

Reuben College Accommodation Handbook 2026/27

Contents

Reuben College Lodge.....	3
ARRIVING.....	3
<i>Academic Office Registration Sessions.....</i>	<i>3</i>
<i>Inventory Report Sheet.....</i>	<i>3</i>
DAY TO DAY LIVING	4
<i>Receiving Mail</i>	<i>4</i>
<i>Forward Luggage</i>	<i>4</i>
<i>Student's Contents Insurance – Details for 2026/27 to be updated.....</i>	<i>4</i>
<i>What to Bring.....</i>	<i>4</i>
<i>What not to Bring.....</i>	<i>4</i>
<i>Electricity.....</i>	<i>4</i>
<i>TV Licences</i>	<i>5</i>
<i>Bedrooms</i>	<i>5</i>
<i>Mattress Protector.....</i>	<i>5</i>
<i>Kitchen and Washroom Facilities</i>	<i>5</i>
<i>Cleaning of Communal Spaces, Kitchens and Washroom Facilities</i>	<i>5</i>
<i>Storage.....</i>	<i>5</i>
<i>Bicycles.....</i>	<i>6</i>
<i>Recycling and Waste Disposal.....</i>	<i>6</i>
<i>Laundry.....</i>	<i>6</i>
RENT AND COUNCIL TAX.....	7
CONNECTING TO THE INTERNET	8
<i>When leaving your accommodation please remember to reset the router</i>	<i>9</i>
RULES AND POLICIES.....	10
<i>DISCIPLINARY.....</i>	<i>10</i>
<i>GUESTS.....</i>	<i>10</i>
<i>NOISE.....</i>	<i>10</i>
<i>PETS.....</i>	<i>10</i>
<i>PARKING</i>	<i>10</i>
<i>PICTURES & WALL HANGINGS.....</i>	<i>10</i>
<i>SMOKING and VAPING</i>	<i>10</i>
<i>USE OF REUBEN COLLEGE ACCOMMODATION ADDRESS.....</i>	<i>10</i>
EMERGENCIES, SAFETY AND SECURITY	11
<i>Security.....</i>	<i>11</i>
<i>LOCKING YOUR DOOR AT FARNDON COURT.....</i>	<i>11</i>
<i>LOCK-OUTS</i>	<i>11</i>
<i>WINDOW RESTRICTORS</i>	<i>11</i>
FIRE SAFETY	12
<i>PERSONAL EMERGENCY EVACUATION PLAN (PEEP).....</i>	<i>12</i>
<i>FIRE ALARM TESTING IN FARNDON COURT AND WINCHESTER ROAD.....</i>	<i>12</i>
<i>Preventing False Alarms</i>	<i>12</i>
<i>Other Important Mandatory Conditions</i>	<i>12</i>
<i>Fire Evacuation Procedure.....</i>	<i>13</i>
<i>Fire Prevention</i>	<i>14</i>
MAINTENANCE AND REPAIRS	15
<i>DAMAGE TO ACCOMMODATION</i>	<i>15</i>

TERMLY ROOM INSPECTIONS.....	15
PEST CONTROL	15
TARGET STANDARDS OF SERVICE.....	16
CONDENSATION	16
LEGIONELLA.....	16
PENALTY CHARGES AND FINES.....	17
<i>Range of typical charges for any supplementary cleaning or damages caused by the resident:-</i>	17
<i>Charges to tenants for breach or default:-</i>	17
UUK/GuildHE ACCOMMODATION CODE OF PRACTICE.....	18
COMPLAINTS PROCEDURE	18
MOVING OUT	19

Reuben College Lodge

The Lodge at the Reuben College Main Building on Parks Road (OX1 3QP) normally has someone at the front reception desk 24 hours per day, 7 days per week. The duty porter¹ will be pleased to help and advice at all times – call in to speak with them in person, telephone 01865 616477 or email – lodge@reuben.ox.ac.uk.

