EMMANUEL COLLEGE

DOMESTIC MATTERS
2016 – 2017

Subject	Page Numbers
Allergies	21
Barbecues	13
Bed Linen	6
Bicycles	9
Bills payment	13-14
Bills queries	14
Buttery Shop	23
Candles (not allowed)	12
Catering	20
Catering special arrangements and queries	23
CCTV	17
Complaints	19
Cooking	8, 11
Crockery / Cutlery	6
Damage to College Property	17
Data Protection	19
Diets	21
Dinners special	22
Electoral Roll	19
Electrical Equipment	10-11
Fairy Lights (not allowed)	12
Faults	12
Formal Hall	20-21
Formal Hall for parents	21
Fridges	13
Furniture	5, 6
Guest Rooms	9-10
Heating	10
Insurance	16
Ironing	10
Keys	5
Kitchen closure dates	23
Lampshades paper (not allowed)	12
Laundry	10
Light Bulbs	12
Lighting	12
Luggage Storage	15-16
Mail	8
Meals service of	20
Meals charging for	22-23
Microwave Ovens	11
Normal Period of Residence (NPR)	14
Old Court	11, 15
Paper Lampshades (not allowed)	12
Picture/Posters hanging of	6
Repairs	12
Residence outside NPR	14-15
Respecting Others	18
Rooms	4-8
Room Ballot	5
Safety Precautions	12
Security	16
Sharps Box	13
Sheets etc	6
Smoking	17-18
Staff responsibilities	3
Storage	15-16
Swimming Pool	18
Televisions	13
Term Dates	14
University Card	17

DOMESTIC MATTERS 2016/2017

GENERAL INFORMATION

Staff with whom Junior Members may have contact on domestic matters are listed below with their areas of responsibility, office location and telephone number:

Member of Staff	*Responsibilities*	*Office Location/Telephone No*
The Housekeeper – Mrs Ann Patten	In charge of the bedmakers, the College Laundry and looks after soft furnishings.	Hostel basement: Tel no 34216.
The Head Porter – Mr Dave Glover	In charge of the Porters' Lodge and for security within College. He is also the College Fire Officer.	Porters' Lodge: Tel no 34274 Email: headporter@emma.cam.ac.uk
Health and Safety Officer- Mr Dave Glover	Responsible for Health and Safety within the College.	Emmanuel House, room 3: Tel no 34215
Fire Safety Porter – Mr Peter Jenkins	Responsible for Fire Safety within the College	Emmanuel House, room 3: Tel no 34215
Head of Maintenance - Mr Graeme Little	Responsible for the day-to-day running of the Maintenance Department	Carpentry Workshop, North Court: Tel no 34238
Function Rooms – Mr Colin White	Responsible for the setting up public rooms, audio visual aid equipment etc	Tel no 07795 580160
Head of Catering	In charge of the Catering Department	N1 (New Court), or office at the rear of the kitchen: Tel no 34277
Head Chef – Mr Matt Carter	Responsible for the kitchen, menu planning and dietary requirements	Office at the rear of the Kitchen: Tel no 34262
Catering Administrator - Mrs Jane Carter	Responsible for the administration in relation to dinners and functions etc	Office at the rear of the Kitchen: Tel no 34235
Senior Tutor's Secretary – Mrs Marion Dorkings	Responsible for internal booking of public rooms	B staircase: Tel no 34254
Committee and Accommodation Manager - Mrs Ellen Ellis	Supports the Bursar in the general management of accommodation (including the annual rooms ballot) and looks after guest room bookings	Bursar's Office: Tel no 34241
The Bursar - Dr Mike Gross	Has overall responsibility for Domestic Matters	B4: Tel no 34225

College Accommodation

The basis on which accommodation is provided by the College is different from that provided in many universities or in the private rental sector. The accommodation at Emmanuel is **not** offered on a self-catering basis, instead College rooms are provided as part of a package which includes access to Hall and the cafeteria. In houses or on staircases the gyp rooms provide only very limited facilities – suited to preparing cold snacks or making toast etc. This model of College accommodation does assume that students living in College rooms will make use of Hall and the cafeteria and the College's accommodation is not intended for, or suited to, extensive cooking. Other facilities are also provided centrally and are shared across all College accommodation – for example, a central staffed laundry is provided and no washing machines are located in individual undergraduate houses. It should be noted that one advantage of this 'College model of accommodation' is that undergraduates need only pay room rent for the 30 weeks of full Term each year.

It is important to understand the basis on which College accommodation is intended to operate and to be clear that extensive self-catering is not possible in undergraduate houses or staircases.

1. **Rooms and Keys**

a. **College Regulations**

College rooms are occupied in accordance with the College Regulations (a copy of which can be found on the College web site). The following College Regulations (4, 5, 6 and 23) set out the formal conditions covering the occupation of rooms by Undergraduates:

"4. Students who are allocated a room in College or in College-owned accommodation are permitted to occupy such rooms only during the Normal Period of Residence, and subject to the right of the College to resume possession at any time, whether or not the student is allocated other accommodation by the College.

5. All such rooms shall be vacated during every Vacation and in the Easter Term on the last day of the Normal Period of Residence.

