

APPENDIX 1

DOWNING COLLEGE STUDENT ACCOMMODATION 2016-17

UNDERGRADUATE ROOMS					
Location	Single En-suite	Single study bedroom	Adapted Facilities (total rooms)	Rooms in shared flat	TOTAL
Main Court D stair	4				4
Main Court H stair	4	6			10
Main Court I stair		20		3	23
Main Court J stair	3	17			20
Main Court K stair	25				25
Main Court L stair	24				24
Main Court M stair		19			19
Main Court N stair	15			3	18
Main Court O6	1				1
Main Court Q01 and Q02		2			2
Kenny A	22		3		25
Kenny B	24		2		26
Howard Lodge	31		1		32
Griphon House	22				22
Battcock Lodge	27				27
20 Lensfield Road	4	4			8
22 Lensfield Road	4	4			8
24 Lensfield Road		15			15
28 Lensfield Road		8			8
30 Lensfield Road		10			10
32 Lensfield Road	4	5			9
36 Lensfield Road	5	5			10
38 Lensfield Road	5	4			9
40 Lensfield Road		9			9
42 Lensfield Road		9			9
44 Lensfield Road		7			7
46 Lensfield Road		8			8
50 Lensfield Road	1	5			6
54 Lensfield Road	2	4			6
56 Lensfield Road		7			7
58 Lensfield Road		10			10
TOTAL ROOMS	227	178	6	6	417

POSTGRADUATE ROOMS					
Location	Single En-Suite	Single Study Bedroom	Adapted Facilities	Comments	Total
Singer Building	22	4	2		28
Main Court S01 to S05		5			5
Battcock Lodge	51				51
34 Lensfield Road		0		Shared flat	0
46 Lensfield Road	1			Double	1
Boathouse	6				6
70 Regent Street		6			6
76 Regent Street		4			4
96 Regent Street	1	2		2 double flats	3
TOTAL ROOMS	81	21	2		104
GRADUATE HOSTELKEEPERS					
Location	Single/Flat En-suite	Single Study Bedroom	Comments		Total
20 Lensfield Road	1				1
22 Lensfield Road	1				1
24 Lensfield Road	1				1
28 Lensfield road	1		Double Flat		1
32 Lensfield Road	1				1
38 Lensfield Road		1			1
42 Lensfield Road	1				1
44 Lensfield Road	1		Adapted facilities		1
50 Lensfield Road	1		Double Flat		1
54 Lensfield Road	1		Double Flat		1
58 Lensfield Road	1				1
TOTAL ROOMS	10	1			11
ROOMS ADAPTED FOR DISABLED STUDENTS - INCLUDED ABOVE					
Location	No.				
<i>Singer Building (Nos. 3 and 10)</i>	2				
<i>Kenny A</i>	2				
<i>Kenny B</i>	1			<i>Adaptable</i>	
<i>Howard Court</i>	1				
<i>44 Lensfield Road</i>	1			<i>Flat</i>	
<i>Kenny A</i>	1			<i>Hearing impaired</i>	
<i>Kenny B</i>	1			<i>Hearing impaired</i>	
TOTAL ROOMS	9				
OVERALL TOTAL NO. OF ROOMS					532



DOWNING COLLEGE CAMBRIDGE

APPLICATION FOR RESIDENCE OUTSIDE OF NPR 2016-17

The completed application must be received by the Head Porter at least 2 weeks in advance of the first date of requested residence.

2016/2017	Full Term	NPR
Michaelmas 2016	04 October - 02 December	1 October - 10 December*
Lent 2017	17 January - 17 March	07 January - 18 March
Easter 2017	25 April - 16 June	15 April - 24 June

* 03 December 2016 for First Year Undergraduate students allocated to:
Kenny A & B, Howard Lodge, Main Court J 1-20, Grifphon House

Junior members wishing to apply for accommodation outside the Normal Period of Residence (NPR) should complete this form and **return it to the Head Porter, Porters' Lodge**. The success of the application will be **subject to the availability of rooms in College for the period requested**.

It is essential that the form is signed (where applicable) by your DIRECTOR OF STUDIES and by your TUTOR endorsing your reason for the application. You will not normally be accommodated outside of NPR in the room which you normally occupy and you may be allocated a room in Lensfield Road or Gonville Place for the period, for which you are applying. The rent charged will be the appropriate pro-rata rent for the alternative room provided. Please note that you will be billed for the days you have requested regardless of whether you are actually in residence throughout the time for which permission to remain in residence outside NPR has been granted. If you wish to extend your residence outside NPR you **must** complete another form to cover the additional period.

Surname: (BLOCK CAPITALS)	First Names:
Present or Designated College Room:	Email Address:
Date on which residence out of NPR would begin :	
Date on which residence out of NPR would end :	

I wish to be in residence out of NPR for the following **academic** reason: *(please tick as appropriate)*

1) I need to use the following College/University academic facilities:

.....

2) I will be attending a course outside of NPR and need accommodation (please give details of course):

.....

To be signed by your Director of Studies in addition to your Tutor's signature before submitting to the Head Porter.

I certify that I support this application subject to availability of accommodation.

Director of Studies Name:

Signature: Date:

I wish to be in residence out of NPR for the following **non-academic** reason:
(please tick as appropriate)

3) I am an overseas student and do not wish / am unable to return home during the vacation period.

4) Other (please give details):

.....

Student's Signature: Date:

PTO

To be completed by your Tutor before submitting.

I certify that I support this application subject to availability of accommodation.

Tutor's Name:

Tutor's Signature: Date:

IF YOUR TUTOR IS NOT AVAILABLE OR YOUR APPLICATION IS SUBMITTED FEWER THAN TWO WEEKS IN ADVANCE OF THE FIRST DATE OF REQUESTED RESIDENCE, YOUR APPLICATION CAN ONLY BE SUBMITTED AND APPROVED BY THE SENIOR TUTOR WITH A FULL WRITTEN EXPLANATION OF WHY THE APPLICATION IS LATE.