ARRIVING

You should have signed and returned your Acceptance Form and paid your deposit. Once this is done and you have firm plans for your journey, please inform us of the date and time of your arrival via the Notification Form, by following the link sent previously from the Accommodation Office.

On your arrival in Oxford, please report to the Lodge at the Reuben College Main Building, Parks Road, Oxford OX1 3QP to collect a temporary access card/room key. If you have been allocated a room at Farndon Court you will be issued with a temporary access card or, if you have been allocated a room at Winchester Road, you will be issued the house and room keys.

Academic Office Registration Sessions

The dates and times of registration sessions will be communicated separately by the academic office and you must attend one of these as soon as possible after your arrival in order to receive your University Card. (Farndon Court residents are asked to return the temporary access card at this time, as your University Card will instead operate the Farndon Court room doors).

Inventory Report Sheet

On your arrival you will be sent a Welcome Letter containing the link to the Inventory Report Sheet. Please complete to record the condition of all College furniture and fittings. Please sign and date the form and return to the Accommodation Office at Farndon Court within 7 days of your arrival.

¹ 'Porter' is the name traditionally given at Oxford to staff who work at college 'front desks' (also known as 'College lodges')

DAY TO DAY LIVING

Receiving Mail

At Farndon Court - You will have your own 'pigeon hole'² to receive mail. For parcel deliveries, there is usually a member of staff on site at Farndon Court, Monday to Friday 9.00am to 2.00pm to receive and sign for parcels as necessary.

Your address is:-

Your Name
Farndon Court
133 Woodstock Road
Oxford OX2 6HW

For the Winchester Road Houses— Your mail will be delivered to each property. If you are expecting a parcel delivery, you will need to ensure there is someone in the house to receive a parcel. Please use the address:-

Your Name
Your Room Number
The House Number, Winchester Road,
Oxford OX2 6NA

Forward Luggage

Unfortunately, we cannot accept luggage in advance of your arrival without prior agreement, nor can we store any belongings.

Student's Contents Insurance – Details for 2026/27 to be updated

For all students living in Reuben accommodation for 2025/26, insurance cover from Howdens for Students is provided. Please see - students.howdengroup.com

Please refer to the [Reuben Certificate here](#) showing the limit of the cover provided.

You should consider whether you need to take out further insurance to cover personal belongings ahead of your arrival.

What to Bring

- Bedding – Pillows and pillow cases, duvet and duvet covers, flat or fitted sheets. Towels and tea-towels
- Toiletries
- Kitchen Utensils and Tableware – A small quantity of pots/pans/cooking utensils/tableware/cutlery

What *not* to Bring

In accordance with fire regulations, please do not bring any additional furniture, mattresses or soft furnishings into the College accommodation.

Electricity

The electricity supply in the UK is 240 volts alternating at a frequency of 50 Hertz. You will need to check in advance 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.

² The Oxford name for an open mailbox

IMPORTANT: Please have your appliances 'PAT' Tested

In the first week or two, please attend one of the College's PAT Test Clinics (Portable Appliance Test) which will be held at the accommodation sites. You should take all your electrical appliances, adaptors and charging units to be checked for safety. The time/date of the clinics will be communicated. If any of your items are found to fail the test, you will not be allowed to use it on College premises.

TV Licences

If you watch, stream or record live television in your property or bedroom (whether through a television or via the internet), or you watch programmes using BBC iPlayer, you must acquire a TV licence. Please see [TV Licence - TV Licensing™](#)

Please note that tenants are not permitted to install satellite dishes or external aerials on College property or arrange cable television connections.

Bedrooms

Every tenant is responsible for cleaning their own room.

The common areas have a vacuum cleaner, mop & bucket, dustpan & brush available for use.

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

Mattress Protector

You will be provided with a freshly laundered mattress protector. This must remain in place throughout your tenancy to prevent damage to the mattress.

Kitchen and Washroom Facilities

At Farndon Court, please use the kitchen and washroom facilities in your cluster flat or studio room only.

At Winchester Road, the facilities on all floors are for use by all residents of the house.

