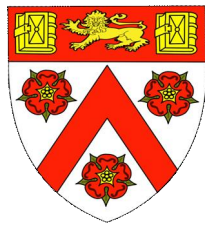


ACCOMMODATION HANDBOOK

TRINITY COLLEGE



Managing Agents

BIDWELLS

Bidwell House
Trumpington Road
Cambridge
CB2 9LD

2011/2012

BIDWELLS

This document is designed to provide you with all the relevant information that you may require whilst residing in a Trinity College property managed by Bidwells.

Table of Contents

1	GENERAL.....	5
	1.1 Accommodation Entitlement.....	5
	1.2 First Year Postgraduate Students (including first year Scholars)	5
	1.3 Second and Third Year Postgraduate Students	5
	1.4 Fourth Year Postgraduate Students.....	5
	1.5 Fifth Year (plus) Postgraduate Students.....	5
2	HOSTELS AND FLATS	6
	2.1 Locations	6
3	MANAGEMENT OF OUTSIDE ACCOMMODATION.....	6
4	ACCREDITATION NETWORK UK (ANUK) CODE OF PRACTICE.....	6
	4.1 Contact Information	6
	4.2 Complaints/Appeals.....	7
5	GENERAL INFORMATION.....	7
	5.1 Assured Shorthold Tenancy Agreement.....	7
6	RENTAL PERIOD.....	7
7	DEPOSIT AND RENTS	7
8	ACCOMMODATION.....	7
	8.1 Decoration.....	7
	8.2 Linen.....	7
	8.3 Refrigerators/Freezers.....	8
	8.4 Maintenance.....	8
	8.5 Location of Stopcock and Meters.....	8
	8.6 Communal Areas	8
9	VACATING YOUR ACCOMMODATION.....	8
	9.1 Notice	8
	9.2 Utilities	8
	9.3 Mail.....	8
	9.4 End of Tenancy Inspection.....	8
	9.5 Cancelling Standing Orders	9
	9.6 Return of Deposit.....	9
10	CLEANING CONTRACTORS	9
11	GUESTS IN COLLEGE ACCOMMODATION.....	9
12	INCONSIDERATE BEHAVIOUR.....	9
13	NOTICES.....	10
14	USE OF ROOMS FOR BUSINESS PURPOSES	10
15	WINTER & SUMMER ABSENCES.....	10
	15.1 Winter Absences.....	10
	15.2 Summer Absences	10
16	FURNISHINGS.....	10
17	INVENTORIES.....	11
18	UTILITIES & SERVICE PROVIDERS.....	11
	18.1 Gas & Electricity.....	11
	18.2 Council Tax	11
	18.3 Telephone/Computer Connections	12
	18.4 Television Licences	12
19	SERVICES & APPLIANCES	12
	19.1 Heating.....	12
	19.2 Gas Installations	12
	19.3 Electrical Wiring	12
	19.4 Electrical Equipment	13
	19.5 Radios and Televisions	13
	19.6 Water Supplies.....	13
	19.7 Water Hygiene	13
	19.8 Lighting.....	13
	19.9 Drains.....	13
	19.10 The College Computer Network.....	14

	19.11 Computing Support.....	14
20	ENVIRONMENTAL ISSUES	14
	20.1 Energy Efficiency	14
	20.2 Refuse/Recycling Collection.....	14
21	LAUNDRETTES	15
22	REPORTING FAULTS.....	15
	22.1 Gas Leaks	16
	22.2 Flooding - In your own property.....	16
	22.3 Flooding - From a neighbouring property	16
23	MAINTENANCE AND REPAIR	16
	23.1 Organisation.....	16
	23.2 Grounds Maintenance	16
	23.3 Snow and Ice Clearance	17
24	ACCESS TO ACCOMMODATION	17
	24.1 Bidwells Staff.....	17
	24.2 Bidwells/Contractors	17
	24.3 Porters	17
25	PROTECTING THE PROPERTY FROM DAMPNESS & CONDENSATION	17
26	ELECTRICITY FAILURE	17
27	HEALTH AND SAFETY	17
	27.1 First Aid Provision.....	18
28	FIRE SAFETY	18
	28.1 Fire Alarms.....	18
	28.2 Fire Prevention.....	18
	28.3 Detection and Alarm	19
	28.4 Escape	19
29	SMOKING POLICY	19
30	SECURITY	19
	30.1 Flat/Hostel Keys.....	19
	30.2 Building Security	19
	30.3 Your Belongings.....	20
31	BICYCLES	20
32	MOTOR VEHICLES.....	20
33	ACCOMMODATION RELATIONSHIP	20
	33.1 Advance Information.....	20
34	NOTES :	21

OUT OF COLLEGE FURNISHED ACCOMMODATION

1 GENERAL

1.1 Accommodation Entitlement

Trinity aims to provide accommodation for all undergraduate students for the duration of their course and therefore most undergraduate students usually live 'in College'. The College also seeks to offer housing to postgraduate students, although PhD students only have an entitlement to occupy a Trinity-owned property during the first three years of their PhD study. As such, these students are sometimes permitted to continue in Trinity accommodation thereafter, subject to availability.

