



# WOLFSON

COLLEGE



ACCOMMODATION HANDBOOK



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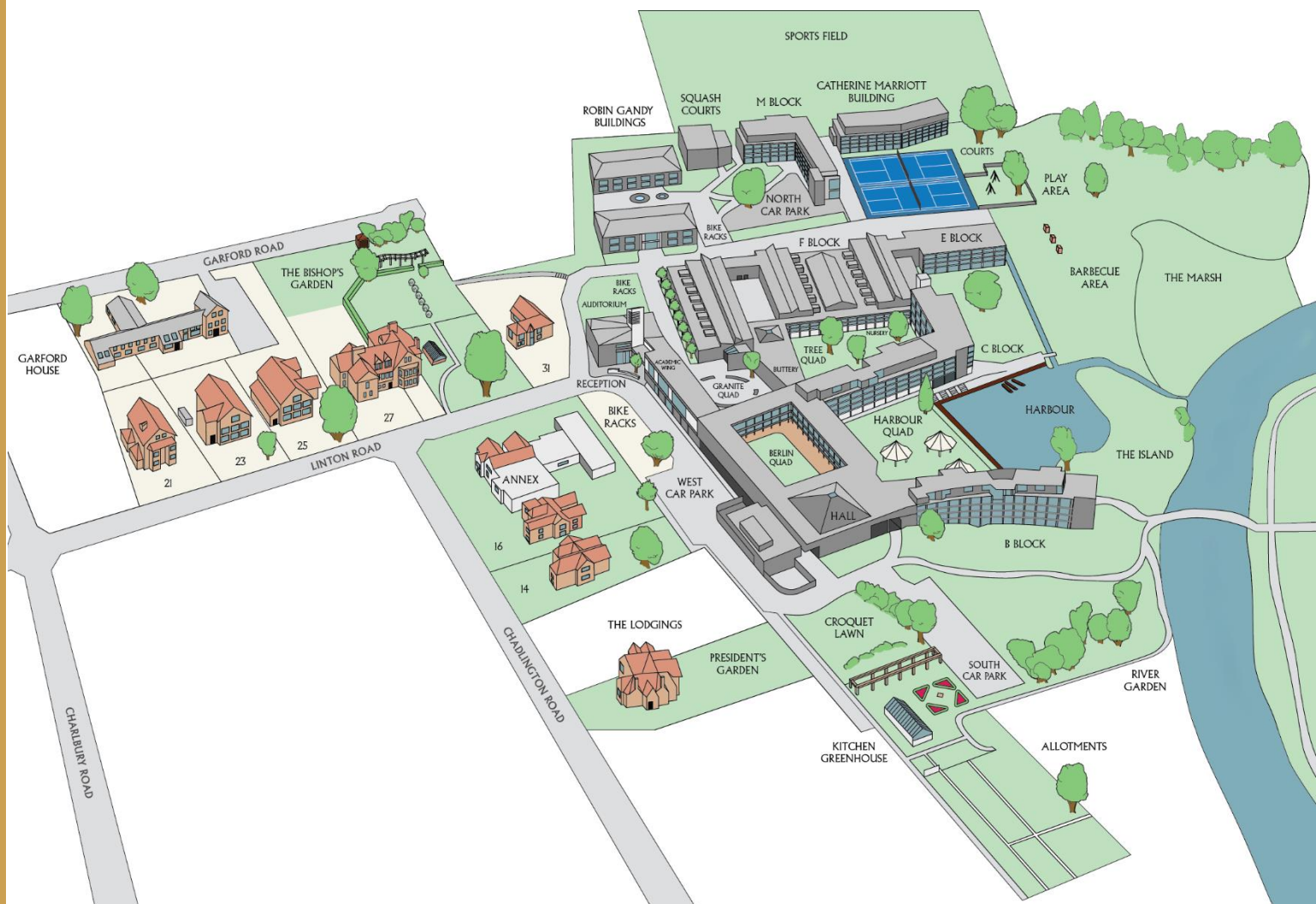


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# SITE PLAN



## Key staff contacts:

The Lodge [lodge.reception@wolfson.ox.ac.uk](mailto:lodge.reception@wolfson.ox.ac.uk) / 01865 274100

