



FITZWILLIAM COLLEGE
UNIVERSITY OF CAMBRIDGE

Student Accommodation Handbook

October 2016

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1. ROOMS

1.1. College Accommodation and number of rooms in College houses

1.1.1 As at the beginning of October 2015, Fitzwilliam College provides 357 rooms on site and 74 rooms in College houses for undergraduates, and 41 rooms on site and 148 rooms in College houses for postgraduates. Since 15 of the graduate rooms are for couples, this gives the potential to accommodate a maximum of 204 graduate students. A full list of all rooms is given in Appendix 1.

1.1.2 The College has three rooms which have been specially adapted for disabled students.

1.1.3 All Fitzwilliam College rooms should contain:

- Bed and mattress protector
- Desk, desk chair and desk light
- Wardrobe
- Bookcase
- Radiator
- Waste bin
- Curtains/blinds

A complete inventory for each specific room will be supplied when a student first signs for the keys to a room. This should be completed and returned to the Housekeeping and Accommodation office within seven days. Please note any faults (burns, scratches etc) on this inventory since it will be checked again on vacating, and you may be charged for any non-recorded faults.

1.2. Allocation

Please use the following link for information on the room allocation procedure:

<http://www.fitz.cam.ac.uk/college-life/accommodation>

1.3. Rents

Please use the following link for information on room rents

<http://www.fitz.cam.ac.uk/college-life/accommodation>

1.4. Payment Terms

Please see Appendix 7.

1.5. Termly Rental Periods

Please see Appendix 7.

1.6. Insurance

For information about insurance details please use the following link:

<http://www.fitz.cam.ac.uk/college-life/accommodation/personal-posessions-insurance>

1.7 Disability

Please use the following link:

<http://www.fitz.cam.ac.uk/college-life/welfare/disability>

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 case of dire emergency, dial 999 and then **immediately** notify the Porters' Lodge that a 999 call has been made.

2.2. First Aid Provision

There are First aid boxes in the Porters' Lodge, Catering, Housekeeping and Maintenance departments. These first aid boxes are for use by trained First Aiders only. A list of First Aiders is displayed on the Gatehouse Porters Lodge notice board. If you are unsure, please contact the duty Porter. There are also first aid boxes in the kitchens of all outside properties for emergency use.

2.3. Emergency Contacts

A list of qualified First Aiders, and their contact numbers, is attached to each box and is also held by the Porters. **All Full Time Porters are qualified First Aiders.** The College Nurse is able to give any necessary treatment during her surgery hours.

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 elsewhere, either by the College Nurse 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. Accident forms are available from the Porters' Lodge.

3. FIRE SAFETY

3.1. Fire Drills

The Head Porter is responsible for arranging fire drills for each staircase and a log is kept of all drills. In addition, the Housekeeping Outside Property Supervisor will undertake periodic fire drills. Generally, drills arranged by the Porters 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, no incense sticks, oil lamps and the like – while the College also has a number of procedures to ensure that risks are minimised. All accommodation has a weekly alarm test during a designated period and a notice will be at the entrance of each staircase informing of the regular day and time that it will take place. This does not negate all occupants' duty to maintain correct fire safety procedures (fire extinguishers in place, fire doors correctly closed and no naked flames etc.).

3.3. Detection and Alarm

All accommodation on the main Fitzwilliam College site is equipped with automated fire detection and alarm equipment. This is a hard-wired system, 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. Each area of College accommodation has been surveyed, and details are kept in the Porters' Lodge covering the following topics:

3.4.1 Fire risk assessments

3.4.2 Emergency plan: actions to be taken in the event of a fire (general and specific to property).

3.5. Smoking Policy

The College recognises that smoking, vaping and the use of e-cigarettes causes a hazard to the 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, contractors or members of the public to smoke, vape or use e-cigarettes on any part of its premises, other than in Designated Smoking Areas (see 3.5.2).

- 3.5.1** College premises include all buildings on the site, and other College premises such as undergraduate and graduate houses, the boathouse and the sports pavilion.
- 3.5.2** Anyone wishing to smoke may do so in the Designated Smoking Areas. These areas are in the Storey's Way and Huntingdon Road Car Parks. In College properties off site, smoking may only take place in the garden areas to the rear of the properties.
- 3.5.3** You are discouraged from smoking because of the risk to your health, and to the health of others.
- 3.5.4** This policy will be communicated to Fresher's by the Tutorial and Admissions Staff on their arrival. You are required to advise your guests of this College policy, and ensure that it is followed.
- 3.5.5** The Domestic Bursar 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 supplied to all College rooms between 1st October and 1st May each year. These dates may be adjusted in response to weather conditions. Heating systems will be turned on at 6 a.m. and turned off at 10.30 pm each day. Occupants are encouraged to help to save energy and cost by keeping windows closed in cold weather, and using radiator thermostatic settings sensibly.

4.2. Appliances

If you need assistance in operating any of the appliances, please consult the Housekeeping and Accommodation office (email: housekeeping.office@fitz.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 periods of residency; as far as possible, this will be planned so as 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 annually. Students are responsible for the electrical safety of all personally owned, mains powered electrical equipment, and all such equipment must display a current PAT sticker.

4.5. Water Supplies

All cold water taps may be used for drinking water.

4.6. Waste Water

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

4.7. Water Hygiene

Risk assessments and monitoring of water in all areas of the College is carried out in line with Health and Safety Executive Policy. Testing for Legionnaire's Disease is carried out by outside specialists every three months. All showerheads are de-scaled quarterly.

4.8. Lighting

Suitable lighting is provided in all rooms, and externally around the College site. If a bulb fails, and you cannot change it yourself (replacement bulbs are available from the Porters' lodge), you should report it on the online maintenance helpdesk system on:

<https://help.fitz.cam.ac.uk>

Whenever practicable, all light bulbs will be low-energy, long-life bulbs.

4.9. Permitted Appliances

Electrical appliances with low to medium current consumption (e.g. radios, CD players, hairdryers, and electric razors) may be used but other appliances with heavier consumption (e.g. electric fires, electric fan heaters, microwave ovens) are **strictly** forbidden; note the ban on fridges in section 6.2. Also electric clothes driers, fairy lights, humidifiers, electric deep fat fryers and electric plug-in air fresheners are not to be used in college. **The safety of any privately owned electrical appliance is the responsibility of its user and you must remember to turn off after use eg: hair straighteners, which can become a fire hazard if left on.** Kettles, toasters, coffee machines and any cooking appliances eg: rice cookers, microwaves, sandwich makers, slow cookers etc and irons, must only be used in Gyp rooms and not student bedrooms. Students found mis-using electrical appliances or using cooking appliances in their rooms will be fined.

We make every effort to provide sufficient power outlets for your use. In the event that more sockets are required a **single** 4-way floating socket may be used (with mains cut-off switch); Socket adaptors (normally 2 or 3 way) are not to be used under any circumstances. It is in the interest of everyone's safety that these rules are strictly observed. The Maintenance Manager shall disconnect items that he considers to be electrically unsafe or are being used in an unsafe way. The Maintenance Manager's decisions on safety grounds are not subject to question.

