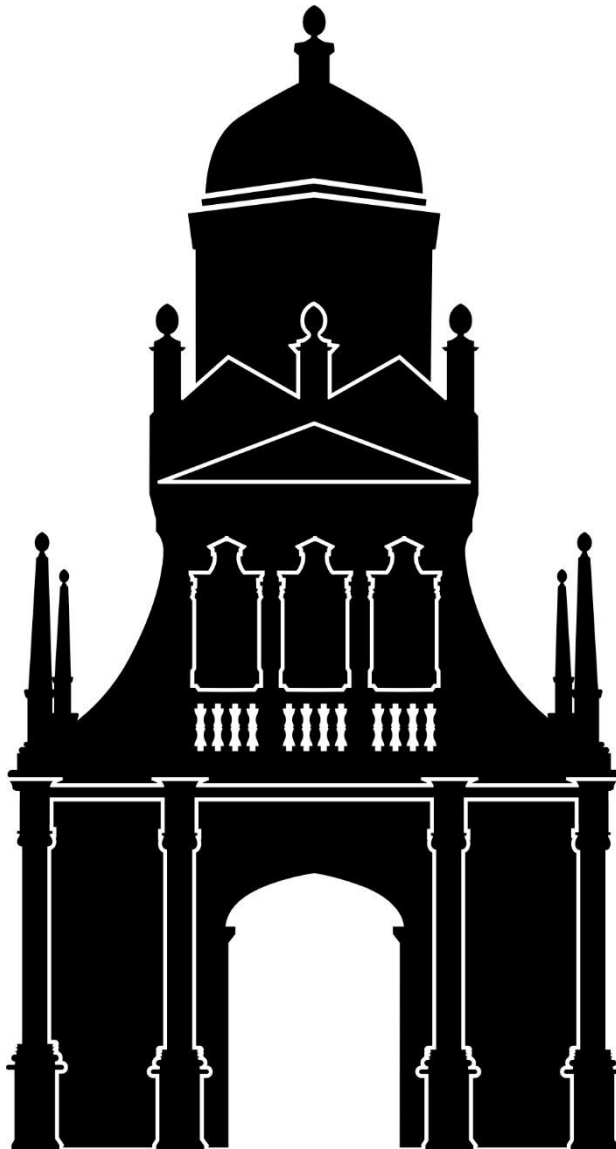


Gonville & Caius

ACCOMMODATION
HANDBOOK



Welcome to Gonville and Caius Accommodation

At Caius we hope that you enjoy your experience of living in College accommodation 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.

Management of Accommodation

All 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.



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

Team	Contact	Email		College Officer Responsible
Accommodation Office	Wendy Fox	accommodation@cai.cam.ac.uk 01223 332445 07966387473	Allocation of rooms, vac res, accommodation references	Domestic Bursar
Bursary	Lena Jegorov	student.accounts@cai.cam.ac.uk 01223 332397	Student accounts, statements and payments	Senior Bursar
Catering	Ricardo Soares	catering.director@cai.cam.ac.uk	Catering – dietary requirements and allergies	Domestic Bursar
Housekeeping	Karen Heslop	karen.heslop@cai.cam.ac.uk	Cleaning and furnishing incl light bulbs and curtains	Domestic Bursar
Maintenance	Tim Lee	tim.lee@cai.cam.ac.uk	Decoration and building faults	Domestic Bursar