Accommodation Office [accommodation.office@wolfson.ox.ac.uk](mailto:accommodation.office@wolfson.ox.ac.uk)

Housekeeping Team [housekeeping@wolfson.ox.ac.uk](mailto:housekeeping@wolfson.ox.ac.uk) / [Housekeeping Request Form](#)

Maintenance Team [maintenance@wolfson.ox.ac.uk](mailto:maintenance@wolfson.ox.ac.uk) / [Maintenance Request Form](#)

# BEFORE YOU ARRIVE



## Acceptance of Accommodation

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When or if you receive a Formal Offer of Accommodation, you should sign one copy of the form to indicate your acceptance and return it electronically by the specified date directly to the Accommodation Office. Please note that the offer of accommodation may be withdrawn if no reply is received within the specified time period. If you accept the offer of accommodation and then wish to cancel or postpone your date of arrival, you will be liable for one month's rent unless the Accommodation Office receives notification at least one calendar month before the original date of arrival.

## Licence Agreement

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The Licence Agreement is your contract with the College which sets out the terms of renting accommodation from Wolfson. This will be sent to you via email before your move-in date and you will be required to sign this electronically before you receive your keys, which can be collected from the Lodge.

## Early Arrival

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If you anticipate arriving before the start date of your Licence Agreement, please contact the Accommodation Office as far in advance as possible. We may be able to accommodate you several days early, however this is determined on a case-by-case basis subject to availability, and is not guaranteed. Students who will be working in departments, institutes or laboratories may be required to arrive earlier and should write to the departmental administrator concerned for details. The College will do its best to accommodate you if informed well in advance, however you must be prepared to make alternative private arrangements if you plan to arrive before your start date.



## Check-in

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Upon arrival at the College, please make your way to the Porter's Lodge at the main entrance from 12 noon on your agreed arrival date, where you will be issued with your key and directed to your accommodation.

It is your responsibility to check the contents of your room and report any discrepancies/damage to the Housekeeping Team within three days of arrival. At the termination of your tenancy, the inventory will be checked and a charge made for any losses and/or damage to the room, as well as any excess cleaning and/or rubbish removal required.



Please note that if you plan to arrive at the weekend, while the Lodge is staffed 24/7, the College's offices are closed and there are no meals available in the Dining Hall other than Saturday lunch/brunch.

The College regrets that students who, for any reason, arrive and have not fulfilled their College and Departmental conditions will be asked to leave.

## Viewings

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We are unfortunately unable to arrange room viewings as accommodation is occupied throughout the year. Photos of room types are available on the website or by request.

## Our Accommodation Standards

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Wolfson College is signed up to the UUK Student Accommodation Code of Practice, and our accommodation has been assessed by independent auditors to meet its strict standards.

You can find out more by visiting the [Student Accommodation Code website](#).







# YOUR ROOM

## Furniture and Appliances

All accommodation is fully furnished and complies with the Government's [Furniture and Furnishings \(Fire\) \(Safety\) Regulations](#). Any upholstered furniture of your own must comply with these regulations, and College staff have instructions to remove items that fail to meet safety requirements.

The College is unable to store any items from your accommodation, so please bear this in mind when considering what to bring of your own – we'd advise you not to bring any large items.

All kitchens are equipped with fridges, cookers, electric kettles and ironing boards. Any personal electrical appliances must be compliant with the regulations as outlined under [Electricity \(p10\)](#).



## What to Bring

You should bring your own towels, crockery, glassware, cutlery and other cooking utensils, as most students have different preferences on these and prefer to use their own. The College does provide ben linen, however if you would like to use your own linen, please contact the Housekeeping Team who will remove the College's set from your room.

If you need to purchase any of these items, the College has partnered with UniKitOut, from whom you can order various kitchen, bedding and bathroom packs, as well as other student essentials, to suit your needs. These can be ordered prior to arrival and will be delivered to the College Lodge under your name, ready for when you arrive. You can access [UniKitOut via this link](#) or by scanning the QR code to the right – use the code WOLFSON10 to save 10% on your order.



### All rooms are equipped with, as standard:

Bed	Desk lamp
Linen (sheets, pillows, duvet)	Sitting chair
Desk and chair	Bin
Shelving	Chest of drawers
Wardrobe	Bedside table/cupboard

## Decoration

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There is a picture rail for hanging pictures in most accommodation – the Maintenance Team have a limited supply of picture hooks (subject to availability).