4.10. The College Network

All College rooms have facilities that enable residents to connect their computers to the Cambridge University Data Network (CUDN). These can be access via a wireless connection (using eduroam) or a wired Ethernet connection. This gives access to a number of facilities including the internet and email. Use and maintenance of any device connected via the College network is at your own risk and carries a responsibility to abide by the College and University rules and regulations. There is an allowance for a certain amount of free network traffic, after which all traffic used is charged for. For more information please see the IT Office website: <https://www.fitz.cam.ac.uk/computing>.

4.11. Computing Support

Students have access to support for their IT-based facilities via the Fitzwilliam College IT Office and the University Information Service Helpdesk. The IT Office Helpdesk can be accessed at: <https://help.fitz.cam.ac.uk>

4.12. Televisions

It is your responsibility to obtain a TV licence for any television or computer capable of receiving television that is brought into College. Your home licence 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. Both the JCR (Junior Common Room) and the MCR (Middle Common Room) have big TVs with digital satellite, Sky Sports etc. You need a TV Licence if you watch or record programmes "live". That means watching or recording at the same time as they're being broadcast, or distributed to the public in any way. There are new regulations regarding viewing on BBC iPlayer, please refer to the TV Licensing website for details.

5. SECURITY

5.1. Room Keys

Please see the College Regulations.

5.2. Building and Room Security

The College has installed proximity access locks on all access and egress point to the College site to provide a greater degree of security for residents and possessions. Students re strongly advised to lock the door of their rooms, and close and secure the windows whenever they go out, however briefly. Giving your University Card to a third party could negate your insurance, and could make you liable for losses sustained by others.

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)

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

5.4.1 Initial Prevention

Access to the College is controlled by means of the Porters and the access control system (Gatehouse Porters lodge entrance is open 6.00am-9.00pm), backed up by staff vigilance and CCTV monitoring. Please ensure that all College House external doors are closed and locked. Each person is responsible for his/her individual room. Unknown persons should be questioned as to their presence inside buildings. Rubbish bins (wastepaper/skips etc) are located away from inhabited buildings, and regularly emptied and inspected by Housekeeping staff.

5.4.2 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. The public areas – Library, Chapel, and Auditorium etc will be checked by Housekeepers. 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.

5.4.3 Specific threat

At this level we would have had information that the College or a particular staircase or building has been targeted. In the unlikely event of a specific threat being made, the building or area concerned should be evacuated immediately by sounding the fire alarm. A full investigation will then be carried out by bomb disposal experts. 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 positioned to capture views of the perimeter of College, the main entrance and certain strategic areas. The live pictures are viewed 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 (available from the Domestic Bursar, 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

Cooking is not allowed in bedrooms in College or its Houses because of hazards to personal and group safety, and the risk of damage to furnishings and fittings. Hot drinks and snacks may be prepared in the gyp room/kitchen located on each staircase and in each house, provided that it does not cause nuisance to others and you clean up promptly after yourself. Housekeepers are not required to clear up the gyp room/ kitchen. The facilities provided for your use are intended for modest catering. The Stretton room is available for hosting private Dinner Parties of up to 12, and can be booked for any night of the week. Functions must end by 23:00, except on Fridays and Saturdays, where they must end by 00:00. Please note that 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

The College operates in line with stringent Food Safety legislation and guidelines. If you wish to discuss food safety issues, please arrange to see the Catering Manager. All gyp rooms have 1 storage cupboard for each person who may be using the area. Any cases of theft will be dealt with severely. Students are not allowed to bring refrigerators or freezers onto College premises without first gaining permission from their Tutor. An application form for this permission can be requested from the Tutorial Office. This permission will be only granted on medical/religious grounds. The refrigerator must comply with current Health & Safety legislation and may only be kept in the student's bedroom during his or her periods of residence. Failure to remove the fridge at the end of the academic year will result in a fine of £100.

6.3. Bathroom, Toilet and Shower Areas

Communal bathrooms and toilets are cleaned on a daily basis Monday-Friday. Any problems with facilities (blocked drains, leaking taps etc.) should be reported to the Maintenance Department, via the online maintenance helpdesk system:

<https://services.fitz.cam.ac.uk>

6.4. En-suite facilities

Housekeepers must be allowed access to clean en-suite bathrooms at least once a week. A room and bathroom cleaning rota will be clearly published in each staircase/house.

6.5. Furnishing Quality

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

The occupants of all College rooms and College Houses are held personally responsible for any damage to the furniture and decorations of their rooms, excluding reasonable wear and tear. Much chargeable damage has been done in the past by the hanging of pictures with pins, Blue-tack or other fixatives to walls and woodwork, and it is essential that the Housekeeping Manager's approval is obtained before anything is fixed to walls or woodwork. The use of **all** forms of adhesive, including Sellotape, Blue-tack and its equivalent is forbidden. Those who mark walls by using unauthorised adhesives may be charged for the redecoration (£50 per wall or £200 per room).

Materials such as posters, notices, flags, lights etc., must not be displayed in any window. Such material should be affixed only to the notice boards provided for such publicity purposes (and must be removed at the end of each term). Any damage to walls or doors will be charged to the Junior Member concerned as detailed above.

6.5.2 Inspection/Damages

Rooms are inspected during each Easter Term, and whenever the occupancy of a room changes, with a view to repairing any damage during the Long Vacation (if it can wait until then). You will receive an inventory when you collect your room key at the start of your occupancy and to avoid any dispute as to possible liability, this should be completed and returned to the Housekeeping and Accommodation office within seven days. It is your responsibility to note any defects in the room or its furnishings upon taking occupancy in your room, otherwise you may be charged. Each resident should bear in mind that they are one of a series of occupants of main rooms and while the College has a continuing programme of room redecoration and refurbishment, any extra expense caused by damage can only limit the extent of this programme.

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 online maintenance helpdesk:

<https://services.fitz.cam.ac.uk>

Repairs are normally undertaken and completed during normal working hours (Monday-Friday 08.30 – 16.30), but emergency cover is available 24 hours a day for major faults. There is a Service Level Agreement in place defining anticipated repair times (see Appendix 3).

6.5.4 Furniture

The range of furniture provided in each room is detailed in section 1.1.3, and you are **not** permitted to bring or remove additional major furniture items into College (e.g. beds, armchairs, sofas etc). In a single occupancy room, you are not allowed to replace a single bed with a double bed, or to keep a second single bed. You are expected to supply bed linen, blankets, duvets and pillows. If needed, bed linen can be hired for a termly charge by informing the Housekeeping and Accommodation Office before coming into residence. Please note that crockery and cutlery is not provided. In the interests of safety, it is essential to observe the conditions about electrical appliances mentioned in sections 4.4 and 4.9, for those who come from overseas it is stressed that all electrical appliances must be safely adapted for 220-240 volts AC. Also, for safety reasons you are not allowed to bring rugs into your room or communal areas, as these are potential trip hazards.

