

Reuben College Accommodation Handbook 2024/25

Reuben College Lodge

The Lodge at the Reuben College Main Building on Parks Road (OX1 3QP) has someone at the front reception desk 24 hours per day, 7 days per week. The duty porter¹ will be pleased to help and advise at all times – call in to speak with them in person, telephone 01865 616477 or email – lodge@reuben.ox.ac.uk

Emergencies, Safety and Security

For extreme emergencies where the matter is life threatening and you require the assistance of the Police, Ambulance or Fire Services, telephone 999. (For more general health advice, you should call NHS Direct on 111).

For all other urgent matters, contact Reuben College Lodge as detailed above in the first instance and the duty porter will put you in contact with the correct person. This includes, for example any occasion on which you are locked out of your room accidentally or urgent problems with your accommodation such as loss of power or heat, or in the event of a flood.

Security - In the unlikely occurrence of being unable to contact Reuben Lodge, for urgent security issues phone Oxford University Security Services on 01865 289999 (operational 24 hours a day 365 days of the year).

ARRIVING

You should have signed and returned your Acceptance Form and paid your deposit. Once this is done and you have firm plans for your journey, please inform us of the date and time of your arrival via the Notification Form, by following the link sent previously from the Accommodation Office - <https://forms.office.com/e/7bDJcgYsxq>

On your arrival in Oxford, please report to the Lodge at the Reuben College Main Building, Parks Road, Oxford OX1 3QP to collect a temporary access card/room key.

If you have been allocated a room at Farndon Court you will be issued with a temporary access card or, if you have been allocated a room at Winchester Road, you will be issued the house and room keys.

Academic Office Registration Sessions – The dates and times of registration sessions will be communicated separately by the academic office and you must attend one of these as soon as possible after your arrival in order to receive your University Card. (Farndon Court residents are asked to return the temporary access card at this time, as your University Card will instead operate the Farndon Court room doors).

Inventory Report Sheet – You will find a report sheet on the desk in your room. Please complete to record the condition of all College furniture and fittings. Please sign and date the form and return to the Accommodation Office at Farndon Court within 7 days of your arrival.

¹ 'Porter' is the name traditionally given at Oxford to staff who work at college 'front desks' (also known as 'College lodges')

DAY TO DAY LIVING

Receiving Mail

At Farndon Court - You will have your own 'pigeon hole'² to receive mail. For parcel deliveries, there is usually a member of staff on site at Farndon Court, Monday to Friday 9.00am to 2.00pm to receive and sign for parcels as necessary.

Your address is:-

Your Name

Farndon Court

133 Woodstock Road

Oxford OX2 6HW

For the Winchester Road Houses— Your mail will be delivered to each property. If you are expecting a parcel delivery, you will need to ensure there is someone in the house to receive a parcel. Please use the address:-

Your Name

Your Room Number

The House Number, Winchester Road,

Oxford OX2 6NA

Forward Luggage

Unfortunately, we cannot accept luggage in advance of your arrival without prior agreement, nor can we store any belongings.

Personal Insurance

It is advisable you take out personal insurance to cover personal belongings, including bicycles, ahead of your arrival.

What to Bring

- Bedding – Pillows and pillow cases, duvet and duvet covers, flat or fitted sheets. Towels and tea-towels
- Toiletries
- Kitchen Utensils and Tableware – A small quantity of pots/pans/cooking utensils/tableware/cutlery

What *not* to Bring

In accordance with fire regulations, please do not bring any additional storage furniture, mattresses or soft furnishings into the College accommodation.

Electricity

The electricity supply in the UK is 240 volts alternating at a frequency of 50 Hertz. You will need to check if your electrical items work at this voltage and, if not, bring a transformer. Plugs may be different so you may need to purchase an adaptor plug.