Students who are accompanied by their partner/children cannot reside in College. Therefore, the College has a limited number of flats available for couples/families for which students pay a subsidised rent.

1.2 First Year Postgraduate Students (including first year Scholars)

a) Tutorial 'Side F'

Students who are new to the College (Tutorial side F) are accommodated 'in College' during their first year. The allocation of rooms takes place in August; the College conducts a random ballot and assigns housing based on the information provided on the Accommodation Application form.

b) Graduates of Trinity

Graduates of Trinity who are returning to undertake a postgraduate course will be housed in one of the graduate hostels. Rooms are allocated via the Graduate Ballot, which takes place in August, based on the information provided on the Accommodation Application Form.

1.3 Second and Third Year Postgraduate Students

Students living in a graduate hostel are permitted to retain their room for the following academic year. However, students who vacate their room during the Long Vacation will be assigned a room for the following academic year via the Graduate Ballot.

'Side F' students are required to move into a room in one of the graduate hostels at the end of their first year; these rooms will be assigned via the Graduate Ballot in August.

1.4 Fourth Year Postgraduate Students

Postgraduate students in their fourth year of study do not have an entitlement to live in Trinity-owned accommodation. PhD students can apply for housing if they are over-running but there is no guarantee that accommodation will be available. If it is allocated, a Licence to Occupy will be issued until the end of the 10th Term. Permission to stay in College accommodation beyond this date will be reviewed on a term basis and students should contact the Accommodation Office at least one month before the end date of their Licence to Occupy to apply for an extension.

1.5 Fifth Year (plus) Postgraduate Students

Unless there are exceptional circumstances, postgraduate students who are in their fifth (or greater) year will not be offered accommodation in a Trinity-owned property.

2 HOSTELS AND FLATS

2.1 Locations

Student hostels are located as follows:

12 Glisson Road	4-26 Portugal Street
18 Newton Road	14 Portugal Place
20 Victoria Street	15 Portugal Place
39 Victoria Park	

Couples flats are located as follows:

12 Bentley Road	12-16 Bridge Street
28 Chesterton Hall Crescent	63 & 65 Chesterton Road
91/93 Grantchester Meadows	9 Green Street
14, 16 & 16a Newton Road	53 & 66 Searle Street

3 MANAGEMENT OF OUTSIDE ACCOMMODATION

Hostels and flats are assigned by the Junior Bursar.

4 ACCREDITATION NETWORK UK (ANUK) CODE OF PRACTICE

The College has undertaken to comply with the ANUK Code of Practice for the Management of Student Housing, details of which can be found on the ANUK website www.anuk.org.uk.

4.1 Contact Information

The Responsible College Officer for all accommodation is the Junior Bursar. Bidwells act as the Managing Agents for both hostels and flats to whom detailed problems can initially be addressed:

- a) Property Manager
Mrs Amanda Webb – 01223 559366 – amanda.webb@bidwells.co.uk

General Management of the accommodation. All issues relating to the accommodation should be directed to Amanda Webb in the first instance.

- b) Accounts & Property Administrator
Miss Louise Foster – 01223 559564 – louise.foster@bidwells.co.uk

- c) Property Assistant
Miss Julie Foreman – 01223 559420 – julie.foreman@bidwells.co.uk

- d) General Maintenance/Handyman
Mr Jason Johnson - 07836 659814

Bidwells Working Hours – Monday to Thursday 9.00 am to 5.30 pm
Friday 9.00 am to 5.00 pm

ANY OUT OF HOURS EMERGENCIES CONTACT PORTERS LODGE AT TRINITY COLLEGE 01223 338400

4.2 Complaints/Appeals

Bidwells are accredited under the ISO90001:2000. This ensures that there are audited procedures that have to be adhered to. This includes a complaints procedure. Should you wish to make a formal complaint regarding Bidwells, or any of its employees, please address this to Mr A Long BSc (Hons) MRICS at Bidwell House, Trumpington Road, Cambridge, CB2 9LD.

5 GENERAL INFORMATION

5.1 Assured Shorthold Tenancy Agreement

Hostels and flats are let on an Assured Shorthold Tenancy Agreement. The Agreement will be issued at the commencement of occupation. The lease will end on 31st August in any one Academic year. Extension Notices will be sent out before the end of the tenancy if applicable. **One month's notice in writing to Bidwells is required to vacate your accommodation.** Should tenants remain in their accommodation outside the normal period of residence without obtaining prior approval from Bidwells or if they fail to leave the property in a condition ready to be occupied by others, they will be liable for a daily charge.

