

St Catharine's College



Student Accommodation Handbook 2024-25

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STUDENT ACCOMMODATION HANDBOOK

1. ROOMS

1.1 College Accommodation and Number of Rooms in College Houses

1.1.2 As of the start of Michaelmas Term 2024, St Catharine's College provides approximately 437 rooms for undergraduates and 125 rooms for postgraduates, which includes 3 couple flats.

1.1.3 The College has 4 new rooms specially adapted for disabled students. Two are located on the Island Site and the other 2 at St Chad's Belfield House. There are a further 2 rooms located at Russell Street but please note this property is not accessible by wheelchair.

1.1.4 All St Catharine's College rooms contain a bed and mattress protector, desk and desk chair, wardrobe, bookcase, radiator, waste bin, curtains / blinds, desk lamp, bedside lamp. (You are expected to supply your own bedding and bed linen.)

1.1.5 An inventory for each bedroom will be carried out by the housekeeping team and supplied in the student's room at the beginning of Michaelmas term. Rooms will be checked when vacated at the end of each term so any faults/damages found that have not been recorded on this may be charged to the student. Refer to clause 6.5.2. See also appendix 3B.

1.2 Allocation

1.2.1 The allocation of undergraduate rooms in College is the responsibility of the Accommodation Manager. New undergraduates are allocated a room once an offer has been confirmed. We will try to accommodate special requests if recorded on the accommodation request form. All students are accommodated under license. The JCR organise a ballot in the Lent Term for 2nd and 3rd year undergraduate rooms. The College accommodates all undergraduate students in College accommodation for the duration of their 3 year course and where applicable a 4th year.

1.2.2 The allocation of rooms for postgraduates is the responsibility of the Accommodation Manager. New postgraduates are allocated a room once they have met the full conditions of their offer if met by 1st September. We endeavour to accommodate special requests if recorded on the accommodation request form, where possible.

1.2.3 Occupancy Agreements will be emailed to students after the offer of a room has been accepted. Student's accommodation is not confirmed until the Accommodation Office receive a copy of your signed your agreement.

1.3 Rent (Residence Charge)

1.3.1 The rent that you pay includes the provision of utilities. Rooms are banded to reflect their size, shape and facilities in consultation with the JCR/MCR Committees.

1.4 Payment Terms

1.4.1 Rent is payable by you during your period(s) of occupation. Please refer to your Occupancy Agreement for further detail.

1.4.2 Residence in College accommodation is limited to the Occupation Period stated in your Occupancy Agreement.

1.4.3 The rent for any period of occupation outside the Period of Residence, once approved by your Tutor and the Accommodation Manager, will be charged at a daily vacation rate as shown on the College website.

1.4.4 The College is entitled to use or let the accommodation at any time outside the Period of Residence.

1.4.5 If the Residence Charge (see point 1.4.1) shall not be received by the College within 14 days after the date due, the College shall be entitled to charge a surcharge of £30. If payment is still not received 28 days later the College shall be entitled to charge a further £60 and the student may be issued with a notice to quit. If you are in danger of not being able to pay your College Bill, it is your responsibility to consult your Tutor and advise the College Finance Office as soon as possible.

1.5 Termly Rental Periods

1.5.1 You may gain access to your room after 12 noon on the first day of the Occupation Period and **you must vacate your room by 10:00am on the last day of the Occupation Period**. These dates are outlined in your Occupancy Agreement.

1.5.2 **Outside the occupation period, all possessions must be removed from your room and communal areas.** Storage of personal possessions during vacations is primarily for overseas students due to limitations. This facility is managed and operated by the Head Porter and Deputy Head Porter. Details of external storage facilities are available from the Porters' Lodge. Failure to remove possessions from rooms at the end of each occupation period is a breach of your contract and may be reported to the Dean. Fines will be issued to the student in such circumstances, please refer to appendix 6 for fines and charges.

1.6 Insurance

1.6.1 The College does not insure students' property and we strongly recommend that you take out specific insurance for the possessions which you are bringing to College – especially valuables, electronics and bicycles. Sometimes this can be covered on your family's home contents insurance but there are also separate policies available. The College cannot and does not accept responsibility for any losses. It is essential that you fully insure your possessions against theft, any damage or other loss.

1.7 Disability

1.7.1 Please refer to the website using the following link: <https://www.caths.cam.ac.uk/study-us/undergraduate-study/financial-and-other-support/students-disabilities-learning-difficulties>

2. HEALTH and SAFETY

2.1 Accident procedures

In the event of an accident or serious illness, you must inform the Porters' Lodge immediately and should ask that your Tutor be notified. In severe cases, dial 999 and then subsequently notify the Porters' Lodge that a 999 call has been made. In all circumstances of accident or emergency, it is essential that the Senior Tutor be informed immediately via the Tutorial Office or the Porters' Lodge outside normal working hours.

2.2 First Aid Provision

If you require first aid, there are a number of First Aid boxes situated throughout the College and you should ensure that you know where the nearest one is located within your accommodation. The Health & Safety Compliance Advisor can advise on specific locations. These boxes are for emergency use only.

2.3 Emergency Contacts

All Porters are qualified First Aiders and can be contacted in the event of an emergency. In addition to this please use NHS 111 if you have an urgent medical problem or call 999 if the matter is serious and life is at risk.

2.4 Accident Reporting

If you have an accident on College premises, you should, at the earliest opportunity, report to the Porters' Lodge. If necessary, arrangements will be made for the appropriate treatment, either by a First Aider, the College Community Health Practitioner or by transfer to Hospital. After receiving any attention or treatment, you must complete an accident form. You must give the place, date and time of the accident, the names of any witnesses and a full

description of the event. An accident report form is available on the College website under the Health and Safety section.

2.5 Pets/Animals

Not to keep any animal, bird or reptile in the Room or Building except for guide dogs or medical alert animals which have been approved in writing by the Senior Tutor.

2.6 Firearms

Firearms (including air guns), ammunition, explosives or flammable substances such as petrol may not, in any circumstances, be brought onto College premises.

3. FIRE SAFETY

3.1 Fire Drills

The Head Porter is responsible for arranging fire drills and a log is kept of all drills. Generally, drills will take place during the Michaelmas term, although retesting may take place if responses have been slow or incorrect (e.g. going to the wrong assembly point).

3.2 Prevention

It is the duty of all College members, guests and visitors to prevent fire. On a personal level, this means that you must be aware of potential dangers – e.g. smoking, cooking areas, worn electrical leads, **no candles/naked flames etc** – while the College also has a number of procedures to ensure that risks are minimised. All properties have a weekly alarm test, usually carried out on Wednesdays. This does not negate all occupants' duty to maintain correct fire safety procedures (fire extinguishers in place, fire doors closed correctly, no naked flames and never leaving cooking unattended).

3.3 Detection and Alarm

All accommodation on the main St Catharine's College site is equipped with automated fire detection and alarm equipment. This is a hard-wired and wireless system that is relayed back to the Porters' Lodge by a dedicated link.

The external houses have stand-alone systems. Any tampering with the fire detection, alarm systems or 'first aid fire appliances' (extinguishers etc.) is deemed a very serious offence and will be dealt with most severely by the College; irresponsible behaviour involving the fire detection system will lead to students being fined and could lead to students being sent out of College accommodation. It is essential that all members of College understand the actions which need to be taken in the event of a fire alarm, and these are further described in Appendix 2.

3.4 Escape

Each staircase has its means of escape clearly posted. It is important that escape routes, especially staircases, are kept clear of flammable material, such as paper and cardboard boxes. Furthermore, all fire doors are to be kept closed; they are never to be wedged open.