Please do not use Sellotape, Blu-tack or White-tack to affix anything in your accommodation.

The Arts Society run an Art Loan Scheme whereby residents may borrow original art for their rooms. These works are put on display at the beginning of Michaelmas Term and the dates and times are advertised on the College website. This will also be communicated via email in advance.

## Climate Control

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Heaters, humidifiers and dehumidifiers are not permitted in accommodation unless supplied by the Home Bursary.

Windows should be opened periodically to ventilate the room and prevent mould build-up. If the room is too warm, please consider opening a window before switching on a fan in order to reduce energy usage.





# THE KITCHEN



## Kitchen Storage

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Residents sharing a kitchen are allocated cupboard space identified with the relevant room number. If you cannot locate your assigned cupboard, please contact the Home Bursary for assistance.

You should not use any other cupboard as items are likely to be removed and disposed of.

Refrigerators and fridge freezers do not have assigned compartments, so space is shared between all occupants of the kitchen. For this reason, as well as health and safety considerations, please ensure that you are mindful of the amount of space your cold items take up, and that you remove any out-of-date items or those you aren't going to use.



If you require additional cold storage, loans of mini fridges can be arranged, subject to availability and a rental fee, and you are welcome to store these in your room. Please submit a request via the [Housekeeping Request Form](#).

### Defrosting fridges and fridge freezers:

Please defrost fridges and fridge freezers regularly by turning off the unit and placing a bowl of hot water inside. You should coordinate this with the other residents sharing the kitchen. Do not attempt to chip off any ice.

Failure to observe this advice can result in a charge to the occupants of the kitchen in question. Please be aware that if the Housekeeping Team are required to defrost your fridge or fridge freezer due to excessive ice build-up, they are not allowed to touch your food so it may become spoiled.

## Cooker Care

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It is the responsibility of residents sharing any one kitchen to keep their cooker clean. If a cooker becomes exceptionally dirty and requires cleaning by the Housekeeping Team, costs may be charged in equal proportion to the battels of those members sharing the kitchen.

Kitchens in couples' and family accommodation are not cleaned by the Housekeeping Team while the properties are occupied. Cookers in these units should be left clean when the property is vacated, otherwise a charge may be incurred.

# UTILITIES



## Heating

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All accommodation has a new decarbonised central heating system which is included in the rent.

All radiators are adjustable. For safety reasons, residents must not use oil heaters or free-standing electric heaters in College accommodation.

The College is proud of its reputation as a sustainable and progressive institution. If your room is too hot, please turn the radiator down instead of opening windows. If your room is too cold, please think of alternative measures before turning the radiators up – putting on extra clothing, closing windows, etc.

## Ethernet and Wi-Fi

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All rooms are equipped with an Ethernet port and Wi-Fi is available throughout the College. Info on connecting to the Wi-Fi can be found via the [IT Support pages](#) of the College website.

## Electricity

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The College electricity supply is 230-240v ac 50 hertz. The electrical system and its associated fittings and appliances must not be interfered with or tampered with in any way.

### Any personal electrical appliances must:

Be portable appliance tested (PAT) and display a 'PASSED' safety test sticker

Carry the appropriate British Standard number, kitemark and/or EC European mark

Be equipped with safety sleeve casing on the wires, a BS1363 plug head, and a 13 amp fuse as a maximum



BS1363 plug

No electrical appliances may be connected to the lighting circuit. Plug adapters that plug directly into the electric socket (and DIY multi-sockets) are strictly prohibited. Where there are insufficient sockets, residents may use factory-made fused multi-socket fittings with a BS1363 plug and a cord not exceeding 1 metre long – however this must be limited to one per bedroom.



Residents must register all private electrical appliances by contacting the Accommodation Office; any additional appliances acquired during your stay should be registered at the time of purchase.

Equipment found to be non-compliant or faulty will be removed by College staff and stored until it can be collected and removed from site, or disposed of at the request of the resident. If you have any doubts about your own equipment, please report it to the Maintenance Team.

## Television

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The College does not have licences which cover individuals' television sets. All users of television-receiving equipment, including computers/laptops/phones/tablets with the capacity of receiving live broadcasts or catch-up TV, are required by law to obtain a TV Licence. These are obtainable via [this link](#).

