



# Regent's Park College

## Accommodation Handbook 2024-2025

This short guide is designed to help you settle in to your new accommodation and should serve as a quick reference for whenever you need help or aren't quite sure how things work. It clarifies many of the arrangements outlined in your licence agreement and the Student Handbook, both of which you should have carefully read and are available on the College website.

# A to Z

Access and disability	We aim to accommodate residents' accessibility needs as best we can, and the earlier we know of potential issues or adjustments we can make, the better we can help. In the first instance, please contact the Director of Operations. The University's Disability Advisory Service <a href="http://www.ox.ac.uk/students/welfare/disability">www.ox.ac.uk/students/welfare/disability</a> can also provide help and advice. We treat all requests with the utmost care and confidence.
Asbestos	Given the age of the buildings, there is asbestos in some of the building materials used on site. This is nothing to worry about, as asbestos isn't a problem unless damaged, and all asbestos is surveyed, labelled, managed and inspected. Like any surface in College, you shouldn't affix, break or disturb materials containing asbestos.
Bathrooms	Thames Water advise that you 'only flush pee, poo and toilet paper down the loo'. Wet wipes, sanitary towels, cotton buds, tampons, condoms, dental floss, plasters and bandages, tights, nappies and incontinence products should never be flushed. Sanitary bins are provided in all communal bathrooms for the hygienic disposal of sanitary products.
Banned items	Cars, pets, candles, incense sticks, offensive weapons, blu-tak/white-tak, electric blankets, mains-operated fairy lights, wireless routers, cooking appliances, and deep fat fryers, are all banned in College accommodation and communal areas.
Bed linen	We do not provide bed linen or towels. You need to bring your own pillows, pillow cases, duvet, duvet cover and towels. Most of our beds are single beds. All of our beds are provided with mattress protectors.
Bicycles	<p>Bicycles should be kept in the Gould Quadrangle, with access via the Gould Gate on Pusey Lane. Bicycles should never be kept indoors, blocking escape routes, or in the main quadrangle.</p> <p>Bicycle theft is unfortunately common in Oxford, and so we recommend that you always lock your bicycle with a secure D-lock. You should also register your bicycle with the Oxford University Security Services' scheme; a registration pack is available from Reception. Make sure that you also have a good set of lights; Thames Valley Police regularly stop and fine those riding at night without lights.</p> <p>If you're keeping your bicycle in College over the summer, make sure that you collect a tag from Reception and store it in the designated spaces. Untagged or misplaced bikes are donated to charity.</p>
CCTV	CCTV is in operation throughout the College for the safety and security of the College, and its members and guests. For more information on our CCTV policy and operating procedures, contact the Director of Operations.

**Cleaning** Your accommodation block will be cleaned on weekdays by a member of the Housekeeping team. They will vacuum and mop floors, wipe down surfaces, clean bathrooms, clean kitchen surfaces, replenish toilet rolls, and remove reasonable amounts of rubbish.

If you have issues with cleaning, or need to borrow a vacuum or cleaning equipment, please contact the Catering and Domestic Manager, Mark, in the first instance, at [mark.rippington@regents.ox.ac.uk](mailto:mark.rippington@regents.ox.ac.uk), or in person in the main kitchen.

**Condensation** You have a responsibility for reducing condensation in your room, flat and communal areas, as the build-up of condensation can cause mould growth and damage of College furnishings.

When showering or cooking, you should always ventilate your room or flat, using extractor fans and opening windows where possible. You should also regularly ventilate your room or flat, particularly bedrooms, opening windows a little to allow air to circulate, and you should not overcrowd rooms with excessive furniture, as this may impede airflow.

In winter months, make sure that you heat your flat, as warmer air will help to avoid moisture settling on surfaces. Do not dry clothes in your room or flat; use the tumble-dryers and drying room provided.

**Cooking** You should only use your kitchens between 7am and 12am, in order that we can reduce the number of false fire alarms during unsociable hours. Cooking appliances (including toasters, microwaves) should never be used in bedrooms.

