



Downing College
Student Accommodation Handbook

2016/2017

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STUDENT ACCOMMODATION HANDBOOK

1. ROOMS

1.1. College Accommodation and Number of Rooms in College Houses

1.1.1. As at the start of academic year 2016, Downing College provided 417 rooms for undergraduates and 115 rooms (including hostel keepers' rooms/flats) for postgraduates. Since 5 of the graduate rooms are for couples, this gives the potential to house a maximum of 120 graduate students. A full list of all rooms is given in Appendix 1, 'List of Downing Accommodation'.

1.1.2. The College has eight rooms in six different areas of the College which have been specially adapted for disabled students.

1.1.3. All Downing College rooms should contain:

Bed	Desk
Bedside Table	Desk Chair
Wardrobe	Bookcase
Chest of Drawers	Radiator
Waste bin	Curtains

An electronic copy of the room inventory is available from the college website, under the section Housekeeping. Please note any faults (burns, scratches etc.) on this inventory since it will be checked again on vacating, and you could be charged for any non-recorded faults.

1.2. Allocation

1.2.1. The allocation of undergraduate rooms in College and in College houses is the responsibility of the Rooms Tutor in association with the Accommodation Officer. New undergraduates have accommodation allocated directly by the Accommodation Officer once an offer has been confirmed. All students are accommodated under license. The JCR organise a ballot (supervised by the Rooms Tutor) in the Lent term for other undergraduate rooms in College and in College houses. The College accommodates all undergraduate students in College or College houses for the first three years of their residence.

1.2.2. The allocation of rooms for graduates is the responsibility of the Accommodation Officer working with the MCR Executive Committee.

1.2.3. For those students who wish to live in out-of-college accommodation, helpful advice is provided by the JCR Welfare Committee and the MCR Committee, with help from the University Accommodation Service, the Cambridge University Students Union (CUSU) and the Graduate Union (GU). Tutors can also give advice and should always be consulted over contracts and any difficulties over relations with landlords.

1.2.4. If you are a Fresher, a copy of a Residential Agreement relating to occupation of your room is sent to your email address before the start of the Michaelmas Term.

Existing students will be sent a Residential Agreement to their College email address before the end of Easter Term. It is important that you read its conditions carefully, sign it and return it to the Accommodation Office. Once you have signed for the keys to your room and have taken possession, you will be deemed to have entered into the Contract.

1.3. Rents

- 1.3.1. The rent that you pay covers the provision of all utilities. Rooms are banded to reflect their size, facilities and other features. The weekly rents for the bands are set out in Appendix 1. Taken as a whole, the current room rents are set to cover the full cost incurred by the College in providing residential accommodation. Any student having difficulty meeting the rent should discuss this with their tutor; some hardship funds might be available.

1.4. Payment Terms

- 1.4.1. Rent is payable by you during your periods of occupation as follows:

- 1.4.1.1. Payment, at the agreed rate per week for the College defined Normal Period of Residence (NPR), is to be made to the College on the first Wednesday of each Full Term. You will be reminded of the due date on the College Bill you receive shortly before the beginning of each term. The amount of each payment will be ten times the weekly rent, except for Freshers on 29 week contracts, and those students on 38 or 39 week contracts (for which they pay for only 36 or 37 weeks respectively).

- 1.4.1.2. Residence in College and College houses is usually limited to the Normal Period of Residence (NPR), which is normally of 70 days duration (but see sub-para 1.4.1.1 above). The normal period of residence is the fixed period that is covered by your Term's rent. Nearly half the rooms are now on a 38 week contracts, which simplify the use of rooms and avoid storage and removal of possessions.

- 1.4.1.3. The rent for any period of occupation of the accommodation outside the NPR, once approved by your Tutor and the Head Porter, will be charged (i) for tutorial and academic reasons, at a daily rate of $1/7^{\text{th}}$ of the weekly rent (the daily rate) and (ii) for non-academic reasons, at 10% above this daily rate.

- 1.4.1.4. You should be aware that if you remain in occupation of the accommodation outside the NPR, without the permission of your Tutor and without making arrangements with the Head Porter, you may become liable to the College for its reasonable losses (for example if the College is unable to honour a vacation conference booking) in addition to the rent due for your period of occupation.