Satellite dishes must not be installed on outside walls. Non-main site residents will need to provide their own indoor aerials.

## Maintenance

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The Maintenance Team maintain the college facilities and help our members with any maintenance enquiries.

For help with maintenance issues including doors, cookers, lights, plumbing, electricity etc., please use the [maintenance request web form](#). Please note that by submitting a request, you are giving the Maintenance Team permission to enter your accommodation in your absence if necessary.





# HOUSEKEEPING



## Housekeeping

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The majority of single rooms (excluding outside houses, where cleaning is limited to communal areas only) are cleaned as per the schedules linked on the [Housekeeping webpage](#). Communal/shared areas are cleaned at least weekly. Residents are advised to leave their rooms by 9:30am on the day of cleaning.

Please be aware that cleaning will not take place if the area is not left tidy.

From June to October, due to busy changeover periods and staff holidays, a reduced cleaning schedule is in operation. Every effort will be made to maintain standards, however residents are asked to bear with the College during these extremely busy months. No cleaning takes place on Bank Holidays or during the College's closure periods at Easter and Christmas.

Cleaning is not provided in the couples' and family units.

For help with housekeeping issues, including furniture, soft furnishings, recycling etc, cleaning queries please use the [housekeeping request web form](#). Please note that by submitting a request, you are giving the Housekeeping Team permission to enter your accommodation in your absence if necessary.

## Laundry

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There are cashless launderettes both in the main College site and at Garford Road. A key for the Garford Road laundry is available for residents living on Linton Road (with refundable deposit) – Garford Road residents' keys will also access the laundry. The laundry in the main site can be accessed with your University Card.

You can view the live status of the laundry machines, as well as report faults and set up availability alerts, via the following links:

[Main Site](#)

[Garford Road](#)

## Refuse Disposal

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Refuse bags are issued weekly in single units and monthly in couples/family units. You are responsible as a housing unit for removing your own rubbish and taking it to the dustbins/skips. Rubbish should not be left outside your accommodation, in communal areas or in the Lodge.



On no account should refuse be left in kitchen cupboards, sitting-out areas, walkways or in litter bins around the grounds. Rubbish bags must be placed inside the bins/skips only, as bags left lying about encourage vermin.

Please flatten cardboard boxes before putting them in the skips.

Main bins in the College are collected on Mondays, Wednesdays and Fridays. The relevant bins for the various properties are listed below:

Bin locations:	
Main building, Robin Gandy Building, M Block and Catherine Marriott Building	Rubbish bins are located at the far end of the North Car Park
Annex and 16 Chadlington Road	Rubbish bins are located to the left of the main entrance to the Annex on Linton Road
14 Chadlington Road	Dustbins should be placed outside the gate on Wednesday nights; Annex bins may also be used
Garford Road and 21, 23, 25 Linton Road	Rubbish bins are located in the car park adjacent to the Garford Road houses
31 Linton Road	Rubbish bins are located at the front of the property

## Recycling

The College is committed to recycling and provides blue bins for this purpose in the main recycling areas. These are located outside the rear of the kitchen, outside the Annex, and the North Car Park. Smaller blue bins are located at 14 Chadlington Road and the Garford Road car park. The nearest public recycling point is in the [car park at the Marston Ferry Pool](#). Please do not leave waste outside any bins, and please be careful not to leave broken glass around the area.

Recycling bins are to be used for cardboard, paper, glass, cans, foil, plastics (excluding plastic bags), and drinks cartons. There are recycling bins at the Lodge for waste paper removed from pigeonholes, as well as for batteries.

A charge will be made to all occupants if large quantities of recycling material are left in communal areas of your accommodation.

The College has special arrangements for dealing with certain types of waste. Arrangements include disposal points and processes for small items of hazardous waste such as paint tins, aerosols, printer toners, old computer equipment and electrical equipment.

# SECURITY



## Keys

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Upon arriving at Wolfson, you will be issued with the following key(s), based on your accommodation type, by the Lodge receptionist:

Single accommodation	You will be issued with a single key which operates the outer door to your flat or building, your own individual room/unit, and a cupboard in the relevant kitchen
Couples accommodation	Two keys will be issued (one for each occupant) which operate the outer doors, plus the entrance to the individual flat
Family accommodation	Sufficient keys will be issued for each adult in the unit

A charge of £40 will be applied to your battels for any replacement keys required due to damage or loss. Keys to public rooms which are kept locked may be signed out from the Lodge by College members.