6 RENTAL PERIOD

Rents will be invoiced and charged on a monthly basis and must be paid on the 1st of every month by standing order. If the invoice has not been received, rent is still due. Utility charges for hostels will be invoiced quarterly and must be paid for separately to any standing order rental payment. At the end of a tenancy, the tenant **MUST** cancel their standing order arrangement; charges will apply for failure to do so.

Payment for rent will be expected at all times unless the tenant has fully vacated the accommodation. No rental holidays are given. A charge will be placed on the account for any cheques are referred back to drawer.

7 DEPOSIT AND RENTS

Hostel and flat charges are based on the type, size and location of the accommodation.

Bidwells determine rents for both flats and hostels based on current open market values. A concession may be applied based on a per tenant basis. The deposit is also charged on a per tenant basis. This is held and returned at the end of the tenancy after a satisfactory check out. The deposit **CANNOT** be used for rent payment at the end of the Tenancy.

Rents are reviewed annually and any increase is approved by Trinity College Council following discussions with the Junior Bursar. Increased rents are applied as from 1st October in any one year.

An administration fee for arrears may be applied at a rate of £25.

8 ACCOMMODATION

8.1 Decoration

Individual rooms are generally redecorated every seven years and public areas on staircases every five years. Any unauthorised redecoration will be made good at the expense of the occupant.

8.2 Linen

Bidwells provides pillows and duvets, pillowcases, sheets and duvet covers. Laundering is the responsibility of the tenant.

8.3 Refrigerators/Freezers

It is the responsibility of the tenant to ensure that the fridge/freezer is kept clean, hygienic and regularly defrosted.

8.4 Maintenance

Bidwells handyman attends the properties on a weekly basis to carry out any maintenance and gardening works and to test the communal lighting. He will replace bulbs in the communal areas however tenants are responsible for replacement bulbs in their rooms/flats.

8.5 Location of Stopcock and Meters

The stopcock for the water supply is usually located under the kitchen sink. You should also locate the electricity and gas meters, fuse box and mains switch.

8.6 Communal Areas

Tenants are not permitted to store personal items in any of the communal areas. All items must be stored in their own rooms. Halls, stairs and landings must remain clear at all times in order to comply with Fire Regulations. Any personal belongings will be removed at the cost of the tenant(s).

9 VACATING YOUR ACCOMMODATION

9.1 Notice

One month's written notice to be sent or emailed to Bidwells. Notifying Trinity College without notifying Bidwells does not constitute giving Notice of Vacation.

9.2 Utilities

If applicable, contact providers of gas, electricity, council tax and telephone and close the accounts giving a forwarding address.

9.3 Mail

Please arrange for all mail to be forwarded to your new address. Bidwells cannot accept responsibility for forwarding tenants' mail.

Any mail found at the property after a tenant has left will be forwarded to Royal Mail marked "Please Return to Sender".

9.4 Vacating your Accommodation and End of Tenancy Inspection

Once you have vacated the accommodation, a Bidwells representative will carry out an inventory check to ensure the room/flat is clean and tidy and that all personal belongings have been removed. If the accommodation is not left in a satisfactory condition for the next occupant, the following example charges will apply in addition to potential daily charge until the accommodation is ready for occupancy:

- Replacement keys - £20 each (excluding properties access by University Card – these are charged separately)
- Replacement lock cylinder - £60
- Cleaning of rooms - minimum £25
- Cleaning of flats - minimum £50
- Cleaning of oven - £25
- Cleaning of fridge - £15
- Removal of disregarded items - minimum £15
- Damage to property/inventory items – price to be obtained at time

9.5 Cancelling Standing Orders

If you have been paying your rent by monthly standing order, **please contact your bank and cancel this arrangement.** Bidwells cannot be responsible for this service.

Any repayments made after the balance of your deposit has been returned will result in an administration charge of £25 being made for the necessary administration work and bank charges made to Bidwells.

9.6 Return of Deposit

It will be necessary to settle all outstanding rent and utilities (if applicable) due to the date of your departure before the balance of any deposit can be released.

Prior to departure, it will be necessary to provide bank details. This will ensure the balance of your deposit is returned quickly and direct into your bank account. Alternatively, please leave a forwarding address for posting the cheque.

The deposit will not be processed until the required information is received.

10 CLEANING CONTRACTORS

Cleaning contractors attend College hostels twice weekly to clean all communal areas; this includes halls, staircases and landings, kitchens and bathrooms and removal of waste from the bins.

The washing-up of crockery and pots and pans is the responsibility of the tenant and should be carried out daily before the cleaning contractor attends the property. Repeated failure to observe hygiene standards and/or allowing an accumulation of washing-up may result in charges being incurred.