6. Residence outside the Normal Period of Residence may be granted by the prior written permission of the Senior Tutor.

23. "….. Every student's College bill for any term shall be paid by the second Wednesday of the following Term. The College reserves the right to levy charges against students whose bills remain unpaid by that date. No student whose education fees and/or College bill remains overdue shall be allowed to return or to remain in residence after a vacation without the prior written permission of the Senior Tutor. Since the University Regulations require residence in a College or College approved accommodation as a condition of pursuing a course of study in the University, this means that non-payment of bills can result in the interruption or termination of your course of study at Cambridge."

b. **Allocation of rooms to freshers**

Questions concerning the allocation of rooms to undergraduate freshers should be directed to the Committee and Accommodation Manager in the first instance, whilst rooms are allocated to graduates by the Graduate Tutor. The Bursar is responsible for the decoration, furnishing and

maintenance of rooms. With the Buildings and Services Committee (which includes Junior Member representatives) he is also responsible for the assessment of room rents.

c. **Rooms are fully furnished**

In general Junior Members in College occupy bed-sitting rooms which are adequately furnished. Each staircase has bathrooms or showers, WCs and gyp-rooms (small kitchens). **Students should not substitute items of their own furniture for those supplied by the College without the express permission of the Bursar, nor should they add items of their own nor remove College items without written permission from the Bursar**.

d. **Residence Register and lost keys**

On every occasion when coming into residence the Residence Register at the Porters' Lodge must be signed in order to obtain a room key. On every occasion when going out of residence, the Residence Register must be signed and the room key returned. Failure to return a room key and to sign the Residence Register on the date of Final Exeat will make the undergraduate liable to a fine at the discretion of the Senior Tutor, the fine being added to the undergraduate's College bill. Should the room key be lost a charge, to be agreed annually by the Senior Tutor and Bursar, will be made and added to the Junior Member's College bill. If a Junior Member mistakenly locks a key inside a room, a temporary key will be issued without charge provided it is returned to the Porters' Lodge the same day.

e. **University Cards – gate access**

Junior Members will need to present their University card at the Porters' Lodge so that it can be set to operate the locks to the various external gates around the main College site. If a University card is lost a charge will be levied for its replacement.

f. **2nd and 3rd year room ballots**

Rooms for 2nd and 3rd year undergraduates are chosen in a Room Ballot which is held in the Lent Term. The current 2nd years choose first followed a week later by the current 1st years. Details of the Room Ballot will be circulated in the Lent Term.

g. **Room for 4th Years**

Rooms are set aside for those going into their 4th year and potential 4th years will be asked to nominate the other 4th years they would like to live with. The final list of 4th years is not confirmed until the end of Easter Term when many students have already gone out of residence. It is not possible therefore to hold a ballot for 4th year students to choose rooms and instead the allocation of rooms is carried out by the Bursar's Office.

h. **First arrival at graduate accommodation**

Keys for graduate rooms are issued from the Porters' Lodge. In order to collect a room key on first arrival at the College Graduate Students will need to present at the Porters' Lodge a hard copy of an e-mail confirmation that a prepayment has been received by the College. This e-mail confirmation will be sent by the Bursary as soon as the prepayment is received. Please note:

(i) **That you will not be able to collect a room key or take occupation of a College room without presenting this e-mail confirmation**;

(ii) If for any reason you are unable to complete the prepayment in time to take occupation of your room, please contact the Bursar as soon as possible. In appropriate circumstances he will be able to provide a letter authorising the Porters' Lodge to issue a room key.

(iii) If you arrive at the Porters' Lodge without either the e-mail confirmation described or a letter from the Bursar, you will only be able to pay the prepayment in cash. Cheques or credit card payment will not be accepted, a room key will not be issued to you.

i. **Bed Linen**

Sheets and pillow cases are **not** provided by the College. However, if necessary a set can be purchased from the College for £10 and charged to your College bill. Pillows, duvets and duvet covers are provided by the College. A sheet and a pillow case can be included in your weekly bag of laundry (see para 5a below).

j. **Crockery and cutlery**

Crockery and cutlery are not provided and these items must not be taken from Hall or the cafeteria.

k. **Pictures and posters**

Pictures/posters may be hung on the walls provided that appropriate hooks rather than adhesives are used (College Regulation No 17 refers). Suitable hooks are available free from the Porters' Lodge and the ECSU Shop. **Nails, Blue Tac, White Tac, drawing pins, sellotape and other adhesives must not be used on walls in College rooms.**

l. **Inventory**

The rooms allocated to students are fully furnished. An inventory for a typical room is as follows although precise provision depends on room size etc:

1 x bed and mattress
1 x pillow
1 x duvet and cover
1 x desk lamp
1 x desk
2 x chairs
1 x coffee table
1 x wardrobe (freestanding or built in)
1 x chest of drawers
1 x bookcase
1 x mini fridge

If students experience any problems with these furnishings or have any special requirements, they should discuss the matter with the Housekeeper, who, in consultation with the Bursar, may agree to the replacement of the items concerned.

m. **Vacating rooms at the end of each term**

At the end of each term the room must be vacated and all property must be removed from the room. Items of property may only be left or stored in the room with the prior written permission of the Bursar.

n. **Condition of rooms**

Please remember that rooms are exchanged annually and that you must leave the room at the end of the year in the condition in which you found it. The College will charge for all non-accidental damage to rooms or furnishings, including damage caused by the use of adhesives on walls (see also 21 below). If rents are to be kept at a reasonable level it is important to avoid unnecessary redecoration of rooms.

o. **Accommodation on the night of the May Ball or June Event**

Please note that rooms on the College site must be vacated on the night of the May Ball or June Event**.** You will be asked to vacate your room by a certain time on the day of the Ball/Event and the College cannot provide accommodation elsewhere.

p. **Cleaning in Outside Properties**

There are two distinct arrangements for the cleaning of rooms. Rooms on the main College site are cleaned by a bedmaker (cleaner) who will visit each room regularly each week – typically two visits to a room each week. The bedmaker will also clean the gyp rooms, bathrooms and communal areas. However, in many outside properties the bedmaker does not clean the individual student rooms – but a bedmaker will visit each of these properties to clean the communal areas. In these outside properties students must clean their own rooms - cleaning equipment (vacuums etc) for the purpose is made available. The properties at which students are required to clean their rooms (ie where the bedmaker will only clean the communal areas) are:

Barnwell Hostel
33 Tenison Road
43 Tenison Road
Warkworth Street properties

The precise schedule of visits by bedmakers to staircases and houses will vary, but a notice on each staircase / house will record the arrangement applying there. In addition, the bedmaker on each staircase will discuss the arrangements with residents.