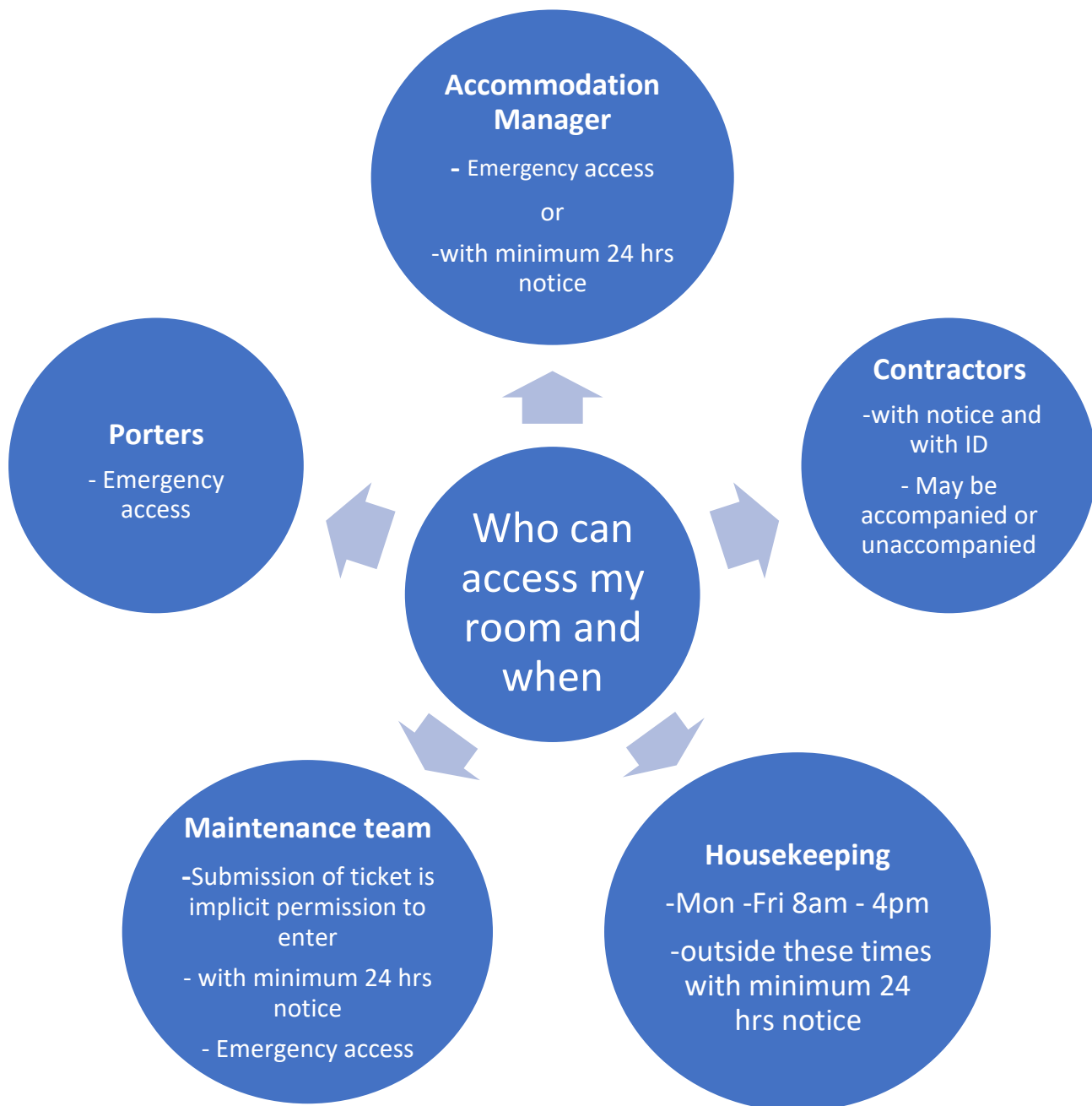
Porters	Martin May	Martin.may@cai.cam.ac.uk	Incoming/outgoing mail, keys, fire safety, security, bicycle registration	Domestic Bursar
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Room Keys

Room keys can be collected at the 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

Members of College 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. All Caius staff will adopt the routine of, knock once then pause, knock twice then pause, wait for a response, when visiting your room as a routine visit for cleaning or an ad hoc arrangement.



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 Tutor who should be consulted before any formal rental contract is made. The College guarantees College accommodation for the duration of all three-year undergraduate courses.

Postgraduates may live in non-College owned accommodation, but the College recommends taking advantage of its accommodation to experience College life fully. Postgraduates are guaranteed College accommodation for the first 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 the varied nature of the rooms 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 West Road 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)

Postgraduates

- 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.

Postgraduates may not bring beds, sofas or armchairs into college accommodation, but with prior permission from the Housekeeper they may bring non upholstered furniture. Any non-College furniture 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