When cooking, make sure you ventilate the kitchen by opening the windows and turning on extractor fans, and close the kitchen door so that hallway smoke detectors are not activated. Take care when frying, as using too much oil, or using dirty pans or hobs, often leads to unwanted fire alarm activations.

Never leave your cooking unattended, and always make sure that appliances are turned off after use.

**Electrical safety** You are responsible for making sure that any electrical equipment you bring is safe to use. The College tests all of its own electrical equipment annually, and we reserve the right to ask that you test your equipment too. If you're bringing extension leads, you may only use multiway bar extensions but not block cube adapters. Take care not to overload sockets, and if you're coming from abroad, note that the UK voltage is 230V and so using some items of electrical equipment from other countries (particularly hair dryers and straighteners) may damage our circuits and your equipment!

All equipment must meet appropriate UK safety standards, be corrected fused, and cables must be in good condition. If you're in any doubt about your electrical equipment, please check with our Maintenance Officer before you plug anything in.

Energy use	We all have a shared responsibility to reduce our energy use and carbon emissions. When you leave your room, make sure that you turn off lights, turn off electrical equipment when not in use, and do not have the heating set at high temperatures.
Financial difficulties	Should you experience financial difficulties, it helps to raise the issue early-on, as we can often help and put your mind at ease. If you find yourself in financial hardship, please speak to the Director of Finance.
Fire alarms	<p>If you hear the fire alarm, you must leave the College immediately and assemble on St Giles', outside St Cross College. You should not stop to collect any personal belongings, and you should close windows and doors behind you. More detailed fire action notices are on, or adjacent to, bedroom or flat doors.</p> <p>Unfortunately, false alarms are relatively common – but every alarm activation must be treated as if real. Students persistently setting off the fire alarms may be referred to the Dean.</p> <p>The fire alarms are tested weekly every Wednesday at 1.30pm. The alarms will sound for around 30 seconds. There is no need to evacuate during this time.</p> <p>Should you need assistance in evacuating, please contact the Director of Operations so that we can put suitable support arrangements in place. All arrangements are handled with discretion and in the utmost confidence.</p>
Fire equipment	It is a criminal offence to interfere with any fire alarm or fire-fighting equipment. Anybody tampering with, covering, or misusing, fire alarm detectors, sounders, extinguishers will face serious disciplinary action, and may be asked to leave their accommodation.
First Aid	<p>First Aid kits are available at Reception, outside the JCR, and in the main kitchen. A list of first aiders is displayed at Reception. If you hurt yourself within the College site, you should report this at Reception and complete an accident report form.</p> <p>If you're unwell in the night or at the weekend, you should contact a Junior Dean. Junior Deans can help arrange transport to and from hospital.</p> <p>Ambulances can be called on 999 – but this should be reserved for life-threatening incidents. The NHS non-emergency number is 111 – this is for urgent medical help and advice in a non-life-threatening situation.</p>
Furniture	You should not bring your own furniture into the accommodation without the prior written consent of the Director of Operations.
Gas safety	In the flats, boilers are generally gas-powered, and many ovens and hobs are also gas-powered. After using the oven and hob, always make sure that you turn them off; and take care of the knobs when cleaning to make sure they are not accidentally turned on. Gas safety certificates are available to view at Reception.

If you smell gas and suspect a leak, check to ensure that your gas appliances are off. You should call the Gas Safety Line on 0800 111 999, and you should open all windows and doors, and avoid the use of naked flames and electrical switches. You should also immediately inform Reception (during office hours) or call a Junior Dean (out-of-hours), who can also isolate the gas supply for you.

**Guests** Guests are only permitted for occasional overnight stays. Guests should not be staying for more than three nights in a row, or on a regular basis. During vacation periods, guests are not permitted for any overnight stays.

**Heating** In Main Block, Balding and Vinson, heating is centrally controlled. You can adjust your room temperature levels using the thermostatic radiator valves on the radiators. Turn to a higher number (usually clockwise) to let more hot water into the radiator.