3.4.1 Each area of College accommodation has been surveyed, and details are kept in the Porters' Lodge, covering the following topics: -

- Fire Risk Assessments
- Emergency Plan: Actions to be Taken in the Event of a Fire (General and Specific to Property).
- Equipment Testing and Training Summary

3.5 Smoking Policy

3.5.1 The College recognises that smoking causes a hazard to health of both smokers and non-smokers and can constitute a fire hazard. Accordingly, the College does not allow Fellows, staff, students, visitors, conference guests, or members of the public to smoke on any part of its premises. College premises include all Buildings on the site, and other College premises such as undergraduate and graduate houses, the boathouse and the sports pavilion. By exception, and if there are no alternatives, College will facilitate arrangements with Contractors so long as there is no impact on residents or other parts of our Community.

3.5.2 Anyone wishing to smoke may do so outside of the College grounds. You are discouraged from smoking because of the risk to your health, and to the health of others.

3.5.3 You are required to advise your guests of this College policy and ensure that it is followed. The Head Porter is responsible for implementing and monitoring the effectiveness of this policy. Anyone who breaches the policy may be subject to disciplinary action.

4. UTILITIES

4.1 Heating

Central heating is usually supplied to all College rooms between 1st October and 1st May each year. These dates may be varied in response to weather conditions. Heating systems will be turned on between 07:00 and 09:30, and then again at 16:30 and 22:00 each day depending on the weather conditions. The heating is set to between 19C and 21C in all areas. Occupants are encouraged to help to save energy and costs by keeping windows closed in cold weather, and by using radiator thermostatic settings sensibly.

4.2 Appliances

If you need assistance in operating any of the appliances, please consult the Maintenance Coordinator (maintenance@caths.cam.ac.uk) who will be happy to assist you. (For safety reasons, occupants must NEVER interfere with gas or electrical installations).

4.3 Gas Installations

All gas installations are serviced annually by qualified Gas Safe registered operatives. Where possible, the College aims to undertake this type of servicing during the Long Vacation in order to minimise disruption to occupants. However, Health and Safety considerations must always be paramount and servicing and repairs will sometimes have to be undertaken during the occupation period; as far as possible, this will be planned to reduce inconvenience.

4.4 Electrical Installations (including Portable Appliance Testing)

The testing of all College owned mains-powered electrical appliances (Portable Appliance Testing (PAT)) is undertaken during Michaelmas Term. Electrical equipment brought to College, and made available at the time testing is undertaken, will be checked by a College appointed contractor during their annual visit. After this time all student owned electrical equipment must display a current PAT sticker. Any equipment not displaying a current PAT sticker will be removed. Please contact maintenance@caths.cam.ac.uk for further advice.

4.5 Waste Water

Waste water systems are connected to Local Authority sewers. Waste chemicals, environmentally damaging or toxic substances must not be poured into the waste water systems (via basins, baths, showers, toilets or external drains) and must be disposed of responsibly. It is your personal duty to safely dispose of any such waste.

4.6 Water Hygiene

Risk assessments and monitoring of water in all areas of the College is carried out in line with Health and Safety legislation. Testing for Legionella is carried out by specialist contractors on a regular basis. All showerheads are descaled periodically and access must be allowed to en-suite rooms to facilitate this. The contractors complete monthly monitoring checks and will be in accommodation on a regular basis.

4.7 Lighting

Suitable lighting is provided in all rooms, and externally around the College site. If a bulb fails, you should report it using the online maintenance repair reporting system. Whenever practicable, all light bulbs will be low-energy, long-life bulbs.

4.8 Permitted Appliances

4.8.1 Electrical appliances with low to medium consumption (personal computing equipment, television, radios, mobile phones, hairdryers, and electric razors) may be used in bedrooms. Appliances with heavier consumption (e.g. electric fires, personal cookers or microwave ovens) are **strictly forbidden in bedrooms**. If you require any additional appliances you need to seek permission, please email accommodation@caths.cam.ac.uk in the first

instance. College reserves the right to remove any additional appliances that you have not sought permission for.

4.8.2 The College provides microwaves, toasters and kettles in kitchen/gyp rooms so students do not need to provide their own. The instruction booklets for these appliances are located in the kitchens/gyps and include the relevant health and safety information. The only other appliances permitted in kitchens/gyps are a rice cooker, coffee machine, sandwich toaster and air fryer. Please note there are specific circumstances under which these appliances are permitted and specific criteria must be met. College reserves the right to remove appliances that do not meet the criteria. Please refer to the [College's policy on additional items](#) and use of kitchen/gyp rooms on the website.

4.8.3 We make every effort to provide sufficient power outlets for your use. In the event that more sockets are required an extension lead can be used but it must be electrically tested and approved by the [maintenance department](#) before use. It is in the interest of everyone's safety that these rules are strictly observed. **The safety of any privately owned electrical appliance is the responsibility of its user.**

4.9 Telephones

College bedrooms do not have telephone facilities.

4.10 The College Network

All College rooms have wired and wireless access to the Cambridge University Data Network (CUDN). This provides our internet connection as well as access to some specific University resources. Use and maintenance of a computer/phone/tablet connected via the College network is at your own risk and you agree to abide by the College and University rules and regulations: [Acceptable Use Policy](#)

4.11 Computing Support

Enquiries and requests for assistance can be made via our ticket system <https://itsupport.caths.cam.ac.uk/> or in person to the IT team located on the ground floor of K staircase.

4.12 Televisions

It is your responsibility to obtain a TV license for any television or computer capable of receiving television that is brought into College. Your home license will not cover you and there is no College-wide cover. The TV licensing authorities make checks on a regular basis and if discovered to be using an unlicensed TV you will be personally liable for any fines imposed.

5. SECURITY

5.1 Room Keys

5.1.1 The key to your College room can be obtained from the Porters' Lodge. Students are required to sign out your key at the start of each occupation period and return it again at the end of each term/occupation period. In the event of your room key not being returned on your departure day, then a charge will be made to that student, please refer to appendix 6. Any misuse or loss of keys represents a serious breach of College discipline and will be dealt with accordingly. The room key is the responsibility of the student concerned and must not be lent to anyone else, including other College members.

5.1.2 Please note: never leave your room unlocked even when you are in an adjacent toilet or shower.

5.1.3 Never let your keys out of your possession.

5.1.4 Avoid leaving valuable items on view, especially in ground-floor rooms.

5.1.5 Never let people into your room unless you know them.

The College cannot and does not accept responsibility for any losses. It is essential that you fully insure your possessions against theft, any damage or other loss.

5.2 Building and Room Security

The College has installed security locks on the doors of a number of staircases and areas of the estate to provide a greater degree of security for residents and their possessions. It is very important that staircase doors should be kept closed and locked, and that security combinations are not given to strangers or, indeed, any non-St Catharine's

resident. Giving out the combination potentially negates your insurance, and could make you liable for losses sustained by others. The McGrath Centre, Bar and Libraries are accessed via the use of your University card.

5.2.1 Ground floor rooms should have window restrictors in place to allow for ventilation whilst also acting as prevention against intruders. If you live in a ground floor room always ensure that you close and lock any windows on leaving the room.

5.3 Personal Safety

Members should take the normal precautions associated with living in a relatively big city.

5.4 Security Plan (Bomb and Incendiary Device Procedures)

5.4.1 There are three aspects to consider with regard to Security alerts in the College:

- initial prevention
- reaction to a general alert
- reaction to a specific threat

5.4.2 Initial Prevention

This is a general responsibility for all members of the College: staff, fellows and students. Access to College properties is generally controlled by means of the Porters and key operated gates, backed up by staff vigilance and CCTV monitoring. Staircases and houses are required to be closed and locked, so there should not be any opportunity for 'terrorists' to leave devices in the areas. Each person is responsible for their individual room. Unknown persons should be questioned as to their presence inside buildings. Rubbish is regularly cleared away so that devices cannot be hidden. Any rubbish bins (waste paper/skips etc.) are located away from inhabited buildings, and regularly emptied and inspected by Housekeeping staff. The message to the whole collegiate body is for everybody to keep their eyes open and their wits about them.