PLEASE RETURN THIS FORM DIRECTLY TO THE HEAD PORTER ONCE YOU HAVE OBTAINED THE NECESSARY SIGNATURE(S).

LATE APPLICATIONS MAY BE REFUSED

For Office Use:

Room Allocated outside NPR:

Rent Band:

Length of Stay:

Room Charge:

Surcharge:

Total Charge:

Band	Graduate & Undergraduate Weekly Rents 2016-17
1*	£193.00
1	£175.00
2	£165.00
3	£155.00
4	£144.00
5	£131.00
6	£113.00

**APPENDIX 2
FIRE EQUIPMENT TESTING AND TRAINING**

1. Equipment Testing

Equipment Tested	Frequency	Action
Fire-detection and fire-warning systems including self-contained smoke alarms and manually operated devices	Weekly (see programme below).	<ul style="list-style-type: none"> • Check all systems for state of repair and operation. • Repair or replace defective units. • Test operation of systems, self-contained alarms and manually operated devices.
	Annually	<ul style="list-style-type: none"> • Full check and test of systems by competent service engineer. • Clean self-contained smoke alarms and change batteries.
Fire-fighting equipment including hose reels	Weekly	<ul style="list-style-type: none"> • Check all extinguishers including hose reels for correct installation and apparent function.
	Annually	<ul style="list-style-type: none"> • Full check and test by competent service engineer.
Emergency lighting including self-contained units and torches	Monthly	<ul style="list-style-type: none"> • Check all systems, units and torches for state of repair and apparent function. • Repair or replace any defective unit.
	Bi-annually	<ul style="list-style-type: none"> • Drain-down test of all systems
Electrical equipment	Annually	<ul style="list-style-type: none"> • PAT testing at the start of the academic year of all college appliances and those brought onto the site by students.

2. Training

Type of Training	Training Received By	Training Carried Out By	Frequency
Fire Drills (NB Date of most recent fire drill can be found in log book kept by Head Porter)	Resident students and other occupants of building e.g. employees, visitors	Deputy Head Porter	Bi-annually
Fire Safety Training highlighting escape routes and general fire safety practices	Resident Students nominated as Fire Wardens	Head Porter	Annually at the start of academic year
Procedures for using fire-fighting equipment and suitable situations in which equipment may be used	Hostel Keeper	Fenland Fire	Annually at the start of academic year

3. Fire Alarm Testing Schedule

Fire alarms will be tested each week during a regular time slot. This will have the benefit of reducing the time taken by the tester to warn people of the test (which can be longer than the test itself), and meets current Fire Prevention/UUK guidelines. Because many of the areas are living accommodation, testing will not usually start until 10.30 and stairs/hostels will be grouped within specific time periods. In order that specific stairs/hostels do not feel 'targeted', the test order should be changed from Term to Term.

Group	Day	Time
A, B, SCR, C	Wed	09.30 - 10.00
D, E, F, G, H	Wed	10.30 - 11.00
Howard Building/Court, Kenny A, Kenny B	Tue	11.00 - 11.30
I stair, J stair, K stair	Tue	11.30 - 12.00
Pavilion	Tue	09.30 - 10.00
Masters Lodge	Tue	10.30 - 11.00
24LR, 28LR, 30LR, 32LR	Wed	10.30 - 11.00
34LR, 36LR, 38LR, 40LR, 42LR	Wed	11.00 - 11.30
96 Regent Street,	Wed	11.30 - 12.00
Boathouse	Tue	13.00 - 13.30
Battcock Lodge	TBC	??
Butterfield Bar/Party Room, Library	Tue	09.30 - 10.00
O stair, P stair, Q stair, R stair, S stair	Tue	10.30 - 11.00
T stair, U stair, V stair, Laundry, Comp Room	Tue	11.00 - 11.30
L stair, M stair, N stair	Tue	11.30 - 12.00
Porters' Lodge, Workshop	Tue	09.30 - 10.00
Singer Building, 20LR, 22LR	Wed	10.30 - 11.00
44LR, 46LR, 50LR, 54LR	Wed	11.00 - 11.30
56LR, 58LR	Wed	11.30 - 12.00

APPENDIX 3

ACTIONS TO BE TAKEN IN THE EVENT OF FIRE (GENERAL)

1. Any fire, no matter how small, is potentially dangerous. In all cases, the alarm must be raised. Members living in College must then contact the Porters' Lodge. Those in College Houses must contact the Fire Service. You must ensure that you are familiar with escape routes from your room and that you know where the nearest fire extinguishers are located. Plans of your accommodation are displayed in each staircase/house. You should always take precautions against the risk of fire. Fire doors are never to be wedged open. Fire extinguishers and alarms are not to be tampered with. There is a programme of regular fire drills. Any interference with fire precautions is viewed as a serious offence and will lead to disciplinary action. Lighted candles are not permitted in any College rooms. Fire safety information is distributed with all Residential Agreements.
2. **Action to be taken. If you discover a fire anywhere:**
 - 2.1. Break the glass in the nearest Alarm Box *before you do anything else*.
 - 2.2. If possible, dial 999 for the Fire Brigade.
 - 2.3. Ensure your own route of escape.
 - 2.4. Telephone the Porters Lodge with details on 01223 334800
3. **Fighting a fire:**
 - 3.1. Do not attempt this unless you feel competent and have been trained to do so.
 - 3.2. Keep between your escape route and the fire at all times.
 - 3.3. Do not use water extinguishers (or fire hoses) on electrical fires or fat and oil fires.
 - 3.4. Burning oil or fat in a pan can be covered with a fire blanket, but approach with it in front of your face, and be sure your hands are wrapped in the cloth.
 - 3.5. If you cannot extinguish the fire in one minute, get out and close the door.
 - 3.6. If a person's clothing is alight, roll him or her in a blanket or coat to smother the flames.
4. **If you hear the Fire Alarms:**
 - 4.1. *Continuously ringing - EVACUATE*
 - 4.2. Leave the building immediately;
 - 4.3. Close, but do not lock, doors behind you;
 - 4.4. Congregate at the assembly point as shown on your fire action notice. There might be a roll-call. Do not re-enter the building until you are advised that it is safe to do so.
 - 4.5. Never cancel a fire alarm - fire alarms may only be reset by Porters or those acting under their direction.
5. The College Porters have had training in actions to be taken in the event of the fire alarm activating. Copy of their instruction sheet is shown at Appendix 5.

