

Operational issues: Who to contact in the first instance

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

<p>Cindy Cave / Amanda Broughton-Francis Receptionist & Administrator</p> <p>Douglas Idiahi Evening Receptionist Cindy Cave Weekend Receptionist</p>	<p>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.</p>	<p>reception@regents.ox.ac.uk Reception, 01865 288120 Mon-Fri 9am-5pm</p> <p>Thurs-Sat 10pm-6am (term-time only)</p> <p>Sat-Sun 10.30am-4.30pm (term-time only)</p>
<p>Sharon Merry College Administrator & Reception Cover</p>	<p>Meals system (your meals account – either pay-as-you-go or online booking), formal hall bookings.</p>	<p>sharon.merry@regents.ox.ac.uk Reception, 01865 288178,</p>
<p>Dean Holmes Maintenance Officer</p>	<p>Maintenance problems.</p>	<p>Report issues at Reception or to Dean directly maintenance@regents.ox.ac.uk, Mon-Thurs 8am-4pm</p>
<p>Mark Rippington Catering & Domestic Manager (Sarah is the Assistant Manager)</p>	<p>Catering: feedback on food, dietary requirements. Domestic: issues with room cleaning or general cleaning, recycling and waste management, first aid kits.</p>	<p>mark.rippington@regents.ox.ac.uk Kitchen, 01865 288131 Mark: Mon-Fri 7am-2pm, Fri 3pm-8pm Sarah: Mon-Fri 12pm-8pm</p>
<p>Amanda Broughton-Francis Accommodation Manager</p>	<p>General day to day issues with accommodation, room allocation and license agreements.</p>	<p>accommodation@regents.ox.ac.uk Tues-Fri 9am-5pm Reception, 01865 288120</p>
<p>Jamie Speed-Andrews Director of Operations and Fellow</p>	<p>Issues referred from other members of the team. Major maintenance, accommodation, special projects, special events, health and safety.</p>	<p>jamie.speed-andrews@regents.ox.ac.uk Behind Reception, 01865 288123, Mon-Fri</p>
<p>Nicki Kilpin Director of Finance and Fellow</p>	<p>Battels and fees, travel grants, financial hardship and support, student loans, bursaries and scholarships, TMS payments and payroll, landlord references, vacation residence support grants.</p>	<p>nichola.kilpin@regents.ox.ac.uk Office between Reception and SCR, 01865 288122 Onsite: Tues & Thurs 9am-5pm</p>
<p>James Ross / Rebecca Lees Academic Administrator</p>	<p>Replacement University cards, disability support, enrolment, proof of student status and college stamps, transcripts, visa checking, safeguarding concerns.</p>	<p>academic.administrator@regents.ox.ac.uk Office 1st floor 01865 288153, Mon-Fri 9am-5pm</p>
<p>Brody Hannan / Maria Jabal / Roger Nascimento Junior Deans</p>	<p>Out-of-hours only. Locked out of your room or to report major maintenance issues (e.g. power failure, flood) University Security can also help in emergencies on 01865 289999.</p>	<p>Out-of-hours only 07925 265633</p>
<p>Ryan, Jorge and Angel IT Support</p>	<p>Printers, WiFi, computers outside the Library.</p>	<p>support@oxon.tech it-support@regents.ox.ac.uk</p>
<p>JCR officers</p>	<p>JCR room ballot, coffee machine, air beds</p>	
<p>Wash Station</p>	<p>Issues or queries relating to the Sheol laundry.</p>	<p>24/7 support line: 0800 141 2331</p>