Bins should not be left in corridors or on landings as this presents a fire and trip hazard. A 'do not disturb' sign should be hung on the door handle if you do not want the bedder to enter.

q. **Access to Rooms**

The following guidelines are intended to ensure that the privacy of students in College accommodation is respected and, at the same time, that maintenance and other work can be completed efficiently by the College. Arrangements for visits to rooms by the Housekeeper or bedmakers are not included within these guidelines:

(i) When planned maintenance work is to take place on a staircase or within a house, residents will receive an e-mail notice 24 hours in advance of the work being carried out and the expected time frame of the works.

(ii) When unplanned works need to be completed quickly, notice will not be possible, but staff will knock before entering student rooms and take reasonable steps to reschedule their visit should it be inconvenient at that time. Equally, when staff are responding to faults entered in the reporting system, it will not be possible to give advance notice of a

visit, but reasonable steps to protect the privacy of residents will be observed. The same applies when responding to urgent situations involving the safety of residents.

(iii) Visits to student rooms, staircases or houses for reasons other than maintenance, for example to inspect decorations or to plan future works, will be kept to a minimum, and all reasonable steps to protect the privacy of residents will be observed. Residents will receive an e-mail notice of the expected time and intention of any such visit at least 24 hours in advance. Repeated visits to a room within the same Term will be avoided.

(iv) Students will observe College regulations concerning the occupation of accommodation. Except in cases where security or safety is at risk, a warning will be issued concerning any student possessions which are not permitted in College accommodation. Only if those warnings are not acted upon will possessions be removed by the College. The Head Porter will act as a point of contact to supply information should possessions be removed in these circumstances.

(v) The College will warn occupants via e-mail notice suitably in advance of any planned changes to facilities or equipment on staircases or in houses.

If you enter a fault or breakage in the Maintenance Reporting system on the College website that is taken to indicate your consent for a member of College staff to enter your room to complete the required repair and in those circumstances notice of the visit to your room may not be given.

r. **Recycling.**

The College aims to promote recycling throughout its residential accommodation. This requires residents to separate rubbish in the standard way. For rooms on the main site a recycling bin for paper, cardboard, glass, tins and plastic bottles is provided in each room and these will be cleared each week by the bedmaker. In outside properties use is made of the kerbside collection bins provided and emptied by the City Council. Up-to-date details of recycling arrangements are provided on the College and ECSU web sites and are displayed within the entrance hall of each outside property. **Please do not put recyclable materials in the general rubbish bins.**

s. **Gyp Rooms.**

It is important to emphasise that College accommodation is provided as a part of a package which includes access to Hall, cafeteria and the meals provided by the College kitchens. On that basis the accommodation does not include full kitchens on each staircase or in each house, but instead gyp rooms are provided**. Gyp rooms include very limited cooking facilities, often only a microwave oven, and are intended for the preparation of light snacks only – not full self-catering.** The facilities provided in gyp rooms are limited by the space available and considerations of fire safety etc. Electrical equipment, other than that listed at 6(a)(7) below may not be used in gyp rooms. **Equipment such as deep fat fryers, hot plates and baby belling cookers is not permitted in College accommodation**.

2. **Mail**

Mail for Junior Members is placed in pigeon-holes in the Post-Room by the Porters. Graduate Students who live out of College and work for the most part in a University Department may have their mail forwarded to their Department if they so request the Head Porter. During vacations mail is forwarded to students at their home address (or an alternative address if the Porters' Lodge has been informed of one). If there is a high cost implication in forwarding mail,

the student will be contacted by the Porters' Lodge to agree how to proceed. Once Junior Members have left the college mail will continue to be forwarded to them for up to 6 months.

3. **Bicycles**

a. Cycle racks are provided in the following areas:
Chapmans Garden
East Court
North Court
Some outside properties

b. All cycles must be registered with the Head Porter and must bear the allotted College number.

c. **Cycles belonging to members of the College must not be left outside the front entrance to the College**: the few racks at the entrance are for the use of visitors who have business in the College. Cycles improperly parked are liable to be removed by the Porters.

d. Bicycles may not be brought inside the College except to wheel them from the gate to the nearest cycle shed or rack. They may not be wheeled through Front Court other than on the direct route from the Front Gate to the Chapman's Garden cycle sheds; they may not be stored or kept elsewhere in the College; nor may they be leaned against the walls of College buildings. (College Regulation 48 refers).

e. **Bicycles must not be stored in any College room or the common parts of College properties. Obstructions will be removed from College property if left in common areas.**

4. **Guest Rooms**

a. Guest rooms can be booked via an online booking form at:
http://www.emma.cam.ac.uk/conferences/accommodation/guestrooms/
Alternatively Junior Members can call 34255 or come into the bursary **between 9am and 12 noon only** to book a room.

b. **Bookings without 24 hour notice will not be accepted.** If an online request form is submitted after 12 noon it will be dealt with the following morning, likewise if a telephone message is left in the afternoon it will be dealt with the following morning. All submission forms and telephone calls will be dealt with between 9am and 12 noon daily.

c. No room can be booked provisionally and no specific room can be requested.

d. The address of the room being booked will not be made available in advance to those booking. The Porter's Lodge can be used as a point of reference if necessary.

e. Junior Members may charge the cost of a guest room to their College bill (their CRSid will be required). However, if a Junior Member books a guest room during their final term payment in advance will be required (cash or cheque only). If a Junior Member wishes to book a guest room for those attending graduation, payment must be made on booking. The guests of a

graduating Junior Member will be allocated to a room (they will be notified of the room upon arrival) and it is not possible to request a specific room.

f. If there is a cancellation within 7 days of the booking there will be no refund. If the cancellation is more than 7 days in advance the room charge will be refunded, less a £10 admin fee per room.

g. The maximum number of rooms that can be booked by a Junior Member is two – two singles or a twin and a single. Junior Members, or College clubs or Societies, needing to book more than two rooms should contact the Bursar.

h. The College does not accept guest room bookings for guests who are under the age of 18, even if they are accompanied.

h. Those booked into guest rooms can park a car in South Court, on the condition that, on week days, they do not park there before 6.00pm and the car has been moved out by 8.30am.

j. Junior Members rates are £21.35 for a single and £42.75 for a twin.