6.6. Cleaning

6.6.1 The Housekeepers are responsible for cleaning bedrooms and communal service areas within College; they come in regularly each morning for this purpose. Bins will be emptied when left outside your room, and your room will be cleaned thoroughly at least once a week (except on weekends, Bank Holidays, and during periods when the College is closed) according to a defined rota, displayed in each staircase. These services are all included in the weekly rent. It is your responsibility to ensure that Housekeepers have regular access to your room and that your room is kept in a reasonably tidy state to enable them to do their job properly. In addition, you must not damage or leave in a dirty or untidy state any other part of the building of which your room is part (e.g. Gyp rooms, hallways, and landings). Storage of items on a ledge or external face of a building is forbidden, as is storage of items on a corridor.

6.6.2 The Housekeeping Manager checks cleaning and maintenance in rooms at regular intervals, and will deliver the service in accordance with the Service Level Agreement (see 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/illness, or a lack of materials).

6.6.3 The College may need to send in people to make repairs etc to your room, this will normally only be done at reasonable times, and giving reasonable advance notice, of at least 24 hours, if at all possible. However, the College reserves the right to enter the accommodation at all reasonable times to inspect, carry out any necessary works and to show others round the property (e.g. builders, architects etc); this may be with only minimal notice, or without notice, as appropriate, in any case of emergency.

6.7. Laundry facilities

Token-operated washing machines and dryers are available in the main College Laundry, at Oxford Road sports ground, Glisson Road and 138 Huntingdon Road for use by its members. Tokens may be purchased from the Porters' Lodge or the Buttery. Items of clothing should not be left unattended, and the College will not accept any responsibility for loss of personal laundry. Any equipment malfunction should be notified directly to the owner of the equipment as described by the signage in each area. There is an iron and ironing board for use in the laundry room, irons may not be used in student rooms.

6.8. Energy

You are asked to be energy-conscious and switch off lights and any appliances, including computers, when leaving your rooms. For more information, please see the College's Environmental Policy (see Section 8 and Appendix 6).

6.9. Post/Mail

Each student, whether resident in College, a College House or living out, will be allocated a pigeonhole in the Gatehouse Foyer area. The Porters will place all mail which is personally addressed in the pigeonholes. Other larger pieces of mail will be indicated by a parcel slip left in the relevant pigeon hole and kept in the Lodge for collection. Only the Porters and members of Fitzwilliam College may place mail in pigeonholes. When students leave the College, letters addressed to them at the College or individual houses will be forwarded to their last recorded address, for a period of 3 months.

6.10 Storage

Overseas students may use the international storage facilities during the vacation periods. All items must be removed at the beginning of the following Term. Please note that all items are left at the individual's own risk and that the College is unable to accept responsibility for lost goods. Limited storage spaces for suitcases are available on some corridors arranged via the Porters Lodge. Any property not removed from storage within the specified time period will be disposed of and the College will accept no liability for any loss.

6.11 Accommodation for Conference use

College rooms may be used by other occupants during the vacation, the wardrobe must be left empty. All students' belongings which are left in their room must be placed in the lockable cupboard if provided.

7. MAINTENANCE AND REPAIR REGIMES

7.1. Organisation

Maintenance and repair of Fitzwilliam College property is undertaken by a variety of means. The maintenance team are available for routine and emergency maintenance work. However, some regular repair work is sub-contracted (e.g. boiler servicing), as is most periodic testing (e.g. emergency lighting, fire alarm and Legionnaire's testing, lift and winch tests, lightning conductor tests etc). Finally, specialist contractors may be brought in to undertake more major works, such as refurbishment of rooms, staircases and houses. Required maintenance work can be requested via the online helpdesk system, using the following link:

<https://services.fitz.cam.ac.uk>

7.2. Approved Contractors

If you are unsure as to the identity of anyone arriving to undertake work, check their details with the Maintenance Manager or in their absence the Porters' Lodge before allowing them to enter.

7.3. 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 parts – the person who placed the request will be advised of a revised estimated time for completion.

7.4. Construction Quality

Records for all of the buildings are kept by the Maintenance Manager. The Clerk of Works/Maintenance Manager 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 directives.

7.5. 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, while 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.

7.6. Litter Clearance

All College members are responsible for maintaining the cleanliness of the College buildings and the College site, and should ensure that their waste and that of their guests is disposed of correctly. External litter bins and recycling points are positioned around the college site, and are regularly emptied by Housekeepers (see Section 8.3).

7.7. Snow and Ice Clearance Policies

The College Snow Clearance Policy is defined as part of the Gardening 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 roadways or steps, or making and using snowballs containing gravel from the paths should be avoided.

8. ENVIRONMENTAL QUALITY

8.1. Energy Efficiency

An energy efficiency survey by the Government's Carbon Trust has been undertaken and the results are held in the Domestic Bursar's Office. Importantly it notes that the major waste and contributor to both local costs and global warming is caused by individuals being careless in their behaviour: leaving lights on in unoccupied rooms; opening windows rather than turning down heating; turning heating up rather than dressing slightly more warmly. The College Environmental Committee is proactively working at ways of reducing environmental impact which will require greater participation from occupants to reduce energy use.

8.2. Refuse collection

Housekeepers will clear waste bins on a daily basis. Collections of sanitary waste will be made on a monthly basis.

8.3. Recycling

8.3.1 The Environment and College Recycling Facilities

The College actively seeks to enhance the environment through a positive approach to health and safety by control of pollution and care for the environment, and will meet its obligations under the Environmental Protection Act. The potential for pollution from our activities is assessed and either eliminated or controlled so far as is reasonably practicable.

8.3.2 As part of the College's environmental policy 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 situated in all four courts.

- Paper: Bins are provided (for paper, newspapers, magazines – **not** cardboard) in the Library, Computer Rooms, Tutorial and Admissions Office, and the Bursarial Administration Offices.
- Toner Cartridges: There is a disposal point for old printer and toner cartridges outside of the IT office at the bottom of the Walker staircase.
- Clinical Waste: Please contact the Housekeeping and Accommodation Office for further details.
- External Houses: All College houses are now serviced by Cambridge City Council with recycling facilities. These require residents to be correct in their segregation of recyclable waste, since 'contamination' eg food waste in paper/cardboard recycling will result in that waste not being taken away. Since 2007, Cambridge City Council has imposed fines for contaminated waste, and these will be passed to College House occupants concerned. Please see <https://www.cambridge.gov.uk/bins-rubbish-and-recycling> for more information

about recycling facilities in your area.

[Please note that this is an external website and the college cannot accept any responsibility for its contents.]

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 graduates). 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 must be sought before bringing a car to Cambridge, see the College Regulations.

9.2. Bicycles

9.2.1 All student bicycles must be marked with the distinguishing letters of the College and with a personal number which will be allocated by the Porters. 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. Unregistered bicycles are liable to be removed from college property and disposed of.

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

9.3. Park and Ride

You should advise your guests that there are five park and ride sites in Cambridge, which operate Monday to Saturday. Two of the sites, Madingley Road and Newmarket Road, also operate on a Sunday between 9 a.m. and 6 p.m. All the sites are staffed during opening hours. The Madingley stop (on request) is closest to the College.