- 1.4.1.5. If the agreement is lawfully terminated before the end of a period for which you have paid rent, the College will reimburse you an amount of the rent for the remainder of that period during which the College has been able to re-let the accommodation.

- 1.4.1.6. The College is entitled to use or let the accommodation at any time outside the NPR for your specific contract.

1.4.2. Failure to pay the rent within fifteen days of the due date (see 1.4.1.1.), gives the College the right to end this agreement and to require you to move out, but only after your Tutor has been consulted and you have been given one month's notice to vacate. If you are in danger of not being able to pay your College Bill, it is your responsibility to consult your Tutor as soon as possible.

1.5. Termly Rental Periods

1.5.1. You may gain access to your room after 2 pm on the first day of each phase of NPR and you must vacate your room by mid-day on the last day of the NPR. The NPR rental periods for the academic year 2016-17 are detailed in the *Student Information Handbook*.

For those on 38 or 39 week contracts, you should sign-out when going away at the end of each term so that we are aware who is in residency for security and fire reasons.

1.5.2. If you wish to reside in College outside these fixed periods, you must seek permission from your Tutor, and confirmation from the Head Porter (see 1.4.1.3 above) that accommodation is available, at least a fortnight before the last day of NPR. If permission is granted, you will be charged at a daily rate for this additional period, which may be higher than the pro rata termly rate. Application forms for accommodation outside the NPR are available from the Accommodation Officer and the Tutorial and Admissions Office (see Annex B to Appendix 1).

1.5.3. Outside the rental period, all possessions must be removed from your room in College or College houses. Details of external storage facilities are available from the Porters' Lodge. For those with a 38 or 39 week contract, possessions will only need to be removed at the end of the Academic Year. Some modern rooms include a limited amount of storage (roughly equivalent to a large suitcase) in a lockable cupboard, in which items can be stored over the vacation.' Failure to remove possessions from rooms at the end of each period of NPR is unacceptable. Such conduct will be reported to the Dean. The student will also be charged rent for the period when the possessions remain in the room. If it is necessary to clear the room, a removals company will remove and store items and this expense will be charged to the student concerned.

2. HEALTH AND SAFETY

2.1. Accident procedures

In the event of an accident or serious illness, you must inform the Porters' Lodge immediately and should ask that your Tutor be notified. In case of dire emergency, dial 999 and then IMMEDIATELY notify the Porters' Lodge that a 999 call has been made. In all circumstances of accident or emergency of any sort, it is essential that the Senior Tutor be informed immediately via the Tutorial and Admissions Office or the Porters' Lodge.

2.2. First Aid Provision

If you require first aid, there are a number of First Aid boxes situated throughout the College and you should ensure that you know where the nearest one is located within your accommodation. The College Nurse can advise on specific locations. These boxes are for emergency use only.

2.3. Emergency Contacts

A list of qualified First Aiders, and their contact numbers, is attached to each box and is also held by the Porters. **All Porters are qualified First Aiders.** The College Nurse is able to give any necessary treatment when she is in College.

2.4. Accident Reporting

If you have an accident on College premises, you should, at the earliest opportunity, report to the Porters' Lodge. If necessary, arrangements will be made for the appropriate treatment elsewhere, either by the College Nurse or by transfer to hospital. After receiving any attention or treatment, you must complete an accident form. You must give the place, date and time of the accident, the names of any witnesses and a full description of the event. Accident forms are available in the Porters' Lodge and from the Human Resources Office on B staircase.

3. FIRE SAFETY

3.1 Fire Drills

The Head Porter is responsible for arranging fire drills for each staircase and house, and a log is kept of all drills. In addition, hotelkeepers' will carry out periodic fire drills (see Appendix 7 for Fire Safety training log). Generally, Porter-arranged drills will take place as follows, although retesting may take place if responses have been slow or incorrect (e.g. going to the wrong assembly point):

3.1.1. by the end of October (Michaelmas Term).

3.1.2. by the end of January (Lent Term).

3.2. Prevention

It is the duty of all College members, guests and visitors to prevent fire. On a personal level, this means that you must be aware of potential dangers – e.g. smoking, cooking areas, worn electrical leads, no candles etc. – while the College also has a number of procedures to ensure that risks are minimised. Appendix 2 lists the testing and training regime associated with preventing fire and minimising its effects. Note that all accommodation has a weekly alarm test during a designated period (also given in Appendix 2). Each staircase has a designated Fire Warden appointed (this service is designated to the occupants of a specific room on each staircase) who will assist in checking adherence to fire regulations and with taking a roll-call in the event of an alarm; this does not supersede all occupants' duty to maintain correct fire safety procedures (fire extinguishers in place, fire doors correctly closed, no naked lights etc.).