5.4.3 General Alert

This is a non-specific threat towards the area (Cambridge) or the establishment (the University). Such threat advice is rapidly disseminated to all concerned by the Head Porter and his staff. Each department is then responsible for its own security sweep and reporting back to the Porters' Lodge when complete. Housekeeping staff will check the public areas – Library, Chapel and Auditorium etc.

Residential Fellows are responsible for checking their own rooms. The aim, whenever possible, is to split the work up among many people to reduce the overall time taken, to improve reaction time, and to heighten awareness.

5.4.4 Specific threat

At this level we would have had information that the College or a particular staircase or building has been targeted. The aim is always to minimise the risk of death or injury, so such a specific threat would warrant immediate evacuation of the building or area concerned, followed by a full sweep by bomb disposal experts. The quickest way to enable an evacuation will be by sounding the fire alarm for the area concerned. Bomb disposal reporting will be via the Porters to the local Police station.

5.5 CCTV

5.5.1. CCTV cameras are used on the College site to help to safeguard the security of people and property. Cameras are capable of being directed and zoomed remotely and are positioned to capture views of the perimeter of College, the main entrance and certain strategic areas. The live pictures are viewed, from time to time, by the College's Porters, in order to detect any suspicious activity.

5.5.2. Warning signs are in place at entrance points to inform Fellows', staff, students and members of the public that surveillance cameras are in operation. CCTV footage is retained for 30 days and stored in a secure location. It is then erased if not required as evidence.

5.5.3. Information derived from CCTV surveillance will only be used for security purposes, unless it leads to the discovery of an activity that no employer could reasonably be expected to ignore.

5.5.4. You have the right of access to information about yourself held on CCTV footage. To request access, you will be asked to complete a Data Access Request Form, pay the current fee and provide evidence of your identity.

6. KITCHEN FACILITIES, FOOD STORAGE, WASHING FACILITIES, FURNISHING, CLEANING SCHEDULES AND OTHER MATTERS

6.1 Kitchens and 'Gyp' Rooms

All rooms have access to a kitchen or gyp room if living in College accommodation. We note that there is a distinction between kitchens and gyp rooms – kitchens are intended to be used to cook meals, whereas gyms are intended to be used to prepare snacks, and the equipment provided reflects this. We generally provide kitchens in off-site locations and gyms on main site. Gyp rooms are supplied with a fridge, kettle, toaster and microwave and kitchens have the addition of a freezer and cooker. Please refer to the [College's policy on additional items](#).

6.1.1 Please adhere to the advice poster displayed in all kitchens and gyms (see appendix 3C). Never leave any cooking appliances unattended when in use. Please always clean up after yourself promptly and leave suitable for the next person to use. Housekeeping staff are not responsible for clearing up after you. **Cooking in student bedrooms is strictly forbidden.**

6.1.2 Some kitchens/gyms in College provided accommodation have induction hobs. These are located in G, H, I, J, K, M and Silver Street staircases on the main site, in Silver and Belfield Houses at St Chad's plus Coleridge Road and Grantchester Meadows properties. Students are responsible for providing their own compatible equipment and utensils.

6.1.3 The College is answerable to the City Environmental Health Department for the proper conduct of all large-scale catering taking place in College, and legal proceedings can ensue should any breach of these regulations occur.

6.2 Food Storage

Personal fridges in student rooms will only be permitted on medical and religious grounds subject to approval. Please refer to the [College's policy on additional items](#). Freezers are not permitted in student rooms in any circumstances. Students living on Main Site and at St Chad's must empty all fridges and freezers during vacation periods to allow them to be cleaned and turned off. Any items not removed will be disposed of.

6.3 Bathroom, Toilet and Shower Areas

Communal bathrooms and toilets are cleaned on a daily basis, Monday-Friday, dependent on location. Offsite properties may be cleaned less frequently. Any problems with facilities (blocked drains, leaking taps etc.) should be reported to the Maintenance Department, via the on-line maintenance reporting system.

6.4 En-suite Facilities

Housekeeping staff must be allowed access to clean en-suite bathrooms once a week.

6.5 Furnishing Quality

6.5.1 Furniture and Decoration of Rooms in College and in College Houses

The occupants of all College rooms are held personally responsible for any damage to the furniture and decorative condition of their rooms, excluding reasonable wear and tear. Much chargeable damage has been done in the past by the hanging of pictures with pins, 'Blu-Tack' or other similar fixatives to walls and woodwork; *this is strictly forbidden*.

It is essential that the Head of Buildings and Maintenance approval is obtained before **anything** is fixed to walls or woodwork. Those who mark walls by using unauthorised adhesives or methods will incur a charge for redecoration, note that the minimum area which can be redecorated effectively is a complete wall – not isolated 'spots'.

6.5.2 Inspection/Damages

You will receive a room inventory from Housekeeping at the beginning of Michaelmas term which has been completed by the housekeeping team. You should review this and if you disagree with any of the recorded information please adjust and return to the Housekeeping pigeon hole at the Porters Lodge. Rooms are inspected at the end of each term so it is important that you note any damages at this point to avoid being charged. Each resident should bear in mind that they have a duty to keep the accommodation in a fit condition, reporting any

problems in a timely manner.

6.5.3 Repairs

The College aims to respond quickly to any problems with equipment or furnishing in rooms. Any fault or damage which occurs after occupancy has commenced must be entered on the on-line maintenance system. Repairs are normally undertaken and completed during working hours (Monday-Friday 09.00 – 16.00). Cover is available 24 hours a day for emergencies only. There is a Service Level Agreement in place defining anticipated repair times.

6.5.4 Furniture

The range of furniture provided in each room is detailed in section 1.1.4, and you are **not** permitted to bring additional furniture items into College without express permission from the Head of Buildings and Maintenance (e.g. rugs, armchairs, sofas, beds etc.). In the interests of safety, it is essential to observe the conditions about electrical appliances mentioned in sections 4.4 and 4.8, for those students who come from overseas, it is essential that all electrical appliances must be safely adapted for 220-240 volts AC and comply with British Standards.

6.6 Cleaning

6.6.1 College housekeeping staff are responsible for cleaning communal service areas (e.g. kitchens/gyps, hallways, stairs and landings) in College accommodation and will attend at least once a week for this purpose, Monday – Friday (except on Bank Holidays and during periods when the College is closed). Please keep these areas tidy to allow housekeeping to clean properly.

6.6.2 All en-suite bathrooms will be cleaned once a week. Bedrooms are currently being cleaned on a fortnightly basis. If you would like to have a fixed day when your room/ensuite is cleaned then please speak to housekeeping. Please ensure your room is kept in a tidy state to enable them to do their job properly. If bins need emptying more regularly, please leave bagged rubbish outside your room or take to the appropriate outside refuge area.

6.6.3 The Housekeeping Manager and her supervisors check cleaning and maintenance in rooms at regular intervals, and will deliver the service in accordance with the Housekeeping Service Level Agreement (SLA) (Appendix 3). The College shall not be held liable if failure to provide any of these services is due to factors reasonably beyond its control (such as mechanical failure, staff shortages or a lack of materials).