Cleaning contractors attend College flats once a week to clean all communal staircases and landings.

11 GUESTS IN COLLEGE ACCOMMODATION

At all times whilst the tenant is in residence, only one guest is permitted to remain on the premises overnight and the tenant will be responsible at all times for the behaviour of that guest, who must be well known to the tenant and of fixed abode.

For hostels only – the tenant shall not, without Bidwells permission, have more than one guest to stay at the premises overnight nor may they have a guest to stay for more than two nights in any seven consecutive nights (refer to the College White Book). **You will be responsible for the behaviour of your guest, who must be a bona fide acquaintance and of fixed abode.**

Any tenant found abusing this rule will be asked to vacate and charges will be incurred.

12 INCONSIDERATE BEHAVIOUR

Obviously, when so many people are accommodated in such a relatively small area, the important rule is that everyone should behave with consideration towards those around them. This applies particularly to the question of noise because when you wish to relax your neighbours may be trying to study.

Musical instruments (other than pianos and percussion instruments), radios, televisions/DVD players, record/CD players, computers and other means of sound reproduction may, as long as all appropriate doors and windows are closed, be played between 1.00 pm and 10.00 pm, but not at other times and never in such a way as to cause annoyance to others. The use of earphones rather than loudspeakers is encouraged. Pianos and percussion instruments are not permitted in College accommodation.

13 NOTICES

Posters or notices should not be posted in windows or anywhere other than on recognised notice boards.

14 USE OF ROOMS FOR BUSINESS PURPOSES

The College is an Educational Charity. In consequence, tenants may not use their accommodation for business purposes.

15 WINTER & SUMMER ABSENCES

15.1 Winter Absences

During the winter, as a precaution against frost damage:-

- Leave some space/central heating on, especially at night time.
- Ensure that no water taps are left dripping.
- Leave gas pilots on (where applicable).
- Leave the trap door to the roof space ajar to allow some heat into the roof space.

If you are going away for more than a weekend, ask Bidwells about the advisability of draining down the hot and cold water supply systems.

15.2 Summer Absences

- Turn off the mains water supply.
- When returning remember to turn on the mains water supply before turning on the electric or gas water heater.

16 FURNISHINGS

Hostels and flats are fully furnished. Furniture must not be removed or added to during the tenancy.

The hostels and flats are provided with curtains for all windows and carpets. All rooms have an overhead light and shade.

The rent includes an element for furnishings and the charge made reflects the inventory for the individual room. As a guide, soft furnishings have an expected 'life' of 10 years and hard furnishing of 15 years.

College furniture must not be moved from one accommodation to another. Private furniture must not be brought into rooms nor are items of furniture or furnishings, such as curtains, to be removed or replaced without permission. Bidwells reserves the right to remove, at the expense of the occupier of the accommodation, any furniture brought in without permission. Items of furniture required for medical reasons must be supported by medical reports, and permission for their use obtained prior to their introduction into a hostel or flat. In hostels, double beds will not be permitted. If there is an issue with height then an appropriate replacement single bed will be provided.

Under no circumstances are double beds or any form of mattress/inflatable bed/futon allowed in hostel rooms.

In hostels, tenants are not permitted to provide or store their own personal kitchen inventory items; this includes electrical items in the kitchens. The College provides all necessary kitchenware and carries out PAT testing on all electrical appliances. Bidwells reserves the right to remove, at the expense of the occupier of the accommodation, any electrical equipment brought in without permission.

17 INVENTORIES

Two copies of the inventory will be provided with the Tenancy Agreement, one will require signing and returning to Bidwells within two weeks of occupation. If it is not returned within the timescale, it will be deemed as correct at that time.

Missing or damaged items on the inventory will be charged for, so it is important that you check the inventory and report anything with which you disagree. Pictures and posters may be hung on walls using pins and hooks provided by Bidwells. Adhesive tape, blue-tac and white-tac must **NOT** be used to affix pictures to walls, doors or woodwork. Sellotape tends to remove paint when it is taken off and the grease marks left by blue- and white-tac can require up to five coats of paint to cover effectively. Charges will be made for damage to decorations, furnishings and furniture.

18 UTILITIES & SERVICE PROVIDERS

18.1 Gas & Electricity

Charges for hostels are based on actual meter readings, including sub-meter readings where applicable, and are calculated on the current unit rate at the time and apportioned equally between the tenants.

Tenants in flats are responsible for their own electricity, gas and council tax unless on an inclusive rent.

For tenants in flats, if applicable, meter readings for both gas and electricity must be obtained when first occupying a flat and the following companies contacted and informed of the new tenant details and meter readings. Failure to do so will result in administration charges.

Gas – Supplied by Southern Electric Tel **0800 117 116**

Electricity – Supplied by Eon Tel **0800 051 0760**

Tenants are not permitted to change the utility providers and will incur charges if additional administration is caused to Bidwells.