IMPORTANT: Please have your appliances 'PAT' Tested - In the first week or two, please attend one of the College's PAT Test Clinics (Portable Appliance Test) which will be held at Farndon Court. You should take all your electrical appliances, cables and charging units to be checked for safety. The time/date of the clinics will be communicated nearer the time .

² The Oxford name for an open mailbox

TV Licences – If you watch, stream or record live television in your property or bedroom (whether through a television or via the internet), or you watch programmes using BBC iPlayer, you must acquire a TV licence. Please see [TV Licence - TV Licensing™](#)

Please note that tenants are not permitted to install satellite dishes or external aerials on College property or arrange cable television connections.

Bedrooms

Every tenant is responsible for cleaning their own room.

The common room area has a student cleaning cupboard store where there is a vacuum cleaner, mop & bucket, dustpan & brush.

To prevent damage, we ask that you do not use Blue Tac, Sellotape, drawing pins or any other fixings on any walls or doors. Pin-boards are provided in your accommodation.

Mattress Protector

You will be provided with an encompassing mattress protector which completely encases the mattress. This must remain in place throughout your tenancy to prevent damage to the mattress.

Locking your Bedroom Door

At Farndon Court, the door into each wing on every floor is secured by the 'Salto' lock (an electronic lock system operated by presenting an access card at the door). Otherwise, all doors are by default unlocked. To secure your room (and this is strongly advised if you are leaving it for any period), please remember to hold your card to the Salto reader to lock your room door as you leave.

Kitchen and Washroom Facilities

At Farndon Court, please use the kitchen and washroom facilities in your cluster flat or studio room only.

At Winchester Road, the facilities on all floors are for use by all residents of the house.

Kitchen cupboard space as well as refrigeration and freezer space are often limited in College accommodation. Please buy supplies 2 or 3 times a week rather than attempting to store large quantities of food at once.

Kitchens are equipped with electric ovens and hobs, fridge/freezers, microwaves, kettles and toasters.

Cleaning of Communal Spaces, Kitchens and Washroom Facilities

All communal spaces, kitchens and washrooms are cleaned regularly by contract cleaners.

Tenants should ensure that they keep the kitchens clean and tidy for the benefit of all residents.

This includes washing up and putting away your crockery and cooking equipment immediately after you have cooked.

Storage

Please be aware that all your possessions need to be stored in your room (including all suitcases and other luggage).

The exception is a small quantity of kitchenware, tableware and food items, which should be kept in the kitchen cupboard and fridge/freezer shared space.

There is no College storage facility available

Bicycles

Bicycle storage is available on site at the rear of each property. You are permitted to bring one bicycle per person (not a motorbike). Please store your bicycle only in the dedicated storage provided and do *not* bring cycles into the accommodation. We recommend that you include your bicycle in your insurance cover.

Maintenance Reporting

For urgent problems with your accommodation which cannot wait, such as loss of power or heat, or in the event of a flood please contact Reuben Lodge as detailed above.

Report all other maintenance problems through this link - [Support : Reuben College Facilities \(freshdesk.com\)](https://freshdesk.com) – or scan the QR code to submit a ticket



Under no circumstances must you undertake or arrange repairs yourself.

The Facilities Manager, based at Farndon Court, can be contacted on – farndon.court@reuben.ox.ac.uk

Recycling and Waste Disposal

Please recycle wherever possible.

Please use the bins in the communal areas or go to the large bins outside (Farndon Court at the rear of the building; on Winchester Road to the bin store at No. 4)

Dark Green Bin	Recyclable materials such as paper, card, aerosols, foils, tins and cans, cartons and plastic bottles
Black Bin	Non-recyclable waste that will be sent straight to landfill
Light Green Bin	Food waste
Blue Bin	Glass bottles and jars

An interior food caddy is provided for each kitchen - only food waste should be placed in these please.

Laundry

The Laundry Room at Farndon Court is operated by top-up card: please collect a card from the Farndon Court Building Facilities Manager. All instructions from the private facility provider are displayed in the laundry room.

