

Operational issues: Who to contact in the first instance

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

<p>Cindy Cave / Michelle Herbert Receptionist & Administrator</p> <p>Andrew Colquhoun / Chloe Oxborrow / Douglas Idiahi / Simon Frazer / Vincent Ndlovu Evening & Night Porters</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>Term Time Only (weeks 0-8) Evening Porters 5pm – 12am (Mon-Fri) Night Porters 12am – 6am (Wed-Sun) Sat-Sun 10.30am - 4.30pm</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 288178</p>
<p>Anton Maintenance Officer</p>	<p>Maintenance problems.</p>	<p>Report issues at Reception or to maintenance@regents.ox.ac.uk, Mon-Fri 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 / Cristina Hernandez Finance Assistants</p>	<p>Battels and meals system (your meals account – either pay-as-you-go or online booking), formal hall bookings.</p>	<p>julie.hudson@regents.ox.ac.uk / sharon.merry@regents.ox.ac.uk / cristina.hernandez@regents.ox.ac.uk Mon-Fri 9am-5pm Office between Reception and Hall 01865 288145</p>
<p>Nicki Kilpin Director of Finance and Fellow</p>	<p>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 Mon-Fri 9am-5pm Office far end of Quad right-hand side 01865 288122</p>
<p>James Ross / David Cowen/ Lily Morris 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.office@regents.ox.ac.uk Mon-Fri 9am-5pm Office ground floor Vinson corridor 01865 288153</p>
<p>Roger Nascimento / Nathan Mintz 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>Jorge/Jorge Jr IT Support</p>	<p>Printers, WiFi, computers. Situated in office outside the Library on Tue or email both accounts.</p>	<p>support@oxon.tech it-support@regents.ox.ac.uk</p>