You are required to carry your room key/University card with you at all times. The College's cleaners and maintenance staff are required to lock all doors on completion of cleaning, whether or not these are found unlocked on entry. Lodge staff can assist if needed – this should be your first port of call if you find yourself locked out. During office hours, a spare key can be borrowed from the Lodge for a maximum of 24 hours.

Lost keys should be reported immediately if you cannot find them.

## Locks

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Please keep your doors and windows locked at all times when not in use. Windows may be opened only while you are present in the accommodation – indeed, please ensure that your room is properly ventilated throughout the year to avoid damp issues. Leaving doors unlocked may mean that your insurance cover is invalidated. The College cannot accept responsibility for the loss or damage to an individual's personal property; further information on your insurance cover can be found under [Insurance \(p16\)](#).





## Staff Access

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The College reserves the right of entry to accommodation at any time. This may be especially necessary in an emergency, but may also be required for cleaning, maintenance, repairs and redecoration. Every attempt will be made to give 7 days' notice when access to accommodation is required for any reason, however shorter notice may be required in certain circumstances.

## Guests

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Unaccompanied visitors to College will not be admitted after 11pm at night or before 7am in the morning.

Occasional overnight visitors may stay in a student room for a maximum of four nights consecutively in a two-week period

## Sub-letting

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Sub-letting your accommodation to a third party is strictly prohibited and against the terms of your licence agreement. The College must be aware of the identity of its residents at all times for insurance and security purposes.

You must not give your keys to any third party and all accommodation must be arranged directly with the Accommodation Office.

You will forfeit your accommodation and be referred to the Vicegerent if found to be soliciting or arranging sub-lets.



# INSURANCE



## Insurance of Personal Property

Contents insurance is included in your stay at Wolfson at no extra cost to you. We have partnered with student insurance specialist, Endsleigh, to help you protect your belongings whilst you are in residence in your student home, providing £10,000 total sums insured. This cover is for possessions held in your accommodation only and does not cover any items such as laptops or mobile phones which are lost or stolen elsewhere. The College accepts no responsibility for the loss or damage to an individual's personal property.

It is important to register with the My Endsleigh app so that you can check your insurance policy and discover what is covered during your stay at Wolfson. Register with My Endsleigh here: <https://my.endsleigh.co.uk>.

You will also have access to My Endsleigh's 24/7 wellbeing helpline, discounts on other student-friendly insurance, etc.

Get the My Endsleigh app on your phone:

[Download for iOS](#)

[Download for Android](#)



# VACATING YOUR ROOM



## Changing Your Departure Date

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Your departure date is stated in your Formal Offer of Accommodation and your Licence Agreement. If you wish to vacate earlier, two calendar months' notice (prior to your intended departure date) is required – please contact the Accommodation Office to arrange this.

If you wish to extend your licence, you should check with the Accommodation Office as far in advance as possible. We will accommodate you wherever possible, but unfortunately this cannot be guaranteed so please be prepared to make alternative arrangements.

## Check-out

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Your accommodation must be vacated by 12 noon on the day of departure.

Please ensure that all of your belongings are removed from the accommodation as we are unable to store/keep any items left behind. Please also ensure that all food and rubbish is removed and cupboards, fridges, freezers, cookers etc are left clear and clean.

A charge may be incurred if the accommodation is left in an unreasonable state. It is your responsibility to ensure your room is maintained throughout your stay, and we expect it to be left clean and tidy, ready for the Housekeeping Team to prepare the room for the next residents.



## Summer Extensions

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The majority of residents are offered accommodation to a standard end date depending on the building – normally 30<sup>th</sup> June or 31<sup>st</sup> July. Requests for extensions beyond these dates must be submitted via a Summer Extension Application, the link for which will be sent to current residents in early Hilary Term. Summer extensions cannot be guaranteed and priority is given to those with academic need.

Further information can be found on the [College website](#).





## Rent Charges

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All rent charges are made to your Battels account and a statement is emailed to you each month (usually around 15<sup>th</sup>), with payment due by the end of the month.

