

# FARNDON COURT HANDBOOK 2020 - 2021



Reuben  
College  
UNIVERSITY OF OXFORD

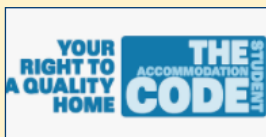




# WELCOME

We hope you enjoy your stay in your new home. This handbook will provide you with some useful information including:

- ◇ What you need to know before coming to Oxford
- ◇ What to do on arrival
- ◇ Essential information about living in Reuben College accommodation
- ◇ What you can expect from the service provided by Reuben College
- ◇ What other services at the College and University are available to assist and support you



Reuben College is signed up to the Universities UK Accommodation Code of Practice. Further details can be found at [www.thesac.org.uk](http://www.thesac.org.uk)

## CONTACTING THE OFFICE

Contact us for tenancy enquires at:  
Accommodation Office  
Reuben College  
25 Walton Well Rd  
Oxford  
OX2 6ED  
Tel: **01865 616461**  
Email: [accommodation@reuben.ox.ac.uk](mailto:accommodation@reuben.ox.ac.uk)

## PLEASE NOTE

We are closed on Bank Holidays

## FACILITIES AND SERVICES SITE CARETAKER

Your site caretaker will be your first point of call should you need to report a maintenance problem.

On arrival to your accommodation, you will receive a handout that provides the name and contact number of the site caretaker that works at your accommodation site.

Working hours:  
Monday - Friday 08.00 - 16.00

You can reach your site caretaker by calling **01865 616460**



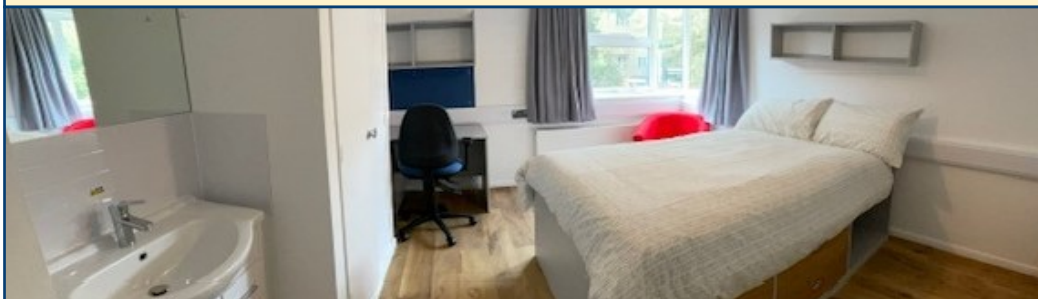
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# MOVING IN

What you need to know before coming to Reuben College accommodation in Oxford



## STEP 1

### Signing your tenancy agreement

Once you have paid your security deposit, the Reuben College team will send you your tenancy agreement by email.

You will be able to review the document and ask any questions you may have by contacting the Academic and Graduate Administrator.

Please note:

- You will need to sign your tenancy agreement, pay the balance of your deposit and your first period's rent before you can collect your access card and move in
- You cannot collect your access card before your tenancy start date

## STEP 2

### Collecting your access card

Access into and around your accommodation is via your University Card. You will be able to collect your card on the day of your arrival. Any issues with access, please contact either

the site caretaker or the Accommodation Office.

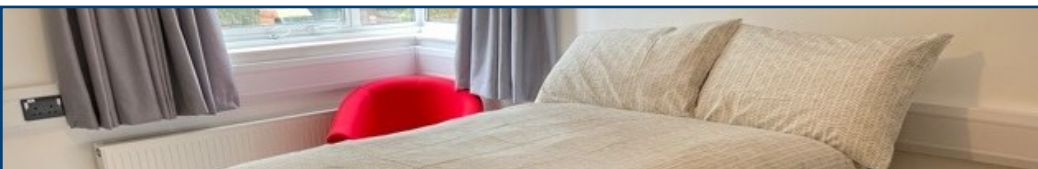
## STEP 3

### Limited storage for suitcases

There is limited storage available on site for storing of suitcases. This will be allocated on a first come, first served basis but limited to one piece of luggage per tenant.

It is very important that you make sure all contents, any damage to contents, and the condition of the accommodation is noted accurately on your **Check-in list** so you are not charged for damage you did not cause.

The condition of your accommodation at the end of your tenancy will be taken into account when calculating the amount of your deposit to be refunded.