10. GOOD NEIGHBOUR POLICY

Students will be 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 (Fitzwilliam College) and the licensee (each student) is detailed in the Student Residential Contract (see Appendix 8 for an example agreement). Student accommodation is managed by the Accommodation Officer, who is located on the L staircase. The Accommodation Officer and the Bursary can provide information on the allocation and payment for this accommodation. In broad terms, the operation of this accommodation is shown below:

11.1.1 Application and Allocation

Further details are available from the College website:

<http://www.fitz.cam.ac.uk/college-life/accommodation>

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 the responsibility of the College Committee and the Governing Body.

11.1.3 Collection of Charges

Students are charged for their accommodation rent on a termly basis, in advance. Any charges for damages will be added to the bill for the current term, except where the student may be required to settle such bills immediately. Late payments attract an interest charge of 0.5% per week.

11.1.4 Damage Deposits

There is no accommodation specific deposit, but all students are required to pay a general College deposit, which may be used for a variety of purposes, including accommodation damage as required.

11.1.5 Termination/Cancellation of contracts

All tenants are required to stay for the period of the current contract.

11.1.6 Complaints

If a student has any complaints about the delivery of services in relation to accommodation, this should be raised with the Accommodation Officer or Domestic Bursar 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 Bursar and, failing agreement at this level, to the Complaints Officer, following the Complaints Procedure detailed in Appendix (9) of the College Regulations.

11.1.7 Inventories

These will be provided at the start of residency, usually the beginning of the Michaelmas Term (see section 6.5.2).

11.1.8 Access to Rooms

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

11.1.9 Defect Reporting

Please ensure that defects are reported via the online maintenance system.

11.1.10 Non-Residents/Guests

Rules regarding overnight guests can be found in Appendix 3 of the College Regulations. Please note that Junior Members are not permitted to sublet their rooms.

11.2 Additional conditions

Additional conditions may apply to certain College accommodation due to terms imposed by landlords on the College or under Planning Conditions and the College will notify occupiers accordingly.

12. COMMUNICATION BETWEEN THE COLLEGE AND STUDENTS

12.1. Advance Information

The Tutorial and Admissions Offices corresponds with all Freshers prior to their arrival in College and provide full details of the accommodation available as well as other aspects of life as a student in Cambridge. Further information may be found on the Fitzwilliam College website.

12.2. Induction briefing

All new students, both undergraduate and graduate, are given an induction briefing from senior College Officers, including the Domestic Bursar, his staff and external experts (e.g. local Police and Fire Services). This is part of the matriculation process.

12.3. Management structure and contact details

The Accommodation Handbook, the College Regulations and the JCR Fresher's Handbook are updated and published annually, for access by all students in College.

13. CONTRACTUAL RELATIONSHIP

13.1. Student Tenancy Contract

Every student living in College provided accommodation will be issued with a Residential Contract (Memorandum of Agreement) (See Appendix 8). 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. Note that, while every effort will be made to leave students in a specific room during each period of residence, 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 a resident is required to move to a higher grade of room, there will be no increase in the individual's rent; if they move to a lower grade of room there will be a reduction in their rent. The college will also give assistance in the actual move.

14. STUDENT SUPPORT

14.1. General

College provides a range of student support services, including health care, 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 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 Nurse and Doctors

The College employs a Nurse who holds a surgery each working day during Term at Murray Edwards College. In addition, all students should register with a local doctor or practice; note that, the Huntingdon Road Medical Practice which is very close to the College and external houses, and the majority of students register at.

14.3 Kaetsu Centre

The College employs a Counsellor who is based at the Kaetsu Centre, located between Fitzwilliam and Murray Edwards College.

15. STUDENT SATISFACTION

15.1. Student Complaints

Every attempt will be made to deal quickly and effectively with any complaints made about any matter of concern to students. Any minor concerns of a domestic nature which relate to accommodation faults or the non-functioning of other student facilities should be entered in the online Maintenance helpdesk system. Major domestic concerns should be referred to the Domestic Bursar (domestic.bursar@fitz.cam.ac.uk), while complaints about bills and other financial matters should be addressed directly to the College Accountant. 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 and Admissions Office or by email: senior.tutor@fitz.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 the College Regulations and the JCR Freshers' Information Handbook it has also registered with ANUK as abiding by its published Code of Practice. ANUK 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 those 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, Fitzwilliam 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 All the accommodation registered with ANUK (and given in Appendix 1) meets the standards and accords with the procedures set out in the Code.

16.3.2 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.

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

16.4. Schedule of Properties

The properties covered by the ANUK Code of Practice are listed in Appendix 1.

16.5 Complaints

If a student has any complaints about the delivery of services in relation to accommodation, this should be raised with the Accommodation Officer or the Domestic Bursar 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 Bursar 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). Please refer to Appendix 8 of the College Regulations for further detail.

APPENDIX 1

Schedule of Properties

SCHEDULE OF PROPERTIES (OUTSIDE)

Address	Number of bedrooms and room type
1 Glisson Road CAMBRIDGE CB1 2HA	22 Rooms All en-suite
1 Halifax Road CAMBRIDGE CB4 3QB	15 Rooms All en-suite 4 double flats
1 Benson Street CAMBRIDGE CB4 3QJ	6 Rooms 5 standard with wash basin, 1 en-suite
3 Benson Street CAMBRIDGE CB4 3QJ	6 Rooms 5 standard with wash basin, 1 en-suite
8 Huntingdon Road CAMBRIDGE CB3 0HH	9 Rooms All standard
92 Huntingdon Road CAMBRIDGE CB3 0HH	8 Rooms 7 standard, 1 room with shower & washbasin
94 Huntingdon Road CAMBRIDGE CB3 0HH	7 Rooms All standard
122 Huntingdon Road CAMBRIDGE CB3 0HL	6 Rooms All en-suite double flats
128 Huntingdon Road CAMBRIDGE CB3 0HL	9 Rooms 8 standard, 1 en-suite
138 Huntingdon Road CAMBRIDGE CB3 0HL	37 Rooms 30 standard with wash basin, 5 en-suite, 2 double flats
139 Huntingdon Road CAMBRIDGE CB3 0DQ	20 Rooms 15 ensuite, 3 with shower & wash basin, 2 standard with wash basin
18 Canterbury Street CAMBRIDGE CB4 3QF	4 Rooms 2 ensuite, 2 standard
82 Canterbury Street CAMBRIDGE CB4 3QE	7 Rooms 5 standard with wash basin, 1 en-suite, 1 double flat
4 Westfield Road CAMBRIDGE CB4 3YH	7 Rooms All en-suite
63 Windsor Road CAMBRIDGE CB4 3JL	6 Rooms 5 standard, 1 en-suite
75 Oxford Road CAMBRIDGE CB4 3PH	9 Rooms All standard
87 Oxford Road CAMBRIDGE CB4 3PH	4 Rooms All standard with wash basin
89 Oxford Road CAMBRIDGE CB4 3PH	5 Rooms All standard with wash basin
Red Cottage, 91a Oxford Road	3 Rooms All standard
8a Huntingdon Road	1 double flat
110 Huntingdon Road	7 Rooms All standard