Kitchen cupboard space as well as refrigeration and freezer space are often limited in College accommodation. Please buy supplies 2 or 3 times a week rather than attempting to store large quantities of food at once.

Kitchens are equipped with electric ovens and hobs, fridge/freezers, microwaves, kettles and toasters.

Cleaning of Communal Spaces, Kitchens and Washroom Facilities

All communal spaces, kitchens and washrooms are cleaned regularly by contract cleaners.

Tenants should ensure that they keep the kitchens clean and tidy for the benefit of all residents.

This includes washing up and putting away your crockery and cooking equipment immediately after you have cooked.

Storage

Please be aware that all your possessions need to be stored in your room (including all suitcases and other luggage).

The exception is a small quantity of kitchenware, tableware and food items, which should be kept in the kitchen cupboard and fridge/freezer shared space.

There is no College storage facility available

Bicycles

Bicycle anchorage points are available at the rear of each property. You are permitted to bring one bicycle per person (not a motorbike). Please store your bicycle only in the dedicated area provided and do *not* bring cycles into the accommodation. The Howdens for Students insurance provides cover for theft of your bicycle from the College accommodation address only, up to £250.00 per bicycle.

Recycling and Waste Disposal

Please always recycle where possible. Please rinse cartons, cans and bottles and place in the recycling bin.

An interior food caddy is provided for each kitchen - food waste only should be placed in these please.

Please use the bins in the communal areas or go to the large bins outside (Farndon Court at the rear of the building where the bins are clearly labelled; on Winchester Road the bins are outside of each property, the blue bin is the recycling bin).

Laundry

Farndon Court Laundry Room (Located on the Ground Floor off the North Wing corridor): All instructions from the private facility provider are displayed in the laundry room. Payment for the washers and driers is by contactless payment; please follow the instructions on the screen mounted on the wall or use the Circuit APP.

Winchester Road: The Winchester Road houses all have washing machines installed and available for use by the residents with the cost included in the monthly rental charge.

RENT AND COUNCIL TAX

Please pay your rent monthly in advance by the 1st of each month, using the link to the Online Store

For Farndon Court –

[Accommodation Rent – Farndon Court | University of Oxford \(oxforduniversitystores.co.uk\)](https://oxforduniversitystores.co.uk/accommodation-rent-farndon-court)

For Winchester Road –

[Accommodation Rent – Winchester Road | University of Oxford \(oxforduniversitystores.co.uk\)](https://oxforduniversitystores.co.uk/accommodation-rent-winchester-road)

COUNCIL TAX

All the single rooms at the Winchester Road houses and all the rooms in the 8-bedroom clusters at Farndon Court have been assessed as Student Halls of Residence for Council Tax purposes (thus Council Tax is not payable by student residents).

PLEASE TAKE NOTE - For the Flats at No. 6 Winchester Road and the Studio Rooms and 2-bedroom clusters at Farndon Court, each resident must apply for Student Exemption from Council Tax according to their eligibility - [Apply for a student Council Tax exemption or disregard | Oxford City Council](#)

The Accommodation Office will contact you to provide advice/guidance on this once you have arrived in Oxford.

CONNECTING TO THE INTERNET

Any questions or queries, please contact the Reuben College IT Department - it.support@reuben.ox.ac.uk

Comprehensive instructions on how to set up and use your router can be found here: [Internet access | Graduate Accommodation \(ox.ac.uk\)](#)

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

No SLA (Service Level Agreement) Guarantees: You won't find a specific uptime percentage or guaranteed speed in your contract, as IT provision is a facility, not a contracted service like a phone line.

For Farndon Court

Below are the instructions that will help you setup the Wi-Fi in your room.

Public areas such as the common rooms, kitchens, hallways and entrances will have university provided Wi-Fi visible. These include eduroam, OWL and MWS-Devices. Signal from the university wireless access points do not reach into each room, therefore routers have been provided in each room which you will configure with your eduroam details. This "extends" eduroam access into your room and provides you with your own network in your room which can be wired or wireless.