5. Laundry and Ironing

a. A laundry to serve Junior Members is situated in the basement of the Hostel which is at the north east end of the Paddock. The service provides for the washing (but not ironing) of one bag a week of laundry. This bag can include a sheet and a pillow case. The cost of this service is included in the room rent charge appearing on your termly bill. You will need to purchase a reusable laundry bag from the laundry (at a cost of 25p).

b. Additionally there is a small launderette in the North Court Cloisters which can be used by Junior Members to launder items which are unsuitable for the Hostel Laundry. Keys to the Launderette are available in the Porters' Lodge, and must be signed for and returned after each use of the machines. There is no charge for this facility.

c. There are ironing rooms in North Court and the Hostel.

6. Safety Precautions

a. Electrical

(1) No alterations may be made in the electrical fittings of College rooms except by members of the maintenance staff or by those who have been authorised by the College.

(2) **Additional heating or cooling devices may not be introduced into College rooms.**

(3) All privately owned electrical equipment used in College accommodation is the responsibility of the owner and all such equipment must conform to the appropriate British Standard. Electrical equipment which is old or defective can be dangerous and

all Junior Members bringing their own electrical equipment into College must, prior to arriving, have the equipment tested and certificated by a reputable electrician. Owners of equipment which does not conform to British Standards MUST seek the advice of the College Electrician before connecting such equipment to the mains. He can be contacted through the Head of the Maintenance Department. He will test any such equipment and advise whether or not it can be used; if appropriate he will specify what plug and fuse must be fitted. A similar service is available to owners of equipment conforming to British Standards. Any items obtained whilst in College can be checked by contacting the Head of Maintenance**.**

(4) Particular care must be taken to avoid overloading the electrical supply system. While residents in the College and College Hostels are responsible for the safety of their equipment, they, and College Staff, have a duty to report immediately any unsafe wiring or equipment which they may notice.

(5) The use of 3-way adapters is not allowed. Multi-gang fused sockets only may be used. These may be obtained from the Maintenance Department and charged to your College bill.

(6) Energy Saving

Any waste of electricity or heating increases the cost of operating College accommodation and in turn increases room rents. It also damages the environment. **Do not bring to College unnecessary electrical equipment – all College rooms already have adequate lighting for example. Turn off all electrical equipment when you leave your room. Don't leave equipment on standby – this wastes electricity.**

(7) Electrical Equipment for Cooking

Microwave ovens have been installed in some gyp rooms in College and in outside properties. Instructions for the use of these microwave ovens are displayed in these gyp rooms. The ovens must not be removed from the gyp room where they have been placed. With the exception of Old Court (see below) and subject to conforming to 6a(3) above, the following electrical household appliances may be brought to College for use only in gyp rooms: **Toasters, kettles, coffee makers, sandwich toasters, rice cookers, slow cookers, bread makers, blenders, juicers, grilling machines.**

If any other appliances are found in College rooms they will be confiscated.

Old Court

With the exception of kettles, **no other electrical cooking equipment may be brought to College for use in the sets in Old Court.** This restriction has been introduced at the instruction of the City Fire Officer.

(8) Computers, mobile phone chargers, etc

Electrical equipment such as computers, mobile telephone chargers etc, must be turned off and unplugged when the room is unoccupied. Laptop computers used in the Library must be unplugged when not in use.

(9) Lighting

Only one additional light to that provided by the College, and using a low energy maximum 28 watt bulb, may be used in student rooms.

b. General Safety Precuations

(1) **Because of the danger of fire, candles, barbecues, inflammable solvents, fairy lights, paper lampshades, plug-in air fresheners and lava lamps are not allowed on any College property. Any Junior Member found burning a candle in their room will be liable to a fine at the discretion of the Senior Tutor.**

(2) Automatic door closers must not be disconnected, and **fire doors throughout College, including those in the Library, must not be propped open**. Any interference with fire doors reduces the effectiveness of the fire precautions and jeopardises the safety of all residents.

(3) It is forbidden to interfere with sealed radiator valves.

(4) Smoking is not permitted in any College room (see 23 below for more general restrictions on smoking within the College site).

(5) It is forbidden for residents to access the roofs of any College buildings. **Any Junior Member who goes onto the roof areas will be liable to a fine, or be asked to vacate College accommodation, at the discretion of the Senior Tutor.**

7. **Repairs/Faults**

Details of any matters requiring the attention of the Maintenance staff should be entered without delay in the Maintenance Reporting system on the College website (https://www.emma.cam.ac.uk/apps/maintenance). Reports are reviewed daily and all items are investigated and appropriate action taken. Any matter which has safety implications, ie. the replacement of light bulbs in public areas, should be indicated as such in the Reporting system and remedial action will be taken as soon as possible. Problems concerning faulty curtains and tracks should also be entered in the Reporting system.

It is important that every member of College takes responsibility for reporting a fault or breakage which has safety implications; it should not be assumed that the fault has already been reported by someone else.

8. **Light Bulbs**

The need for a light bulb to be replaced should be entered in the Maintenance Reporting system on the College website. This is reviewed daily and appropriate action will be taken.

9. **Refrigerators**

All Junior Members in College accommodation have access to a refrigerator located near or in their room. **Refrigerators must not be moved.** Faults should be reported via the Maintenance Reporting system on the College website.