6.7 Laundry facilities

Coin-operated washing machines and dryers are available in the College for use by its members. There are laundries located on the Main Island site, Grantchester Meadows and Russell Street. Laundry facilities at St Chad's are operated by an app. The launderettes are protected by locks against unauthorised access; items of clothing should not be left unattended, and the College will not accept any responsibility for loss of personal laundry. Some of the College Houses are supplied with domestic-style washing machines and dryers. Complaints of laundry malfunction should be made direct to the providing company whose contact details are provided in the laundry rooms.

6.8 Energy

You are asked to be energy-conscious and switch off lights and any appliances, including computers, when leaving your room. From 2009, the College became included in the UK Carbon Reduction Commitment which imposes legal and financial constraints on our use of energy, and information regarding consumption will be provided to all occupants via the JCR/MCR Green Officers.

6.9 Post/Mail

Each student, whether resident in College, a College House or living out, will be allocated a pigeonhole in Woodlark basement, beneath the Porters' Lodge. The Porters will place all mail which is personally addressed in the pigeonholes or bigger parcels will be stored in the Lodge for collection. Other general mail will be left in an accessible part of the Lodge for collection. Only the Porters and members of St Catharine's College may place mail in pigeonholes. Please note when you leave the College at the end of your occupation period the College will not forward on any mail, it will instead be returned to sender so do update your details accordingly.

7. MAINTENANCE AND REPAIR REGIMES

7.1 Organisation

Maintenance and repair of St Catharine's College property is undertaken by a variety of means. There is a team of trades people and maintenance operatives employed directly by the College, available for routine and emergency repair and maintenance work. Some regular servicing work is contracted to specialists (e.g. boiler servicing), as is most periodic testing (e.g. fire alarm and water hygiene testing, lift tests, lightning conductor tests etc.). External contractors may be brought in to undertake more significant works, such as refurbishment of rooms, staircases and individual properties.

7.2 Repairs

The College may need to send in people to make repairs etc. to your room, this will normally only be done between 09.00 and 16.00 Monday-Friday and where possible, with advance notice. Maintenance requests can be made using the online system - <http://maintenance.caths.cam.ac.uk/>. If a maintenance request has been made by yourself, you have the opportunity of informing the maintenance department of a suitable time. The College reserves the right to enter the accommodation at any reasonable time to inspect, carry out any necessary works, and to show others round the property (e.g. builders, architects etc.); this may be with prior notice, or in the case of emergency or in urgent matters such as a leak through a ceiling, with no prior notice. Some maintenance repairs are highlighted by the Housekeeping Team and may be undertaken without your prior knowledge.

7.3 Approved Contractors

If you are unsure as to the identity of anyone arriving to undertake work, check their details with the [Maintenance Coordinator](#) or the Porters' Lodge before allowing them to enter.

7.4 Response Times and Planned Maintenance

Response times for repairs at different levels of urgency are given in the Maintenance Service Level Agreement (Appendix 4). If these response times cannot be met – for example because of a lack of materials – the person who placed the request will be advised of a revised estimated time for completion.

7.5 Construction Quality

Records for all of the buildings are held by the College. The Operations Director, Head of Buildings and Maintenance and the Architect for each specific project are responsible for construction quality, which must be in accordance with the current Building Regulations and Local Authority and Planning requirements.

7.6 Grounds Maintenance

Grounds staff will maintain the grounds around all College Buildings in a tidy, aesthetic and practical manner. Gardens, particularly those facing onto roads, will be maintained in a manner to give some screening for occupants in their rooms, whilst minimising opportunities for the concealment of intruders. Principal pathways are maintained to provide a suitable surface for all users, including those with limited mobility, and the College is following an active programme to improve access to all areas. While not all paths are fully illuminated, principal routes have suitable intensity lighting to provide security to users. A full Service Level Agreement for Grounds Maintenance is provided in Appendix 5.

7.7 Litter Clearance

All College members are responsible for maintaining the cleanliness of the College Buildings and grounds, and must ensure that their waste and that of their guests is disposed of correctly. External litter bins are provided around the college site as are special bins for recycling (see Section 8.3 and 8.4).

7.8 Snow and Ice Clearance Policies

The College Snow Clearance Policy is defined as part of the Maintenance Service Level Agreement. Students should take particular care during snowy periods that their actions do not cause a hazard for others. Hence, creating ice slides on walkways or steps, and making snowballs containing gravel from the paths is to be avoided. Gritting bins and equipment are supplied at graduate properties for students to use when conditions are icy.

8. ENVIRONMENT AND SUSTAINABILITY

8.1 Please refer to our website for the College's environmental sustainability strategy

<https://www.caths.cam.ac.uk/about-us/community-wide-initiatives/sustainability>. At the start of Michaelmas Term the College will also share with you our 'Student Green Guide'.

8.2 Energy Efficiency

We can all do more to save money and reduce our carbon emissions by being careful about how we occupy the College buildings, for instance by turning down the heating if we are too warm, and adding another layer of clothing rather than turning heating up if we are too cold etc. We also encourage you to switch off and unplug any electrical items that are not in use. As you may be aware from recent news headlines, fuel costs continue to rise in the UK; major savings have to be made by all, for both environmental and economic reasons. Improving energy efficiency is a key priority in the College's new environmental sustainability strategy. All Colleges are now required to be registered under the Government Carbon Reduction Commitment Energy Efficiency Scheme, and to achieve carbon savings in line with national targets; St Catharine's College is a leader within this initiative.

8.3 Refuse collection

Please do try to sort recycling from the general waste in the gyp rooms/kitchens as well as your bedrooms. Housekeeping staff will empty bins on a daily basis. Collections of sanitary waste are on a monthly basis.

8.4 Recycling

8.4.1 The Environment and College Recycling Facilities

As part of the College's environmental sustainability strategy we have made a commitment to recycle as much waste as possible in the safest possible manner. Recycling facilities in the College are clearly labelled and are available as follows:

Cans, Glass, Paper	Co-mingled waste bins are provided in the Fellow's Car Park and at St Chad's. Please check you are disposing of waste in the correct coloured bin. Please refer to the Cambridge City Council website https://www.cambridge.gov.uk/recycling-and-rubbish-a-to-z for further information.
Toner Cartridges	Can be taken to the I.T. Office (K staircase) where their safe disposal will be arranged.
Clinical Waste	Please contact the College Community Health Practitioner for further details.
General	As we implement the new environmental sustainability strategy, any changes to recycling facilities will be publicised across the whole College community.

9 TRANSPORT

9.1 Car Parking

9.1.1 Owing to traffic problems in Cambridge, the University and Colleges are under an obligation to the civic authorities to restrict the use of motor vehicles used by junior members (undergraduates and postgraduates). Consequently, it is a University offence for a student to keep, hire or drive a car in Cambridge during Term without permission. A fine of up to £175 can be imposed by the University Motor Proctor on any offender.

9.1.2 Permission is only granted in exceptional circumstances. Such permission should be sought from the Tutorial Office/Senior Tutor and the University Motor Proctor. Permission can only be granted when there is a valid reason, and an authorised parking space is available. The College is not able to offer any car parking facilities to junior members.

9.2 Bicycles

9.2.1 All students who wish to store a bike in College must register it at the Porters Lodge. The Porters will issue a tag which should be attached to the bike identifying St Catharine's. This is not only to satisfy University Regulations (Proctors may issue warnings or on-the-spot fines for failure to comply) but also to maximise the chance of the bike's return should it be stolen. Information as to accommodation for bicycles in the College should be obtained from the Porters Lodge. Please talk to the Head Porter if you'd like to use the College's cycle cage in the underground cycle park.

9.2.2 No bicycle may be brought into College, or stored on staircases or in College houses.

9.3 PARK and RIDE

You should advise guests that there are five park and ride sites in Cambridge, which operate Monday to Sunday. <https://cambridgeparkandride.info/index.shtml>

10. GOOD NEIGHBOUR POLICY

Students are expected to be mindful of the proximity of neighbours both within College properties and in the wider community. Particular attention is drawn to student's resident in external properties which are in a non-academic environment. The College takes a particularly serious view of student misbehaviour which inconveniences other members of the College or its neighbours.