DOWNING ACCOMMODATION HANDBOOK – APPENDIX 4

APPENDIX 4

SAMPLE: PROPERTY FIRE SAFETY PACK



DOWNING COLLEGE

40 LENSFIELD ROAD: FIRE SAFETY

CONTENTS:

1. Risk Assessments
2. Diagram showing Escape Routes, Fire-Detection System & Location of Fire-Fighting Equipment
3. Emergency Plan: Actions to be Taken in the Event of a Fire; General and Specific to Property
4. Equipment Testing and Training Summary
5. Fire Compliance Report
6. Other Information

APPENDIX 8

**Downing College
SERVICE LEVEL AGREEMENT
(Housekeeping)**

CONTENTS

1. Period of Agreement
2. Services Provided
3. Monitoring and Reviewing
4. Disputes
5. Liaison
6. Response Times
7. Call out Procedure

ANNEXES

A. Outline Cleaning schedules for student rooms, offices, Fellows rooms, Conference rooms

1. Period of Agreement

The agreement will commence on 01 October each year and terminate 30 September of the following year. Unless advised to the contrary, the agreement will be deemed to continue into each subsequent year.

2. Services Provided

The agreement shall include all work associated with the day to day cleaning and disinfecting of: on and off-Domus student rooms, kitchens, bathrooms and common areas (stairs and halls); offices; Fellows sets and studies; the Master's Lodge; and all enclosed public areas (eg Library, Butterfield Building, Howard Building etc). General movement and storage of furniture is also a responsibility of this department. During the vacations, all rooms should be maintained in a 'ready' state (beds made, bathrooms prepared etc).

3. Monitoring & Reviewing

The service provider (Downing College Housekeeping Department) and service client (Downing College) will monitor and review performance on an ongoing basis and will meet formally to discuss delivery success, at the Health, Safety and Domus Committee, at which all stakeholders in the College (JCR, MCR, Fellows and staff) are represented.

The quality of work by housekeeping staff will be scrutinised by the Housekeeper and her supervisors; the Housekeeper is responsible to the

Domus Bursar for the quality of service delivery. The Housekeeper is to define a standardised method for assessing performance of individual cleaners' ability and standard of work, which will be reflected in annual performance reviews with each individual; Appendix A details cleaning frequencies and activities.

In addition, because of the nature of the environment, there may be separate – and less structured - feedback from both students and conferences, which requires timely investigation and rectification.

4. Disputes

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

5. Response Times

Requests for cleaning assistance will originate in a number of ways; many will be from student members by means of using Distro, the online maintenance system. Requests will cover a gamut of activities, from general cleaning, kitchen and bathroom problems, and queries over furnishings. Incidents requiring a rapid response (eg vomit or defecation problems) should be reported to the Housekeeping Department, however outside of office hours, please notify the Porters.

1. Urgent cleaning tasks (which might require external assistance) should be resolved within two hours of notification.
2. General cleaning tasks – other than those time dependant on conferences – should be handled within one working day.
3. Furnishing queries should be dealt with expeditiously, and may be determined by external supply conditions (eg replacement desk chairs, special furniture for medical reasons etc.). Clients are to be advised of likely timescales within three working days of the request, and thereafter if anticipated delivery times slip.
4. Housemen tasks – by their nature – are likely to be more time dependant; it is essential that realistic response times are agreed with those requesting assistance.

The SLA will be met if 90% of requests in each and every category are completed within the requisite timescale. The Housekeeper is responsible for providing compliance data to the Health, Safety and Domus Committee on a regular basis.

6. Liaison

Requests for general cleaning or replacement furnishings should be raised with the Housekeeper via email. Unless there has to be an escalation of urgency, clients should assume that the request will be effected within SLA

guidelines, and 'hastening' should not be required. If the Housekeeping Department find they are unable to meet the timescale because of a conflict of tasks, they will advise the client by email of the anticipated delay and the reason, and reschedule the work accordingly, creating an audit trail on the records. Only in exceptional circumstances will 'a lack of labour' be an acceptable reason for failing to meet the service target.

The College operates primarily as an educational establishment, but also as a conference centre, and Housekeeping policies will need to react to two distinct ways of working.

Furnishing requests may need to be discussed with the Junior Bursar to ensure that requests meet College policies, and any major problems should also be referred to him for resolution.

7. Call Out Procedures

It will be very rare that Housekeeping staff will need to be called out, and 'first call' response out-of-hours will be affected by the Duty Porters. To this end, the Housekeeper, Head Porter and Conference Manager must maintain a close liaison over such details as spare prepared bedrooms, availability of bed-packs; emergency cleaning kits and specialist call out firms.

APPENDIX 9

Distro: Online maintenance reporting

The College intranet (Distro) has an Online Maintenance System (OMS) for use by staff and students.