# LIVING IN COLLEGE ACCOMMODATION

## ? What do I need to bring?

### BEDDING AND LINEN

Including sheets, pillows, duvets or blankets, towels and tea towels

### COOKING EQUIPMENT

Including saucepans, cooking utensils, plates, glasses, mugs and cutlery

### CLEANING MATERIALS AND TOILETRIES



### ELECTRICITY

The electricity supply in the UK is 240 volts alternating at a frequency of 50 Hertz. You will need to check if your electrical items work at this voltage and, if not, bring a transformer. Plugs may be different so you may need to purchase an adaptor plug.



### LUGGAGE

Unfortunately, we cannot accept luggage in advance of your arrival without prior agreement.



### TELEPHONE

Telephone lines are not provided at our accommodation site.



### BICYCLES

Bicycle storage is available on site. You are permitted to bring one bicycle per person (not a motorbike). Please store your bicycle only in the dedicated storage provided and do not bring bicycles into the accommodation itself or leave your bicycle anywhere where it may be an obstruction. In particular, you must not secure your bicycle to any railings of any College or University building. Any bicycles left in non-designated areas may be removed. Tenants are required to bring their own locks and chains for securing bicycles. Oxford University Security Services provide a

wealth of help and information on student cycling in Oxford including a cycle registration scheme, discounted D-locks and anti-crime tips for bicycles. Please visit <https://travel.admin.ox.ac.uk/bike#/> Reuben College does not take any responsibility for any damage or theft of your bicycle. We recommend that you include your bicycle in your content insurance cover, which you will need to arrange for your belongings.



### TV LICENCES

If you watch, stream or record live television in your property (whether through a television or via the internet), or you watch programmes using BBC iPlayer, you must acquire a TV licence. For more information on how to obtain a licence, please visit [www.tvlicencing.co.uk](http://www.tvlicencing.co.uk) Please note that tenants are not permitted to install satellite dishes or external aerials on College property or arrange cable television connections.



### MAIN ENTRANCE INTERCOM

The intercom at the main entrance is programmed so any person visiting can enter your room number which will ring through to your mobile phone. This is conditional on your mobile number being provided to programme into the system.



### CLEANING

Each tenant is responsible for cleaning within their flat. It is important that your accommodation is cleaned regularly throughout your stay to maintain the property and avoid cleaning charges at the end of the tenancy. Please note that Oxford is a hard water area, which can result in a build up of limescale which requires cleaning with appropriate products. Further advice is available from your site caretaker. Communal areas are cleaned by contract cleaners at least twice a week.



### SHARED KITCHENS

You will be allocated a cupboard and shelving space to store food and personal belongings. Please keep all of your personal items in your allocated area. Communal kitchens are visited by a cleaner at least two times a week. Tenants should nonetheless ensure that they keep the kitchen clean and tidy between the visits for the benefit of all residents. This includes washing up and putting away your crockery and cooking equipment immediately after you have cooked. Kitchens are equipped with electric cookers, fridge/freezers, microwaves, and kettles.



### COMMUNAL CLEANING CUPBOARD STORE

Each common room area has a student cleaning cupboard store where there is a vacuum cleaner, mop & bucket and dustpan & brush.



### MATTRESS

You will be provided with an encompassing mattress protector which completely encases the mattress. This must remain in place throughout your tenancy to prevent damage to the mattress.



### POST

All delivered post will be placed in your designed pigeon hole in the post room.

Your full postal address is:  
Farndon Court, 133 Woodstock Road,  
OX2 6HW Oxford



### PERSONAL INSURANCE

It is advisable you take out personal insurance to cover your room contents and personal belongings, including bicycles.



Please note, your site caretaker or any staff on site are happy to receive parcels and deliveries on your behalf during working hours. However, the College does not take responsibility for any damage or loss. All parcels will need to be signed for when collected.

No food deliveries or takeaway orders will be accepted at any time.



# CONNECTING TO THE INTERNET



Comprehensive instructions on how to set up and use your router will be in your flat upon arrival. Please note that an active Single Sign-On account and an

Eduroam Wi-Fi / VPN account (also known as a remote access account) is required to access the internet.

Below is a brief FAQ.

## WHO CAN USE THE CONNECTION IN MY FLAT?

Only those living in the flat are allowed to use the internet connection. The ultimate responsibility for the service and all activity on the connection lies with the named tenant.

## WHAT CAN I USE THE SERVICE FOR?

The network is intended primarily for academic purposes but the reasonable and limited use of the network for social and recreational purposes is acceptable for tenants. All use must meet the University regulations and policies which apply to all University ICT facilities. For details see [www.it.ox.ac.uk/oxford/rules](http://www.it.ox.ac.uk/oxford/rules)

## CAN I TURN OFF THE ROUTER OVERNIGHT / WHILE I AM OUT?

Yes, it is fine to turn off the router if you do not want to use it for a period of time. Simply press the ON/OFF button.