112 Huntingdon Road	8 Rooms All standard
114 Huntingdon Road	7 Rooms All standard
124 Huntingdon Road	9 Rooms All standard with wash basin

SCHEDULE OF PROPERTIES (MAIN COLLEGE SITE)

Address	Number of bedroom
A Staircase Fitzwilliam College	20 Rooms with shared facilities 19 with shower and wash basin, 1 en-suite disabled room
B Staircase Fitzwilliam College	20 Rooms with shared facilities 19 with shower and wash basin, 1 en-suite disabled room
C Staircase Fitzwilliam College	21 Rooms with shared facilities All with shower and wash basin
E & F Staircase Fitzwilliam College	52 Rooms All with shower & wash basin and shared facilities
G Staircase Fitzwilliam College	11 Rooms All with shower & wash basin and shared facilities
H Staircase Fitzwilliam College	12 Rooms All standard with shared facilities
K Staircase Fitzwilliam College	8 Rooms 7 with shower & wash basin, 1 en-suite and shared facilities
L Staircase Fitzwilliam College	6 Rooms All standard with shared facilities
M & N Staircase Fitzwilliam College	48 Rooms All with shower & wash basin and shared facilities.
The Grove Fitzwilliam College	6 Rooms 5 standard with wash basin, 1 double flat
P Staircase Fitzwilliam College	16 Rooms All standard with wash basin and shared facilities
O Staircase Fitzwilliam College	3 Rooms All standard with shared facilities
Q, R, S & T Staircases Fitzwilliam College	86 Rooms All en-suite with shared kitchen facilities
U, V & W Staircase Fitzwilliam College	40 Rooms All en-suite with shared facilities
X & Y Staircase Fitzwilliam College	48 Rooms All en-suite with shared facilities, 2 disabled rooms

APPENDIX 2

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

IT IS YOUR RESPONSIBILITY - YOUR LIFE MAY DEPEND UPON IT

- 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.

IMPORTANT STUDENT NOTES

- Students must not cause smoke or fire whilst frying.
- Candles, oil lamps and the like are not permitted.
- Overnight Guests must be registered with the Porters Lodge.
- Students breaking College Fire regulations will be referred to the Dean.

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

Fitzwilliam 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

ANNEXES

Outline Cleaning schedules for student rooms, offices, Fellows rooms and flexible space rooms.

1. Period of Agreement

The agreement will commence on 1st October each year and terminate on 30th 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 day to day 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 (eg Library, Auditorium etc). In addition, Housekeeping staff are responsible for setting up public rooms for meetings of various types, entertainment and conferences. General movement and storage of furniture is also a responsibility of this department. During the vacations, the Accommodation and 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 (Fitzwilliam College Accommodation and Housekeeping Dept) and service client (Fitzwilliam College) will monitor and review performance on an ongoing basis meeting fortnightly to formally discuss Service Level Agreements with the Bursar, Domestic Bursar, JCR President and MCR President.

The quality of work by housekeeping staff will be scrutinised by the Accommodation and Housekeeping Manager, Deputy Manager and Supervisors and her supervisors; the Accommodation and Housekeeping Manager is responsible to the Domestic Bursar for the quality of service delivery. The Accommodation and Housekeeping Manager is to define a standardised method for assessing performance of individual Housekeepers' ability and standard of work, which will be reflected in annual performance/appraisal reviews with each individual; Appendix 1A details cleaning frequencies and activities.

In addition, because of the nature of the environment, there may be separate and less structured feedback from both students and conferences, which requires timely investigation and rectification. A Housekeeping and Accommodation working party meets termly to review the service provided and to provide feedback to student enquiries.

4. Disputes

Any dispute regarding any matter relating to the Service Level Agreement shall be referred to the Domestic Bursar. Any further disagreement shall be referred to the Bursar for appropriate action.

5. Response Times

Requests for cleaning assistance will originate in a number of ways; many will be from student members by means of the on-line Helpdesk system. 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. hazardous waste).

- Urgent cleaning tasks (which might require external assistance) should be resolved within two hours of notification.
- General cleaning tasks –should be handled within one working day.
- 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 dependant; it is essential that realistic response times are agreed with those requesting assistance.

The SLA will be met if 90% of requests in each and every category are completed within the requisite timescale. The Domestic Manager is responsible for providing compliance data to the Domestic Bursar on a regular basis.

6. Liaison

Requests for general cleaning or replacement furnishings should be raised by e-mail to housekeeping.office@fitz.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 Domestic Bursar to ensure that requests meet College policies, and any major problems should also be referred to them for resolution.

7. Call -out Procedures

It will be very rare that Housekeeping staff will need to be called out, and ‘first call’ response out-of-hours will be effected by the Duty Porters.

APPENDIX 3A

STUDENT BEDROOM & PUBLIC AREA CLEANING SCHEDULE

CLEANING ARRANGEMENTS

Gyp rooms, shared bathrooms, toilets and showers are cleaned Monday to Friday, bedrooms once a week. The housekeeper on your staircase will inform you of the day that your room will be cleaned. If you would like your bin emptied daily, leave it outside your bedroom door. Otherwise it will be emptied once a week. Please ensure any broken glass is kept separate and notify the cleaner.

LINEN

Students are responsible for their own linen. They must either supply their own or use the Linen Hire Service as provided by the Housekeeping Department for students at a cost of £23.00 per term. College linen may be exchanged between 8.30am and 11am Monday to Friday from the Linen Room on K staircase. Camp Beds can also be hired from the Housekeeping and Accommodation Office.

QUERIES/COMPLAINTS

If you have a query or complaint, please speak first to the Housekeeper on your staircase. If she is unable to answer your query, or if you are not satisfied, please come to see the Housekeeping and Accommodation Office.

APPENDIX 4

Fitzwilliam 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 1st October each year and terminate on 30th 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 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 (Fitzwilliam College Maintenance Department) and service client (Fitzwilliam College) will monitor and review performance on an ongoing basis meeting fortnightly to formally discuss Service Level Agreements with the Bursar, Domestic Bursar, JCR President and MCR President.

A selection (normally 5%) of completed jobs, picked at random, or at the request of a client from completed job requests, will be post-inspected by the Domestic Bursar, Maintenance Manager or their Deputy. The inspection will check that the job is complete, within the required timescale, that the quality of workmanship is satisfactory and that materials used are reasonable, and it will be recorded on an Inspection Form. Note that this will require access to student rooms after the work has been carried out.

A further random selection may be checked by the Bursar or Domestic Bursar should a large number of complaints be received in any period; a résumé of all the results will be provided to the annual SLA meeting.

4. Disputes

In the event of a dispute regarding any matter relating to the Service Level Agreement, this shall be referred to the Domestic Bursar. Any further disagreement shall be referred to the Bursar for appropriate action.

5. Response Times

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

- Type 1- Vital Repairs - within 3 hours
- Type 2- Urgent Repairs - within 48 hours
- Type 3- Routine Repairs - within 5 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 (ie 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.

6. Liaison

Maintenance requests for Type 2, 3 and 4 repairs should be raised electronically or on a form available from the Porters' Lodge. 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 by email 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 Manager immediately (in person or by phone) during normal working hours. Out of working hours, or if the Maintenance Manager is not available, the Porters' Lodge should be contacted, for them to contact the Domestic Bursar or Bursar.