11. COLLEGE AND STUDENT RELATIONSHIP

11.1 Policies and Procedures

The relationship between the landlord (St Catharine's College) and the licensee (each student) is detailed in the Student Occupancy Agreement. Student accommodation is managed by the Accommodation Manager. In broad terms, the operation of this accommodation is as below:

11.1.1 Application and Allocation

The numbers of rooms available to each class of student (fresher, undergraduate or postgraduate) is managed by the Accommodation Manager in conjunction with the Admissions Tutors (numbers anticipated and any specific requirements such as disability) and the Operations Director (for building and maintenance details, and future College requirements).

11.1.2 Charges for Accommodation

Accommodation charges are reviewed by the College each year, in conjunction with JCR and MCR representatives. Final recommendation of these charges is made by the College Finance Committee and is confirmed by the Governing Body.

11.1.3 Collection of Charges for Damages

Any charges for damages will be added to the following terms bill, except where the student may be required to settle such bills immediately. Failure to pay invoices by the due date (1.4.1.), gives the College the right to charge as per clause 1.4.5.

11.1.4 Caution Money

All students are required to pay Caution Money, this is security for good conduct and is not an accommodation deposit. All students are billed for this when they first matriculate with the College and it is refunded to you once you have graduated from your course so long as you have not damaged any College property or owe the College money in any other way.

11.1.5 Termination/Cancellation of Contracts

All postgraduate tenants are required to give three months' advance notice of termination. Undergraduates must provide a full terms notice and seek permission from the Senior Tutor. The College will also give due notice, as detailed in the Occupancy Agreement.

11.1.6 Complaints

If a student has any complaints about the delivery of services in relation to accommodation, this should be raised in the first instance with the Accommodation Manager and an investigation will be undertaken and any agreed problems resolved. Should this not be acceptable, the student may appeal to the Operations Director and failing agreement at this level, to a Board composed of two Fellows and a Junior Member (usually the JCR or MCR President) convened by the Governing Body. A final appeal may be referred to the Office of the Independent Adjudicator under the Accreditation Network UK (ANUK) Code of Practice (see www.oiahe.org.uk).

11.1.7 Inventories

These will be provided at the start of residency, usually the beginning of the Michaelmas Term (see para 6.5.2 above and appendix 3B).

11.1.8 Access to Rooms

The College will require access to student bedrooms for cleaning, maintenance and inspection purposes. Notice periods for this access is defined under the appropriate sections of this document. The College reserves the right to enter any room at no notice in circumstances of emergency.

11.1.9 Non-Residents/Guests

All accommodation is specific to the student mentioned in the Occupancy Agreement and they must not allow another person to occupy the room or any part thereof nor to share occupation thereof.

12. COMMUNICATION BETWEEN THE COLLEGE AND STUDENTS

12.1 Advance Information

The Tutorial Office and/or Accommodation Office corresponds with all incoming students prior to their arrival in College and provides details of the accommodation available as well as other aspects of life as a student in Cambridge. Further information may be found on the St Catharine's College website.

12.2 Induction Briefing

All new students, both undergraduate and postgraduate, are given an induction briefing from Senior College Officers.

12.3 Management Structure and Contact Details

The Student Accommodation Handbook and the JCR Freshers Guide are updated and published annually, for access by all students in College and can be found on the College website.

12.4 Insurance Liabilities

The College's insurance does not cover the personal possessions of students. Students are strongly advised to take out their own insurance against theft, damage, or loss, for the duration of their occupation period in College.

13. CONTRACTUAL RELATIONSHIP

13.1 Student Occupancy Contract

Every student living in College-provided accommodation will be provided with an Occupancy Agreement (contract). In addition to defining the period of agreed residency and cost of the accommodation, this also details the basic rules for living in such accommodation (see document titled occupancy conditions). Note that, while every effort will be made to keep students in their allocated room during each occupation period, it may be necessary to move the student to alternate accommodation for maintenance or tutorial reasons, and sometimes for the benefit of the College community as a whole. If this occurs and they are required to move to a higher grade of room, there will be no increase in the individual's rent, likewise if they move to a lower grade of room there will be a reduction in their rent.

14. STUDENT SUPPORT

14.1 General

College provides a range of student support services, including health advice, tutorial, pastoral and spiritual guidance. All Tutors and many of the staff can offer advice on where help can be found. The College Porters' Lodge is manned 24 hours a day, and the Duty Porter can always contact the Duty Tutor and other College Officers as required. The University also offers a number of counselling services. Further details can be found on the College website and in various College publications.

14.2 College Community Health Practitioner and Doctors

The College Community Health Practitioner can be contacted via health@caths.cam.ac.uk. In addition, all students should register with a local doctor or practice; the Trumpington Street Medical Practice is very close to the College with majority of students registering there.

14.3 Health and Wellbeing

You are welcome to contact members of the Health and Wellbeing team by email at any time. For further information please visit: <https://www.caths.cam.ac.uk/welfare-hub/students>

15. ANTI-SOCIAL BEHAVIOUR, DISCIPLINARY AND COMPLAINTS PROCEDURES

15.1 General

In general terms, College members should conduct themselves in a fit and proper manner at all times, having consideration for their neighbours, be they fellow students or the local community. Internal disciplinary procedures exist for minor infringements. Additionally, the University has a number of sanctions for behaviour impinging on the image of the University, while the most serious breaches, including all criminal behaviour, will be referred to the local police.

15.2 College

The College Statutes provide that the maintenance of discipline in College is the responsibility of the Dean, assisted by the Tutors. The Dean is generally involved only when he receives a complaint, but will also anticipate problems by, for example, requiring permission to be sought for parties and other events including alcohol. The Dean deals with general complaints himself, usually acting in consultation with the Tutors and occasionally with the Executive Committee of the MCR and JCR. Disciplinary measures may include formal warnings as to future conduct, fines, community service, prohibition from use of College facilities (such as the Bar), expulsion from College accommodation and expulsion from the College for short periods of time. The College takes a particularly serious view of student misbehaviour which inconveniences other members of the College, members of College staff or its neighbours. For example, unruly, abusive or threatening behaviour or excessive noise is not tolerated and those responsible can expect an uncomfortable interview and sanctions. All disciplinary matters are kept on file, a fact which will be unhelpful to anyone who has to see the Dean about a disciplinary matter on more than one occasion.

15.3 Disciplinary Committee

The most serious complaints or offences are dealt with by a Disciplinary Committee at the instigation of the Dean. The Disciplinary Committee comprises members of the College Governing Body. Any person *in statu pupillari* who is charged before the Committee may choose a Fellow to represent them. Ordinarily, but not necessarily, the Fellow is the student's Tutor. The Disciplinary Committee is empowered to impose more severe sanctions, such as rustication (temporary suspension), for a Term or year, or even permanent expulsion from the University. A student against whom the Disciplinary Committee pronounces has the right of appeal to the Governing Body.

15.4 University

The University also has disciplinary regulations; these can be viewed here: <https://www.cambridgestudents.cam.ac.uk/new-students/rules-and-legal-compliance>.

15.5 Care of Premises and Their Surroundings

Students should make every effort to ensure that their property and its immediate surroundings are used in a manner that maintains it in the highest condition.

15.6 Student Complaint Procedure

Every attempt will be made to deal quickly and effectively with any complaints made about matters of concern to students. Any minor concerns of a Housekeeping nature which relate to accommodation faults or the non-functioning of other student facilities should be entered in the on-line Maintenance Request System.