3.3. Detection and Alarm

All Downing College accommodation is equipped with automated fire detection and alarm equipment. In every case, this is a hard-wired system, relayed back to the Porters' Lodge by a dedicated link, or via a dial-up line (external houses). Any tampering with the fire detection and alarm systems or 'first aid fire appliances' (extinguishers etc.) is deemed a very serious offence and will be dealt with most severely by the College. In the past, irresponsible behaviour involving the fire detection system has led to students being fined and sent out of College accommodation. It is essential that all members of College understand the actions which need to be taken in the event of a fire alarm, and these are further described in Appendix 3.

3.4. Escape

Every staircase has its means of escape clearly posted in all rooms. It is important that escape routes, especially staircases, which can act as a chimney, are kept clear of all obstructions, and especially flammable material, such as paper, cardboard boxes etc. All fire doors are to be kept closed; they are never to be wedged open. Each area of College accommodation has been surveyed, and a fire safety report drawn up and

provided to the hostel keeper and the Porters (with copies of relevant detail in each room) covering the following topics:

- 3.4.1 Risk Assessments (see Appendix 6)
- 3.4.2 Diagram showing Escape Routes, Fire-Detection System & Location of Fire-Fighting Equipment
- 3.4.3 Emergency Plan: Actions to be Taken in the Event of a Fire; General and Specific to Property
- 3.4.4 Equipment Testing and Training Summary
- 3.4.5 Fire Compliance Report
- 3.4.6 Other Information

3.5. **Smoking Policy.** The College recognises that smoking causes a hazard to health to both smokers and non-smokers and can constitute a fire hazard. Accordingly, the College does not allow Fellows, staff, students, visitors, conference guests; contractors or members of the public to smoke or vape (e.g. use of electronic cigarettes) in any part of its premises, other than in Designated Smoking Areas (see 3.5.2).

3.5.1 College premises include all buildings on the Domus, and other College-owned premises such as graduate hostels, the Boathouse, the Sports Pavilion, and also College-owned vehicles.

3.5.2 Those students wishing to smoke (or vape) may do so in the Designated Smoking Areas (Student). The Designated Smoking Areas (Student) are the area outside the rear entrance to the Butterfield café/Bar; by the Fitzwilliam Gate; behind the Pavilion on the Paddock; and by the ramp at the rear of the MCR (East Lodge Garden). Other areas have been designated for staff and for conference use.

3.5.3 You are, nonetheless, discouraged from smoking because of the risk to your health, and to the health of others (e.g. bedders) to whom we have a duty of care.

3.5.4 This policy is to be communicated to Freshers by Tutorial and Admissions Staff on their arrival, and repeated annually via the Electronic Newsletter. You are required to advise your guests of this College policy, and ensure that it is followed.

3.5.5 The Junior Bursar is responsible for implementing and monitoring the effectiveness of this policy. Students who breach the policy will be subject to disciplinary action.

3.5.6 The policy was effective from 1 July 2007, as amended 10 February 2014 to include “vaping”.

4. UTILITIES

4.1. Heating

Central heating is supplied to all College rooms from approximately 1 October to 1 May each year. If conditions are very cold or hot before or after these dates, the heating may be adjusted to suit. Heating systems will be turned on around 6.30 a.m.

and turned off about 10.30 pm each day. To conserve energy, heating is also switched off for five hours in the middle of the day. Occupants are encouraged to help to save energy and cost by keeping windows closed in cold weather, and using radiator thermostatic settings sensibly. Occupants are prohibited from using private space-heating equipment in their rooms without prior approval. All electrical equipment requires PAT testing (see 4.4), and gas and paraffin-operated equipment is NEVER to be used.

4.2. Appliances

If you need assistance in operating any of the appliances, please consult the House Manager (email: dowhouse@hermes.cam.ac.uk) who will be happy to assist you.