7. Call-out Procedures

The Maintenance Manager will inform the Porter's Lodge who will be available for callout in their absence.

APPENDIX 5

Fitzwilliam College SERVICE LEVEL AGREEMENT (Gardening Department)

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 1st October each year and terminate on 30th 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 Fitzwilliam 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 Fitzwilliam College Sports Field.

3. Monitoring & Reviewing

The service provider (Fitzwilliam College Gardening Department) and service client (Fitzwilliam College) will monitor and review performance on an ongoing basis meeting fortnightly to formally discuss Service Level Agreements with the Bursar, Domestic Bursar, JCR President and MCR President. In addition, guidance will be given by the Estates Committee, who should be consulted prior to any major planting or changes.

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 & Conference Office will provide details of areas/times to be avoided).

Specific requirements include:

- Lawns are to be mowed and edged in accordance with seasonal demands with the cutting height maintained between 20mm and 70mm in general.
- Lawns are to be fertilised, moving towards the sole use of suitable, environmentally-friendly products, and scarified as required. Fungal infection is to be treated where possible, keeping the lawn well fed and watered so that the overall 'greening' effect will mask any rings.
- Leaves and other organic waste material are to be removed from paths and lawns twice per week.
- Other than sufficient to maintain mulching requirements; all organic waste material must be disposed of outside the College Site.

- Flower beds and other displays are to be maintained as a visual spectacle throughout the main growing season, kept watered and free from weeds. All beds must be regularly fertilised, moving towards the sole use of suitable, environmentally-friendly products.
- Hedges are to be pruned or clipped at regular intervals to maintain a neat shape and to keep growth away from pedestrians. Hedges are not to be allowed to shield entrances or impinge upon paths.
- Trees are to be regularly inspected and maintained; normally such maintenance will be undertaken by external contractors at the request of the Head Gardener.
- Gravel paths are to be repaired. Where surfaces are stabilised to assist wheelchair movement, these are to be treated appropriately to maintain their efficiency; repairs to such surfaces are the responsibility of the Maintenance Department.
- All paths, external steps and principle vehicle routes must be kept clear of snow and ice; suitable products will be stocked to effect such clearance (see the Ice and Snow clearance policy below).
- Machinery is to be inspected regularly, maintained in accordance with manufacturers' instructions, and only operated by trained individuals. Records of training are to be maintained by the Head Gardener.
- All tools are to be maintained and correct for their tasks. Any damaged tools are to be repaired or replaced in accordance with College Health & Safety regulations.
- The Gardeners' greenhouses are to be operated to maintain a supply of plants for use in the College and external College properties.
- Planters are to be maintained to maximum effect.

4. Disputes

In the event of a dispute regarding any matter relating to the Service Level Agreement, this shall be referred to the Domestic Bursar who may call upon the Estates Committee or other expert for advice. Any further disagreement shall be referred to the Bursar for appropriate action.

5. 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. 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 Storeys Way entrance.
- Within 1 hour. Main entrance, steps to North 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.
- As requested. Other areas of the site prioritised as appropriate.

6. 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 (eg 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 and Domestic Bursar for delivery at an appropriate time. Unless there has to be an escalation of urgency, clients should assume that the request will be undertaken within that timescale. If the Gardening Department find that they are unable to meet a timescale because of a conflict of tasks, the Head Gardener must advise the client by email 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.

7. 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

Fitzwilliam College SERVICE LEVEL AGREEMENT (Porters' Lodge)

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 1st October each year and terminate on 30th 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 day to day Reception, telephone switchboard, mail distribution and Security of the College and associated outbuildings.

In addition to the above, the Porters' Lodge will also provide a First Aid response within the College and be responsible for the upkeep of installed First Aid boxes in the College and associated outbuildings. The Lodge will also undertake appropriate testing to meet Health & Safety, Fire and Environmental requirements. These tests, and any associated remedial action, will be undertaken as scheduled tasks within statutory deadlines.

Testing of College fire alarms will be conducted in such a way so as to minimise the disturbance to College users, particularly during Conferences and exam periods.

The Porters' Lodge will be responsible for the Health & Safety and Fire risk assessments for all College properties.

Additionally, the Lodge acts as a single point of contact for any 'out of hours' requests that fall within the remit of other College Departments

3. Monitoring & Reviewing

The service provider (Fitzwilliam College Porters) and service client (Fitzwilliam College) will monitor and review performance on an ongoing basis meeting fortnightly to formally discuss Service Level Agreements with the Bursar, Domestic Bursar, JCR President and MCR President. The quality of service provided by the Porters will be monitored and reviewed by the Head Porter and/or Deputy Head Porter. Where any perceived shortfall in service is recognised, it should be brought to the attention of the Head Porter or Deputy as soon as possible.

4. Disputes

In the event of a dispute regarding any matter relating to the Service Level Agreement, should, in the first instance be referred to the Head Porter, or nominated Deputy. He/she will then take the appropriate action and respond. In the event of the dispute not being satisfactorily resolved it shall then be referred to the Domestic Bursar. Any further disagreement shall be referred to the Bursar for appropriate action.

5. Response Times

The Porters' Lodge is staffed 24 hours a day, seven days a week and normally, queries and/or issues can be resolved within an almost immediate timescale.

Where this is not possible, an initial response will be made by the Head Porter or nominated Deputy within 24 hours, Monday to Friday, or by the end of the next working day for issues raised on a Saturday or Sunday.

Given the varied nature of the services provided by Fitzwilliam College, it is impossible to allocate a prescriptive schedule for responses. However, the above will be the minimum standard that this SLA will provide and the Porters' Lodge will always endeavour to resolve issues as soon as possible after being made aware of them.

6. Liaison

Enquiries to the Lodge may be made in person, or via telephone (01223 332000)

7. Call Out Procedures

The Lodge is permanently staffed and therefore, no call out procedure exists for Porters. However, the Porters' Lodge would normally be the initial point of contact to initiate a call out for any other department.

APPENDIX 7

ENVIRONMENTAL ISSUES

Approved and adopted by the Governing Body, 07 May 2008

In achieving excellence in teaching and research, Fitzwilliam College aims to manage its activities, buildings and estates to promote environmental sustainability, to conserve and enhance natural resources and to prevent environmental pollution to bring about a continual improvement in its environmental performance. Fitzwilliam College will comply fully with environmental legislation and officially approved codes of practice, and will make continued efforts to function all year round in a manner which minimises its harmful environmental impact. To this end it will, subject to financial constraints:

- 1) Maximise the proportion of waste that is recycled & minimise the quantity of non-recyclable refuse.
- 2) Reduce energy consumption, especially of energy derived from fossil fuels, in all College property.
- 3) Ensure that improvements, purchases and developments are environmentally sound.
- 4) Minimise the use of unsustainable transport by its staff and students.
- 5) Minimise consumption of water.
- 6) Minimise the use of chemical pollutants both in College by students and staff, and in College grounds by gardeners.
- 7) Ensure that the Environmental Policy is enacted, enforced and reviewed.