Tenants must ensure that they contact the suppliers at the end of the tenancy giving details of the final meter reading and forwarding address. The account must then go back into the name of Trinity College, c/o Bidwells, Trumpington Road, Cambridge, CB2 9LD.

18.2 Council Tax

Based on a tenant's student status, a certificate will need to be obtained from the Board of Graduate Studies or Trinity College. This is applicable to both tenants and their partners. The tenant is responsible for providing this information to the City Council.

18.3 Telephone/Computer Connections

Tenants must contact either BT or Virgin Media for connection of a telephone line. Bidwells are not responsible for this service.

BT Residential	0800 800 150
Virgin Media Residential	0845 454 1111

18.4 Television Licences

If you receive television transmissions, either black and white or colour, in your accommodation other than by a battery-operated receiver, you will need to obtain a television licence. If you do not have a television in your accommodation – YOU DO NOT REQUIRE A LICENCE.

The TV Licensing general enquiry telephone number is 0300 790 6131. A colour TV Licence currently costs **£145.50**; a black and white licence is **£49.00**.

You also need your own licence if you are sharing a house with other tenants and use a TV in your room, **and your room is a separately occupied place** (a separate tenancy agreement would normally indicate that this is the case).

However if you have a separate tenancy agreement **but a television is only being used in a communal area**, then only one licence is required.

The law requires everyone, including students, to be covered by a licence if they use any device to receive television programmes. This includes any TV set, DVD or video recorder, digital box, PC, laptop or mobile phone.

To buy or renew a licence please call 0844 496 6071. If you have a general enquiry or a complaint please email www.tvlicensing.co.uk.

19 SERVICES & APPLIANCES

19.1 Heating

Central heating is provided to all outside accommodation. Heating systems in hostels are turned on from 6.00 am to 11.00 pm daily, with automatic control of central heating by externally mounted sensors reacting to the outside air temperature. If the weather is unseasonably cold, the heating may be adjusted to compensate. Occupants are encouraged to help save energy and costs by using the thermostatic valve controls on their radiators where fitted.

19.2 Gas Installations

Gas installations in all the accommodation are serviced annually by registered contractors. Copies of the Landlords Gas Safety Certificate will be left at the property.

19.3 Electrical Wiring

No alterations or additions may be made to electrical wiring in any of the accommodation. Annual and five yearly electrical checks will be carried out in compliance with the law.

19.4 Electrical Equipment

Electrical equipment provided by Bidwells is tested annually as part of the Portable Appliance Testing (PAT) programme. The safety of any privately owned electrical appliance is the responsibility of the user; however:

- a) Prior to bringing items of electrical equipment into College owned accommodation, tenants must ensure that they are in a safe condition. Particular attention should be paid to leads and plugs, ensuring that there are no frayed leads, plugs are securely fitted and they have the correct fuses fitted. Tenants bringing electrical equipment from overseas must ensure that it is adapted for 220-240 volts AC and that British Standard plugs (three flat pins) are used to connect it to the power supply. Items that are not EU/British Standard or are considered by a registered electrician to be unsafe will be removed.
- b) Electrical appliances with low current consumption, e.g. radios, computers, CD players, hairdryers and electric razors may be used and will normally stay within the 2KW load limit for any set of rooms, but electric fires (other than those supplied by the College) are **not** to be used in College accommodation.

19.5 Radios and Televisions

No external aerials or earth wires for radios or televisions may be fixed to College buildings.

19.6 Water Supplies

All cold water supplies are drinking water from the cold water mains supply; cold water supplies in individual rooms and bathrooms may be from water storage tanks and should not be considered safe for drinking. Waste water systems are connected to Local Authority sewers. Waste chemicals, environmentally damaging or toxic substances must not be poured into waste water systems (via basins, baths, showers, lavatories or external drains) but should be disposed of correctly. If in doubt, consult Bidwells.

19.7 Water Hygiene

Risk assessments and monitoring of water in all areas of the accommodation are carried out in line with Health and Safety Executive Policy. All showerheads are cleaned regularly by cleaning contractors.

19.8 Lighting

Overhead lights are provided in rooms and should be supplemented by desk lights to achieve the correct local task lighting levels. Bulbs over 60 watts are **NOT** permitted in College Accommodation.

19.9 Drains

Bidwells is responsible for contacting contractors for general drainage issues / maintenance. However if the problem has arisen due to misuse, ie., food or foreign objects being put down the sink, tenants will be responsible for the charges incurred.

19.10 The College Computer Network

Portugal Street, Portugal Place, Newton Road and Bridge Street have connections to give access to the Cambridge University Data Network (CUDN). A computer with a 10/100 Ethernet card and a RJ45 connection can gain access to a number of facilities including the internet and e-mail. Tenants wishing to connect their computer to the network must submit an application to the College Computer Office by e-mail (student.help@trin.cam.ac.uk).