Revised 15/08/2024

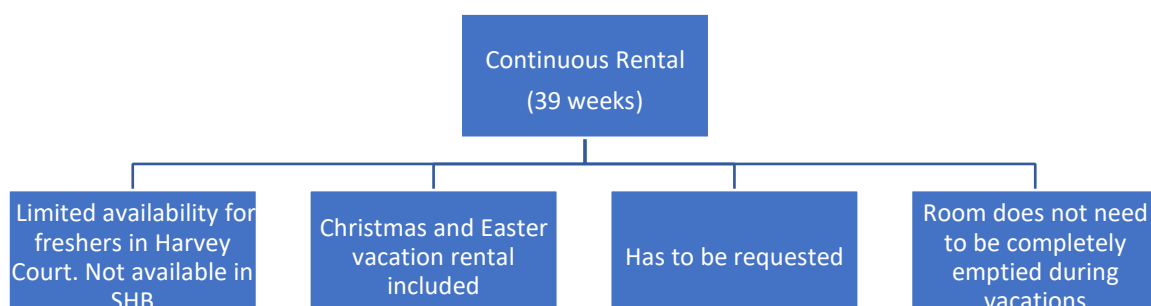
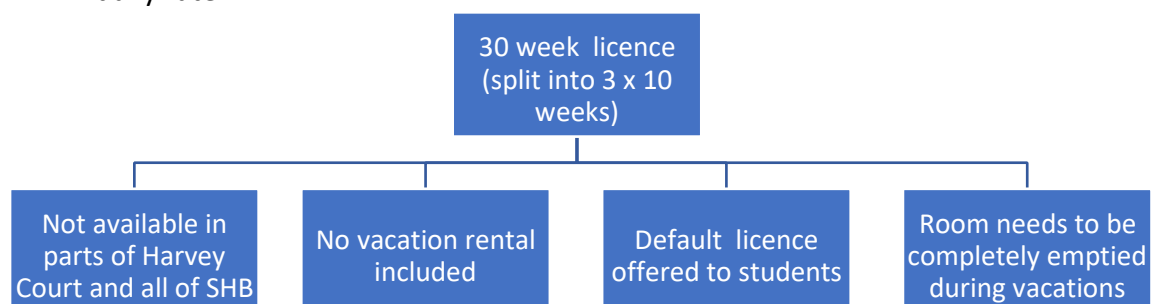
The College, in collaboration with Inventory Hive, will issue an electronic inventory via email which should be completed online by the deadline of which you will be advised. Any items that are missing or damaged at the end of the occupancy period will incur a charge. If an inventory request is not completed,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

Rents

Rents include all utilities Wi-Fi, 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

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



Postgraduates

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- Annual contract
- Charged 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 absolute discretion of the Domestic Bursar). Further information is given on the Venn

Housekeeping Services

Student bedrooms

We endeavour to service ensuite bedrooms, standard bedrooms and sets once a week. The room will be vacuumed where the floor is clear and not obstructed. Accessible surfaces are cleaned and recyclable rubbish is collected. Please the College recycling policy re: bedroom bins.

We do not offer any cleaning services in graduate flats.

Communal Areas

- Weekday emptying of non-recyclable waste bins in student accommodation except for self-serviced student flats and houses.
- Weekday emptying of recyclable waste at Old Courts and West Road sites only, recyclable waste in outside properties is 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.

In all Accommodation

Students are responsible for cleaning and safe use of microwaves, toasters, kettles, induction hobs and ovens provided by the College.

In addition to the cooking appliances provided by the College rice cookers and slow cookers are permitted on the proviso that they are fitted with automatic timers and keep warm facility. Air Fryers Food blenders and nutri bullets are also permitted. Any electrical equipment must only be used for the preparation of

Revised 15/08/2024

hot food in the gyp-rooms and kitchens.. Your Domestic Assistant will place notices on your local boards to alert you to cleaning times in your area and other relevant information. No cooking equipment or kettles are permitted in bedrooms.

Electrical Equipment

Students may bring the following electrical items:



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

All the above items marked with a * can only be used in college gyp rooms and kitchens

Students may not bring the following electrical items:



- Sandwich toasters
- Grilling machines
- Cooking hobs
- Kettles or water heating vessels
- Portable heaters

- Pressure Cookers
- Heated clothes airers
- Fridges
- Freezers
- Blue or white tack
- Air conditioning units
- Air Purifiers
- Electric diffusers
- E-Scooters
- Extension cable *reel*
- *Unfused* multi plug extension leads
- Electric blankets



All electrical items must display the correct UKCA marking. **Any items found that are non compliant or not permitted will be confiscated by College staff and stored safely. This includes delivered parcels received at the Porters' Lodge where it is obvious from the packaging that it contains an item that is not permitted.** For full advice on electrical safety please refer to the Venn. Items over 2 years require PAT testing, please contact maintenance if you need a hand with this.

E-Scooters

E- Scooters although popular are illegal. They should not be present anywhere in College accommodation, including bike shelters or rooms.

Recycling

The College encourages recycling as much as possible. The College has adopted a 'co-mingled' recycling process where only items such as rinsed plastic bottles, drinks cans, glass, paper and cardboard can be placed in your bedroom bin. General waste must be placed in the bins labelled as such in your gyp room. Failure to use bedroom bins correctly for commingled recycling only will result in your domestic assistant not collecting your bedroom bin and you will need to empty it yourself. The purpose of this policy to increase

Revised 15/08/2024

all residents' day to day awareness of the waste they send to landfill and encourage as much co-mingled recycling as possible.