Appendix 8

RENTAL AGREEMENTS

1. Occupancy

- (a) Room allocation during the Residence Period is the responsibility of the Senior Tutor and first year undergraduates must occupy accommodation allocated by the Senior Tutor.
- (b) Junior Members wishing to change rooms will incur an administrative charge of £10. Changes to rooms are only possible during Easter Term in exceptional circumstances.
- (c) The Senior Tutor may require an undergraduate to vacate a room with immediate effect if College Regulations relating to residence or rooms are not observed.
- (d) Rooms must be vacated by 9.00am on the day of departure, whether the student's own permanent room or a temporary room allocated outside the Residence period (in which case the student will be notified in advance of the date to return to the permanent room). Breach of this Regulation will incur an automatic fine equivalent to the daily room rent at conference rates.

2. Rental Agreement definitions

Agreement A – Termly residence

- Available for Undergraduates only.
- Covers the residence period¹ of the Michaelmas, Lent and Easter terms.
- In the case of graduands the agreement will be extended to the date of general admission (additional cost will apply for this extension).

Agreement B – Easter vacation residence

- Available for Undergraduates only.
- Covers the Residence Period of Michaelmas term, and the period from the beginning of the residence period of Lent term to the end of the residence period of the Easter term.
- In the case of graduands the agreement will be extended to the date of general admission (additional cost will apply for this extension).

Agreement C – Full residence

- Available for Undergraduates only.
- Runs from the beginning of the Residence Period of the Michaelmas Term to the end of the Residence Period of the Easter term.
- In the case of graduands the agreement will be extended to the date of general admission (additional cost will apply for this extension).

Agreement D – 39 weeks

- Available for Graduates only
- Runs for 39 weeks commencing at the beginning of the Residence Period of the Michaelmas term.
- Students who have not yet graduated, may elect to extend their contract into the Long

¹ The College Residence Period runs for 10 weeks in the Michaelmas and Lent Terms and 9 weeks in the Easter Term. It commences on the Saturday before the beginning of Full Term and finished on the Friday (inclusive) following the end of Full Term.

Vacation, and will be charged at the same daily rate, according to the period of the extension. During the Long Vacation period, two weeks notice of vacating the room must be given in writing by the student.

- Students may be required to vacate their room for short periods to allow for maintenance work to be undertaken.

For the purpose of rental agreements, Clinical Veterinary students are treated as undergraduates (though with contracts A and B available only for graduate rooms on the main College site). Clinical medics are treated as graduates for this purpose and are therefore restricted to Agreement D.

3. Rent

The following is subject to the provisions of any written agreement between the College and a student, which shall take precedence:

- (a) Students will be guaranteed use of their own room throughout their rental agreement period. Outside that period students will be required to vacate their room which will be available for College use.
- (b) Students wishing to stay up outside their contract period will pay 50% of conference rate for the allocated room if booked in advance (in accordance with procedures).
- (c) Students who stay up outside their contract period without prior booking will pay full conference rate for the allocated room. For this purpose, the conference rates for rooms in outside houses will be deemed to be the same as the rate for an equivalent room in College.
- (d) Undergraduate students wishing to stay in College accommodation during the Long Vacation for bona fide academic, pastoral or career reasons which have the support of the Tutors may do so at the normal student rental for the room.
- (e) A student who leaves a room in any state that prevents its use by another occupant will be charged rent for the room at the Conference Room rate until the situation is corrected by the student or College staff; if by the latter, the student will be charged for the time involved.
- (f) In signing for a room, Junior Members are accepting liability for the rent for the relevant parts of the whole academic year concerned. Junior Members wishing to vacate College accommodation must inform the Senior Tutor of their intention to move before the division of term immediately preceding the term in which they wish to vacate. Failure to give such notice will result in responsibility for the rent of the room for the following term.

4. Procedures for Out of Term Accommodation (undergraduates only)

- (a) The **Request for Out of Term Accommodation (ROTA)** form will be electronically distributed to all students who do not have agreements which entitle them to vacation residence, at the beginning of the 5th week of term and will be required to be completed and returned by the end of the 7th week of term.
- (b) Changes may be made to the submitted out of term booking dates by email to the Accommodation and Housekeeping department with one week's notice before the departure or return date.

(c) The early return of this form is essential to enable the Housekeeping and Accommodation department to plan and prepare for the change of use of rooms at the end of the residence period. For this reason, penalties will apply for failure to complete and return the form by the required deadline (see 'e' below.).

(d) It will be presumed that students who fail to complete or return the ROTA in accordance with the deadline will be keeping to the residence dates, and those rooms are available for reallocation during the vacation.

(e) Penalties

(i) Failure to complete or return the **ROTA** by the end of the 7th week of full term will incur an administration charge of £30, increasing by £5 per day until the end of the residence period.

(ii) Changes made with less than one week's notice before the booked late departure or early return date will incur an administration charge of £30.00.

(iii) If a student fails to vacate their room in accordance with the **ROTA** procedures they will be expected to move to another room and will pay conference rate for that room.

(f) Billing

(i) Students will be charged for the full period booked regardless of actual occupation.

(ii) Accommodation charges for out of Term accommodation will be processed in the following term's accounts.

5. Undergraduate Vacation Rent Allowance Scheme

(a) All undergraduates in receipt of a College Maintenance Bursary will be eligible for a Vacation Rent Allowance of £10 per night for residence in the College outside the standard 29 week residence period, up to an annual total of 14 nights. This Allowance is available to undergraduates in all years and on all forms of rent agreement.

(b) The key decision point on eligibility for financial support from the College is the Maintenance Bursary round. Undergraduates (both home and overseas) in financial need should apply for other available support (eg Cambridge Bursary) in the Michaelmas Term and then apply for a College Maintenance Bursary in Lent Term each year. The Vacation Rent Allowance will be automatically credited to the account of an eligible student following the period of residence.

APPENDIX 9

SAMPLE OF UNDERGRADUATE ROOM TENANCY AGREEMENT

THIS MEMORANDUM OF AGREEMENT made on the Date as in the schedule below records the conditions upon which the Room specified in the schedule (the Room) is to be occupied by a Member whose name is specified in the schedule (the Member) as Licensee of Fitzwilliam College, Cambridge (the College) by virtue of such membership during the Academical Year specified in the schedule.

- 1 The weekly rate of payment (also known as the license fee) due from the Member to the College in respect of the Room is that specified in the schedule, payment for a period of weeks becoming due when debited to the College Account of the Member. The weekly rate is inclusive of electricity, heating (for such periods as the College may determine), water, personal possessions insurance (full details on College website), cleaning (where and when provided), the use of such communal toilet, shower, bath, kitchen, gyp room and other areas as may be provided and IT services via the College network, with free data allowance as specified from time to time by the College.
- 2 The Member may occupy the Room in respect of the Academical year and in accordance with such of the following agreement types as specified in the schedule.
- 3 This licence shall expire on the last day of the period specified in the relevant agreement type.
- 4 The Member shall observe the Statutes, Ordinances and Regulations of the University and of the College and shall permit the College, its servants or agents at all reasonable times on giving prior notice (except in emergency) to enter the Room for the purposes of maintenance, repair and decoration and to enter the Room at all reasonable times (without notice) for the purpose of cleaning.
- 5 The Member shall not share or part with possession of the Room or any part thereof except to visitors permitted under College Regulations and shall not use the Room for any business, trade, profession or for any immoral, illegal or improper purpose.
- 6 The Agreement Type cannot be changed after the commencement of the residency period of the Michaelmas Term.

