



ACCOMMODATION HANDBOOK



Holloway House
OX4 1EN

Contents

UUK Code of Practice	1
Key Contacts	1
Contacting Maintenance	1
Arriving	2
Safety and Security	2
Lock Outs	3
Electrical Items	3
Howden Insurance	4
Housekeeping	4
• Laundry	
• Cleaning	
First Aid and Welfare Boxes	5
Guest Stays	5
Fire Alarms	6
Condensation Prevention	7
Heating Policy	7
Community Guidelines	8

UUK Code of Practice

Linacre College is signed up to the UUK Code of Practice. The Code outlines best practice and provides benchmarks for the management and quality of student housing in the Higher Education sector. A full version of the UUK Code of Practice is available to download from the Universities UK website: www.thesac.org.uk

Key Contacts

Police, Fire, and Ambulance Services: 999

Non life-threatening medical concerns: 111

Non-urgent police matters: 101

Linacre Lodge (24/7): 01865 271650

Contacting Maintenance

The Maintenance team typically operate between the hours of 7:30am and 4pm, and during this time maintenance issues should be reported using our online ticketing system. You can report non-urgent issues using this system and a member of the maintenance team will be in touch to arrange a visit. You can access the ticketing system here: <https://maintenance.linacre.ox.ac.uk/>

If you have any emergency maintenance issues such as a water leak or electrical failure, please contact The Lodge in the first instance and they will triage your call and help arrange the necessary assistance.

Arriving

When you arrive to the College you will be able to check-in to your accommodation via The Lodge. If you need assistance finding your accommodation, The Lodge can help direct you and order you a taxi if required.

Please note that you do not need to register with the Academic Office on the same day of arrival. You should book a registration appointment in one of the available slots via the emails sent to you by the Academic Office.

Safety and Security

Gate codes to access your building's gardens and bike sheds are published on the notice boards in your accommodation – it's important that these are not shared with anyone outside of the accommodation. You should always keep your room locked and make sure that external doors to residential areas are locked. Do not let anyone follow you into a residential area ('tailgating') unless you know them personally.

You should always feel confident in challenging someone you do not recognise in your accommodation. Students, Linacre Staff, and external contractors will always have ID and you should request to see this if you are unsure about whether they should be in your accommodation. If you require further assistance in identifying an individual, you should contact The Lodge immediately.

If work is being carried out in your accommodation by the Linacre Maintenance Team or an external contractor, you will be notified by the Accommodation Manager in advance. As well as carrying ID, Linacre staff will always be wearing clothing with the College branding.

Lock Outs

If you find that you have lost your fob or locked yourself out to your room you will need to contact The Lodge to arrange temporary access. If you are unable to find your fob, you will be issued a new one and charged £5 to your battels for a replacement.

Out of hours, The Lodge may decide to call the University Security Services to let you back into your room. This will be a let-in service only and a call out charge of £25 will be applied to your battels. If a replacement fob is required you will need to contact The Lodge and pay the replacement fee.

Electrical Items

All of your personal electronic items must be tested, with evidence of this available if required. If this has not been done prior to your arrival, you can contact the Maintenance Team to arrange a test. Any electrical item that is deemed unsafe by the College must be removed from your room. Failure to comply with this may lead to your appliance being removed from your accommodation and stored by the College, with any storage costs charged to you. Your appliance will be returned to you at the end of your license agreement.

Please be aware that you are not permitted to have any cooking equipment in your bedroom, aside from a kettle. If you wish to have a kettle in your room, this **must** be purchased from the College to ensure it meets safety requirements. You can purchase a kettle here:

www.linacre.ox.ac.uk/college-life/accommodation

Students arriving from overseas should note that the standard voltage in the UK is 230v. Any personal electronic items that do not meet these voltage requirements will not work in UK plug sockets.

Howden Insurance

Students living in Linacre accommodation are automatically covered by the College's contents insurance, provided by Howden Insurance. You can find out what contents are covered by downloading the app and registering your details. Once you've read the coverage details, you can decide whether you want to top up the insurance to cover more expensive items yourself. If you ever need to make a claim, this can be done via the app so make sure to download it. To find out more about the insurance policy and download the app visit: <https://students.howdengroup.com/>

Housekeeping

Laundry

All students are responsible for their own laundry.

There are free-to-use washing machines and tumble dryers located in each kitchen. Washing detergent is not provided, you should purchase this from a supermarket.