Notices are placed in the immediate area of all gyp room bins indicating what can be recycled and what is classed as general waste.

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

Revised 15/08/2024

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 Education and Tutorial team will be happy to advise you. They can be contacted on eto@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 larger packages for you and you will receive an email notifying you of their 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 i.e. contain ferrous material as the majority of College provision is now induction.

Q: What size will my bed be?

Revised 15/08/2024

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 the Stephen Hawking Building (SHB) or parts of Harvey Court.

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

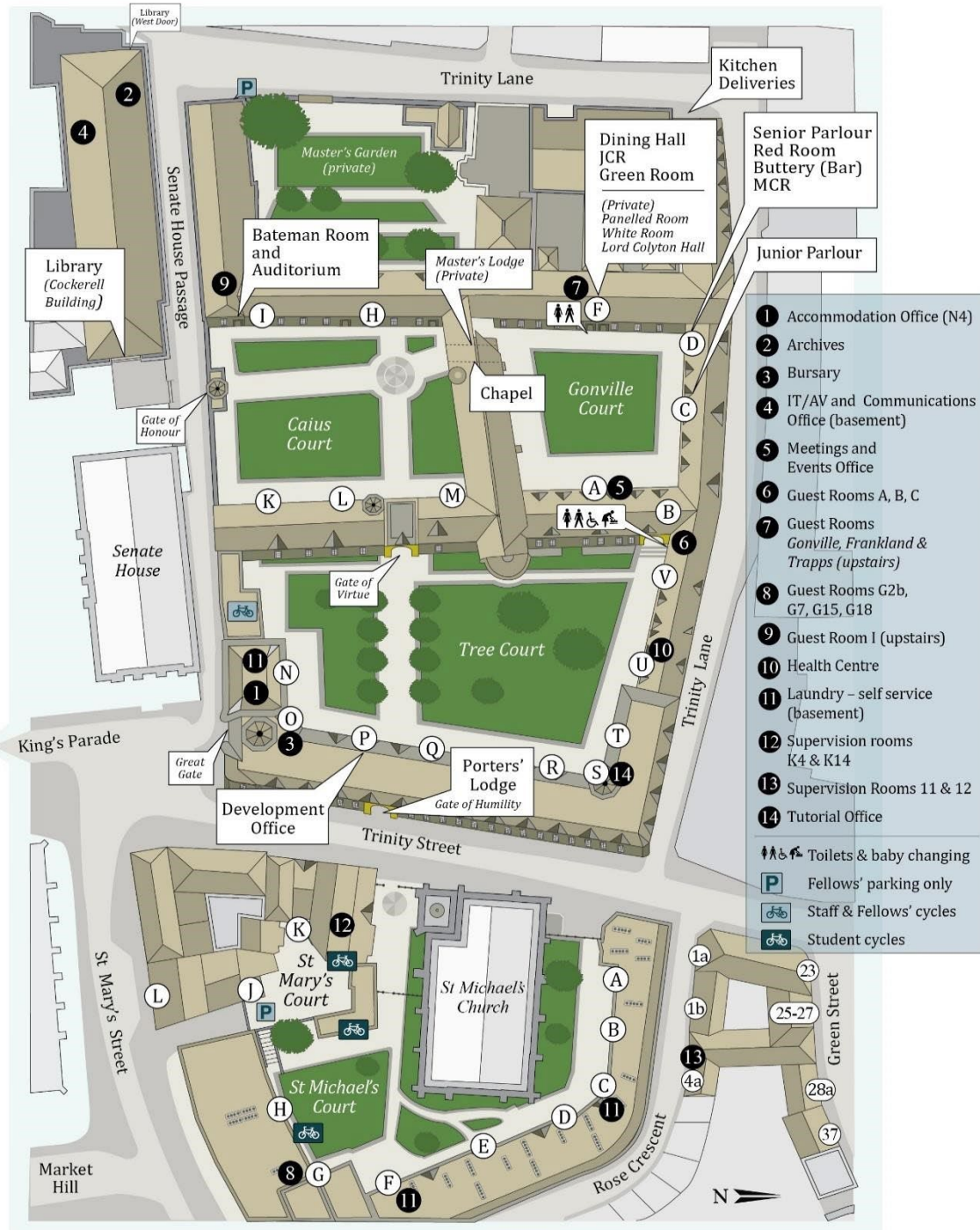
A: The College seeks to maintain over 750 bedrooms in a condition that each subsequent occupant will appreciate. We want you to feel at home, but please personalise your space without damaging it. For this reason, **we operate a ban on all forms of wall fixing (blue tac, white tac, art or masking tape, pins, etc)** other than “command strips” which experience tells us remove easily and cleanly from walls at the end of occupation. You can purchase command strips online or in most stationery shops (and they are also available to buy in the Porters’ Lodge). Finally, many of the rooms, especially in the more traditional properties have picture rails – hooks compatible with these for hanging pictures are available from the Porters.