Use and maintenance of a computer connected via the College network is at the tenant's own risk and carries a responsibility to abide by the relevant College and University rules and regulations. They are to be found in the College 'White Book' (Regulations and General Information for Members of the College in Statue Papillary). See also the Code of Discipline, Rules 6 and 7, and the Terms and Conditions for the Use of the Trinity College Data Network (TCDN) at Appendix E to the White Book.

19.11 Computing Support

Tenants are encouraged to arrange their own support and to have their computers insured. In cases of severe difficulty, the Computer Office may be consulted but if 'hands on' assistance is required, it will be subject to the availability of computing staff, for which the first priority will always be communal student computer rooms and the maintenance of the network. Individual tenant problems will be dealt with on a 'first come, first served' basis, providing that the owner can provide proof that the computer is insured and signs a disclaimer releasing the College from liability for any accidental loss or damage to hardware or software that may arise. If you require help, you should contact (student.help@trin.cam.ac.uk/network_extension_38551). You are strongly encouraged to back up any critical work stored on your computer in case of disk failure or theft.

20 ENVIRONMENTAL ISSUES

20.1 Energy Efficiency

The College is keen to do all possible to reduce environmental damage resulting from its activities and to reduce its carbon footprint. An energy efficiency survey was carried out by the Carbon Trust in 2003 in a sample number of Cambridge Colleges. The report noted that while inefficient buildings and heating systems were a major problem, most waste was attributable to the careless behaviour of individuals, by leaving lights and electrical equipment switched on in unoccupied rooms; opening windows rather than turning down heating; turning heating up rather than dressing slightly more warmly etc.

20.2 Refuse/Recycling Collection

Contract cleaners clear waste bins from hostel kitchens and washrooms on a weekly basis, however, do not assist with any recycling.

The College recognises its responsibility to the environment through a positive approach to health and safety through the control of pollution and strives to meet its obligations under the Environmental Protection Act.

Recycling as much waste as practicable in the safest possible manner forms an important part of the College's environmental policy. Recycling facilities are provided, however it is the responsibility of the tenant to ensure that they recycle in the correct manner. If this is not adhered to, an administration charge will be applied to cover the cost of external contractors being called in to rectify.

Recycling boxes must not be stored in halls or landings.

21 LAUNDRETTES

Washing machines and dryers are provided in all hostels and laundry rooms are provided for most of the flats. If your accommodation does not provide the above facilities, laundrettes are provided in the following locations:

			Washer	Dryer
a.	A Pearce Hostel		3	2
b.	Whewell's Court		6	6
c.	Angel Court		6	4
d.	Bishop's Hostel		3	2
e.	Burrell's Field	C Staircase	2	1
		D Staircase	2	1
		Q Staircase	5	4

Cards for the card-operated machines are available from the Porter's Lodge at Great Gate and Burrell's Field at a cost of £5 for a card for washing or drying.

Trinity College laundrettes are provided with irons and ironing boards. Access to laundrettes is by swipe card and access is denied between the hours of 11.30 pm and 7.30 am.

The propping open of laundry doors is strictly forbidden at any time. Items of clothing should not be left unattended and the College will not accept any responsibility for the loss of personal laundry. Any faults with the machines should be reported to the Works Department (works.help@trin.cam.ac.uk).

22 REPORTING FAULTS

Tenants should report all faults and repairs to the Bidwells office without any delay. Should the tenant be aware of a problem and not report it, he/she may incur charges should the problem escalate and cause further damage.

Bidwells aim to carry out repairs to any faults in the following way:

Priority One – Emergency Repairs

Work to be completed within 24 hours of a report of a defect. Any repairs required to avoid a danger to health, a risk to the safety of residents or serious damage to buildings or to residents' belongings.

Priority Two – Urgent Repairs

Work to be completed within five working days of a report of the defect. Any repairs that materially affect the comfort or convenience of the residents.

Priority Three – Non-Urgent Repairs

Work to be completed within 28 days of the report of a defect. Any repairs not falling into the above categories.

Where a dispute arises as to when a defect has been reported, the date on which the defect was correctly reported to Bidwells will be the accepted date.

22.1 Gas Leaks

If you think, you can smell gas:

- DON'T** turn electric switches on or off.
- DON'T** smoke.
- DON'T** use naked flames.
- DO** turn off gas supply at the meter.
- DO** open doors and windows to get rid of the gas.

Then ring TRANSCO (free) on 0800 111 999

Report the details to Bidwells as soon as possible.

For any gas emergency - at any time - call TRANSCO free on 0800 111 999.

Transco will attend within 1 hour and it is essential you remain at the accommodation to enable the gas engineer to have access to the property.