Flats are provided with their own boiler. You should aim to set your heating between 18°C and 21°C. For heating to work, you need to make sure the boiler is on, that the thermostat is set to the correct temperature (the temperature you would like the flat to be), and the thermostatic radiator valves on the radiators are open. If you need help in using your heating, please submit a maintenance request (see Maintenance).

If the bottom of your radiator is hot, but the top of your radiator is cold, you have air trapped in your radiator and it needs bleeding. Please report this as a maintenance issue (see Maintenance).

**Insurance** We recommend that you insure your own property against loss or damage. Your personal possessions are not covered by the College's own insurance.

**Issues and complaints** If you experience any problems or issues, you should first try and resolve the issue informally with the appropriate member of staff (see 'Who to Contact'). If your issue is not resolved to your satisfaction within an appropriate timescale, you can escalate the issue informally to the Director of Operations, or raise a formal complaint using the College's Complaint Policy, which is available on the College website.

**Laundry** College provides a card-operated laundry in Sheol, which is found in the basement of Main Block. This is open to all College members and contains two washers and two driers. Instructions for use are provided on the wall, and any problems should be reported directly to Washstation using the telephone number on the wall.

Students must not dry clothes in their rooms or flats, as this can cause damp. Please use the driers or the drying room in Sheol.

Some of the flats have their own washing machines, many of which are reaching their end-of-life. These machines will not be replaced if and when they break down.

Lightbulbs	If your lightbulb goes, we can replace that for you – as it’s safer for us to do this than you doing it yourself. Report the issue as you would with any other maintenance problem (see Maintenance).
Lock outs	If you lock yourself out of your room, contact Reception (during open hours) or a Junior Dean (outside open hours). If you’re locked out in the middle of the night, and you are not in an unsafe situation, please be courteous to the Junior Deans (who are graduates with degrees to complete!); see if a friend is able to let you in or sleep on their floor. Those who persistently forget their keys may be referred to the Dean.
Lost keys	If you lose your keys, contact Reception as soon as possible. Outside of hours, a Junior Dean can issue you with temporary replacement keys.  Lost keys are charged at £30 per key, and this charge is added to your next term’s battels invoice.
Lost property	General lost property is returned to the Junior Common Room. Valuable items are usually handed in to Reception.
Mail and parcels	Always make sure that your post is correctly addressed. It should have your name clearly indicated on the item, otherwise we may have to return it to sender. Post should be sent to <i>Your name, Regent’s Park College, Pusey Street, Oxford, OX1 2LB</i> .  Any letters will be placed in your pigeonhole in the Junior Common Room, parcels in the secure parcel room near the Chapel stairs, and any sensitive items will be kept at Reception. We will send you an email to let you know that something is there.
Maintenance	Report non-urgent maintenance issues at Reception or by email to <a href="mailto:maintenance@regents.ox.ac.uk">maintenance@regents.ox.ac.uk</a> .  For urgent issues (e.g. electrical, water, gas, security issues), contact Reception immediately (during working hours) or a Junior Dean (outside of working hours).
Medical registration	College members are encouraged to register with a local doctor while they are resident in Oxford. Details of the College Doctors can be found online <a href="https://www.northgatehealthcentre.co.uk/">https://www.northgatehealthcentre.co.uk/</a> . Visiting students must be staying for longer than six months to be eligible for registration with an NHS GP.
Noise	Please be considerate of your neighbours – both students elsewhere in the College, and local residents on Pusey Lane, Pusey Street and Wellington Place. This is especially important when returning late at night.  We operate a ‘quiet-time’ between 11pm and 9am daily, and during exam periods.