More major Housekeeping concerns should be referred to the Housekeeping Manager (housekeeping.manager@caths.cam.ac.uk).

Queries about bills and other financial matters should be addressed directly to student.bills@caths.cam.ac.uk. If students are not satisfied with the College response to any complaint they make then they should contact the Senior Tutor either via the Tutorial Office or by email: senior.tutor@caths.cam.ac.uk.

16. ADMINISTRATION, ACCREDITATION AND COMPLIANCE WITH THE ANUK CODE OF PRACTICE

16.1 General

The College is a long-established, self-governing organisation, subject to regular internal and external audits, which includes all aspects of institutional management. Annual reports are lodged with the University of Cambridge and, via it, with the Higher Educational Funding Council (HEFCE). While the College has well established student accommodation practices – detailed above, and amplified in other publications such as this Student Accommodation Handbook and the JCR website (<http://catzjcr.com/>), it has also registered with ANUK as abiding by its published Code of Practice. ANUK (<http://www.anuk.org.uk/>) will periodically review and update its Code, and the College will in principle amend its procedures to conform.

16.2 Administration

Unipol Student Homes have overall responsibility for administering the Code of Practice. This includes: maintaining a list of all institutions signed up to the Code, and all Buildings within these institutions covered by the Code; liaising with other bodies over areas where the Code is only applicable in parts; and periodically reviewing the Code. This review will be undertaken by a standing committee representing relevant stakeholder groups, including University management, students and specialist professions (e.g. facilities managers, maintenance etc.). In this task, they will take note of significant complaints made by students concerning non-observance, other breaches noted by internal or external audits, and reports from bodies such as the Office of the Independent Adjudicator. If necessary, the committee may undertake further investigation, and then issue remedial proposals. In extreme cases, the committee may decide that a higher educational institution is no longer compliant with the Code, at which stage responsibility may pass to an alternate body, such as the Local Authority, to impose changes.

Under the terms of the Housing Act 2004, St Catharine's College is required to be licensed either with an approved Code of Standards (typically known as ANUK/Unipol) or with the Local Authority. While this document refers to ANUK, it is possible that it will be amended to an alternate registering authority at some point, in which case that authority should be inserted in place of ANUK.

16.3 College Responsibilities

In registering with the ANUK Code of Practice the College undertakes that:

16.3.1 An appropriate complaints procedure is in place, integrated into normal College practices with a procedure for reporting back to ANUK on any significant complaints relating to the Code.

16.3.2 Auditors will consider the College's management of its student accommodation in relation to the Code, advising HEFCE and ANUK as appropriate.

16.3.3 Schedule of Properties

The properties covered by the ANUK Code of Practice are listed in Appendix 1. All of these properties meet the standards and accords with the procedures set out in the Code.

16.4 Complaints

If a student has any complaints about the delivery of services in relation to accommodation, this should be raised with the Accommodation Manager in the first instance. An investigation will be undertaken and any agreed problems resolved. Should this not be acceptable, the student may appeal to the Operations Director and, failing agreement at this level, to the Complaints Officer (Senior Tutor) unless the Senior Tutor is the subject of the complaint, in which case the complainant should inform the Master in writing, and the Master will then appoint a senior Fellow of the College as Complaints Officer. The final and ultimate right of appeal may be referred to the Office of the Independent Adjudicator under the Accreditation Network UK (ANUK) Code of Practice (www.oiahe.org.uk).

APPENDIX 1

St Catharine's College Schedule of Properties

Outside properties:

Address	Number of beds
St Chad's 48 Grange Road CB3 9DH	130 Rooms (4/5 bedded flats) - Shared facilities
St Chad's Old House 48 Grange Road CB3 9DH	6 Rooms (twin sets) - Shared facilities
Belfield House 48 Grange Road CB3 9DH	8 En-suite Rooms 2 Accessible Rooms All rooms have small double beds (4ft)
Silver House 48 Grange Road CB3 9DH	13 En-suite Rooms Rooms 1-11 with small double beds (4ft) Rooms 12, 13 with single beds (3ft)
29 Barton Road Cambridge CB3 9LB	11 En-suite Rooms 2 Couples Flats (basement)
189 Coleridge Road Cambridge CB1 3PW	5 Rooms – Shared facilities 1 En-suite Room 1 self-contained Flat
The Vicarage 9 South Green Road Cambridge CB3 9JR	4 Rooms with small double beds (4 ft) – Shared facilities
115/117 Grantchester Meadows Cambridge CB3 9JN	12 Rooms – Shared facilities 115 GM rooms 1-4 small double beds (4ft) 115 GM rooms 5, 6 single bed (3ft) 117 GM all rooms with small double beds (4ft)
Russell Street 4 Russell Street Cambridge CB2 1HT	66 En-suite Rooms
South Green Lodge South Green Road Cambridge CB3 9PJ	29 Rooms (across 5 houses) – Shared facilities

Island Site – Trumpington Street, CB2 1RL

Staircase	Number of beds
A	4 Standard Rooms
B	4 Standard Rooms
Bull	20 En-suite Rooms Room 1, 3, 9, 11, 19, 21 are small doubles (4ft beds)
E	49 En-suite Rooms 2x Twin sets (4 rooms total)
G	17 Standard Rooms
Gostlin	40 En-suite Rooms
H	8 Standard Rooms
Hobsons	24 Standard Rooms
I	15 Standard Rooms
J	12 Standard Rooms 2 accessible rooms
K	10 Standard Rooms
M	29 Standard Rooms 9 En-suite Rooms
Silver Street x2 flats	5 Standard Rooms (3 rooms per flat) 1 En-suite room – flat 2, room 2 All rooms have small double beds (4ft)
Woodlark	22 Standard Rooms

APPENDIX 2

St Catharine's College

ACTIONS TO BE TAKEN IN THE EVENT OF FIRE (GENERAL) (Fellows, Students, Staff and Visitors)

IT IS YOUR RESPONSIBILITY

- To read this notice carefully.
- To find out the location of the nearest Fire Alarm Call Point (Break Glass) and the nearest Fire Extinguisher.
- To familiarise yourself with all the possible means of escape in the event of a fire.
- To keep fire doors closed (they must NOT be wedged open).
- To keep landings, staircases and other escape routes clear of obstructions at all times.

ACTION TO BE TAKEN IN THE EVENT OF A FIRE

IN THE EVENT OF AN ALARM SOUNDING

- Use the nearest available exit.
- Do not stop to collect personal belongings.
- Ensure all doors and windows are closed (not locked) on vacating the room.
- Do not re-enter the building.
- Proceed to your allocated Assembly Point.

IF YOU DISCOVER A FIRE

- Operate the nearest Fire Alarm Call Point (Break Glass).
- Do not take any unnecessary risks.
- Close but do not lock all windows and doors on your way out.
- Inform Porters in person if safe to do so.
- Proceed to the designated assembly point

FIRE ALARM PREVENTION

GYP ROOMS

- Never leave items being cooked (including toast!) unattended.
- Never remove burning items from Gyp Rooms.
- Never wedge Gyp room doors open (fire doors).

IMPORTANT STUDENT NOTES

- Frying is not permitted.
- Candles, incense burners and oil burners are not permitted.
- Festoon lights ('fairy lights') are not permitted.
- Students breaking College Fire regulations will be referred to the Dean.
- Do not cover smoke detectors.
- Do not leave hairdryers or curling tongs on.
- No smoking anywhere in College.
- No cooking in bedrooms.
- Do not tamper with extinguishers except in event of fire.

FIRE DRILLS (ATTENDED BY THE FIRE BRIGADE) ARE CARRIED OUT FOR THE PURPOSE OF ENSURING EVERYONE ON SITE FOLLOWS THE EVACUATION PROCEDURE PROMPTLY. THEY MUST BE TAKEN SERIOUSLY.