## CAN I USE MY OWN ROUTER OR WIRELESS HARDWARE?

You can use your own router provided it is compatible, but we cannot provide helpdesk support for third party routers.

Unfortunately, wireless hardware such as repeaters or wireless base stations are not allowed as they contravenes Oxford regulations.

## WHERE CAN I GET MORE NETWORK CABLES FROM?

Network cables (sometimes labelled as UTP, cat5 or cat5e) are available from IT Services on Banbury Road, or local retailers.

## WHAT IF I HAVE MORE THAN ONE WIRED DEVICE?

The router has a built-in switch with **four black ports capable of connecting four wired devices**. If you need to connect more devices, you are advised to purchase a 100mb switch.

## CAN I USE THE WPS BUTTON?

At the moment, no. Please do not use this button on the back. Pressing and holding for **more than ten seconds** will reset the device to factory defaults and you will lose all network connectivity.

## I'M DUE TO LEAVE MY ACCOMMODATION, WHAT SHOULD I DO?

When leaving your accommodation simply reset the router by holding in the reset button for 10 seconds until all the LEDs blink green.



For additional information and how to report any problems with your internet connection, please contact the site caretaker

# LAUNDRY & RECYCLING



## BINS

Bin stores are provided on site. An interior food caddy is provided for each communal kitchen and self-contained flat. Larger external red food waste bins are positioned at the rear of the accommodation building. Only food waste should be placed in these.

Waste from rooms should be taken to the bins provided in the communal areas. Please note the different colours for each type of waste. For advice on disposing of unwanted items, such as kitchenware or electronics, please contact your site caretaker.

Blue bins	Recyclable materials such as paper, card, glass bottles and jars, aerosols, foils, tins and cans, cartons and plastic bottles
Green bin	Non-recyclable waste that will be sent straight to landfill
Red bins	Food waste



Please note that residents are required to recycle wherever possible

## LAUNDRY

### Circuit Laundry

Circuit Laundry provide and maintain the laundry facilities in the Laundry Room at your accommodation.

The cost of a wash is £2.20 and the price of a dry is £1.00. For more information about Circuit Laundry, please see their website [www.circuit.co.uk](http://www.circuit.co.uk)

### Laundry View

The 'Laundry View' service allows you to view information about the usage status of the machines so that you can check that a machine is free before leaving your accommodation. It also shows usage statistics for the previous two weeks, so that you can identify times that the laundry is less busy, and plan your visit accordingly.

Please be aware these machines are not managed by Reuben College. If you experience any maintenance issues with the Circuit Laundry services, please contact Circuit by telephone on:

**0800 0924068** or **01422 820026** or by filling out the online fault report form available at [www.circuit.co.uk](http://www.circuit.co.uk)

# RENT & COUNCIL TAX

## How is the rent paid?

Rent is due monthly in advance. Payment can be made either by recurring card payment via the College's online payment platform or by Standing Order.

If you have any queries about your payments, please contact the Deputy College Accountant by emailing [accounts@reuben.ox.ac.uk](mailto:accounts@reuben.ox.ac.uk)

## Do I have to pay Council Tax?

No. Residences where everyone is a full-time student do not have to pay Council Tax.

# STUDENT SUPPORT AND WELLBEING



## HEALTH

The nearest hospital with an accident and emergency department is:  
The John Radcliffe Hospital, Headley Way, Headington, OX3 9DU. Tel: 01865 741166.  
If you have a medical emergency, please contact the Emergency Services on 999. For more general health advice, you can call NHS Direct on 111.  
We encourage all residents to register with Jericho Health Centre, New Radcliffe House, Walton St, Oxford OX2 6NW. Tel: 01865 311234 soon after arrival. We can provide proof of residency to assist with this if required.



## COUNSELLING SERVICES

The Oxford University Counselling Service offers free and confidential support to students.

IN PERSON	3 Worcester Street, Oxford, OX1 2BX
PHONE	01865 270300
EMAIL	<a href="mailto:counselling@admin.ox.ac.uk">counselling@admin.ox.ac.uk</a>
WEB	<a href="http://www.ox.ac.uk/students/welfare/counselling">www.ox.ac.uk/students/welfare/counselling</a>



## FINANCIAL AID

Information about what to do if you are experiencing financial difficulty is available online: [www.ox.ac.uk/students/fees-funding/assistance/hardship](http://www.ox.ac.uk/students/fees-funding/assistance/hardship)



## STUDENT ADVICE SERVICE

The Student Advice Service is an advice and advocacy service provided by the Oxford University Student Union and is available exclusively to University of Oxford students.