Rent is charged on a daily basis and applied to your Battels monthly in advance.

For example, October's rent charges would be on the September statement and due for payment by 30<sup>th</sup> September.

Payment can be made via the [Wolfson Online Gateway](#), or by bank transfer or TransferMate if your Oxford Single Sign On (SSO) has not yet been set up.

More information can be found on the [College website](#).

### Bank transfer details:

Bank name:	Barclays Bank plc
Bank address:	54 Cornmarket St, Oxford, OX1 3HB, United Kingdom
Account name:	Wolfson College Oxford
Sort code:	20-65-26
Account number:	60923974
SWIFT:	BARCGB22 (BARCGB22XXX for some international banks)
IBAN:	GB27BARC20652660923974

## Non-Payment of Rent

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All accommodation is paid each month in advance. If you do not pay your accommodation bill by the due date, you will be issued with a notice to vacate the accommodation in accordance with the terms of your accommodation contract. You may prejudice your chances of obtaining accommodation again in the future, should you fall into arrears at any time.

Please note that it is also a breach of College regulations to be in debt to the College, and any failure to pay bills on time can result in a disciplinary hearing with the Vicegerent, which may result in you being banned from the College.

If you are experiencing financial difficulty, please get in touch with the Accounts Office and/or Accommodation Office as soon as possible.

### Key contact:

Accounts Office      [battels@wolfson.ox.ac.uk](mailto:battels@wolfson.ox.ac.uk)

## Council Tax

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All students in residence at the College are entitled to exemption from the local tax, known as Council Tax. Salaried residents however, such as Governing Body Fellows or partners of students who are not themselves students, are liable for Council Tax.

The Accommodation Office is responsible for forwarding the names and addresses of liable residents to Oxford City Council.

Further information on Council Tax can be found on the [Oxford City Council Website](#).

## Miscellaneous Charges

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You may incur other miscellaneous charges related to your accommodation during your time living in College – for example launderette use, allotment rent or a replacement key charge. A list of these can be found [here](#).

Please be aware that any cleaning charges incurred upon the vacation of your room are not fixed, and will be levied in accordance with the state that the accommodation was left in.



# TRANSPORT



## Minibus

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The College runs an electric minibus service from Monday-Friday between the College and Broad Street in the city centre, with various stops along the way. The service is free of charge and you can find the timetable on the College website [here](#). Please be aware that service is not guaranteed and may occasionally be disrupted for vehicle maintenance.

## Bicycles

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Bicycles must be parked in the designated cycle parking areas. No bikes should be left in passages or accommodation (including balconies) and any left in these areas are liable to be impounded. Bicycles must not be pushed or ridden through the College. Further information on keeping a bicycle in College can be found [here](#).

### E-bikes / E-scooters

If bringing an e-bike/e-scooter to College, you must:

- Ensure the battery and charger are both compatible and are manufacturer-approved
- Check that the vehicle has been regulated under UK safety standards
- Have the charging cables tested
- Not store it inside any College building
- Not charge the vehicle or its battery inside any College building

## Cars/Motorbikes

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Parking permits are required for all members of College in order to use the parking facilities. Residents in the Main Building, Robin Gandy Buildings, M Block and the Catherine Marriott Building are required to rent space in the undercover garage should they wish to bring a car or motorbike to College.

If you require a parking permit, please contact the Accommodation Office.

The College car parks are for daytime visitors only – no unauthorised overnight parking is permitted in these areas. Caravans, camper vans and other large vehicles are not permitted in the College grounds.



# HEALTH AND SAFETY

## Fire Safety

All residents should log in to the University's training site [here](#) to familiarise themselves with the Fire Safety Regulations.

