

Operational issues: Who to contact in the first instance

Please note: academic, welfare or library issues are not covered here.

Amanda and Cindy Receptionist and Administrator Cindy Weekend Receptionist	Door entry system queries, temporary access cards, mail and parcels, internal mail, lost room keys, if you're locked out during office hours, room bookings and key collection, vacation storage, paying battels, lockers, catering booking forms, projector booking, vacation residence.	reception@regents.ox.ac.uk Reception, 01865 288120 Mon- Fri 9am- 5pm; Sat- Sun 11am- 5pm (term- time only)
Sharon College Administrator and Receptionist Cover	Meals system (your meals account – either pay- as- you- go or online booking), formal hall bookings, matriculation, graduation, ministerial student queries.	sharon.merry@regents.ox.ac.uk Reception, 01865 288178, Mon- Fri 9am- 5pm
Dean Maintenance Officer	Maintenance problems.	Report issues at Reception or to Dean directly maintenance@regents.ox.ac.uk , Mon- Thurs 8am- 4pm
Mark Catering and Domestic Manager (Sarah is the assistant manager)	Catering: feedback on food, dietary requirements. Domestic: issues with room cleaning or general cleaning, recycling and waste management, first aid kits.	mark.rippington@regents.ox.ac.uk Kitchen, 01865 288131 Mark: Mon- Fri 7am- 2pm, Fri 3pm- 8pm; Sarah: Mon- Fri 12pm- 8pm
Jamie Speed-Andrews Director of Operations and Fellow	Issues referred from other members of the team. Major maintenance, special projects, special events, health and safety, safeguarding.	jamie.speed-andrews@regents.ox.ac.uk Reception, 01865 288123, Mon- Fri
Nicki Director of Finance and Fellow	Battels and fees, travel grants, financial hardship and support, student loans, bursaries and scholarships, OxCORT payments and payroll, landlord references, vacation residence support grants.	nichola.kilpin@regents.ox.ac.uk Office between Reception and SCR, 01865 288122, Mon- Fri
James and Rebecca Academic Administrator	Replacement University cards, disability support, enrolment, proof of student status and college stamps, transcripts, visa checking, safeguarding concerns.	academic.administrator@regents.ox.ac.uk Academic Office (first floor above Hall), Mon- Fri 9am- 5pm James: 01865 288153 Rebecca: 01865 288154
Gwen and Roger Junior Deans	Out- of- hours only. Locked out of your room or to report major maintenance issues (e.g. power failure, flood). Can contact Stephen or Bob at home in case of major issues. University Security can also help in emergencies on 01865 289999.	Out- of- hours only. The Junior Dean on duty is indicated at Reception.
Jorge IT Support	Printers, WiFi, computers outside the Library.	support@oxon.tech Office beside Chapel, 01865 288145, Tues 9am- 5pm
JCR officers	JCR room ballot, coffee machine, air beds	
Wash Station	Issues or queries relating to the Sheol laundry.	24/ 7 support line: 0800 141 2331