IN PERSON	34 Worcester Street, Oxford, OX1 2BX. Opening hours: Mondays 10.00-12.00 and Wednesdays 12.00-14.00
PHONE	01865 288466
EMAIL	<a href="mailto:advice@ousu.org">advice@ousu.org</a>
WEB	<a href="http://www.oxfordsu.org/wellbeing/student-advice">www.oxfordsu.org/wellbeing/student-advice</a>



# RULES & POLICIES



## GUESTS

Overnight guests may stay for a maximum of three nights in any calendar month.



## NOISE

Please be considerate of other residents. Noise levels should be kept to a minimum at all times, especially between 22.00 and 07.00.



## PETS

We have a no pet policy unless an animal is required due to a registered disability.



## PARKING

We are still finalising details concerning car parking for tenants and staff. If there are any parking spaces available to tenants, it will be on a very limited basis. If you require a parking space, please contact the site caretaker including why you would need to bring a car to Oxford. You will be issued with a permit which you will need to display in your vehicle at all times.



## PICTURES & WALL HANGINGS

To prevent damage, we ask that you do not use Blue Tac, Sellotape, drawing pins on any other fixings on any walls or doors. Pinboards are provided in your accommodation.



## SMOKING

Smoking is not permitted in your accommodation or anywhere on our site. This includes cigarettes, e-cigarettes, pipes (including shisha and Hookah water pipes), cigars and herbal cigarettes. When you or your guests are identified as smoking in your accommodation or anywhere on site, this is a breach of your tenancy agreement and may result in deductions from your deposit.



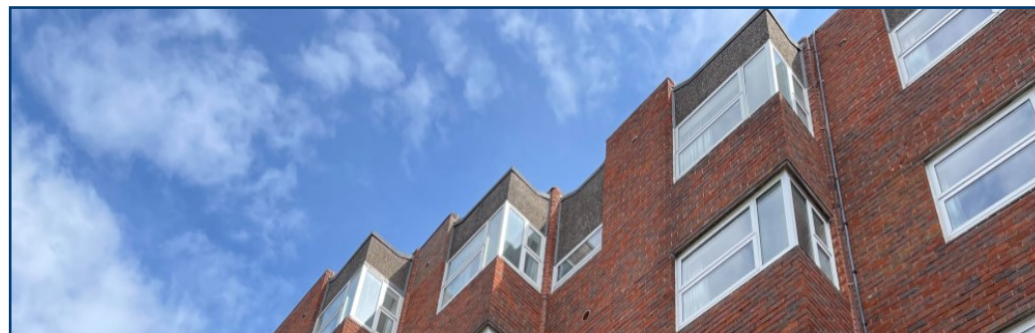
## SNOW & ICE

If weather temperatures are due to drop to 0°C or below, the site caretaker will aim to grit pathways within the grounds of the residence where required - for example steps, and footpaths immediately outside.  
The site caretaker will also review conditions during the day and spread extra grit if problems present themselves (weekdays only). Outside working hours (in particular during the Christmas closed period), Security Services will contact the gritting contractor to arrange gritting and snow clearance as per the priority clearance routes.



## COVID-19

Should you test positive for COVID-19, please contact the site caretaker, Sub-Dean or Dean immediately and remain in your flat.





# MAINTENANCE AND REPAIRS

## ? Who to contact

Please report all maintenance issues using the College Property Management System which you will need to register on via the College's accommodation page. This will log your request and notify the site caretaker.

For any urgent repairs during working hours please contact the site caretaker in the first instance.

For out-of-hours repairs that cannot wait until the next working day (for example major leaks or blocked toilets) please contact Security Services 01865 272944.

Under no circumstances must you undertake or arrange repairs yourself.

## TARGET STANDARDS OF SERVICE

<b>EMERGENCY REPAIRS</b>	
When there is a serious danger to property or persons, for example, major leaks, insecure windows or doors, or complete loss of power	<b>3 HOURS</b>
<b>URGENT REPAIRS</b>	
For example, loss of heating or hot water (may be upgraded to 3 hours), blockages to appliances or sinks	<b>24 HOURS</b>
<b>ROUTINE REACTIVE REPAIRS</b>	
For example, adjusting doors, leaking guttering	<b>14 DAYS</b>
<b>LIFTS</b>	
Repair to lift work will rely on the use of specialist staff from the lift maintenance company. The timescale for such repair can be difficult to predict and may depend of the availability of parts	<b>28 DAYS</b>

If access to your accommodation is required for routine maintenance and repairs, you will be given at least 24 hours notice (except in the case of emergencies).