FALSE ALARMS WASTE FIRE BRIGADE RESOURCES AND PREVENT THEM ATTENDING OTHER (POSSIBLY MAJOR) INCIDENTS.

APPENDIX 3

St Catharine's College

SERVICE LEVEL AGREEMENT HOUSEKEEPING

CONTENTS:

1. Period of Agreement
2. Services Provided
3. Monitoring and Reviewing
4. Disputes
5. Liaison
6. Response Times
7. Call Out Procedure

1. Period of Agreement

The agreement will commence on 1 October each year and terminate on 30 September of the following year. Unless advised to the contrary, the agreement will be deemed to continue into each subsequent year.

2. Services Provided

The agreement shall include all work associated with the cleaning of: on and off-site student rooms, kitchens, bathrooms and common areas (stairs and halls); offices; Fellows' sets and studies; the Master's Lodge; and all enclosed public areas (e.g. Library, McGrath etc). During the vacations, the housekeeping department are responsible for ensuring that all bedrooms are ready for the arrival of conferences in the most cost effective way.

3. Monitoring & Reviewing

The service provider (St Catharine's College Housekeeping) and service client (St Catharine's College) will monitor and review performance on an ongoing basis. Feedback can be provided by the student body by completing the student satisfaction survey which is circulated annually by the Accommodation office.

4. Disputes

Any dispute regarding any matter relating to the Service Level Agreement shall be referred to the Operations Director.

5. Response Times

Requests will cover a range of activities, from general cleaning, kitchen and bathroom problems, and queries over furnishings, to incidents requiring a rapid response (e.g. vomit).

- Urgent cleaning tasks (which might require external assistance) will be resolved as soon as possible after being reported
- General cleaning tasks – should be handled within two working days.
- Furnishing queries should be dealt with expeditiously, and may be determined by external supply conditions (e.g. replacement desk chairs, special furniture for medical reasons etc.). Clients are to be advised of likely timescales within three working days of the request, and thereafter if anticipated delivery times are delayed.
- House Porter tasks – by their nature – are likely to be more time dependent; it is essential that realistic response times are agreed with the requesting assistance.

6. Liaison

Requests for general cleaning should be raised by e-mailing housekeeping@caths.cam.ac.uk. Unless there has to be an escalation of urgency, clients should assume that the request will be effected within SLA guidelines, and 'hastening' should not be required. If the Housekeeping Department find that they are unable to meet the timescale because of a conflict of tasks, they will advise the client by email of the anticipated delay and the reason, and reschedule the work accordingly, creating an audit trail on the records.

Furnishing requests may need to be discussed with the Operations Director to ensure that requests meet College

policies, and any major problems should also be referred to them for resolution.

7. Call out Procedures

It is rare that housekeeping staff will need to be called out, and 'first call' response out-of-hours will be effected by the Duty Porters. To this end, the Head Housekeeper, Head Porter and Accommodation and Conference Manager must maintain a close liaison over such details as spare prepared bedrooms and specialist call out firms.

APPENDIX 3A **STUDENT BEDROOM & PUBLIC AREA CLEANING SCHEDULE**

MAIN SITE & RUSSELL STREET - CLEANING ARRANGEMENTS

Shared facilities (gyms/kitchens, bathrooms, toilets and showers) are cleaned daily Monday to Friday where possible; bedrooms will be cleaned fortnightly. Bins will be emptied daily if you leave it outside your bedroom door, otherwise, it will be emptied when your room is cleaned.

ST CHAD'S - CLEANING ARRANGEMENTS

Shared facilities in the flat (kitchens, bathrooms, hallways) will be cleaned at least twice a week Monday to Friday. Bedrooms will be cleaned fortnightly. Your bin will be emptied when your room is cleaned. If you need to empty it more regularly then please take it to the outside bins.

OTHER PROPERTIES - CLEANING ARRANGEMENTS

Shared facilities (kitchens, bathrooms, toilets and showers) are cleaned twice a week Monday to Friday; Bedrooms will be cleaned fortnightly. Your bin will be emptied when your room is cleaned. If you need to empty it more regularly then please take it to the outside bins.

GENERAL

It is the student's responsibility to ensure surfaces are left clear in kitchens/gyms to allow housekeeping to clean effectively. The housekeeping team are not responsible for washing up items in these areas. Please ensure any broken glass is kept separate from other rubbish and notify the cleaner.

BEDDING

From the start of 2024-25 academic year College will start to phase out the supply of duvet and pillows. Those students who will be in their 2nd year or later will still be able to opt in to receive these, but all new students from 2024-25 year will need to provide their own. College will continue to supply a mattress protector in all student bedrooms. Students are responsible for supplying their own duvet covers and pillow cases.

QUERIES/COMPLAINTS

If you have a query or complaint, please speak first to the housekeeping assistant on your staircase. If they are unable to answer your query, or if you are not satisfied, please come to see the Housekeeping Office located in lower Hobsons.

Appendix 3B
Example Room Inventory Form

Room:	In room? Yes or No	Condition – please tick accordingly				Additional information
		Good	Average	Poor	Damaged	
Bed/Mattress/Mattress Protector						
Pillows/Duvet (subject to eligibility)						
Bedside Cabinet						
Desk/Desk Drawers/Desk chair						
Tub/Easy Chair (subject to size of room)						
Desk Lamp/Bedside Lamp/Ceiling Lights						
Noticeboard						
Bookshelves						
Chest of Drawers						
Coffee Table (subject to size of room)						
Mirror (Room/Bathroom)						
Carpet/Curtains/Blinds						
Wardrobe/Coat Hangers						
Bathroom fixtures & fittings	N/a					
General décor	N/a					

I understand that this is a true record of the furniture and fittings in the above room.

HOUSEKEEPER NAME (PRINT) _____

STUDENT NAME (PRINT) _____

Signed _____ Date _____

Signed _____ Date _____



St Catharine's College Cambridge

Please adhere to this advice to ensure that all students are comfortable using our kitchen/gyp room facilities. Issues that prevent students or staff from accessing these facilities will be referred to the Accommodation Team.



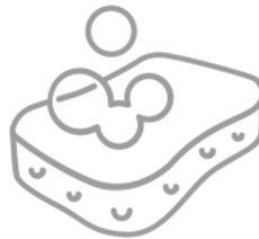
Leave this space clean and tidy so it is safe to prepare food.



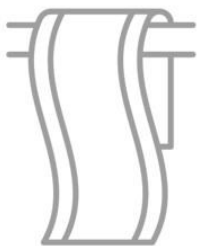
Do your washing up after each use so it does not build up and housekeeping are able to clean.



Store meat and alcohol in the fridge in sealed containers, and agree how to share fridge space with other students.



Use the College's washing up cloths, sponge carefully — they should last a week.



Launder tea towels frequently — housekeeping has a supply left by students that can be requested/reused.



Follow the College's rules on appliances by referring to the QR codes below:



Take any additional waste or recycling to the outside bins (e.g. Fellows' Car Park on main site)



Accommodation
Handbook



Additional
items policy

If you have any problems, please email housekeeping@caths.cam.ac.uk or pop into the Housekeeping office in the basement next to Hobson's.

APPENDIX 4

St Catharine's College

SERVICE LEVEL AGREEMENT MAINTENANCE

CONTENTS:

- | | |
|-----------------------------|----------------------|
| 1. Period of Agreement | 2. Services Provided |
| 3. Monitoring and Reviewing | 4. Disputes |
| 5. Liaison | 6. Response Times |
| 7. Call Out Procedure | |

1. Period of Agreement

The agreement will commence on the first day of term and residence (Michaelmas term) each year and terminate on the last day before the beginning of the Michaelmas of the following year. Unless advised to the contrary, the agreement will be deemed to continue into each subsequent year.