Do not obstruct any air bricks or ventilation ducts serving any gas appliance.

22.2 Flooding - In your own property

Immediately shut off the stopcock (usually under kitchen sink) and try to contain the flooding by using a basin and towel or whatever might be suitable.

If the stopcock does not work, telephone Cambridge Water Company on **01223 706050**.

Then contact Amanda Webb at Bidwells for assistance on **01223 559366**.

Outside normal office hours contact the Duty Porter at Trinity College on **01223 338400**.

22.3 Flooding - From a neighbouring property

Immediately try to contact the occupier or the owner of that property. If you are unable to do so, or if they are unable to stop the flooding, contact Bidwells or the Duty Porter and/or Cambridge Water Company as above.

23 MAINTENANCE AND REPAIR

23.1 Organisation

The routine maintenance and repair of the College owned buildings is undertaken principally by Bidwells. Some specialist maintenance and repairs, such as for the fire and alarm systems, are undertaken by approved contractors. Major works, such as refurbishment and decoration programmes, are undertaken by contractors managed by Bidwells.

23.2 Grounds Maintenance

Bidwells staff and gardening contractors maintain all the grassed and cultivated areas of all the outside accommodation.

23.3 Snow and Ice Clearance

The Bidwells handyman is responsible for laying thaw crystals whenever there is a forecast of severe frost. Caution is expected to be taken at all times.

24 ACCESS TO ACCOMMODATION

24.1 Bidwells Staff

Routine quarterly access to carry out property inspections and fire alarm testing should be provided; notice of which is given in writing two weeks prior to the inspection. On other occasions tenants will be given at least 24 hours notice in advance.

24.2 Bidwells/Contractors

For Priority One and Two repairs it is implicit in requesting the work that you are giving permission for Bidwells or their Contractors to enter your accommodation. Access for routine maintenance or non-urgent repair purposes will be notified by e-mail at least 24 hours in advance unless the tenant reporting the fault indicates that this notice is not necessary. For maintenance and servicing programmes, such as gas appliance servicing, window and gutter cleaning, external and interior painting, tenants will normally be given seven days notice and not less than 24 hours notice.

24.3 Porters

Emergency access to any accommodation by Porters will be entered in the emergency access record book, held in the Porter's Lodge, giving the time and reason for access. Tenants wishing to check whether emergency access has been gained to their accommodation by a Porter should ask the Head Porter/Deputy Head Porter to see the relevant entry in the record book.

25 PROTECTING THE PROPERTY FROM DAMPNESS & CONDENSATION

Dampness in a property can arise from:

- A fault in the property, e.g. leaking roof.
- A fault in a neighbouring property, e.g. broken gutter. Report any such faults to Bidwells immediately as serious damage may result from continued disrepair.
- The tenants' misuse of the property, e.g. condensation caused by excessive steam/moisture touching cold surfaces such as external walls or windows.

Remember to ventilate and heat the property sufficiently to prevent condensation.

The use of paraffin, other liquefied or Calor gas heaters, lights or cooking equipment in the property is not permitted as they give off excessive water vapour, which also soon results in serious condensation.

26 ELECTRICITY FAILURE

- Check neighbouring properties to see if there is a general power failure.
- Check trip switches or circuit breakers adjacent to the main fuse box and re-set. If the problem persists, contact Bidwells during office hours or The Porters Lodge after 5.30pm.
- Have a torch handy, just in case!

27 HEALTH AND SAFETY

Tenants occupying College accommodation have a responsibility towards the health and safety of members of College or Bidwells staff and contractors. Tenants should

maintain their rooms in an accessible and hygienic state. They must ensure that items of electrical equipment are maintained in a safe condition. Particular attention should be paid to leads and plugs, ensuring that there are no frayed leads, plugs are securely fitted and they have the correct fuses fitted. It is important that wires and cables are kept tidy and safe and do not represent a trip hazard. Similarly that any changes to the layout of the furniture in the room do not lead to risks.

27.1 First Aid Provision

The College Nurse is able to give treatment when she is in College. First Aid boxes are provided in the Porter's Lodge at Great Gate and on Burrell's Field and at least one Porter on duty at any time is trained in First Aid.

28 FIRE SAFETY

28.1 Fire Alarms

Instructions on what to do in case of fire are posted in each property and it is important that you read them. Bidwells carry out fire alarm testing on a quarterly basis and tenants will be informed prior to the visit.

28.2 Fire Prevention

It is the responsibility of all tenants, members of College or Bidwells staff and visitors to prevent fire. At a personal level, this means being aware of the potential dangers – e.g. smoking, cooking, naked flames and electrical faults.