10. **Television Sets**

The use of private television sets in rooms is allowed provided that the appropriate licence is held by the occupant. **It is your responsibility to obtain a TV licence for any television receiver brought into College, including using your computer to watch broadcast programmes or to watch BBC iPlayer. Your home licence will not usually cover you and there is no College-wide cover.** The TV licensing website advises that: "Your parents' licence will not cover you while you're away at uni unless you only use a device that's powered solely by its own internal batteries and not connected to the mains." Full details are available at: http://www.tvlicensing.co.uk/student-tv-licence **TV licensing authorities make checks on a regular basis and you are personally liable for any fines imposed.**

11. **Sharps Box**

Sharps boxes for the safe disposal of syringes etc are available in the Housekeeper's Office in the Hostel basement and in the Porters' Lodge. Syringes etc must not be disposed of in waste paper bins; consideration for safety of bedmakers and other members of staff must be shown in the disposal of such material. A Junior Member who requires a personal sharps box in their room should apply to the Housekeeper.

12. **The Safe Disposal of Broken Glass**

All broken glass and other items which might cause injury if handled must be disposed of in the special bins provided in gyp rooms. Broken glass and other items that may cause injury must **not** be left in waste paper bins, sinks, gyp rooms etc. There was recently a serious injury in College because broken glass was left on a floor – please ensure all broken glass is disposed of carefully so as to avoid injuries to others.

13. **Barbecues**

Barbecues are **not permitted** to be used on the main College site or at any College properties, **including** in the gardens of outside properties.

14. **Payment of Termly Bills** (Freshers are asked to refer to the note from the Bursar on **'Payment of Termly Bills and Payment of Fees'** which has been previously circulated).

Bills for the Michaelmas, Lent and Easter* Terms must be paid by dates shown below. **Reminders are not sent, and any bill not paid by the appropriate settlement date will be subject to a College Fine.** Bills will be sent by e mail early in each term and should be paid to the Income Section of the Bursary, A3 staircase.

The following are the dates by which Undergraduate termly bills should be paid:

Easter Term 2016 by 12 October 2016
Michaelmas Term 2016 by 11 January 2017
Lent Term & 'Estimated'* Easter Term 2017 by 19 April 2017

The following are the dates by which Graduate termly bills should be paid:

Long Vacation 2016 by 12 October 2016
Michaelmas Term 2016 by 11 January 2017
Lent and 'Estimated'* Easter Term 2017 by 19 April 2017
Easter Term 2017 by 23 August 2017
Long Vacation 2017 by 18 October 2017

For graduates in the last year of their course, special dates and procedures will apply – details available from the Income Section of the Bursary.

Payment may be made by depositing a cheque only please (a receipt should be obtained for cash) in the box located on the wall outside the Income Section A3 staircase.

Junior Members should inform their Tutor of any difficulty which they may have in paying their College bill <u>as soon as possible</u>.

NB: * 'Estimated' Easter Term bills are included on the Lent Term bills of all Graduands. Any services not included on the Estimated Bills, eg special dinners, functions, guest room bookings and additional days of residence etc, must be paid for in advance. A final bill will be issued in July and any overestimate will be refunded at that time.

15. **Queries Relating to Bills**

The Income Section of the Bursary will deal with all queries relating to College bills. The normal hours during which this section is open for general queries are between 11 am and 12.30 pm and 2 pm and 4 pm on weekdays. Queries relating to meal charges on the Electronic Point of Sale system in the Catering Department should also be addressed to the Income Section between these times.

16. **Dates of Terms etc**

The dates of University and Full Term and Normal Period of Residence for the Academic Year 2016/2017 are as follows:

	Michaelmas	**Lent**	**Easter**
University Term Starts	1 October	5 January	17 April
NPR starts	29 September	11 January	15 April
Full Term starts	4 October	17 January	25 April
Full Term ends	2 December	17 March	16 June
NPR ends	7 December	22 March	24 June
University Term Ends	19 December	25 March	25 June

17. **Residence out of Normal Periods**

a. <u>Graduate Students</u>: depending on the course for which they are studying, some graduates occupy their College rooms on the same basis as undergraduate students, and the rent paid by them only

covers the NPR. Other graduates pay a higher termly rent and are entitled to occupy their rooms for 13 weeks each term.

b. Undergraduate Students: Rents paid by undergraduates cover only the Normal Period of Residence, not the University Terms. Undergraduates wishing to stay in College outside the Normal Period of Residence must obtain the permission of the Senior Tutor and pay a rent of £13.40 per day. Such permission will normally be given to overseas students but only to a limited number of home students who must have good reason for staying in Cambridge. During the Long Vacation if permission is granted by the Master and Tutors' Committee for a student to occupy a College room a higher charge may be levied and payment will be required in advance. Applications to stay and study must be supported by the Director of Studies and a form for this can be obtained from the College Registrar. Outside the NPR it must be fully understood that there is no guarantee that a student may continue to occupy his or her "own" room. Students whose term-time room is in New Court (N, O and P staircases), North Court Cloister rooms 11 – 24 inclusive, and South Court M3, M4 and M5, will only be allowed to occupy their room during the Normal Period of Residence. **All rooms must be vacated by 9am on the day after graduation** at the end of the Easter Term – and the ground floor rooms in Old Court may need to be vacated a week prior to graduation (with the College providing alternative rooms for the remaining period to graduation). During the Long Vacation students with permission to be in residence will be housed in outside properties and the grade/size of room may vary from that of your normal College room. There is no guarantee that internet access will be available during the Long Vacation. Students staying for 7 nights or more during the Long Vacation will be invoiced separately for this accommodation and are expected to pay monthly in advance.

c. Graduands: In the case of Graduands it should be noted that the room rent charged in the Easter Term is higher than for the other two terms as those graduating may stay in residence until graduation.

d. Guest rooms booked for a period beyond the Normal Period of Residence in the Easter Term must be paid for in advance before accommodation can be reserved.