4.3. Gas Installations

All gas installations are serviced annually by qualified CORGI-registered operatives. Where possible, the College undertakes this type of servicing during the Long Vacation in order to minimise disruption to occupants. However, Health and Safety considerations must always be paramount and servicing and repairs will sometimes have to be undertaken during periods of residency; as far as possible, this will always be planned so as to reduce inconvenience. For safety reasons, occupants must NEVER interfere with gas or electrical installations including switching this on/off. Portable gas appliances (e.g. Camping gas stoves, lamps, heaters) are never to be used or stored in College accommodation.

4.4. Electrical Installations (including Portable Appliance Testing)

A copy of the Student Electrical Inventory form is shown at Appendix 8. The testing of all mains-powered electrical appliances brought into the College by students (Portable Appliance Testing (PAT)) commences in the second week of the Michaelmas Term and takes approximately three weeks to complete. See also 4.9 below.

4.5. Water Supplies

All drinking water taps are labelled as such, and taps that should not be used for drinking water will also be marked.

4.6. Waste Water

Waste water systems are connected to Local Authority sewers. Waste chemicals and environmentally damaging or toxic substances are not to be poured into waste water systems (via basins, baths, showers, toilets or external drains (eg under rainwater downpipes)) but are to be disposed of correctly. It is your personal duty to safely dispose of such waste.

4.7. Water Hygiene

Risk assessments and monitoring of water in all areas of the College is carried out in line with Health and Safety Executive Policy. Testing for Legionnaire's Disease is carried out by outside specialists on a monthly basis. All showerheads are descaled annually, normally during the Long Vacation.

4.8. Lighting

Suitable lighting is provided in all rooms, and externally around the Domus. If a bulb fails, and you cannot change it yourself, you should report it via Distro on-line. As far as possible, all light bulbs will be low-energy, long-life models.

4.9. Permitted Appliances

Electric appliances with low current consumption (e.g. radios, CD players, hairdryers, electric razors) may be used but other appliances with heavier consumption (e.g. electric fires/heaters of any description or cooking equipment) are **strictly** forbidden; note the ban on fridges in para 6.2. **The safety of any privately owned electrical appliance is the responsibility of its user.** The College will test all mains-operated electrical equipment and raise the appropriate certification; this will be arranged through the College Maintenance Department at the start of the academic year. We make every effort to provide sufficient discrete power outlets for your use. In the event that more sockets are required (e.g. to run a hi-fi system with a number of elements) a **single** 4-way floating socket may be used (with mains cut-off switch); this also requires testing through the Maintenance Department. Enquiries as to the use of electrical apparatus should be addressed, in the first instance, to the Maintenance Department. Socket adaptors (normally 2 or 3 way) are not to be used under any circumstances. If additional outlets are required for good reasons, an application should be made to the Maintenance Department. It is in the interest of everyone's safety that these rules should be strictly observed and adhered to, just as it is essential that no alterations or additions to electric wiring be made.

4.10. Telephones

Telephones are no longer supplied, due to a very low level of demand in the past and wide-spread use of personal mobile telephones.

4.11. The College Network

The majority of rooms in the College have facilities that enable residents to connect their computers to the Cambridge University Data Network (CUDN); this requires the computer to be equipped with a 10/100 Ethernet card with a RJ45 connection. This gives access to a number of facilities including the internet and email. Use and maintenance of a computer connected via the College network is at your own risk and carries a responsibility to abide by the College and University rules and regulations. The fee for this service is included in the College Facilities Fee.

4.12. Computing Support

Students have access to support for their Computing facilities via the Downing College Student Computer Assistants, the College I.T. Department and the University Computing Service Helpdesk. In the first instance, enquiries should be emailed to StudentIT@dow.cam.ac.uk

4.13 Televisions

It is your responsibility to obtain a TV licence for any television receiver brought into College, including using your computer to watch broadcast programmes. Your home licence will not cover you and there is no College-wide cover. TV licensing authorities make checks on a regular basis and you are personally liable for any fines imposed.

5 SECURITY

5.1 Room Keys

You may obtain a key to your room in College or in a College House from the Head Porter. Those issued with a key will be required to sign for it when it is issued at the start of each Term and to sign again when it is returned at the end of each Term. These key registrations are important in confirming the dates for any additional rent and the

qualifying dates (“Keeping Term”) for issuing degrees. In the event of the keys not being returned, a charge of £50 will be made or £25 for key cards. If the key is lost a charge of £50 will be made and subsequent keys or £25 per key card re-issued. Unfortunately, experience shows that thefts of money, books, computers and other valuables occur from time to time; you should therefore take care to lock your room **whenever** you are out. Rooms may be allocated by the College for use by others during the vacation (to candidates for interview or to members of conferences) and private possessions **must** be removed from College rooms and rooms in College Houses when they are vacated at the end of Term.