The first thing to do is to fully reset the router and go through the setup process. We would recommend watching the Router Setup Video Guide as it goes through extra steps to ensure that the router is setup correctly:

Router Setup Guide: <https://gradaccommodation.admin.ox.ac.uk/internet-access>

Router Setup Video Guide: <https://www.youtube.com/watch?v=omp95V8vx6Q>

Eduroam Password Setup/Change: <https://register.it.ox.ac.uk/self/index>

If you run into any issues, one thing to check is if the Ethernet cable that's coming from your router is plugged into the Ethernet socket with a small yellow sticker above it. It needs to be plugged into the port with a small yellow sticker above it, otherwise, the router will not get an internet connection.

If you encounter any other issues, please email us at it.support@reuben.ox.ac.uk and we can help



Below is a brief FAQ

Who can use the connection in my room/flat? – Only those living in the room/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:

<https://governance.admin.ox.ac.uk/legislation/it-regulations-1-of-2002>

Can I turn off the router overnight/while I am out? – Yes

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 contravene Oxford regulations.

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.

When leaving your accommodation please remember to reset the router

RESET ROUTER – Use a small pin or paperclip and press and hold the Reset button on the back of your Netgear router in your room (10 seconds). This is essential to avoid future users using your eduroam details which could mean their internet activity is under your account for which you are responsible. If you need guidance email it.support@reuben.ox.ac.uk . [How do I perform a factory reset on my NETGEAR router? - NETGEAR Support](#)

It's a very simple process pressing a pin or paperclip into a small hole on the back of the router for 10 seconds (while it's on). The lights should blink and it'll be like new.



RULES AND POLICIES

DISCIPLINARY

All residents are required at all times to be familiar and comply with the college policies as set out at: <https://www.reuben.ox.ac.uk/college-policies>

GUESTS

Overnight guests may stay for a maximum of three nights in any calendar month and must be accommodated in your room, not in any common areas. Please register your guest's stay with the Accommodation Office – accommodation@reuben.ox.ac.uk

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 they are assistance dogs agreed through the College's Disability lead and in conjunction with the University's Disability Advisory Service. Please contact the Accommodation Office, who will in turn liaise with the College's Disability Lead and the guidance of the University's Disability Advisory Service (DAS).

PARKING

Reuben College has limited parking at Farndon Court. Permission to park on accessibility grounds is granted only by agreement with the College's Disability Lead (see: [Disability resources and advice | Reuben College \(ox.ac.uk\)](#)). It may occasionally also be possible (subject to capacity) for PGCE students to park during a period when teaching outside of Oxford, and for part-time students to park for a maximum of 3 nights. In these cases, please check in advance with the Accommodation Office.

PICTURES & WALL HANGINGS

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

SMOKING and VAPING

Smoking or vaping are not permitted in your accommodation or anywhere on our site.

USE OF REUBEN COLLEGE ACCOMMODATION ADDRESS

Please be advised you are not permitted to use your Reuben College accommodation address for any form of business or trading. Please do not quote your Reuben address on Companies House registration or with other similar bodies.

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

EMERGENCIES, SAFETY AND SECURITY

For emergencies where the matter is life threatening and you require the assistance of the Police, Ambulance or Fire Services, telephone 999. (For more general health advice, you should call NHS Direct on 111).

For all other urgent matters, contact Reuben College Lodge in the first instance and the duty porter will put you in contact with the correct person. This includes for lock-outs or urgent problems with your accommodation such as loss of power or heat, or in the event of a flood.

Telephone 01865 616477 or email – lodge@reuben.ox.ac.uk

Security

In the unlikely occurrence of being unable to contact Reuben Lodge, for urgent security issues phone Oxford University Security Services on 01865 289999 (operational 24 hours a day 365 days of the year).