The link to reach the OMS is here: <https://distro.dow.cam.ac.uk/oms/>

- Please use the OMS for all maintenance requests unless your report is of an **urgent** problem involving personal safety or security of a property. In these cases you must contact the Porters' Lodge directly to report the matter.
- Requests for IT Support should be made directly to it@dow.cam.ac.uk . This email address is being protected from spambots. You need JavaScript enabled to view it. . This will result in a faster response than requests made via the OMS.
- Students should log in using the **generic student Distro credentials**. These are available on the JCR and MCR websites and are circulated to all students at the beginning of the new term.
- UIS (Raven) passwords will **not work**.
- Detailed instructions for filling out the form are available via the link above *
- Once you have submitted your OMS request an e-mail confirming receipt will be sent to the @cam address associated with the CRSID you enter. A series of updates will be sent to the same address as the works progress.
- If you need to make an **urgent** report you must contact the Porters'; all requests made at the weekend or after midday on a Friday will be dealt with on the Monday after the weekend. All requests filed after 13:00 during the week will be dealt with the next day unless deemed urgent. The Porters will make the necessary arrangements for urgent matters to be attended to and fill out the relevant reports.

APPENDIX 10

**Downing College
SERVICE LEVEL AGREEMENT
(Maintenance)**

CONTENTS

1. Period of Agreement
2. Services Provided
3. Monitoring and Reviewing
4. Disputes
5. Liaison
6. Response Times
7. Call Out Procedure

APPENDICES

- A. Maintenance Request Form
- B. Inspection Report
- C. Call Outs and Incident Reporting

1. Period of Agreement

The agreement will commence on 01 October 2016 and terminate 30 September 2017. Unless advised to the contrary, the agreement will be deemed to roll-over into each subsequent year.

2. Services Provided

The agreement shall include for all work associated with the day to day reactive and planned preventative maintenance of all Residential Accommodation Buildings and their Services. Project work and surveys for projects are not included in the Service Level Agreement. For the purposes of this SLA, day to day maintenance is defined as ‘sensible and practical repair, on a like for like basis, for the continuance of preservation, protection, repair to and upkeep of the buildings’.

In addition to conventional maintenance tasks, the Department will also undertake appropriate testing to meet Health & Safety, Fire and Environmental requirements (legionella testing, hard wire test, PAT testing, fire alarm, emergency lighting etc). These tests, and any associated remedial action, will be undertaken as scheduled tasks within statutory deadlines.

3. Monitoring & Reviewing

The service provider (Downing College Maintenance) and service client (Downing College) will monitor and review performance on an ongoing basis

and will meet formally to discuss delivery success, at the Health Safety and Domus Committee of the GPC, at which all elements of the College (JCR, MCR, Fellows and staff) are represented.

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

A further random selection may be checked by the Senior or Junior Bursar should a large number of complaints be received in any period; a resumé of all the results will be provided to the Health Safety and Domus Committee.

In order accurately to measure and monitor the volume of work being carried out under the SLA it is imperative that a uniquely numbered job request is received for each repair. Details of all tasks – date raised, date completed, duration, brief description, address of repair, type of trade - will be recorded via the College On Line Maintenance System (Distro) and provide the basis for the periodic analysis. The on line request form can be found using the following link <https://distro.dow.cam.ac.uk/oms/>

4. Disputes

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

5. Response Times

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

- Type 1 - Vital Repairs - within 2 hours
- Type 2 - Urgent Repairs - within 48 hours
- Type 3 - Routine Repairs - within 5 working days
- Type 4 - Deferred Repairs - within 28 working days
- Type 5 - Cyclical Repairs – as planned by College

The above are initial response (i.e. investigating the problem) times. Repairs (i.e. fixing the problem) are subject to the availability of materials and suitable tradesmen, in which case temporary repairs will be effected to ensure safety and, where possible, comfort. If necessary for safety, alternate accommodation will be provided.

The SLA will be met if 90% of responses in each and every category are completed within the requisite timescale.

6. Liaison

Maintenance requests for Type 2, 3 and 4 repairs should be entered on the On Line Maintenance System, Distro <https://distro.dow.cam.ac.uk/oms/>. Unless there has to be an escalation of urgency (eg from 'Routine' to 'Urgent'), clients should assume that the response will be effected within SLA guidelines, that the repair will follow on rapidly, and 'hastening' should not be required. If the Maintenance Department find themselves unable to meet a reasonable repair timescale because of a lack of materials, they must advise the client by email of the anticipated delay and the reason, and reschedule the work accordingly, creating an audit trail on the records. Only in exceptional circumstances will 'a lack of labour' be an acceptable reason for failing to meet the service target.

Type 1 requests should be relayed to the Maintenance Office or Porters Lodge immediately (in person or by phone) during normal working hours. Out of working hours, or if the Maintenance Office is closed, the Porters' Lodge should be contacted, for them to initiate call out action.

7. Call Out Procedures

In addition to Cofely contractors, and its directly employed technicians, the College also has arrangements for emergency and assisted call-out with a number of firms. Out-of-hours and during working hours when the Maintenance Office is closed cannot be and in-house resources cannot be deployed, the Porters are authorised to call Cofely' s Emergency Control number for Type 1 incidents, and also for Type 2 incidents at weekends and bank holiday periods. In the event that Cofely cannot respond, alternate assistance may be sought from outside contractors.

APPENDIX 11

**Downing College
SERVICE LEVEL AGREEMENT
(Grounds Maintenance)**

CONTENTS

1. Period of Agreement
2. Services Provided
3. Monitoring and Reviewing
4. Disputes
5. Liaison
6. Response Times
7. Call Out Procedure

8. Period of Agreement

The agreement will commence on 01 October each year and terminate 30 September the following year. Unless advised to the contrary, the agreement will be deemed to roll-over into each subsequent year.

9. Services Provided

The agreement shall include for all work associated with maintaining the grounds of Downing College Domus and external properties in accordance with the requirements of the client. In general terms, the grounds, gardens, trees, greenhouses, fishponds etc will be maintained to a standard providing a pleasant, relaxing and safe landscape environment for use by the client, guests and visitors to the College. This will pay due regard to the needs of security (eg providing clear sight-lines for CCTV) and accepted environmental standards with regard to agricultural and arboricultural treatments. The Grounds Maintenance Department also have the responsibility for the Downing College Playing Fields.