We aim to meet these standards of service wherever possible, however there are occasions where, due to circumstances beyond our control (for example due to COVID-19 or Brexit) contractors may have reduced labour capacity, or experience delays in deliveries of materials.

We will keep you updated on the progress of your maintenance request, and in cases where we have been notified by contractors that there may be significant delay, will aim to provide you with alternate accommodation, if possible.



## DAMAGE TO ACCOMMODATION

Please report any damage in your accommodation to the site caretaker as soon as possible.

Damage caused by the tenants or guest(s) of the tenant may result in a charge for the cost of repairing or replacing the damaged item. The same applies to any damage to the College's furniture or contents.

## PEST CONTROL

Occasionally, vermin or insects may be detected within the building. Please contact the site caretaker as soon as you suspect an issue. They will pass this onto our Pest Control contractors, and they will aim to get this attended to within two working days.

## CONDENSATION

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 to allow drier air to flow in from the outside and replace damp inside
- If it is safe to do so, leave the bedroom window ajar when sleeping
- Open windows when cooking / washing up
- Open windows for around half an hour per day
- If your window has trickle vents, ensure they are open
- Avoid drying clothes on radiators inside - use the tumble dryers provided in the laundry room
- Keep lids on pans when cooking to reduce the release of moisture into the air, and only cook in the designated cooking area
- Adjust your heating to ensure that your accommodation is adequately heated



All tenants are encouraged to be mindful of water and electricity consumption and turn off appliances when not required

## LEGIONELLA

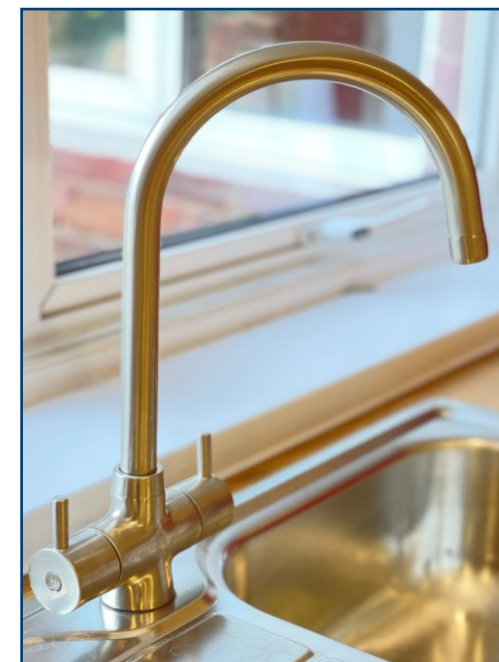
Legionella is a disease caused by bacteria that can be found in natural water sources. Infection is transmitted by inhalation of bacteria in aerosol form.

We carry out regular water tests at our accommodation site in accordance with legislation. Regular access will be required to your accommodation to complete this. We will always give you notice when this is going to happen.

## WHAT PRECAUTIONS CAN YOU TAKE?

If you have been away from your accommodation for more than one week:

- Run showers and taps for 10 minutes (open the windows first to ventilate the water vapour and face away from showers and taps while doing so)
- Flush toilet with the lid down



# EMERGENCIES, SAFETY & SECURITY

## OXFORD UNIVERSITY SECURITY SERVICES

The University's Security Services are operational 24 hours a day, 365 days of the year.

They are available to help with out-of-hours (between 4pm - 8am Monday to Friday and weekends) emergencies such as:

- Out of hours maintenance (emergency only)
- Security issues (at any time of the day)
- If you are locked out of your accommodation (please note that there will be a charge of £25 for attending lock-outs out of hours)

## LOST ACCESS CARDS AND LOCKOUTS

GENERAL NUMBER	01865 272944
EMERGENCY	01865 289999
WEB	<a href="http://www.estates.admin.ox.ac.uk/security-services">www.estates.admin.ox.ac.uk/security-services</a>

**PLEASE REMEMBER** - In a life-threatening emergency call the emergency services by dialling 999

You will be invoiced for the cost of replacement access cards.

If you lock yourself out of your accommodation during normal office hours, please contact the site caretaker.

Out of normal hours, please call Security Services on 01865 272944, but please note you will be charged £25 per call out, which is the charge made by Security to the Reuben College for this service.