Cleaning

Communal areas are cleaned weekly Monday-Friday. En-suits and sinks located in individual bedrooms will be cleaned weekly. The schedule for these visits are posted in your communal area, and cannot be changed. The Housekeeping team should not be refused access to clean these areas. The bins provided in communal areas should be emptied by residents to the bins outside of your accommodation. This should be done regularly. Occasionally due to staff absence, cleaning schedules may be suspended for short periods of time.

First Aid and Welfare Boxes

In the communal areas of your accommodation you will find a first-aid kit and a welfare box. These provide some basic items such as plasters and bandages. First aid kits are checked and replenished by the Housekeeping Team every 6 months, but you should let them know if anything has been used so they can replenish as necessary. Welfare boxes are checked as part of the weekly cleaning schedule. This is intended for emergency use only and you are asked to only take what you need as stock is limited. If you are struggling to provide these products for yourself in the long-term, please contact (in confidence) the Welfare Lead: welf@linacre.ox.ac.uk

Guest Stays

Students staying in College properties are welcome to have overnight guests for up to 3 consecutive nights, two times a term. You need to register your guests via The Lodge, which you can do here:

<https://www.linacre.ox.ac.uk/college-life/accommodation/overnight-guest-notification-form>.

Please note that the College does not provide the bed or bedding for your guest.

You should accompany your guest at all times during their stay, and they should not be given a copy of your key. Please note that sub-letting at any time is not permitted. This includes having someone occupy your room whilst you are away, whether money is exchanged or not.

Fire Alarms

Fire alarms, smoke detectors, and fire-fighting equipment should never be tampered with and fire doors should **not** be propped open. The College's health and safety regulations - available on our website - should be adhered to at all times. This includes ensuring there are no naked flames in your accommodation, such as candles, and no charging of large batteries, such as those used for an E-bike. Smoking is **prohibited** in all College buildings.

To ensure the safety and preparedness of all of our members, the college conducts termly evacuation training and quarterly fire alarm servicing. During servicing, members of the Maintenance Team may need access to your accommodation but you will always be given advance warning if this is the case. You won't be informed that a fire alarm is a drill, so always treat the sounding of an alarm as real. After a drill, a roll call will be taken and rooms checked for evacuation. Any students found to not evacuate will receive a warning in the first instance and a fine thereafter.

Upon the activation of a fire alarm, you must exit the building and report to the designated assembly point. You should not re-enter the building until told to do so by a member of the Linacre Maintenance Team, University Security Service, or Fire Service.

If a fire alarm is activated between the hours of 8am and 10pm, a member of the Maintenance Team will attend. Outside of these hours and on the weekends and bank holidays, the activation will be attended by the University Security Services. In both cases, attendance will be within 5-10 minutes and the fire service will be alerted immediately.

Condensation Prevention

It is possible that condensation may build up in your accommodation, particularly on windows and exterior walls. This can lead to damp or mould, so it is important to take some precautions:

- Ventilate – ensure that you regularly ventilate your accommodation by opening windows, in order to allow drier air to flow in from the outside and replace damp inside. For example:
 - If it is safe to do so, leave the bedroom window ajar when sleeping
 - Open windows for around half an hour each day
- If your window has trickle vents, ensure they are kept open
- Do not dry clothes on radiators or drying racks inside the property – use the tumble dryers provided or the outside washing line (where available)
- Keep lids on pans when cooking to reduce the release of moisture into the air and only cook in the designated cooking area
- Switch on the cooker extractor hood when cooking

Heating Policy

The heating systems are usually turned on in September and off in May. During the heating season, the heating will operate 6:30am-11:00pm Monday to Friday, and 7:00am - 11:00pm on weekends.

Hot water is available 24 hours a day. Hot water timer programmes will be set to provide hot water at all times, however this may be limited between the hours of midnight and 6:00am to reduce Co2 emissions.

All staff and residents are asked to report any heating or hot water faults to the Maintenance Department.

Individual heaters are not permitted in bedrooms and may be removed by Linacre staff and stored until the end of your license agreement.

Community Guidelines

Linacre College is committed to creating a welcoming and friendly environment for all students and staff. We expect students to contribute to this community by treating others with respect, courtesy, and consideration at all times, in line with our equality policy. You should be mindful that you are sharing space with others, so please keep communal areas and facilities clean and tidy after use. Considerate and kind behaviour is a must to ensure everyone has a positive experience at Linacre College. Any disrespectful behaviour towards other students or staff will not be tolerated.

We encourage students sharing accommodation to set up a WhatsApp group to get to know each other and communicate about your accommodation

Remember to read the **Student Handbook** where you can find more information on your accommodation and much more!