10. Monitoring & Reviewing

The service provider (Downing College Grounds staff) and service client (Downing College) will monitor and review performance on an ongoing basis and will meet formally to discuss delivery success, at the Health Safety and Domus Committee of the GPC, at which all elements of the College (JCR, MCR, Fellows and staff) are represented. In addition, guidance will be given by the Gardens' Steward (when appointed), who should be consulted prior to any major planting or changes.

Work should be planned in such a manner as to reduce disturbance to the College. This is particularly important during examination periods (when the

Tutorial Office will provide details of areas/times to be avoided), and in the vicinity of conference-occupied buildings. Specific requirements include:

- Lawns are to be mowed and edged in accordance with seasonal demands, in keeping with Cambridge College practices, with the cutting height maintained between 20mm and 70mm in general (however, cricket wickets may be as low as 5 mm).
- Lawns are to be fertilised, using suitable, environmentally-friendly products (where possible), and scarified as required. Fungal infection is to be treated where possible, keeping the lawn well fed and watered so that the overall 'greening' effect will mask any rings.
- Leaves and other organic waste material are to be removed from paths and lawns twice per week, and from the Paddock area once per week. Other than sufficient to maintain mulching requirements, all organic waste material must be disposed of outside the Domus.
- Flower beds and other displays are to be maintained as a visual spectacle throughout the main growing season, kept watered and free from weeds. All beds must be regularly fertilised using environmentally-friendly organic fertiliser, where possible.
- Hedges are to be pruned or clipped at regular intervals to maintain a neat shape and to keep growth away from pedestrians. Hedges are not to be allowed to shield entrances or impinge upon paths.
- Trees are to be regularly inspected and maintained; normally such maintenance will be undertaken by external contractors at the request of the Head Gardener.
- The Pond is to be inspected weekly, and excess and floating organic matter removed. Operation and repair of the fountain is to be agreed with the Maintenance Department.
- Gravel paths are to be repaired and manicured to maintain the traditional look of the College Domus. Where surfaces are stabilised to assist wheelchair movement, these are to be treated appropriately to maintain their efficiency; repairs to such surfaces are the responsibility of the Maintenance Department.
- All paths, external steps and principle vehicle routes must be kept clear of snow and ice; suitable products will be stocked to effect such clearance (see schedule of ice and snow clearance in part 5).
- Machinery is to be inspected regularly, maintained in accordance with manufacturers' instructions, and only operated by trained individuals. Records of training are to be maintained by the Head Gardener.
- All tools are to be maintained and correct for their tasks. Any damaged tools are to be repaired or replaced in accordance with College Health & Safety regulations.
- The greenhouse is to be operated to maintain a supply of plants for use in the Domus and external College properties.

- Window boxes and decorative displays (eg the urns in front of the Library and at entrance to the Quad) are to be maintained to maximum effect.
- The Sports Ground is to be prepared and maintained as appropriate for the season and sports involved. Maximum effort is to be given to making effective use of the facility for the College (student sport should be given priority), the University and public bookings. The latter, in particular, are an important element of our community policy.

11. Disputes

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

12. Response Times

Any urgent request – eg where a tree poses a hazard because of damage of falling branches – must be responded to immediately within working hours or within 30 minutes at other times. The only other time critical operation is for ice and snow clearance, which requires the following actions:

- 'First aid' supplies are to be provided to the Porters for treatment of the front and rear Lodge steps and the route out to Regent Street.
- Within 1 hour. Main gate entrance, steps to Porters' Lodge and path along front of Library to corner of Quad between N and O stairs: to be treated and/or cleared of snow and ice within 1 hour of the cease of snowfall during normal working hours.
- Within 2 hours. All staircase steps (A to V), the Master's Lodge front steps (to a width of 1 m), the disabled ramp behind B staircase, and the Chapel Steps (to a width of 1 m).
- Within 4 hours. Sufficient of the car park and access roads to make them safe for vehicle and pedestrian traffic.
- As requested. Other areas of the Domus, including the Kitchen yard, Howard Court etc. When conferences are present, an alternate priority may be called for.

13. Liaison

Requests for general or specific gardening tasks should be raised via email to the Head Gardener, after initial discussion. Safety must always be a priority, which means that pedestrian areas (eg steps and paths) must be kept clear of hazards, be it ice, snow, moss, or overhanging plants. However, because so much of the work is weather and growing season dependant, many requests will have to be agreed with the Head Gardener (or his deputy) for delivery at an appropriate time. Unless there has to be an escalation of

urgency, clients should assume that the request will be effected within that timescale, and 'hastening' should not be required. If the Gardening Department find they unable to meet the timescale because of a conflict of tasks, they must advise the client by email of the anticipated delay and the reason, and reschedule the work accordingly, creating an audit trail on the records. Only in exceptional circumstances will 'a lack of labour' be an acceptable reason for failing to meet the service target.

The College operates both as an educational establishment and as a conference centre, and policies will need to react to these two distinct ways of working. Requests for general or specific gardening tasks should be raised via the Distro system, or if necessary via email or phone to the Head Gardener.

14. Call Out Procedures

It would be highly unlikely that Grounds staff would be called outside normal working hours. This would only be necessary where there was a very hazardous situation - eg storm-damaged trees or other natural disaster. In such circumstances, Grounds staffs are to avoid putting themselves at risk, and actions may consist of putting a safety cordon in place.



STUDENT RESIDENTIAL AGREEMENT (UNDERGRADUATE)

The Student should read this agreement and the attached Conditions of Occupancy of College Rooms (the Conditions) carefully before signing this Agreement. The Student's attention is drawn in particular to the paragraphs below which deal with terminating the right to occupy under this Agreement (paragraphs 4, 5, 6 and 7 of this Agreement) and the payments in addition to the Residence Charge (Weekly Rent) which the Student could be obliged to make (paragraphs 8, 12 and 23 of the Conditions). The Residence Charge includes contributions towards a number of standard College charges, frequently separately billed in other establishments, including: heat; light; water; IT connectivity; PAT testing; and fixed catering overheads.