18. Luggage Storage

a. A **very limited** amount of storage space is available in South and in North Court for items being left in College over the vacations. All such items are deposited at the owner's risk.

b. With the exception of students whose home is overseas, it is not intended that the College should store during vacations all, or the major part of, the possessions which you have brought to College for use during term time. **The major part of your possessions must be removed from College at the end of each term.** The maximum that any Junior Member, other than those whose home is overseas, can deposit in the College storerooms is four pieces of luggage with a combined total volume of no more than 0.4 cubic meters.

c. The College can not store the empty containers in which computers or pieces of electrical equipment were packaged when purchased. These must either be returned home once you have unpacked, or otherwise disposed of.

d. Students with exceptional requirements for luggage storage, which cannot be provided for under b above, should seek permission for additional storage from the Bursar well before the end of term and before placing any luggage in the College stores.

e. Deposits to and collections from the North Court and South Court stores can only be made when members of the household staff are available to unlock the store. A notice on the door to the stores and in the Porters' Lodge will indicate the times at the beginning and end of each Term at which the store will be open. Access to the store will not be possible outside of these times. It should also be noted that the store will not be accessible at weekends or outside of normal working hours.

f. All items to be deposited must be securely packed and be clearly and prominently labelled with the name of the depositor and the date of deposit.

g. Unless specific arrangements are made with the Bursar, and confirmed in writing, any items left in the stores by individuals who are no longer in residence will be disposed of.

h. Gyp rooms and cupboards etc in staircases and houses are cleared during the summer vacation and **any items left in these areas are disposed of**. All of your belongings must therefore be cleared from these areas and either taken home or put into one of the official stores – anything left in other areas will not be retained for when you return to College.

19. **Security/Insurance**

a. Personal Belongings

The College accepts no responsibility for the personal possessions of Junior Members and you are advised to ensure that doors are locked and windows closed whenever your room is unoccupied - even for very short periods. All windows have catches, but if you have a ground or first floor room you can contact the Head of Maintenance to request that a window lock be fitted. You can make this request before coming into residence if you wish. If there is a fault with a ground floor window or window lock please report this via the Maintenance Reporting system on the College website as soon as possible.

Accommodation in multiple occupancy houses and staircases offers tempting opportunities for thieves: there is much coming and going and it is all too easy for a stranger to disappear into the background. For this reason it is important that strangers encountered on staircases should be challenged politely and asked who it is they are visiting, and the room number they are looking for: this is usually enough to deter someone who does not know the answer. If answers are unsatisfactory such incidents should be reported to the Porter on duty without delay. Similar precautions should also be taken in the Boathouse and at the sports ground.

b. College Fixtures and Fittings

The College reserves the right to charge for damage caused to fixtures and fittings (see para 22).

c. Insurance

It has been agreed with the MCR and ECSU that with effect from October 2010 **a basic level of contents insurance will be provided by the College for all those resident in College rooms**.

The cost of this contents insurance is included within the room rents charged. The full details of the cover will be available from the College web site. While this contents insurance cover will apply automatically to all those who are resident, and it is not possible to opt out of it, there is also the provision for you to top up and extend the basic cover.

The College has a large and open site. In order to maintain security all Members of College must take responsibility for ensuring that doors are kept locked, faults with doors, windows, locks, gates or lighting are reported via the Maintenance Reporting system on the College website, and any strangers who do not appear to be visiting a Member of College are reported to the Porter on duty as soon as possible.

20. **CCTV**

There are close circuit television cameras installed at various locations around the College. These are connected to a recording system. The Bursar is in overall charge of the CCTV system, and the Head Porter manages it on his behalf. The object of the system is to create a safer working and living environment, and to protect property. In the event of an incident, the CCTV recording would be used in an attempt to identify those responsible. The system will not be used to infringe an individual's right to privacy. Any enquiry relating to the CCTV system and its operation should be directed, in the first instance, to the Bursar. The College CCTV policy can be found on the College web site.

21. **The University Card**

Students are issued with a University Card when they arrive at College. Cards identify students and provide access (e.g. to the College Library, faculty libraries and through various College gates) and allow the use of services (e.g. charging for meals in the College cafeteria). Your card will be programmed to provide access through the various College gates, to the College Library and so as enable you to purchase meals in Hall.

If your card is lost, stolen or damaged you should contact the College Card Representative, Mrs Marion Dorkings, Senior Tutor's Secretary, univcard@emma.cam.ac.uk, as soon as possible. The University levies a £10 fee for replacing lost and stolen cards. In the latter case, this fee can be avoided if a crime report number is available. Damaged cards are usually replaced free of charge, as long as the damaged card is returned to the College Card Representative. Charges incurred in this respect are recovered via a student's College account.

All University cards must be returned to the College when you graduate. For undergraduate students there are arrangements in place for the cards to be collected immediately prior to graduation day.

22. **Damage to College Property**

The College will charge for all non-accidental damage to rooms, fittings and furnishings such as spillages which stain carpets, or damage resulting from hot pans or irons. The College also reserves the right to charge for accidental damage to College rooms. This is not a trivial matter since replacement of an accidentally burned carpet can cost as much as £500 and specialist carpet cleaning as much as £80.

23. **Smoking**

Smoking is not permitted in any College room.

Smoking is also not permitted in any other areas within College buildings. This includes:

All public rooms.
All corridors and staircases.
All offices, work areas
All gyp rooms, bathrooms, changing rooms, toilets, TV rooms and common areas.
The JCR bar.
The Boathouse.
The sports ground pavilion.
The Porters' Lodge.

Smoking is also not permitted in public areas which are partially enclosed, specifically the Front Court Cloisters, the Chapel Cloisters, the Tunnel and North Court Cloisters and the Queen's Building Cloisters.

24. **The Queen's Building and the Old JCR**

Eating and drinking are not permitted in the auditorium of The Queen's Building. Take-away food must not be consumed in the MCR. Take away food and drink must not be consumed in the Old JCR.

25. **Swimming and Tennis**

(a) The swimming pool

The College is fortunate enough to have an open air Swimming Pool which can be used at times during the Easter Term. However, any misuse of a swimming pool can be extremely dangerous – and the rules for the use of the pool must be observed at all times. These rules can be found within College Regulation 53 and further details are provided in the Junior Member Health and Safety document.