LOCKING YOUR DOOR AT FARNDON COURT

- **8-Bedroom Clusters at Farndon Court:** The door into the East Wing and West Wing on every floor is secured by the 'Salto' lock and will lock automatically on closing. You will need to present your access card to the lock to gain access from the lift lobby. Otherwise, all bedroom doors within the 8-bedroom cluster are by default unlocked. To secure your bedroom (and this is strongly advised if you are leaving it for any period), please remember to hold your card to the Salto reader to lock your room door as you leave.
- **All Studio Rooms and the 2-Bedroom Clusters at Farndon Court:** The door into the North Wing on every floor and to the West Wing on the ground floor are secured by the 'Salto' lock and will lock automatically on closing. You will need to present your access card to the lock to gain access from the lift lobby. Furthermore, the main door to each Studio Room and the main door to each 2-Bedroom Cluster are secured by the 'Salto' lock and will automatically lock on closing. You will need to present your access card to the lock to gain access from the wing corridor.
For the 2-Bedroom Clusters - The bedroom doors will remain unlocked, unless you choose to use the thumb-turn lock from the inside when you are in, or you can lock your bedroom door on departure by using your card to lock it; but the main door to the cluster will always lock on closing and will need your access card to unlock from the outside.

LOCK-OUTS

If you have misplaced your keys, temporary access or University card or locked them inside your room, please contact the Lodge as detailed at the top of this document. The duty porter will be able to assist but please be aware that a penalty will be charged for second or reoccurring lock-out incident(s).

First Lock-Out– free of charge but thereafter if the services of an external company are required, the call-out penalty is £30.00. The porter may be in a position to issue a temporary access card or the loan of a spare key. The temporary card/spare key will need to be collected from the college's main site and returned the next day.

If it transpires that your key, temporary access card or University card is not found once you have gained access to your room, then please contact the Lodge again immediately and ask the duty porter to commence arrangements to cancel it.

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

The instructions detailed below must be followed at all times when living in Reuben College accommodation.

PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

It is each student's responsibility to inform Reuben College staff if they require a Personal Emergency Evacuation Plan.

Permanent PEEP - These are created for individuals who have a permanent disability or impairment that affects their ability to evacuate the building unaided or to detect the fire alarm/alert

Temporary PEEP - These are created for individuals who have a temporary disability or impairment that affects their ability to evacuate the building unaided or to detect the fire alarm/alert

Please contact the Accommodation Office immediately if you are unable to use the stairs unaided to evacuate (the lift will not operate during a fire alarm) or to detect the fire alarm/alert and a plan will be put in place for you.

FIRE ALARM TESTING IN FARNDON COURT AND WINCHESTER ROAD

Fire alarms are tested weekly at 10.00am every Wednesday at Farndon Court and on Thursdays in the Winchester Road houses – no action necessary.

The College takes 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 such actions would constitute a breach of your tenancy agreement and may also incur charges and/or disciplinary action.

Preventing False Alarms

- **Fire doors must be kept closed at all times. Do not use door wedges** The prime purpose of fire doors is to save lives and stop the progress of fire in support of both escaping occupants and fire-fighting activities but fire doors will also help prevent false alarms
- **Kitchen Fire Doors** Keeping the fire door closed will contain heat/smoke created in the kitchen when cooking and thus help to prevent false alarms. The fire door will stop smoke or steam permeating into the bedroom corridors which often results in triggering of the sensitive smoke detectors
- 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

Other Important Mandatory Conditions

- You must not cover any smoke alarm or tamper with it in any way
- In order to comply with Fire Safety Regulations, personal belongings should *not* be left in corridors

On Discovering a Fire

- If you discover a fire, immediately activate the fire alarm system by pressing the button at one of the emergency call points if fitted in your building, or alert fellow residents by shouting “FIRE! FIRE!”