The College **imposes a charge of £75 per wall to meet the costs of 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?

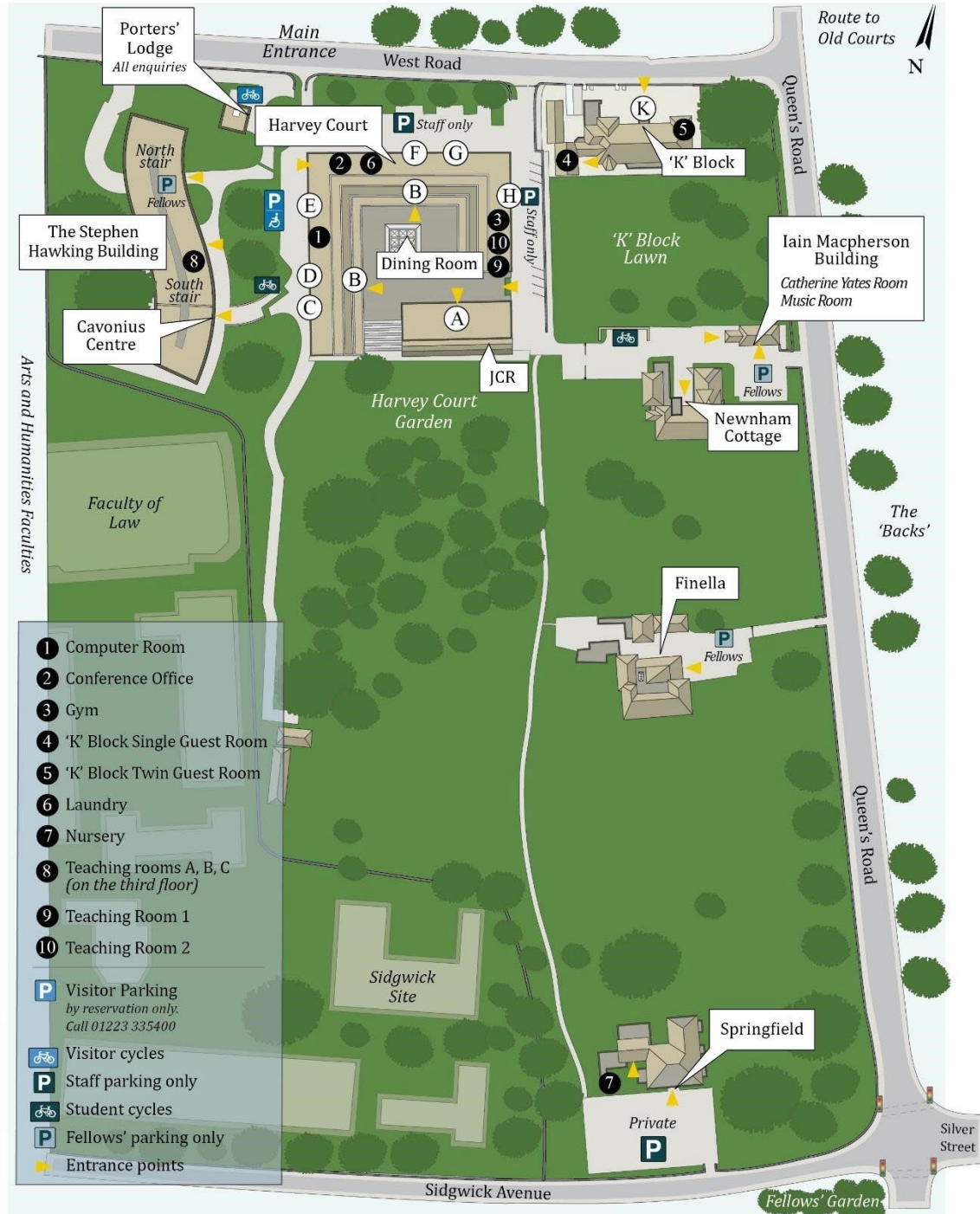
A: Student bicycle racks are in close proximity to all College student accommodation. Bicycle racks in the Old Courts and West Road are clearly marked on the maps at the back of this Handbook. All bicycles should be registered with the Harvey Court Porters’ Lodge and labelled with a registration code.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

Old Courts



Design, N Haworth, www.wayfinding-consultants.co.uk, 01223 693082
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Harvey Court



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