## WINDOW RESTRICTORS

Window restrictors are fitted in rooms as a safety measure to reduce the risk of falling from height, and (where on the ground floor) to improve security.

## FIRE SAFETY

Your building has a fire alarm system. Smoke detectors are sensitive so please be careful when cooking.

Smoke, fire and heat detectors systems are programmed to a higher level of sensitivity between 10pm and 7am so take particular care if you cook during this time.

- You must not cover any smoke alarm or tamper with it in any way
- Fire doors must be kept shut at all times
- Fire blankets are provided in each kitchen
- Fire notices are provided throughout the building
- If you discover a fire, immediately activate the fire alarm system by breaking the glass on one of the emergency call points
- If the fire alarm sounds, please leave your property immediately and assemble at the Fire Assembly Point, as advised in the fire safety notices in the building
- If you are in the same room as the fire, tell all of those with you in the accommodation about the fire, leave straight away and close the door behind you. Do not attempt to put out the fire
- Do not attempt to gather personal belongings prior to evacuating the building
- Do not use the lift
- When the fire alarm is activated the doors on access control will unlock
- In order to comply with Fire Safety Regulations, personal belongings should not be left in corridors

## FIRE ALARM TESTING

Fire alarms are tested weekly at 10am every Wednesday. The College take any misuse of or tampering with the fire safety equipment, or any deliberate false alarms very seriously as this could endanger you and others.

Any of these could result in costs arising from misuse being charged to you. Any such actions would constitute a breach of your tenancy agreement.

## FIRE PREVENTION

For your own safety and that of others please:

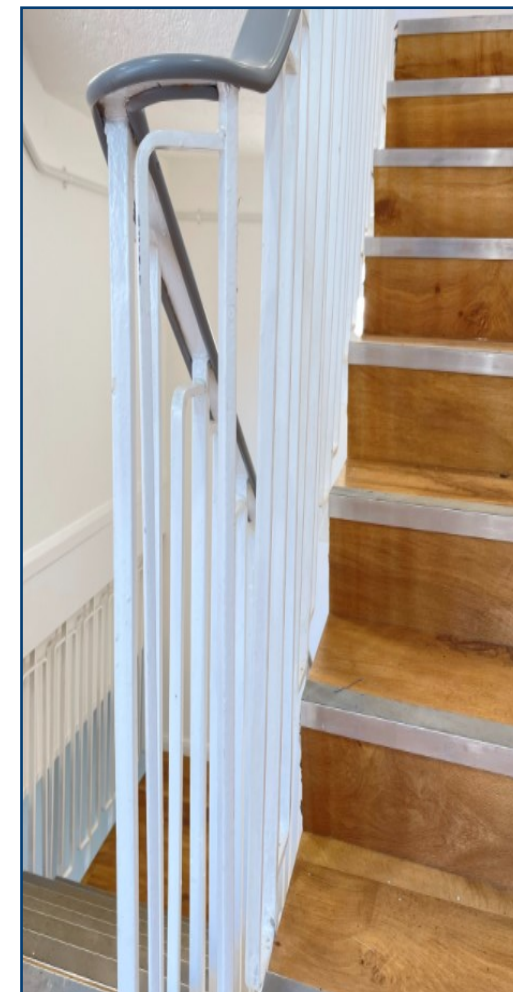
- Ensure the correct fuses and plugs are used for electrical equipment
- Keep cookers, ovens and grill pans clean
- Do not place hot pans on work surfaces, unless on heatproof stands (damage to unprotected work surfaces can be costly to repair and may result in charges)
- Do not leave cooking unattended
- Do not heat up large amounts of oil
- Do not smoke within the building
- Do not use candles or incense sticks
- Do not overload plug sockets - most UK plugs sockets are 240v

You can avoid overloading sockets and risk of fire by following this simple advice:

- When using an extension lead, check the current rating of the extension lead before plugging appliances into it. Most extension leads are rated 13A, but some at only 10A or less - the rating should be clearly marked on the back or underside of the extension lead
- Never overload an extension lead by plugging in appliances that together will exceed the maximum current rating stated on the extension lead. This could cause the plug in the wall to overheat
- Only use one extension lead per socket and never plug an extension lead into another extension lead
- Use a multi-way bar extension lead rather than a block adaptor
- For an indication of the current ratings of commonly used domestic appliances, please see:  
[www.electricalsafetyfirst.org.uk/guides-and-advice/electrical-items/amps-and-watts](http://www.electricalsafetyfirst.org.uk/guides-and-advice/electrical-items/amps-and-watts)