The Winchester Road houses all have washing machines installed and available for use by the residents with the cost included in the monthly rental charge.

RENT AND COUNCIL TAX

Please pay your rent monthly in advance by the 1st of each month, using the link to the Online Store For Farndon Court - [Reuben College Accommodation Rent Payment - Farndon Court | University of Oxford \(oxforduniversitystores.co.uk\)](https://oxforduniversitystores.co.uk/reuben-college-accommodation-rent-payment-farndon-court)

For Winchester Road - [Reuben College Accommodation Rent Payment - Winchester Road | University of Oxford \(oxforduniversitystores.co.uk\)](https://oxforduniversitystores.co.uk/reuben-college-accommodation-rent-payment-winchester-road)

COUNCIL TAX

All the single rooms at the Winchester Road houses and all the rooms in the 8-bedroom clusters at Farndon Court have been assessed as Student Halls of Residence for Council Tax purposes.

NB - For the Flats at No. 6 Winchester Road and the Studio Rooms and 2-bedroom clusters at Farndon Court, each resident must apply for Student Exemption from Council Tax - [Apply for a student Council Tax exemption or disregard | Oxford City Council](#)

The Accommodation Office will contact you to provide advice/guidance on this once you have arrived in Oxford.

CONNECTING TO THE INTERNET

Any questions or queries, please contact the Reuben College IT Department - it.support@reuben.ox.ac.uk

Comprehensive instructions on how to set up and use your router can be found here: [Internet access | Graduate Accommodation \(ox.ac.uk\)](#)

Please note that an active Single Sign-On account and an Eduroam Wi-Fi/VPN account (also known as a remote access account) is required to access the internet.

Below is a brief FAQ

Who can use the connection in my room/flat? – Only those living in the room/flat are allowed to use the internet connection. The ultimate responsibility for the service and all activity on the connection lies with the named tenant.

What can I use the service for? – The network is intended primarily for academic purposes but the reasonable and limited use of the network for social and recreational purposes is acceptable for tenants. All use must meet the University regulations and policies which apply to all University ICT facilities. For details see: <https://governance.admin.ox.ac.uk/legislation/it-regulations-1-of-2002>

Can I turn off the router overnight/while I am out? – Yes

Can I use my own router or wireless hardware? You can use your own router provided it is compatible, but we cannot provide helpdesk support for third party routers.

Unfortunately, wireless hardware such as repeaters or wireless base stations are not allowed as they contravene Oxford regulations.

Can I use the WPS button? – At the moment, no. Please do not use this button on the back. Pressing and holding for more than ten seconds will reset the device to factory defaults and you will lose all network connectivity.

When leaving your accommodation please remember to reset the router

RESET ROUTER – Use a small pin or paperclip and press and hold the Reset button on the back of your Netgear router in your room (10 seconds). This is essential to avoid future users using your eduroam details which could mean their internet activity is under your account for which you are responsible. If you need guidance email it.support@reuben.ox.ac.uk . [How do I perform a factory reset on my NETGEAR router? - NETGEAR Support](#)

EMERGENCIES, SAFETY AND SECURITY

For extreme emergencies where the matter is life threatening and you require the assistance of the Police, Ambulance or Fire Services, telephone 999. (For more general health advice, you should call NHS Direct on 111).

For all other urgent matters, contact Reuben College Lodge in the first instance and the duty porter will put you in contact with the correct person. This includes for lock-outs or urgent problems with your accommodation such as loss of power or heat, or in the event of a flood.

Telephone 01865 616477 or email – lodge@reuben.ox.ac.uk

Security - In the unlikely occurrence of being unable to contact Reuben Lodge, for urgent security issues phone Oxford University Security Services on 01865 289999 (operational 24 hours a day 365 days of the year).