THIS AGREEMENT is made on the <Date> between The Master, Fellows, and Scholars of Downing College in the University of Cambridge ("the College")

and

<Forename> <Surname>

("the Student")

relating to <BlockName>, room <RoomNameLast2> , Downing College, Cambridge, with the right to shared use of the nearest appropriate bathroom and kitchen where applicable ("the Accommodation").

1. By this Agreement, the College licences to the Student the Accommodation:
 - (a) for the period from <LicenceStart> until <LicenceEnd> (subject to this paragraph 1 and paragraph 7 below); and
 - (b) the Student may occupy the Accommodation for the following periods ("Normal Periods of Residence" (NPR)) from 2pm on the first day to mid-day on the last day:
 - (i) <TermStartDate1> to <TermEndDate1>
 - (ii) <TermStartDate2> to <TermEndDate2>
 - (iii) <TermStartDate3> to <TermEndDate3>

Other periods of occupation may be allowed with the permission of the Senior Tutor or by arrangement with the Senior Bursar (see paragraph 3 below).

2. The College will use reasonable endeavours to supply a number of services, including heating in winter months, lighting, electricity, water, and sewerage. Cleaning services are also provided on Mondays to Fridays (except on Bank Holidays, and during periods when the College is closed.) These services are all included in the weekly rent. The College shall not be held liable if failure to provide any of these services is due to factors reasonably beyond its control (such as mechanical failure, staff shortages, and lack of materials).

Access to the Accommodation will be through the normal external doors. However; on some occasions the College may need to use entrances for specific purposes, in which case an alternative entrance will be designated, and sufficient notice (at least 24 hours given).

3. Rent is payable by the Student during his or her periods of occupation as follows:
 - (a) Payment at the rate of <SA:WeeklyRentAccom> per week ("the Weekly Rent") is to be made for the NPR to the College on the first Wednesday of Cambridge University's Michaelmas, Lent, and Easter Full Terms (the Student will be reminded of the due date on the College bill he or she receives shortly before the beginning of each term). The amount of each payment will reflect the period to the next bill date (some agreements are for 29 weeks, others for 30 or 38 weeks or longer).
 - (b) The rent for any period of occupation of the Accommodation outside the NPR approved by the Senior Tutor through the Student's Tutor and arranged by the Head Porter will be charged (i) for tutorial and academic reasons at a daily rate of 1/7th of the Weekly Rent ("the Daily Rate") and (ii) for non-academic reasons at 10% above the Daily Rate.
 - (c) The Student agrees to pay the payments without deduction or set-off.
 - (d) The Student should be aware that if he or she remains in occupation of the Accommodation outside the NPR without either the permission of the Senior Tutor or without making further arrangements with the Head Porter at least a fortnight before the last day of NPR, he or she may become liable to the College for its reasonable losses (for example if the College is unable to honour a vacation conference booking). Application forms for accommodation outside the NPR are available from the Accommodation Office and the Tutorial and Admissions Office.
 - (e) If the agreement is terminated before the end of a period for which the Student has paid rent, the College will reimburse the Student an amount of the rent for the remainder of that period during which the College has been able to re-let the Accommodation less any reasonable costs and expenses of termination.
 - (f) Outside the rental period, all possessions must be removed from the Student's room in College or in College houses. There are very limited facilities within the College for storing personal possessions during vacations, available principally for overseas students and currently administered by the JCR. Details of commercial external storage facilities are available from the Porters' Lodge. Failure to remove possessions from rooms at the end of each period of NPR is unacceptable. Such conduct will be reported to the Dean and if necessary, a removals company will remove and store items and this expense will be charged

to the student concerned. The Student may also be charged rent for the period when the possessions remain in the room.

The College is entitled to use or let the Accommodation at any time outside the NPR.

4. Failure to pay the rent within fifteen days of the due date (see 3.(a) above), gives the College the right to end this agreement and require the Student to move out, but only after the Student's Tutor has been consulted and the Student has been given 1 months' notice to vacate. If the Student is in danger of not being able to pay his or her College Bill, it is the Student's responsibility to consult his or her Tutor as soon as possible.
5. The Student may end this Agreement at any time provided that:
 - (a) two months' written notice is given of the date on which the Student wishes the agreement to end ("the Termination Date") such notice to be given to the Accommodation Office.
 - (b) If the Student leaves the Accommodation on the Termination Date.

This does not in itself bring to a close any dispute that already exists between the Student and the College with regard to the breaking of this Agreement.

6. This Agreement shall end automatically in the event that the Student ceases to pursue his or her course of study at the College either temporarily (e.g. having been given leave through illness etc.) or permanently, and the Student will vacate the room within 1 month of being given notice by the College that the agreement has been ended in this way.

7. The College may end this Agreement in the following ways.

- (a) In exceptional circumstances, the College may require the Student to move at short notice to another room in College or into private rented accommodation (which the Student has the responsibility for finding) for tutorial, or disciplinary, reasons.
 - (i) The notice that will be given will be reasonable in the circumstances and will take into account the relevant conduct of the Student and the need to look after the interests of other students and members of the College. No such move will be required for tutorial reasons except after consultation with the Student's Tutor. If the move is required for disciplinary reasons, there are various appeal mechanisms (depending upon the seriousness of the offence) open to the Student, who should, in the first instance, consult his or her Tutor.
 - (ii) If such notice is given by the College, the Student may give notice to the College that he wishes to treat that notice as terminating this Agreement.
 - (iii) An appeal against a decision to exclude a student from College accommodation can be made to the Student Complaints Committee which would comprise either three Fellows, or two Fellows and one junior member of the College (who will normally be the President of the JCR or MCR). A notice of appeal must be lodged with the Master within three days of the Student having received communication of the decision to exclude him or her from College accommodation. Disciplinary reasons include either serious failure to observe one or more of the Conditions or other serious unrelated

offence(s). Details of the conduct required of students and the constitution of the Student Complaints Committee can be found at:
<http://www.dow.cam.ac.uk/index.php/about/forstudents/rules/274-complaints>.