TERMINATION

- 1 The College may terminate the license made under this Agreement in the event the Licensee (Member):
 - a. is in breach of his or her obligations under this Agreement;
 - b. is found guilty by the College, the University or the courts of a serious offence, including but not limited to substance abuse or supply, violent or aggressive behaviour, harassment or damage to property; or

c. intermits or ceases to be a full-time student of the University

- 2 Should the College decide not to terminate the license under 1(a) or (b) but the breach or behaviour continues or is repeated then the College reserves the right to terminate the license on that basis. A written warning to this effect will be served on the Licensee.
- 3 If the College decides to terminate the license under 1(b) then it may continue to do so even if an appeal is made by the Licensee with regard to those disciplinary or criminal proceedings that gave rise to the termination of the license under 1(b).
- 4 In the event the College decides to terminate this license then a written Notice to Quit shall be served on the Licensee giving him or her not less than four weeks to quit those premises made available under this Agreement ².
- 5 The Licensee remains liable for the license fee up to and including the date of vacation. The College will return to the Licensee any excess license fee, key deposit or other monies paid by the Licensee and refundable under this Agreement less any reasonable costs and expenses of the termination.
- 6 Monies payable to the Licensee will only be paid after the Licensee has quit to the satisfaction of the College those premises made available under this Agreement.
- 7 In the event the Licensee has not quit those premises made available under this Agreement the College may apply to the court for an order for possession of those Premises³. In the event such an order is granted the College will ask the court further to order the Licensee pays the College loss of income and its reasonable legal costs and expenses incurred in the contemplation, preparation, prosecution and enforcement of those legal proceedings with interest.

THE SCHEDULE

The Date: 1 October 2016

The Room:

The Member:

The Academical Year: 2016 - 2017

The Weekly Rate:

Applicable clauses of Agreement Type:

AS WITNESS the signatures of the Bursar of the College and of the Member

_____ **Bursar** _____ **Member**

² In accordance with s5(1A) of the Protection of Eviction Act 1977.

³ In accordance with s3(2A) of the same act.

SAMPLE OF GRADUATE ROOM TENANCY AGREEMENT

THIS MEMORANDUM OF AGREEMENT made on the Date as in the schedule below records the conditions upon which the Room specified in the schedule (the Room) is to be occupied by a Member whose name is specified in the schedule (the Member) as Licensee of Fitzwilliam College, Cambridge (the College) by virtue of such membership during the Academical Year specified in the schedule.

- 1 The weekly rate of payment (also known as the license fee) due from the Member to the College in respect of the Room is that specified in the schedule, payment for a period of weeks becoming due when debited to the College Account of the Member. The weekly rate is inclusive of electricity, heating (for such periods as the College may determine), water, personal possessions insurance (full details on College website), cleaning (where and when provided), the use of such communal toilet, shower, bath, kitchen, gyp room and other areas as may be provided and IT services via the College network, with free data allowance as specified from time to time by the College.
- 2 The Member may occupy the Room in respect of the Academical year and in accordance with such of the following agreement types as specified in the schedule.
- 3 This licence shall expire on the last day of the period specified in the relevant agreement type. If not previously expired, this licence shall determine absolutely on Saturday 23rd September 2017.
- 4 The Member shall observe the Statutes, Ordinances and Regulations of the University and of the College and shall permit the College, its servants or agents at all reasonable times on giving prior notice (except in emergency) to enter the Room for the purposes of maintenance, repair and decoration and to enter the Room at all reasonable times (without notice) for the purpose of cleaning.
- 5 The Member shall not share or part with possession of the Room or any part thereof except to visitors permitted under College Regulations and shall not use the Room for any business, trade, profession or for any immoral, illegal or improper purpose.
- 6 A Member occupying a Room at 1 Glisson Road, Cambridge shall not apply for nor seek to obtain a residents on-street parking permit.

TERMINATION

- 1 The College may terminate the license made under this Agreement in the event the Licensee (Member):
 - a. is in breach of his or her obligations under this Agreement;
 - b. is found guilty by the College, the University or the courts of a serious offence, including but not limited to substance abuse or supply, violent or aggressive

- behaviour, harassment or damage to property; or
c. intermits or ceases to be a full-time student of the University

- 2 Should the College decide not to terminate the license under 1(a) or (b) but the breach or behaviour continues or is repeated then the College reserves the right to terminate the license on that basis. A written warning to this effect will be served on the Licensee.
- 3 If the College decides to terminate the license under 1(b) then it may continue to do so even if an appeal is made by the Licensee with regard to those disciplinary or criminal proceedings that gave rise to the termination of the license under 1(b).
- 4 In the event the College decides to terminate this license then a written Notice to Quit shall be served on the Licensee giving him or her not less than four weeks to quit those premises made available under this Agreement ⁴.
- 5 The Licensee remains liable for the license fee up to and including the date of vacation. The College will return to the Licensee any excess license fee, key deposit or other monies paid by the Licensee and refundable under this Agreement less any reasonable costs and expenses of the termination.
- 6 Monies payable to the Licensee will only be paid after the Licensee has quit to the satisfaction of the College those premises made available under this Agreement.
- 7 In the event the Licensee has not quit those premises made available under this Agreement the College may apply to the court for an order for possession of those Premises⁵. In the event such an order is granted the College will ask the court further to order the Licensee pays the College loss of income and its reasonable legal costs and expenses incurred in the contemplation, preparation, prosecution and enforcement of those legal proceedings with interest.

THE SCHEDULE

The Date: 29th September 2016 to 1st July 2017

The Room:

The Member:

The Academical Year: 2016 - 2017

The Weekly Rate:

Applicable clauses of Agreement Type:

AS WITNESS the signatures of the Bursar of the College and of the Member

_____ **Bursar** _____ **Member**

⁴ In accordance with s5(1A) of the Protection of Eviction Act 1977.

⁵ In accordance with s3(2A) of the same act.

RENTAL AGREEMENTS

Rental agreement definitions

Agreement D – Graduate Residence

- Available for Graduates only.
- The 2016/2017 contract runs from 29th September 2016 to 1st July 2017.
- Students who have not yet graduated (by 1st July) may elect to extend their contract into the Long Vacation and will be charged at the same daily rate, according to the period of extension. During the Long Vacation period, two weeks notice of vacating the room must be given in writing by the student.
- Students may be required to vacate their rooms for short periods to allow for maintenance work to be undertaken.

¹The College Residence Period runs for 10 weeks in the Michaelmas and Lent Terms and 9 weeks in the Easter Term. It commences on the Saturday before the beginning of Full Term and finishes on the Friday (inclusive) following the end of Full Term.