LOCKING YOUR DOOR AT FARNDON COURT

At Farndon Court, the door into each wing on every floor is secured by the 'Salto' lock (an electronic lock system operated by presenting an access card at the door). Otherwise, all doors are by default unlocked. To secure your room (and this is strongly advised if you are leaving it for any period), please remember to hold your card to the Salto reader to lock your room door as you leave.

LOCK-OUTS

If you have misplaced your keys, temporary access or University card or locked them inside your room, please contact the Lodge as detailed at the top of this document. The duty porter will be able to assist but please be aware that a penalty will be charged for second or reoccurring lock-out incident(s).

First Lock-Out– free of charge but thereafter if the services of an external company are required, the call-out penalty is £30.00. The porter may be in a position to issue a temporary access card or the loan of a spare key for a £5.00 deposit. The temporary card/spare key will need to be collected from the college's main site (the deposit charge to be waived if the card/key is returned to the Accommodation Office the next morning).

If it transpires that your key, temporary access card or University card is not found once you have gained access to your room, then please contact the Lodge again immediately and ask the duty porter to commence arrangements to cancel it.

WINDOW RESTRICTORS

Window restrictors are fitted in rooms as a safety measure to reduce the risk of falling from height, and (where on the ground floor) to improve security.

FIRE SAFETY

Your building has a fire alarm system. Smoke detectors are sensitive so please be careful when cooking.

Smoke, fire and heat detectors systems are programmed to a higher level of sensitivity between 10pm and 7am so take particular care if you cook during this time.

- You must not cover any smoke alarm or tamper with it in any way
- Fire doors must be kept shut at all times
- Fire blankets are provided in each kitchen
- Fire notices are provided throughout the building
- If you discover a fire, immediately activate the fire alarm system by breaking the glass on one of the emergency call points

- If the fire alarm sounds (other than at the specified weekly test time given below), please leave the property immediately and assemble at the Fire Assembly Point, as advised in the fire safety notices in the building
- If you are in the same room as the fire, tell all of those with you in the accommodation set about the fire, leave straight away and close the door behind you. Do not attempt to put out the fire
- Do not attempt to gather personal belongings prior to evacuating the building
- Do not use the lift
- When the fire alarm is activated the doors on access control will unlock
- In order to comply with Fire Safety Regulations, personal belongings should not be left in corridors

FIRE ALARM TESTING IN FARNDON COURT AND WINCHESTER ROAD

Fire alarms are tested weekly at 10am every Wednesday at Farndon Court and on Thursdays in the Winchester Road houses.

The College takes any misuse of or tampering with the fire safety equipment, or any deliberate false alarms, very seriously as this could endanger you and others. Any such actions would constitute a breach of your tenancy agreement and may also incur charges and/or disciplinary action.

FIRE PREVENTION

For your own safety and that of others please:

- Ensure the correct fuses and plugs are used for electrical equipment
- Keep cookers, ovens and grill pans clean
- Do not place hot pans on work surfaces, unless on heatproof stands (damage to unprotected work surfaces can be costly to repair and may result in charges)
- Do not leave cooking unattended
- Do not heat up large amounts of oil
- Do not smoke within the building
- Do not use candles or incense sticks
- Do not overload plug sockets – most UK plug sockets are 240V

You can avoid overloading sockets and risk of fire by following this simple advice:

- When using an extension lead, check the current rating of the extension lead before plugging appliances into it. Most extension leads are rated 13A but some at only 10A or less – the rating should be clearly marked on the back or underside of the extension lead
- Never overload an extension lead by plugging in appliances that together will exceed the maximum current rating stated on the extension lead. This could cause the plug in the wall to overheat
- Only use one extension lead per socket and never plug an extension lead into another extension lead
- Use a multi-way bar extension lead rather than a block adaptor
- For an indication of the current ratings of commonly used domestic appliances, please see: [Home Appliances Ratings | Electrical Safety First](#)

Check regularly for the following danger signs:

