

Operational issues: Who to contact in the first instance

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

<p>Cindy Cave / Jackie Hruby Receptionist & Administrator</p> <p>Vincent Ndlovu / Douglas Idiahi Night Porter</p> <p>Cindy Cave Weekend Receptionist</p>	<p>Door entry system queries, temporary access cards, lost room keys, mail and parcels, internal mail, if you're locked out during office hours, room bookings and key collection, paying battels, lockers, room booking forms.</p>	<p>reception@regents.ox.ac.uk Reception 01865 288120 Mon-Fri 9am-5pm</p> <p>Tues-Sat 10pm-6am (term-time only)</p> <p>Sat-Sun 10.30am-4.30pm (term-time only)</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 Office behind Reception 01865 288120</p>
<p>Dean Holmes Maintenance Officer</p>	<p>Maintenance problems.</p>	<p>Report issues at Reception or 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>Julie Hudson & Sharon Merry Finance Assistant</p>	<p>Battels and meals system (your meals account – either pay-as-you-go or online booking), formal hall bookings.</p>	<p>julie.huson@regents.ox.ac.uk / sharon.merry@regents.ox.ac.uk Office between Reception and Hall 01865 288178</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 Office far end of Quad right-hand side 01865 288123 Mon-Fri 9am-5pm</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, landlord references, vacation residence support grants.</p>	<p>nichola.kilpin@regents.ox.ac.uk Office far end of Quad right-hand side 01865 288122 Mon-Fri 9am-5pm</p>
<p>James Ross / David Cowen Academic Office</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 ground floor Vinson corridor 01865 288153 Mon-Fri 9am-5pm</p>
<p>Roger Nascimento / Avani Mishra 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>Angel, Jorge, Ryan IT Support</p>	<p>Printers, WiFi, computers outside the Library.</p>	<p>support@oxon.tech it-support@regents.ox.ac.uk</p>