(b) The Paddock Tennis Courts

A limited number of tennis courts are available on the paddock for use during Easter Term and the rules for their use are displayed in the Porters' Lodge. The tennis courts may be withdrawn from use if the grass becomes worn. Better quality grass (and hard) courts are available at the sports ground at Wilberforce Road.

26. **Respecting Others**

Emmanuel College is committed to providing a welcoming, supportive and collaborative environment where individuals are treated with respect and dignity. It is our intention that staff and students behave appropriately at all times and any behaviour which causes offence, whether intentional or not, will be treated very seriously. It is the responsibility of all of us to ensure that staff and students are able to contribute fully to the life and work of the College free from harassment. It is the unwanted nature of the behaviour which distinguishes harassment from friendly behaviour, which is welcome and mutual.

The following documents listed below provide further advice on behaviour which is unacceptable and can be found at: http://www.emma.cam.ac.uk/about/official/

Student Complaints Procedure
Junior Member Respect and Dignity Policy

Meetings on College Premises

The University's Equality and Diversity agenda is set out at:
http://www.admin.cam.ac.uk/offices/hr/equality

27. **Complaints**

If you have any concerns about the accommodation services provided by the College, or suggestions for improvement, please speak to the relevant Head of Department (these are listed on page 3 of this booklet). If a matter can not be resolved in that way please raise it with the Bursar, Dr Mike Gross (mjg10@emma.cam.ac.uk). Equally, concerns or suggestions can be raised with ECSU or the MCR. There is student representation (via ECSU and the MCR) on the College committees which are responsible for providing accommodation and catering services (the Building and Services Committee, the Catering Committee, the Information Systems Committee, the Garden Committee and the Health and Safety Committee) and matters of concern can therefore be raised at those committees. In addition, the College operates a formal complaints procedure, a copy of this is available from the College website.

28. **ANUK**

Together with all other colleges in Cambridge, Emmanuel College observes the ANUK code of practice in the provision of student accommodation and services (www.anuk.org.uk).

29. **Data Protection – Electoral Registration**

Personal data, including ucam e-mail addresses, will be passed to the local electoral registration authorities for electoral registration purposes, but a student's e-mail address will be withheld at the request of a student. Please contact the Bursar if you wish your e-mail address to be withheld.

CATERING ARRANGEMENTS 2016-2017

1. **Service of Meals**

The following meals are served in the Hall during the Normal Period of Residence (see below) at the times stated: **please note that no food may be eaten in Hall unless purchased from the College:**

Breakfast	8.15-9.15am	Monday-Saturday, self-service cafeteria.
Lunch	l2.15-1.30pm	Monday-Friday, self-service cafeteria.
	12.15-1.15pm	Saturday, self-service cafeteria
		Sunday outside Full Term, self-service cafeteria
Brunch	11.15am-1.00pm	Sunday only in Full Term, self-service cafeteria
Dinner		
Informal Hall 5.45-7pm[1]		Daily, self-service cafeteria
Formal Hall 7.30pm		Daily except Wednesday A set three course meal, followed by coffee, with waiter service. Gowns must be worn.

At the end of the Normal Period of Residence in the Michaelmas and Lent terms continental breakfast only will be provided, but after the end of the Easter term full breakfast will be provided until Graduation weekend. At the beginning and/or end of the Normal Period of Residence, if the numbers in residence are low, a cafeteria meal in the evening may not be provided. In such a case a notice to this effect will be posted in the cafeteria and in the pigeon hole room.

2. **Formal Hall**

Formal Hall is provided each evening except Wednesday. On Monday, Tuesday, Friday and Sunday evenings Formal Hall is more traditional with a limit of 3 guests per person, while Thursday and Saturday evenings are open to Clubs, Societies or Groups wishing to book for a larger number of guests, although individuals with or without guests may also dine on these evenings. These bookings must be arranged 10 days in advance by visiting the Butler's office, opposite the Lower Hall. If Clubs and Societies wish to hold a function, the organiser may book a private room (see 6 below) and catering arrangements should be discussed with the Head of Catering at least 10 days in advance.

The Kitchen staff need to know how many people will be attending Formal Hall, so that they can provide the number of meals and specific diets required without undue wastage. You must therefore book in advance by 7pm two days before you intend to dine. **Formal Hall Bookings must be made on-line and details are available on the College Website**. A few places at Formal Hall may be available for late booking; enquiries should be made in the Catering Office before 10.00am.

---

[1] Service continues until 7.00pm, but diners must leave the Hall by 7.10pm so that staff may complete preparations for the 7.30pm Formal Hall.

Guests are welcome, but must be booked in as above. If you wish to bring more than three guests permission must be sought from the Butler's office who will only give permission to large groups for the two nights specified, ie. Thursday and Saturday. If entertaining three or more guests pre-payment will be required. Tables cannot be reserved in advance.

If you or a guest is a vegetarian or have any special diet, please indicate this when booking the meal. If your guest requires some other special diet, please consult the Head Chef.

During Normal Period of Residence cancellation is permitted without penalty online until 6.45pm the day before or after that by sending an email to rdb38@emama.cam.ac.uk no later than 10.00am on the day of the meal. After 10.00am on the day of the meal it is no longer possible to cancel, and the price of the meal will be charged to your account if you do not take it.

Please be at the entrance to the Lower Hall by 7.20pm to be seated and ready for Dinner starting at 7.30pm. Late arrival may be refused entry.

On occasions when special dinners are held in Hall (e.g. Matriculation) a self-service meal may be obtained as usual from the servery from 5.45pm, and eaten in Upper Hall.

Formal Hall is a special occasion and students should always have regard for their fellow diners, College property and staff. A notice displaying guidelines for behaviour at Formal Hall is displayed outside Hall. Breach of these guidelines in Formal Hall will be considered a disciplinary matter and will be dealt with by the Senior Tutor and the Master and Tutors' Committee.