Posters and decorations	You should only hang posters and decorations using pins on the noticeboards. Blu-tak, sellotape or other adhesive materials are not allowed and our staff will remove any posters not on the noticeboard. In some places, you may use 3M strips to secure items to walls. You may not display posters, signs or flags in windows.
Registering to vote	You are responsible for registering to vote. For more information and to register, visit <a href="http://www.gov.uk/register-to-vote">www.gov.uk/register-to-vote</a> .
Room swaps	Room swaps are not permitted without the Director of Operations' permission.
Security	<p>We all have a shared responsibility to keep the College and each other safe. Never let other people you don't know into the College, make sure secure doors close behind you, and do challenge people who tailgate you.</p> <p>Never lend your keys or University Card to anybody else.</p> <p>Always make sure you lock your room or flat door behind you. Unfortunately, opportunist thefts are common in student accommodation across the country, as students – and their electronics – make great targets.</p> <p>If you have security concerns, report these immediately to Reception (during working hours) or to a Junior Dean (outside working hours).</p>
Smoking	Smoking is strictly forbidden in College accommodation including in bedrooms, communal areas, out of windows, and in the quads. There is a smoking area off the Main Quad to the left of the Principal's Lodgings. Any breaches are classed as a serious offence and will be referred to the Dean.
Storage	As a small college, we do not have much storage space to offer. Only international students may leave one box between terms, and this must be done during the advertised timeslots. All other students are expected to take their belongings home at the end of every term, or store it with a local storage company.
Tap water	The tap water in Oxford is safe to drink, unless there is a sticker above the tap indicating otherwise. Due to the age of the pipes, sometimes water can seem reddish-brown if the tap has not been used in a while. This is nothing to worry about and it is not harmful; simply let the water run for a while and the water will return to normal.
TV licensing	A TV licence is not included in your rent. If you're going to be watching live TV or using BBC iPlayer on any device in your room or flat, you must buy a TV licence. For more information, visit <a href="http://www.tvlicensing.co.uk">www.tvlicensing.co.uk</a> .
Utilities	All utilities are included as part of your rent charge. Students are exempt from Council Tax while studying on a full-time course. If any resident of a flat ceases to be a full-time student, they should notify Oxford City Council immediately, as they are then liable for Council Tax.

At the beginning of each month Maintenance will visit flats to take gas and electric meter readings as part of our Carbon Reduction Commitments. In Wheeler Robinson flats, our contractors carry out monthly water tank maintenance, and the dates for this will usually be circulated to you by email in advance.

**Vacation residence** Outside of your standard licence agreement dates, additional nights' accommodation can sometimes be booked as vacation residence, subject to availability and permission. Information on applying for vacation residence is circulated via email in 6<sup>th</sup> Week or 7<sup>th</sup> Week. We are not able to provide vacation residence at the end of Trinity Term except to those sitting exams.

**Waste and rubbish** Bins in kitchens in Main and Vinson corridors are emptied daily. If you find yourself with excess rubbish (bottles, pizza boxes, delivery packaging), you should take this to the bins yourself. The main bins are by the Gould Gate and in the Wheeler Robinson bin store.

**Welfare and wellbeing** Regent's Park have an excellent welfare team in place: including a staff network, a team of Junior Deans and a student network (peer supporters and JCR and MCR welfare officers). Further information on contacting the Welfare Team can be found on the welfare noticeboard and in the Student Handbook.

The University also have a great deal of resources and sources of support, including the Counselling Service [www.ox.ac.uk/students/welfare](http://www.ox.ac.uk/students/welfare).

**Windows** Where windows are fitted with window fixers, it is important that you do not remove these as these are provided for your safety. If you live on the ground floor, always close windows when you leave your room.

**Wireless internet** WiFi is provided throughout the College site using the 'eduroam' network. Connect using your University of Oxford Remote Access credentials. For further details, see [www.it.ox.ac.uk/welcome/connect](http://www.it.ox.ac.uk/welcome/connect).

If you experience difficulties with WiFi, report it to [support@oxon.tech](mailto:support@oxon.tech)





## **Universities UK/GuildHE Code of Practice for the Management of Student Housing**

The Student Accommodation Code has been designed to protect your rights to safe, good quality college accommodation, wherever you are studying, and to make sure you get the best out of your time living in university or college residences.

It outlines everything you should expect from your university-managed accommodation as well as your responsibilities as tenants.

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**To find out more visit [www.TheSAC.org.uk](http://www.TheSAC.org.uk)**