- A smell of hot plastic or burning near an appliance or socket
- Sparks or smoke coming from a plug or appliance
- Blackness or scorch marks around a socket or plug, or on an appliance
- Damaged or frayed leads
- The coloured wire inside leads showing at the plug or anywhere else
- Melted plastic on appliance casings or leads
- Fuses that blow or circuit breakers that operate for no obvious reason

RULES AND POLICIES

DISCIPLINARY

All residents are required at all times to be familiar and comply with the college policies as set out at: <https://www.reuben.ox.ac.uk/college-policies>

GUESTS

Overnight guests may stay for a maximum of three nights in any calendar month and must be accommodated in your room, not in any common areas. Please book your guest's stay with the Accommodation Office – accommodation@reuben.ox.ac.uk

NOISE

Please be considerate of other residents. Noise levels should be kept to a minimum at all times, especially between 22.00 and 07.00.

PETS

We have a no pet policy unless they are assistance dogs agreed through the College's Disability lead and in conjunction with the University's Disability Advisory Service. Please contact the Accommodation Office, who will in turn liaise with the College's Disability Lead and the guidance of the University's Disability Advisory Service (DAS).

PARKING

Reuben College has limited parking at Farndon Court. Permission to park on accessibility grounds is granted only by agreement with the College's Disability Lead (see: [Disability resources and advice | Reuben College \(ox.ac.uk\)](#)) It may occasionally also be possible (subject to capacity) for PGCE students to park during a period when teaching outside of Oxford, and for part-time students to park for a maximum of 3 nights. In these cases, please check in advance with the Accommodation Office.

PICTURES & WALL HANGINGS

To prevent damage, we ask that you do not use Blue Tac, Sellotape, drawing pins or any other fixings on any walls or doors. Pin-boards are provided in your accommodation.

SMOKING and VAPING

Smoking or vaping are not permitted in your accommodation or anywhere on our site.

Tenants are encouraged to be mindful of water and electricity consumption and turn off appliances when not required.

MAINTENANCE AND REPAIRS

For urgent problems with your accommodation which cannot wait, such as loss of power or heat, or in the event of a flood please contact Reuben Lodge as detailed above.

Report all other maintenance problems through this link - [Support : Reuben College Facilities \(freshdesk.com\)](https://freshdesk.com) – or scan the QR code to submit a ticket



Under no circumstances must you undertake or arrange repairs yourself.

The Facilities Manager based at Farndon Court can be contacted on – farndon.court@reuben.ox.ac.uk

If access to your accommodation is required for routine maintenance and repairs, you will be given at least 24 hours' notice (except in the case of emergencies).

There may be occasions when a maintenance issue means that we will have to ask you to move to another room temporarily, although this is a rare occurrence.

DAMAGE TO ACCOMMODATION

Please report any damage in your accommodation to the Facilities Manager or the Accommodation Office as soon as possible.

Damage caused by the tenants or guest(s) of the tenant may result in a charge for the cost of repairing or replacing the damaged item.

The same applies to any damage to the College's furniture or contents.

TERMLY ROOM INSPECTIONS

A room inspection will be conducted each term by the Facilities Manager or Accommodation Co-ordinator. At least 7 days' notice will be given to residents.

PEST CONTROL

Please contact the Facilities Manager if you detect vermin or insects in the building. We will pass this on to our Pest Control contractors, and they will aim to get this attended to within two working days.

TARGET STANDARDS OF SERVICE

We aim to meet the standards of service listed below wherever possible, however there are occasions where, due to circumstances beyond our control, contractors may have reduced labour capacity, or experience delays in deliveries of materials.

We will keep you updated on the progress of your maintenance request, and in cases where we have been notified by contractors that there may be significant delay, will aim to provide you with alternative accommodation, if possible.