We expect you to follow our fire safety rules, which include:

- Evacuating the building and heading for the nearest fire assembly point during a fire alarm activation
- Ensuring you keep your kitchen door closed when cooking
- Not using candles within your accommodation
- Not tampering with any of the portable firefighting appliances

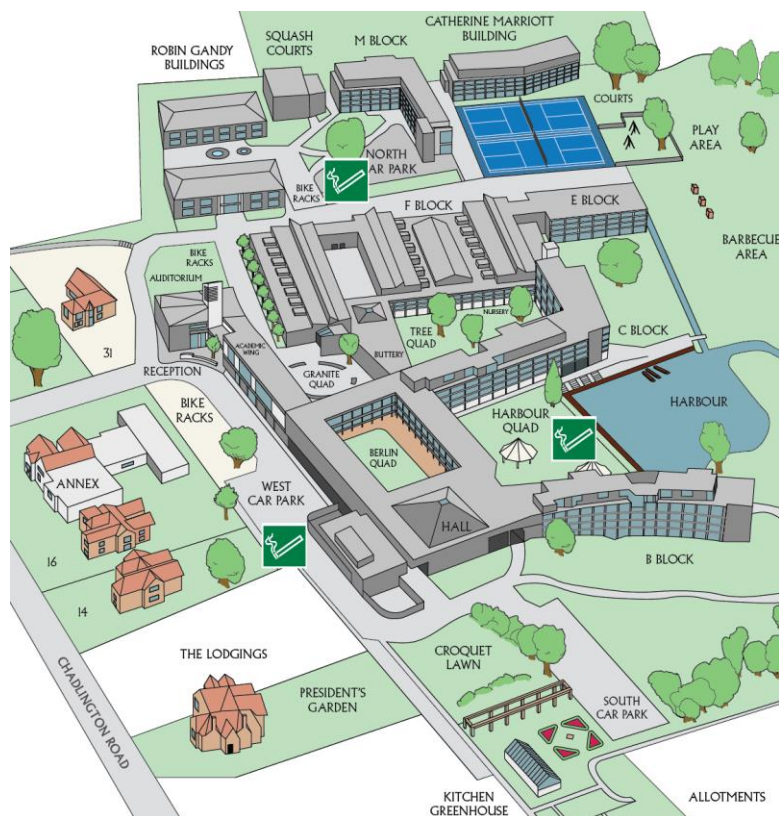
Details about the College's fire safety expectations and rules can be found [here](#), and a map of the fire assembly points around site [here](#).

Please note that fire alarms are tested every Monday from 10am. If your alarm sounds for more than 15 seconds during this period, please vacate the building and head to your nearest assembly point to await further instruction.

## Smoking/Vaping

Wolfson College has a strict 'no smoking' policy within its buildings under the Health Act 2006 – smoking inside is prohibited by law.

The College is striving to become a smoke-free environment, however there are currently three specific areas where smoking is permitted and these are marked by signage. The same rules apply to vaping, as well as the use of any legal medically-prescribed substance such as cannabis.







## Noise

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Please be as considerate as possible to your fellow College residents with regards to the noise from your room. Music should be turned down to play quietly from 11pm and cease completely at midnight – we recommend the use of headphones rather than speakers in most cases.

The Upper and Lower Common Rooms are open 24 hours per day, however music is not permitted here and noise should be kept to a reasonable level after midnight.

Barbecues are permitted in designated areas only (to the east of E Block) – attendees should be considerate of residents in adjacent accommodation blocks and keep noise to a reasonable level.

The Night Porter has the authority to enforce the rules concerning noise from private parties/gatherings in all residential accommodation and public College rooms. Residents are encouraged to make use of College rooms and facilities where appropriate (e.g. the College Bar).

## Pets

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No pets or animals are allowed in any part of the College or quadrangles.

Support dogs required for personal accessibility needs must be registered with the University and College prior to arrival. This is in order for the appropriate risk assessment to be completed and accommodation allocated accordingly.

Please do not feed the cats belonging to neighbours which may wander into the College grounds from time to time, and do not disturb the geese or other birds which can be found around the College grounds.

## Balconies

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It is against College Policy to keep any items on balconies, or the ledges of balconies, in any accommodation, as this can cause injury if they were to fall or be blown off. This includes communal balconies such as those in M Block or the Catherine Marriott Building.





Please be aware that for your personal safety and security, CCTV is in operation at certain locations throughout the College, and this is monitored 24/7 at the College Lodge.

## Window Restrictors

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Window restrictors are installed in some rooms to reduce the risk of falling from a window and/or for security purposes. These must not be tampered with or removed as they are necessary to comply with health and safety regulations.

## Cots and Stairgates

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For families with young children, loans of cots and stairgates can be arranged, subject to availability. Please submit a Housekeeping Request Form via [this link](#).







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COLLEGE