- a) In areas where smoking is permitted, it is essential that cigarettes are properly extinguished in an ashtray.
- b) Guards must not be removed from electric or gas fires and no bottled gas or mineral oil, such as paraffin, is allowed in any College accommodation. Care must be taken to ensure that any clothing being dried in front of an electric or gas fire is kept well clear of the fire and that there is no risk that it will catch fire.
- c) The use of candles, joss sticks and other naked flames in College flats/hostels is prohibited. Decorative fairy lights in College accommodation are discouraged and will be removed if left switched on but unattended, or positioned so as to pose a potential fire risk.
- d) Electrical leads should not be put under carpets or through doorways, and any unauthorised installations (such as electrical appliances controlled by time switches) will be removed.
- e) Fire doors must be kept closed at all times and never wedged open; they must also be kept clear to afford ready access or egress.

28.3 Detection and Alarm

All properties are fitted with smoke or heat detectors and alarm sounders.

- a) Any tampering with the fire detection and alarm systems (extinguishers and fire blankets), together with any associated signage, is strictly forbidden. Severe penalties will be imposed on offenders (see the White Book Rule 4).
- b) The College accepts no liability for damage to the private property of the tenants in flats/hostels caused by the negligence of others. If you cause damage negligently to the property of another tenant or adversely affect the contents or business of commercial premises by your negligence, you may be personally liable for it. Anyone whose negligence causes fire or water damage may be required to contribute towards the cost of the repairs and to any increased insurance premium that may arise as a result.

28.4 Escape

Each property has its means of escape posted. It is important that escape routes, especially staircases, are kept free of flammable material such as paper, cardboard boxes etc.

29 SMOKING POLICY

The College recognises that smoking is a hazard to the health of both smokers and non-smokers and also represents a fire hazard. As from July 2007 it is illegal to smoke in any communal area, signage has been posted to remind tenants of the rules.

Tenants and their guests wishing to smoke may do so in a designated smoking area.

Tenants are, nonetheless, discouraged from smoking in their accommodation because of the risks to health, of fire and of damage to furnishings and fittings.

30 SECURITY

30.1 Flat/Hostel Keys

At the start of the tenancy, keys are left for the tenant at the Porter's Lodge for collection. On vacation of the accommodation, keys must be handed in to the Porter's Lodge by the vacation date in an envelope for the attention of Bidwells. The address for the keys must be left inside the envelope including bank details for the return of a deposit if applicable. **A daily charge will be incurred for unauthorised residence.**

The replacement of a key will result in a charge of £20. In addition to a further charge for a second lost key, the cost of replacing a lock cylinder, which may be required after the loss of a second key, is a minimum of £60.

30.2 Building Security

It is essential that you keep your door locked whenever you leave your accommodation, for however short a period. It is also important that you do not provide opportunities for thieves by leaving cash, wallets, credit cards, mobile telephones, i-pods, laptops etc. lying about in your room. Most thefts from College accommodation are of such items left visible in rooms where the door was unlocked whilst the occupant went to make a cup of tea, have a shower or called in for a chat next door.

30.3 Your Belongings

The College insures the furnishings provided in your accommodation but does not insure any of your belongings, including your bicycle, and accepts no liability for their loss, damage or theft.

You are strongly advised to take out insurance for your belongings, particularly your bicycle, and to check that the cover is valid for the items insured to be kept in your accommodation in Cambridge.

You should be aware that a free on-line registration service is provided at www.immobilise.com whereby you can enter the registered number of any item (mobile telephones, cameras, watches, computers, bicycles etc) to be held on a database, which is checked by the police whenever items of stolen property are recovered. The College operates a similar system with the Cambridge Police whereby members of College register their bicycles annually with the Accommodation Office (Z Staircase, Angel Court) and the registered number on the sticker issued is reported back to the College if a stolen bicycle is recovered by the police.

31 BICYCLES

The White Book (section 23) gives the regulations for the annual registration of bicycles with the Accommodation Office and it is important that you comply with them.

Bicycles must not be stored in College accommodation or staircase entrances. Where racks are provided cycles are to be parked in them and not secured to railings or fences. Any tenant intending to bring a specialist bicycle to Cambridge to participate in University-level sport should make arrangements for storing it before it is brought into College.

32 MOTOR VEHICLES

The University regulations regarding motor vehicles can be found in the University booklet 'The Student's Handbook'.

33 ACCOMMODATION RELATIONSHIP

The Responsible College Officer for all accommodation provided by the College is the Junior Bursar, assisted by the Managing Agents Bidwells for outside College accommodation.

33.1 Advance Information

Tenants, or visitors, will be notified of their accommodation either by The Accommodation Office at Trinity or Bidwells direct. Individual requests should be addressed to Bidwells.

If necessary, the Junior Bursar is available to discuss accommodation and other issues with students/tenants during Term at regular "surgery" times, which are displayed on the door of the office at G2 Great Court.

34 NOTES :

This document is correct at the time of print. Changes can be made by Bidwells at any time and you will be notified of this.