Check regularly for the following danger signs:

- A smell of hot plastic or burning near an appliance or socket
- Sparks or smoke coming from a plug or appliance
- Blackness or scorch marks around a socket or plug, or on an appliance
- Damaged or frayed leads
- The coloured wire inside leads showing at the plug or anywhere else
- Melted plastic on appliance casings or leads
- Fuses that blow or circuit breakers that operate for no obvious reason





# BREACH OF TENANCY AGREEMENT AND SURRENDER

If the college has reason to believe that you are in breach of your tenancy agreement, then we reserve the right to take any of the following steps that may be appropriate in the circumstances:

- **Warning from site caretaker** - this would be the usual procedure for a minor, non-persistent breach of the tenancy agreement. We hope that in most cases an informal warning from the site caretaker will usually be sufficient to address the issue
- **Formal warning from the College Dean** - this takes the form of a formal letter or email setting out the alleged breach of tenancy and confirming the steps that should be taken to remedy this
- **The college takes all health and safety breaches** such as covering or tampering with smoke alarms seriously, particularly where these could endanger life. Any charges made for call outs resulting from such breaches will be charged to the tenants in breach
- **Further legal action** - where appropriate, we may pass your file to the University's Legal Services department and ask them to consider whether taking court proceedings with a view to eviction would be appropriate. This option is usually only used for serious or persistent breaches of the tenancy agreement, or where there is any concern for your health and safety, or that of others

A breach could potentially affect the granting of a new tenancy agreement. This is set out in our 'qualifying criteria' policy, which is available from the College Accommodation office. The charges on the last page represent the typical range of the College's proper and reasonable administrative costs in managing breaches of the tenancy agreement, such as

the no-smoking policy and those relating to heat / smoke detection and fire alarms. This list is not exhaustive.

Tenancy agreements are usually offered on either a 40 or 44 week fixed term. You will be liable for the rent and other outgoings for the entire length of this agreement. Should you wish to apply to leave the tenancy early, please contact [accommodaton@reuben.ox.ac.uk](mailto:accommodaton@reuben.ox.ac.uk)

Unless you have exceptional extenuating circumstances, the college will agree to an early surrender only where you can find another Reuben College student to take over your tenancy.

Any tenant wishing to apply to surrender their tenancy agreement early must give the College 28 days advanced notice of the date that they wish to surrender.

Where a replacement tenant is not found, the tenant will be held liable for the rent for a maximum of three months following their preferred surrender date.

For further details of the full Surrender Policy please contact [accommodaton@reuben.ox.ac.uk](mailto:accommodaton@reuben.ox.ac.uk)

Should you need any support through any disciplinary proceedings the OUSU's Student Advice Service [advice@ousu.ox.ac.uk](mailto:advice@ousu.ox.ac.uk) would be happy to help if you are unhappy with any action taken under this procedure

# MOVING OUT



To raise a query in relation to your closing account please contact the Finance team

In accordance with your tenancy agreement, we ask all tenants to check out by noon on the end date of your tenancy (set out on the front page). If you think you will be unable to meet this deadline, please contact us to discuss if alternative arrangements can be made. You can vacate your accommodation earlier if preferred, but please be aware you will still have to pay for any rent due until the end of your tenancy.



## CLEARING & CLEANING

To avoid deductions from your deposit for cleaning, please ensure your accommodation is returned clean and ready for the new tenant. A checklist will be provided towards the end of your tenancy.

Tenants who share a kitchen will need to make sure that their allocated kitchen cupboard and fridge freezer shelf are clear and clean. Please do not leave items in your room for future tenants to use. Please either take your belongings with you, arrange to hand them to another tenant before you go, or dispose of them responsibly. Please refer to the site caretaker for advice.

## THINGS TO REMEMBER

- Furniture, electrical items or medical supplies cannot be disposed of in the College bins. If you need help finding a method of disposal, please speak to the site caretaker
- If you abandon or discard any of your possessions in your accommodation of on site, we will deal with these in accordance with clause 13 of your tenancy agreement

- Any mail received by the site caretaker after you have vacated will be returned to sender. We recommend that you arrange for your mail to be redirected. To find out how to do this, please visit: [www.royalmail.com/personal/receiving-email/redirection](http://www.royalmail.com/personal/receiving-email/redirection)
- We can provide references for a future landlord or letting agency. You must email the College Accommodation office and give permission for us to release information about your tenancy to a third party
- We may need to show your flat to prospective tenants within the last two months of your tenancy agreement. We will notify you of the date and time of any such appointment 24 hours in advance, as set out in the agreement
- Your router should be reset to erase your University of Oxford credentials. Please follow instruction under 'Connecting to the internet' page

## ARRANGING A CHECK-OUT APPOINTMENT



Please contact your site caretaker to arrange a checkout appointment for the day of your departure.