2. Services Provided

The agreement shall include all work associated with the day to day reactive and planned preventative maintenance of all Residential Accommodation Buildings and their Services. Project work and surveys for projects are not included in the Service Level Agreement. For the purposes of this SLA, day to day maintenance is defined as 'sensible and practical repair, on a like for like basis, for the continuance or preservation, protection, repair to and upkeep of the Buildings'.

In addition to conventional maintenance tasks, the Department will also undertake appropriate testing to meet Health & Safety, Fire and Environmental requirements (legionella testing, hard wire test, PAT testing, fire alarm, emergency lighting etc). These tests, and any associated remedial action, will be undertaken as scheduled tasks within statutory deadlines.

3. Monitoring & Reviewing

The service provider (St Catharine's College Maintenance) and service client (St Catharine's College) will monitor and review performance on an ongoing basis. Feedback can be provided by the student body by completing the student satisfaction survey which is circulated annually by the Accommodation office.

4. Disputes

Any complaints should be directed to the Head of Buildings and Maintenance and can be escalated to the Operations Director if necessary.

5. Liaison

Maintenance requests for Type 2, 3 and 4 repairs should be raised electronically. Unless there has to be an escalation of urgency (e.g. from 'Routine' to 'Urgent'), clients should assume that the response will be effected within SLA guidelines, that the repair will follow on rapidly, and 'hastening' should not be required. If the Maintenance Department find themselves unable to meet a reasonable repair timescale because of a lack of materials, they must advise the client via the maintenance request system of the anticipated delay and the reason, and reschedule the work accordingly, creating an audit trail on the records. Only in exceptional circumstances will 'a lack of labour' be an acceptable reason for failing to meet the service target.

Type 1 requests should be relayed to the Maintenance Coordinator immediately (in person or by phone) during normal working hours. Out of working hours the Porters' Lodge should be contacted, for them to contact the appropriate person who can resolve the issue.

The only other time-critical operation is for ice and snow clearance, which requires the following actions:

- 'Ice melt' supplies are to be provided to the Porters for treatment of the main entrance.
- Within 1 hour. Main entrance, to Porters' Lodge cleared of snow and ice.
- Within 2 hours. All paths to be treated (to a width of 1 m)
- Within 4 hours. Sufficient of the car park and access roads to make them safe for vehicle and pedestrian traffic.

6. Response Times

Requests for maintenance will be actioned rapidly, and technical maintenance staff will respond within the following timescales of their being notified of the problem:

Type 1- Vital Repairs - within 4 hours Type 2- Urgent Repairs - within 48 hours

Type 3- Routine Repairs - within 5-10 working days Type 4- Deferred Repairs - within 28 working days Type 5- Cyclical Repairs – as planned by College

The above are initial response (i.e. investigating the problem) times. Repairs (i.e. fixing the problem) are subject to the availability of materials and suitable tradesmen, in which case temporary repairs will be undertaken to ensure safety and where possible, comfort. If necessary for safety, alternate accommodation will be provided. The SLA will be met if 90% of responses in each and every category are completed within the requisite timescale.

7. Call Out Procedures

The Porters' Lodge direct emergency issues to either the Head of Buildings and Maintenance or appropriate maintenance operative or contractor.

APPENDIX 5

St Catharine's College

SERVICE LEVEL AGREEMENT GROUNDS MAINTENANCE

CONTENTS:

1. Period of Agreement
2. Services Provided
3. Monitoring and Reviewing
4. Disputes
5. Liaison
6. Response Times
7. Call Out Procedure

1. Period of Agreement

The agreement will commence on 1 October each year and terminate on 30 September the following year. Unless advised to the contrary, the agreement will be deemed to continue into each subsequent year.

2. Services Provided

The agreement shall include all work associated with maintaining the grounds of the St Catharine's College site and external properties in accordance with the requirements of the client. In general terms, the grounds, gardens, trees, greenhouses etc. will be maintained to a standard providing a pleasant, relaxing and safe landscape environment for use by the client, guests and visitors to the College. This will pay due regard to the needs of security (e.g. providing clear sight-lines for CCTV) and accepted environmental standards with regard to agricultural and arboricultural treatments. The Gardening Department are not responsible for the St Catharine's College Sports Field.

3. Monitoring & Reviewing

The service provider (St Catharine's College Gardening staff) and service client (St Catharine's College) will monitor and review performance on an ongoing basis. Feedback can be provided by the student body by completing the student satisfaction survey which is circulated annually by the Accommodation office.

Work should be planned in such a manner as to reduce disturbance to the College. This is particularly important during examination periods (when the Tutorial Office and the Catering and Conference Office will provide details of areas/times to be avoided).

4. Response Times

Any urgent request – e.g. where a tree poses a hazard because of danger of falling branches – must be responded to immediately within working hours or within two hours at other times as requested. Other areas of the site prioritised as appropriate.

5. Liaison

Requests for general or specific gardening tasks should be raised via email to the Head Gardener. Safety must always be a priority, which means that pedestrian areas (e.g. steps and paths) must be kept clear of hazards, be it ice, snow, moss, or overhanging plants. However, because so much of the work is weather and growing season dependant, many requests will have to be agreed with the Head Gardener for delivery at an appropriate time.

6. Call Out Procedures

It would be highly unlikely that Gardening staff would be called outside normal working hours. This would only be necessary where there was a very hazardous situation – e.g. storm-damaged trees or other natural disaster. In such circumstances, Gardening staff are to avoid putting themselves at risk, and the appropriate action may be to put a safety cordon in place.

APPENDIX 6

St Catharine's College

FINES AND CHARGES

HOUSEKEEPING CHARGES

Rooms and common areas must be handed back to the College in the same condition as at the beginning of the occupancy agreement. Below charges will be levied in the event these are vacated below the standard required.

Removal of left belongings	£50 / £100*
Removal of rubbish	£25 / £50*
Carpet cleaning	Up to £100 per room*
Room clean (if left in unsanitary state)	Up to £75*
Kitchen/gyp cleaning	£100
Redecoration required	£150 per room
Not vacating room on last day of occupation period	£50 + daily vacation rate per day

*the charge will be at the discretion of the Housekeeping Manager

CHARGES LEVIED FOR DAMAGED ITEMS

Condition of item	Contribution to replacement
Grade A - recently replaced or sourced: practically brand new	100%
Grade B - fairly new, very minor evidence of wear and tear	75%
Grade C - mid-life of item, wear and tear evident but serviceable and presentable	50%
Grade D - towards end-of-life, wear and tear evident, close to replacement	25%

The Maintenance Coordinator will grade the damaged item and/or will ask an independent contractor to provide a quotation for repair/replacement; the Head of Buildings and Maintenance's decision is final in the event of any dispute.

DEFAULT CHARGES

ADMINISTRATION	
Per day Any changes made to a requested arrival or departure date	£30
Late payment of a College bill if monies are not received within 14 days after the same shall have been due	£30
Late payment of a College bill if monies are still not received 28 days after the same shall have been due	£60 and student may be issued with a Notice to Quit
KEY CHARGES	
Lost key during term time (Payable in advance of receiving replacement key at the Porters Lodge) **	Charge variable subject to: cost of replacement key or fob, cost to cut key, administration time, including time to procure the item. Up to £100
Lost fob during term time (Payable in advance of receiving replacement fob at the Porters Lodge) **	
Unreturned key on day of departure at the end of term and/or occupation period	

**if you subsequently find the lost key or fob please note no refund will be offered since the cost to replace will have already been incurred