Emergency Repairs – Where there is a serious danger to property or persons, for example, major leaks, insecure windows or doors, or complete loss of power	3 hours
Urgent Repairs – For example, loss of heating or hot water (may be upgraded to 3 hours), blockages to appliances or sinks	24 hours
Routine Reactive Repairs – For example, adjusting doors, leaking guttering	14 days
Lifts – Repair to lift work will rely on the use of specialist staff from the lift maintenance company. The timescale for such repairs can be difficult to predict and may depend on the availability of parts	28 days

CONDENSATION

It is possible that condensation may build up in your accommodation, particularly on windows and exterior walls. This can lead to damp or mould, so it is important to take some precautions:-

- Ventilate – ensure that you regularly ventilate your accommodation by opening windows, in order to allow drier air to flow in from the outside and replace damp inside. For example:
 - If it is safe to do so, leave the bedroom window ajar when sleeping
 - Open windows when cooking/washing up
 - Open windows for around half an hour each day
- If your window has trickle vents, ensure they are open
- Avoid drying clothes on radiators inside – use the tumble dryers provided in the laundry room
- Keep lids on pans when cooking to reduce the release of moisture into the air and only cook in the designated cooking area
- Adjust your heating to ensure that your accommodation is adequately heated

LEGIONELLA

Legionella is a disease caused by bacteria that can be found in natural water sources. Infection is transmitted by inhalation of bacteria in aerosol form.

We carry out regular water tests at our accommodation sites in accordance with legislation. Regular access will be required to your accommodation to complete this. We will always give you notice when this is going to happen.

WHAT PRECAUTIONS CAN YOU TAKE

If you have been away from your accommodation for more than one week:-

- Run showers and taps for 5 minutes (open the windows first to ventilate the water vapour and face away from showers and taps while doing so)
- Flush toilet with the lid down

PENALTY CHARGES AND FINES

Range of typical charges for cleaning or damage:-

General cleaning (hourly rate)	£23.00 per hour
Carpet/vinyl clean	£40.00-£170.00 depending on area
Rubbish clearance	£3.00 per bag
Deep oven clean	£55.00
Smoke contamination	£200.00-£300.00
Repainting of one wall	£165.00
Replacement furniture	£150.00-£400.00 depending on item
Damage to door/replacement	£15.00-£300.00
Damage to lock	£50.00-£150.00
Damage to window	£50.00-£300.00
Replacement Wi-Fi Router	£45.00

Charges to tenants for breach or default:-

On site staff attending to heat or smoke detectors which have been tampered with or removed. Please note that the College also reserves the right to undertake disciplinary actions, which may also include a financial penalty	£15.00-£50.00
Administrative cost of dealing with the breach of No Smoking Regulations. Please note that the College also reserves the right to undertake disciplinary actions, which may also include a financial penalty	£10.00-£40.00
Replacement temporary access card or keys	£5.00
Lock-outs - Second and subsequent incident(s) if external company needs to be called	£30.00 per call-out
Lock-outs – loan of spare key or loan of temporary access card from the Lodge	£5.00 deposit (refunded on next-day return of key/card)

MOVING OUT

Please pack-up and take all your possessions with you, including from the kitchen. Please remember to clear the fridge/freezers and kitchen cupboards of any food belonging to you.

To avoid cleaning and damages fines please ensure you have disposed of all rubbish/recycling in the bins outside. Leave your room as clean and tidy as possible. As a minimum, please vacuum the floor and clean the handbasin in your room if you have one.

Check-out Inspection

Please arrange a check-out inspection with the Accommodation Office. The check-out inspection will normally be conducted before you leave, however on busy departure days, this may not be possible. In any case the room will be checked to ensure it has been left clean, tidy and free of damage. Any problems will be communicated to you immediately by email supported by photographic evidence; you will be provided with a payment link and asked to pay any cleaning and damages fines due.

Return of Deposit

On satisfactory check-out and provided all outstanding payments have been made, your deposit will be returned to you. This will be refunded through the University Online Shop to the source from which you originally paid the deposit.