Residence	Action required to alert other residents
At Farndon Court	Press the call button
At No. 2 Winchester Road	Press the call button
At No. 3 Winchester Road	Shout – “FIRE! FIRE”
At No. 4 Winchester Road	Press the call button
At No. 5 Winchester Road	Shout – “FIRE! FIRE!”
At No. 6 Winchester Road	Press the call button

- Dial 999 to call the fire brigade
- Fight the fire using the correct appliances provided only if you feel competent to do so *unless* the fire is beyond control
- Leave the building and close doors behind you

On Hearing the Fire Alarm

- If the fire alarm sounds please leave the property immediately via the safest route (other than at the specified weekly test time – 10.00-11.00am Wednesdays at Farndon Court and 10.00-11.00am Thursdays at Winchester Road),
- Please make sure you are aware of all escape routes in your building -
At Farndon Court there are dedicated fire escape spiral staircases accessed from the bedroom corridors leading to the outside and several external doors on the ground floor
At the Winchester Road Houses there is more than one external door leading to the outside
- Do not attempt to gather personal belongings prior to evacuating the building
- Do not use the lift – the lift will not operate once the fire alarm has been activated
- You must always assemble at the Fire Assembly Point –
At Farndon Court at the rear of the building, near the bicycle racks
At the Winchester Road Houses, please assemble on the road-side pavement immediately outside of each property
- **Alerting the Emergency Services**
At Farndon Court and the Winchester Road houses– On discovering a fire, dial 999 to call the fire brigade
The Fire Panels are linked to Oxford University Security Services (24/7) and they will also arrange for the fire brigade and other personnel to attend as necessary
- **Wait for the All-Clear** – you must wait at the Fire Assembly Point until the fire brigade, College personnel, or College contractors, give the all-clear that it is safe to return to the building
- **Fire Panel** – under no circumstances should students attempt to control or silence the Fire Panel. College Staff or authorised contractor personnel will attend to re-set the fire panel. Any doubt, please telephone the Reuben Lodge - 01865 616477 - and the duty porter will advise

Fire Prevention

For your own safety and that of others please:

- Do not smoke within the building
- Do not use candles or incense sticks
- 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 also be costly to repair and may result in charges)
- Do not leave cooking unattended
- Do not heat up large amounts of oil
- Ensure the correct fuses and plugs are used for electrical equipment
- Do not overload plug sockets – most UK plug 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: [Home Appliances Ratings | Electrical Safety First](#)

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

MAINTENANCE AND REPAIRS

Under no circumstances must you undertake or arrange repairs yourself.

- **For Urgent Maintenance Problems** - If you discover an issue requiring urgent attention, such as a water flood or loss of heat or power, please telephone the Reuben Lodge - 01865 616477 - for help and advice. *In addition*, please also report the problem by submitting a ticket via the link – [Support : Reuben College Facilities](#)
- **For Non-Urgent Maintenance Problems** - Less critical problems should also be reported by submitting a ticket via the link - [Support : Reuben College Facilities](#)

The system makes tracking, monitoring and completing maintenance tasks more efficient

Scan the QR code to report your faults, follow link and submit a ticket



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

There may be occasions when a maintenance issue means that we will have to ask you to move to another room temporarily, although this is a rare occurrence.

DAMAGE TO ACCOMMODATION

Please report any damage in your accommodation to the Facilities Manager or the Accommodation Office 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.

TERMLY ROOM INSPECTIONS

A room inspection will be conducted each term by the Facilities Manager or Accommodation Co-ordinator. At least 7 days' notice will be given to residents.

PEST CONTROL

If you detect vermin or insects in the building, please follow the instructions at the top of this page for an Urgent Maintenance Problem, e.g. please telephone *AND* submit a maintenance ticket. This will be passed to our Pest Control contractors, and they will aim to get this attended to within two working days.

TARGET STANDARDS OF SERVICE

We aim to meet the standards of service listed below wherever possible, however there are occasions where, due to circumstances beyond our control, 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 alternative accommodation, if possible.