- (b) In other cases where there is a breach of the terms of this Agreement or the Conditions which is not a minor breach, the College may give the Student a letter explaining what must be done to put the breach right and a reasonable time to do so. If the Student has not put right the breach, the College may after consultation with the Student's tutor terminate the agreement and require the Student to leave the Accommodation by giving one month's notice.
8. If the Student does not vacate the Accommodation upon the termination of this Agreement then the College may apply for a court order for possession of these premises. In the event such an order is granted the College will ask the Court further to order the Student to pay the College loss of income and its reasonable legal costs and expenses incurred in the contemplation, preparation, prosecution and enforcement of these legal proceedings with interest.
9. The Student may give notice to the College by writing to the Senior Bursar, Downing College, Cambridge CB2 1DQ, and the College may give notice to the Student by writing to him or her and sending it to the Student's College Pigeon Hole when the Student is in residence. Any letter so sent shall be taken to have been received not later than the first working day following the working day on which it was sent. If the Student is out of residence, the notice shall be sent to his or her home address (or any alternative address of which the Student has notified the College). In this case it shall be deemed to have been received on the third working day following the day on which it was posted, if the address is in the UK, and the seventh working day, if it is abroad.
10. As the College may use or let the Accommodation outside the NPR. It is the Student's responsibility to remove all his or her personal belongings from the Accommodation on departure at the end of each term and/or when this Agreement comes to an end. After the Student has vacated the Accommodation, any property of the Student which remains in the Accommodation will be removed from the room by the College. If the Student fails to collect that property from the College within 7 days after being requested in writing to do so and/or if, after using its reasonable endeavours, the College is unable to make such a request of the Student within 14 days from the first attempt to do so:
 - (a) The College may give notice to the Student in writing by recorded delivery post to the Student's address (as referred to in 9. above) giving details of the property held, where it is held, and the date after which the College proposes to sell the property and that date shall be such that gives the Student a reasonable opportunity to collect the goods;
 - (b) After the end of the Agreement date specified in the notice, the College may sell the property by the best method reasonably available in the circumstances. The College will then account to the Student for the proceeds of sale having deducted any costs of sale and any sum which was due to the College from the Student at the date of the notice,
 - (c) If the College, having made reasonable efforts, is unable to locate the Student, the College shall be entitled to retain such proceeds of sale absolutely unless the Student shall claim them within six months of the date of giving the notice.

- (d) The Student will reimburse the College for any liability incurred by it to any third party whose property shall have been sold or disposed of in the mistaken belief, held in good faith (which shall be presumed unless the contrary be proved), that such property belonged to the Student,
 - (e) the Student shall reimburse the College for any damage occasioned to the Accommodation and any actions, claims, proceedings, costs, expenses and demands made against the College caused by or related to the presence of the property in the Accommodation.
 - (f) the College accepts no responsibility for any loose paperwork left in the Accommodation after the Student has left.
11. The Student agrees to comply with the obligations set out in the attached Conditions of Occupancy and any other reasonable regulations made by the College in relation to the Accommodation or the building or buildings of which it forms part.

Conditions of Occupancy of College Rooms

Your occupancy of your College room is subject to the declarations given by you on matriculation. However, for convenience, some of the more important conditions are set out below. (These are mainly drawn from the latest edition of the College Information and Accommodation Handbooks which you must consult on the College website (www.dow.cam.ac.uk). If you have questions or problems concerning your room, you should consult the Housekeeper, your Tutor, or the Junior Bursar as appropriate. The JCR Executive is also willing to give advice.

1. *You are entitled to occupy your room during the Normal Period of Residence (NPR) shown on your agreement. If you wish to stay up outside these dates, you must apply to your Tutor or the Senior Tutor, and the Head Porter. If permission is given to remain in College, you may have to move rooms and you will be charged at the applicable pro rata rate. If you are staying up for academic reasons, you may be eligible for a Vacation Study grant. (Forms for residence outside the NPR and for Vacation Study grants are available in the Tutorial and Admissions Office). All Personal effects in kitchens, bathrooms and bedrooms must be removed by the end of your contracted period of occupation. Any students with permission to stay in residence after NPR must temporarily clear all personal possessions from the kitchens and communal bathrooms until Housekeeping have been given the opportunity to clean these areas thoroughly. Anything left behind will be considered rubbish and disposed of.*
2. *You may not share occupation of the Accommodation. This does not apply to shared sets.*
3. *College staff; known as Domestic Assistants, are responsible for cleaning rooms and communal service areas in College; they come several mornings a week for this purpose. It is your responsibility to ensure that they have regular access to your room, and that your room is kept in a reasonably tidy state to enable the Domestic Assistants to do their jobs properly. In addition, you must not damage or leave in a dirty or untidy state any other part of the building of which your room is part (e.g. kitchens, hallways, and landings).*
4. *Occupants of all College rooms and College Houses are held personally responsible for any damage to the furniture and decorations of their rooms caused or allowed by them, fair wear and tear excepted. Much chargeable damage has been done in the past by the hanging of pictures or posters using Sellotape or Blu tack, and the use of these is forbidden. You must obtain the permission of the Housekeeper before you fix anything to the walls or woodwork.*
5. *You should not move any furniture out of your room without the permission of the Housekeeper.*
6. *Students are not permitted to paint, paper, or redecorate their rooms.*
7. *You must not hang washing outside your room or building.*