Purchase of Drinks The Buttery Shop stocks a wide range of wines and other drinks which can be taken into Formal Hall. The Shop is open from 5.30 pm until Formal Hall begins at 7.30 pm.

3. **Parents' Formal Hall**

Two Parents' Formal Halls may be served each term, probably at the beginning and end of each term, and which are for members of College and their close families. Other College members are able to dine but no other guests are allowed.

4. a. **Special Diets**

Vegetarian and other diet dishes are always available in the cafeteria, and a vegetarian alternative is available at Formal Hall. Please consult the Head Chef if you have other dietary requirements.

b. **Food Allergies**

Junior Members who are allergic to particular food ingredients, for example nuts, should discuss the matter with the Head Chef as soon as possible after coming to College. The Head Chef will be able to advise on the ingredients in particular dishes. The College kitchens collect information from suppliers as to the ingredients in products purchased from suppliers and seek to avoid the unnecessary use of nuts and nut products. However, the possibility of cross contamination of nuts, nut products or other ingredients, either during preparation or serving, can not be ruled out. The elimination of all potential allergens is an impracticable objective and the College cannot guarantee that any dish produced in the kitchens is free of nuts or other potential allergens. The nature of a kitchen which produces a wide range of dishes means that,

despite the precautions that are taken, there is an element of risk and if in doubt particular items or dishes must be avoided. The Head Chef will be able to discuss particular requirements further.

If you are allergic to a particular ingredient the responsibility for your health rests with you. The British Allergy Association advises that:

"Adults, you are responsible for your allergy, you know what you are allergic to and can make informed decisions about what constitutes a reasonable level of risk when you choose a processed food or eat out..... Always carry your autoinjectur(s). If you have to use your adrenaline injection then you must go to hospital for observation .... If you do have a reaction in a public place, you must inject yourself first and delegate someone to call an ambulance**."**

5. **Special Dinners**

Apart from Club and Society functions the Catering Department is glad to arrange special dinners and other functions for College clubs and societies, or for individual members of the College. Rooms needed for such events must be booked through the Senior Tutor's Secretary and an application can be made using an electronic form located on the College website. Once the room booking has been confirmed by the Senior Tutor's Secretary, arrangements for catering must be made promptly with the Head of Catering. Catering arrangements must be finalised at least 10 working days before the event. In the Easter Term, it should be noted that any charges to 3rd year undergraduates arising from Special Dinners or other functions, must be paid in advance.

6. **Charging for Meals**

a. **Undergraduates** pay a contribution towards the fixed costs of operating the College Kitchens which is included within their room rent. Having paid this contribution towards fixed costs, undergraduates are entitled during the Normal Period of Residence to pay a reduced price for meals. Outside of NPR all Junior Members are charged the full price for meals.

b. **Graduates** who live in College accommodation on the main College site pay a room rent inclusive of the same contribution to the fixed costs of operating the College Kitchens as do undergraduates and are entitled to take meals at a reduced cost during NPR. The rent charged to graduates who live in College accommodation off the main College includes a reduced contribution towards the fixed costs of operating the College and those graduates are again entitled to meals during NPR at a reduced cost in the same way as undergraduates. Graduates who do not live in College accommodation, and Graduates living in married accommodation do not pay any contribution to the fixed costs of operating the College Kitchens and must therefore pay the full price for any meals taken. Graduates in this category may, if they wish, elect to pay a contribution towards fixed costs and then pay the reduced price for any meals taken.

7. **Payment for Meals**

Your University Card must be presented to the cashier whenever you purchase meals from the cafeteria or goods from the Buttery Shop. The till will read your account number from the card and the cost of your purchases will then be transferred to your College Account in the Bursary. The cost of any Formal Hall meals that you book will be transferred to your College Account in the same way. When your

College Bill is issued each term (see General Information para. 15 above) a weekly summary of all your spending in the College Kitchens and on Formal Hall will be shown.

IMPORTANT: Please note the following points carefully:

(i) Cash will not be accepted for the purchase of meals. Please ensure that you have your card ready before you join the queue.

(ii) Each time you make a purchase from one of the tills in the Kitchens, the total amount that you have charged to your Catering Account so far that term will show on the till display.

(iii) If you have any questions about the operation of the EPOS system, or the charges which have been made to your Catering Account, you should visit the Income Section in the Bursary, between 11 am and 12 noon and 2 pm and 4 pm on weekdays, where a detailed breakdown of the spending on your Catering Account will be available.

During the Normal Periods of Residence, the lower prices for meals are charged to those who have paid the contribution to kitchen fixed costs. Outside those periods, all meals are charged at the higher rate. The kitchens will be closed as follows:

After lunch on Monday 19 December - dinner on Tuesday 3 January
After lunch on Friday 7 April - dinner on Tuesday 18 April
After lunch on Friday 11 August - dinner on Wednesday 30 August

8. **Buttery Shop**

The Buttery Shop sells wine, beer and minerals, milk, bread and confectionery for cash. Items can also be purchased from the Buttery Shop using your University card. The Shop is open at the following times:

Monday - Friday 11.00am - 1.30pm and 5.30 - 7.30pm

A list of the items stocked, with prices, is on display outside the shop. In addition there is a vending machine for soft drinks and one for confectionery nearby.

The Buttery Shop stocks a wide range of wines suitable for Formal Hall or other functions, and these can be purchased immediately prior to the beginning of Formal Hall.

9. **Special Catering Arrangements and Queries**

Junior Members wishing to discuss arrangements for special dinners or other matters can see the Head of Catering by appointment. Wines, beers and minerals are available for purchase from the Buttery Shop for parties and functions held in the Public Rooms in College.

10. **Payment of Bills and Queries**

See General Information paras. 15 and 16.

M J Gross
Bursar
July 2016