Emergency Repairs – Where there is a serious danger to property or persons, for example, major leaks, insecure windows or doors, or complete loss of power	3 hours
Urgent Repairs – For example, loss of heating or hot water (may be upgraded to 3 hours), blockages to appliances or sinks	24 hours
Routine Reactive Repairs – For example, adjusting doors, leaking guttering	14 days
Lifts – Repair to lift work will rely on the use of specialist staff from the lift maintenance company. The timescale for such repairs can be difficult to predict and may depend on the availability of parts	28 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 by opening windows, in order to allow drier air to flow in from the outside and replace damp inside. For example:
 - Open windows when cooking/washing up
 - Open windows for around half an hour each day
- If your window has trickle vents, ensure they are open
- Do not dry clothes on radiators
- 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

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 sites 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 5 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

PENALTY CHARGES AND FINES

Range of typical charges for any supplementary cleaning or damages caused by the resident:-

General cleaning	£23.00 per hour
Carpet/vinyl clean	£40.00-£170.00 depending on area
Rubbish clearance	£5.00 per 70 litre refuse sack
Deep oven clean	£55.00
Smoke contamination	£200.00-£300.00
Repainting of one wall	£165.00
Replacement furniture	£150.00-£800.00 depending on item
Damage to door/replacement	£15.00-£300.00
Damage to lock	£50.00-£150.00
Damage to window	£50.00-£300.00
Replacement Wi-Fi Router	£45.00

Charges to tenants for breach or default:-

On-site staff attending to heat or smoke detectors which have been tampered with or removed. Please note that the College also reserves the right to undertake disciplinary actions, which may also include a financial penalty	£15.00-£50.00
Administrative cost of dealing with the breach of No Smoking Regulations. Please note that the College also reserves the right to undertake disciplinary actions, which may also include a financial penalty	£10.00-£40.00
Replacement front door key for Winchester Road houses	£40.00 (to cover replacement under licence)
Replacement temporary access card or keys	£5.00
Lock-outs - Second and subsequent incident(s) if external company needs to be called	£30.00 per call-out
Lock-outs – loan of spare key or loan of temporary access card from the Lodge	£5.00 deposit (refunded on next-day return of key/card)

UUK/GuildHE ACCOMMODATION CODE OF PRACTICE

All Reuben accommodation falls within the jurisdiction of The Code. The Student Accommodation Code is in place to protect your rights to a safe, good quality place to live.

The Code's purpose is to support its members in the delivery of safe, efficient and sustainable student accommodation.

See further details here, including an up to date copy of The Code –

<https://accommodationcode.ac.uk/>

COMPLAINTS PROCEDURE

One of the core requirements of accreditation to The Code is the provision of an appropriate complaints process.

Please refer to the procedure available on the Reuben College website -

<https://reuben.ox.ac.uk/sitefiles/college-complaints-procedure-for-reuben-students.pdf>

First Stage: Local Informal Resolution

If you do have a problem with the accommodation, please do not hesitate to contact the Accommodation Co-ordinator – accommodation@reuben.ox.ac.uk. Usually the matter can be quickly resolved.

If this is inappropriate or unsuccessful, you should seek to resolve the matter locally. For matters involving College accommodation, please contact the Bursar – bursar@reuben.ox.ac.uk

Second Stage: Formal Consideration/Third Stage: Review

If your complaint is not successfully resolved locally, please follow the laid down procedure for the Second/Third Stage complaint process.

MOVING OUT

Please pack-up and take all your possessions with you, including from the kitchen. Please remember to clear the fridge/freezers and kitchen cupboards of any food belonging to you.

To avoid cleaning and damages fines please ensure you have disposed of all rubbish/recycling in the bins outside. Leave your room as clean and tidy as possible. As a minimum, please vacuum the floor and clean the handbasin in your room if you have one.

If you have a bicycle, it must be taken with you immediately on your departure from the accommodation. Any bicycles remaining on site at the end of the occupancy period will be removed.

Check-out Inspection

Please arrange a check-out inspection with the Accommodation Office. The check-out inspection will normally be conducted before you leave, however on busy departure days, this may not be possible. In any case, the room will be checked to ensure it has been left clean, tidy and free of damage. Any problems will be communicated to you immediately by email supported by photographic evidence; you will be provided with a payment link and asked to pay any cleaning and damages fines due.

Return of Deposit

On satisfactory check-out and provided all outstanding payments have been made, your deposit will be returned to you. This will be refunded through the University Online Shop to the source from which you originally paid the deposit.