8. **To avoid any dispute as to possible liability, you should bring any defects in the furnishings to the attention of the Housekeeper immediately upon starting to live in the room. In this way, you will avoid being charged for damages for which you are not responsible.**
9. *It is your responsibility to report promptly to the College all defects in the Accommodation of which you are aware. The College attempts to respond quickly to any problems with equipment or furnishing in rooms. Any faults or damage should be reported via the On-Line Maintenance System (OMS) (also known as DISTRO). If you do not report a defect of which you are aware to the College promptly, you may be liable to pay the College any reasonable extra cost which it incurs as a result of that delay. The College may need to send in workmen to make repairs to your room, but this will normally only be done at reasonable times, and giving at least 24 hours advance notice, if at all possible. However, while the College will make every effort to contact you first, the College reserves the right to enter the Accommodation at all reasonable times to inspect, carry out any necessary works and to show others round the property (e.g. builders, architects etc.) without notice or only short notice as appropriate in any case of emergency.*
10. *You must not use the Accommodation for any illegal purpose. You are not permitted to carry on, or allow to be carried on, any trade or business in the Accommodation unless permission is given by the Senior Bursar.*
11. *You are responsible for the behaviour of your guests while on College property and College rules about gate hours and guests are set out in the College Handbook, which you should consult online. Students must comply with and ensure that anyone occupying or visiting their Accommodation complies with any University or the College regulation. College rooms are provided for the use of students alone, and overnight guests are not allowed to stay in College for more than two consecutive nights on an occasional basis. A guest may stay either in an undergraduate guest room or in a junior member's own room provided the junior member is also present (you must not accommodate a guest in your room if you are absent). Only one overnight guest per room is allowed. In the Houses, guests may only be accommodated with the prior agreement of the Hostel Keeper as well as the Porters.*
12. *You must sign the Gate List in the Porters' Lodge immediately on coming into residence at the beginning of each new term, and sign out again at the end of each term (or on the day you leave if you stay beyond the end of term) in order to ensure that there is a record of your "Keeping Term". When you arrive each term, you may obtain a key or key card (as appropriate) to your College room from the Head Porter, and you must return it at the end of each term on departure. Spare keys may be borrowed (eg if you forget yours) but must be returned within 24 hours. If any key is not returned or is lost a reasonable charge for replacing the key or changing the lock will be made and this may be £50.00 or more.*
13. *Make sure your room is secure at all times as the College cannot and does not accept responsibility for any losses, including those resulting from theft, unless the College was responsible for the loss. It is highly advisable to insure your possessions against theft and other loss. It is very important that the staircase outer doors be kept locked. The security numbers of the combination locks, where they are installed, should not be given to non-College members. Windows must be closed when you leave the building and laptops and other expensive equipment removed from the view of anyone looking through the window. If you see someone acting suspiciously you must inform the Porters' Lodge immediately. **It is essential that you fully insure your possessions against theft and any damage or other loss. The College provides; a mandatory insurance giving a basic level of cover for personal possessions in rooms, and including £5000 of tenants' liability cover; the cost of this is included within the rent. This insurance is provided via N W Brown, and may be extended (for a fee) to give more complete cover (including for periods when out of College accommodation). Further details of all charges are available on the College website and from the TAO.***
14. *The College authorities take a particularly serious view of excessive noise that disrupts the work or sleep of others or causes them annoyance. Consequently, you (and others visiting you in your room) must not disturb anyone else either by raucous behaviour or by music from any source. **Any sound loud enough to be heard in someone else's room is too loud.** If*

you are disturbed by noise there are several remedies you can follow and these are set out in the College Handbook.

15. Cooking in rooms is not permitted. Any cooking must be confined to designated kitchens on staircases and in Houses. Private Microwave ovens may be used in staircase and House kitchens but **only** after permission is obtained from the Housekeeper and the equipment has been tested by College maintenance staff (see 17. below); they may not be used in your bedroom.
16. The unauthorised 'borrowing' of food from the communal fridges is viewed by the College for what it is, - namely theft, - and will be treated as a serious matter by the College.
17. You must advise the Maintenance Department of all electrical items brought by you onto College premises during the course of the year. Electrical appliances with low current consumption (e.g. radios, CD players, hairdryers, electric razors, and televisions) may be used in your room. Other appliances with heavier consumption (e.g. electric fires, microwave ovens, electric kettles etc.) may not. **All privately-owned electrical equipment must be tested (PAT tested) and an appropriate certificate issued; this will be arranged by the Facilities & Procurement Manager during the Michaelmas term.** If an item fails the test, it must be repaired or removed. Failure to comply with the requirements of this regulation will be regarded as a serious disciplinary offence.
18. Any fire, no matter how small, is potentially very dangerous. In **all** cases the alarm must be raised. Please familiarise yourself with the procedures laid out in the College Handbook, (<http://www.dow.cam.ac.uk/index.php/about.forstudents/security/264-fire>). **The College regards any attempt to interfere with fire alarms or fire fighting equipment as a serious disciplinary matter.**
19. **All college rooms, including bedrooms are non-smoking (this includes the use of e-cigarettes and vaping).** Lighted candles, jos-sticks, incense burners and other naked flames of any kind are not permitted in rooms. Paraffin or any other kind of liquid fuels must not be stored in rooms.
20. You are not permitted to keep any animal (including fish, bird or reptile) in your Accommodation except that any student that is registered blind may keep a guide dog after having first obtained permission from the Junior Bursar and Tutorial Admissions Office.
21. Students are prohibited from keeping fireworks, firearms (actual or imitation), swords or other offensive weapons in their room.
22. All bicycles are to be registered with the Porters' Lodge and must not be kept **inside** College accommodation, including staircases.
23. It is the responsibility of each student to have a TV licence, if you watch live programmes you are not be covered by your home licence. This includes the use of devices including TV sets and DVD/VHS recorders, as well as computers, laptops, and mobiles which can be used to watch programmes live online.

Signed on behalf of the College:



Dr Susan Lintott, Bursar and Fellow

Signed by the Student.....