To help us ensure the process goes as smooth as possible, please book this at least 10 days before your departure.

The site caretaker will try to ensure all appointments keep to a schedule, but sometimes delays can occur due to factors beyond our control. If you have travel plans on the day of your appointment, we recommend that you leave plenty of time between your appointment and the time you need to leave Oxford to allow for such delays.

Appointments are arranged on a first-come-first-served basis, so if you require an appointment at a particular time, contact the site caretaker to arrange this as early as possible.

To ensure that the check-out process runs smoothly and efficiently for all tenants, on the day you check out please make sure that:

- You are on time for the appointment

- Your accommodation is completely clear of your belongings
- Your accommodation is clean and ready for a new tenant to move in



## BULK CHECK-OUT PROCESS

If you are vacating your accommodation on a bulk check-out day the site caretaker will not have the capacity to arrange individual appointments. This approach may also be used on any other day when large numbers are vacating.

We will notify you if these alternative check-out arrangements are in operation on your chosen check-out day.

Before you vacate the accommodation you will need to fill out a Financial Information Form (which the Finance team will send you) with the following:

- Your forwarding address
- Your forwarding email address
- Bank account details where any money owed to you should be refunded (including your deposit when relevant). If you have paid your rent by card via the College payment platform, any funds owed to you will be refunded against the latest card used.

This should be returned directly to the Finance team.

Either during your check-out appointment, or shortly after you vacate the property, the site caretaker will:

- Check the state of your accommodation against the inventory to ensure it has been left clean, tidy and free of damage

If you have a check-out appointment with the site caretaker, you will fill in the check-out form with your forwarding email and postal address. The site caretaker will also highlight any additional charges to you before you sign and complete it. You will be given a copy for your records, and the site caretaker will return the other copy securely to our Finance team so they can process your deposit refund (minus any charges).

If you did not have a check-out appointment, you can request a copy of your check-out by contacting [accommodation@reuben.ox.ac.uk](mailto:accommodation@reuben.ox.ac.uk)



## NOMINATING SOMEONE TO CHECK OUT ON YOUR BEHALF

If you cannot make a check-out appointment, you can nominate someone else to check-out on your behalf. Simply email us with your name, your forwarding address, the name and contact details of your nominee, and confirmation that you authorise them to complete the check-out form on your behalf. Your nominee cannot provide any financial information on your behalf, so the Finance team will email you directly to request the necessary information.



## RETURN OF YOUR DEPOSIT

In accordance with your tenancy agreement, your deposit will be returned to you minus any deductions (for unpaid rent and any other charges including additional cleaning or damage). This will be refunded using your card that you paid your rent with or by returning the Financial Information Form directly to the Finance team. We aim to make the payment within four weeks of the end of your tenancy. You will be sent a copy of your closing account detailing the return of your deposit (and overpaid rent if applicable) minus any final charges. Any alternative arrangements for repayment need to be agreed with the Finance team prior to your check-out.



## RANGE OF TYPICAL CHARGES FOR CLEANING OR DAMAGE

GENERAL CLEANING (HOURLY RATE)	£23.50 p/h
CARPET / VINYL CLEAN	£41.21 - £171.67 depending on area
RUBBISH CLEARANCE	£2.75 per bag
DEEP OVEN CLEANING	£53.94
SMOKE CONTAMINATION	£200 - £300
REPAINTING OF ONE WALL	£162
REPLACEMENT FURNITURE	£150 - £400 depending on item
DAMAGE TO DOOR / REPLACEMENT	£15 - £300
DAMAGE TO LOCK	£50 - £150
DAMAGE TO WINDOW	£50 - £300
REPLACEMENT WI-FI ROUTER	£41.28



## CHARGES TO TENANTS FOR BREACH OR DEFAULT

Call out fee to arrange access between 16.00 and 08.00 and non-working days due to lost access card	£25.00
On site staff attending to heat of smoke detectors which have been tampered or removed	£15.00 - £50.00
Administrative cost of dealing with the breach of non-smoking regulations	£10.00 - £40.00
Attending to fire alarm call outs in the event that these are due to tenant fault	£15.00 - £50.00
Replacement key fobs / access cards	£2.00 - £50.00 depending on type