The College cannot and does not accept responsibility for any losses. 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. This insurance is provided via N W Brown, and may be extended (for a fee) to give more complete cover (including periods when out of College accommodation – eg vacations). Further details are available on the College website and from the TAO.

5.2 **Building and Room Security**

The College has installed security locks on the doors of a number of staircases and areas of the Domus to provide a greater degree of security for possessions and residents. It is very important that staircase doors should be kept closed and locked and that security combinations are not given to strangers or, indeed, any non-Downing resident. Giving out the combination, or failing to report a lost key, potentially negates your insurance, and would make you liable for losses sustained by others.

5.3 **Personal safety** - Members should take the normal precautions associated with living in a relatively big city. Further information is given in the *Student Information Handbook*.

5.4 **Security Plan (Bomb and Incendiary Device Procedures)**

There are three phases to consider with regard to Security alerts in the College:

- initial prevention
- reaction to a general alert
- reaction to a specific threat

5.4.1 **Initial Prevention**

This is a general responsibility for all members of the College: staff; fellows, and students. Access to the Domus is generally controlled by means of the Porters and code-lock gates, backed up by staff vigilance and CCTV monitoring. Staircases and houses are required to be closed and locked; there should not be any opportunity for ‘terrorists’ to leave devices in those areas. Each person is responsible for their individual room. Unknown persons should be questioned as to their presence inside buildings. Rubbish is regularly cleared away so that devices cannot be hidden. Any rubbish bins (waste paper/skips etc.) are located away from inhabited buildings, and regularly emptied and inspected by housekeeping staff. Generally the message to the whole collegiate body is for everybody to keep their eyes open and their wits about them.

5.4.2 General Alert

This is a non-specific threat towards the area (Cambridge) or the establishment (the University), such as by animal rights activists. Such threat advice is rapidly disseminated to all concerned by the Head Porter and his staff, and then each area is responsible for its own security sweep and reporting back to the Porters' Lodge when complete. The public areas – Library, Chapel, and Howard Building etc. – will be checked by Housekeeping staff. Hostel keeper's and live-in fellows are responsible for their own hostel and environs, and each individual should check their own room(s), including adjoining corridor areas. The aim is to split the work up among many people to reduce the overall time taken, to improve reaction time, and to heighten awareness.

5.4.3 Specific threat

In this situation, we would have had information that the College or a particular stair or building has been targeted. The aim is always to avoid the risk of death or injury, so such a specific threat would warrant immediate evacuation of the building or area concerned, followed by a full sweep by bomb disposal experts. The quickest way to effect this evacuation will be by sounding the fire alarm for the area concerned. Bomb disposal reporting will be via the Porters (or the incident controller) to the local Police station.

5.5 CCTV

5.5.1 CCTV cameras are used on the Domus to help to safeguard the security of people and property. Cameras, which are capable of being directed and zoomed remotely, are positioned to capture views of the car parking areas, the main entrance and strategic areas, as well as general views across the Domus. The live pictures are viewed, from time to time, by the College's Porters, in order to detect any suspicious activity.

5.5.2 Warning signs are in place at the Regent Street entrance to inform staff, students, Fellows and members of the public that surveillance cameras are in operation. CCTV footage is retained for 30 days and stored in a secure location. It is then wiped clean if not required as evidence.

5.5.3 Information derived from CCTV surveillance will only be used for security purposes, unless it leads to the discovery of an activity that no employer could reasonably be expected to ignore, for example, breaches of Health and Safety rules that put others at risk.

5.5.4 You have the right of access to information about yourself held on CCTV footage. To request access you will be asked to complete a Data Access Request Form (available from the Information Officer), pay the current fee and provide evidence of your identity.

6 KITCHEN FACILITIES, FOOD STORAGE, WASHING FACILITIES, FURNISHING, CLEANING ROUTINES AND OTHER MATTERS

6.1 Kitchens

Cooking is not allowed in rooms in College or in College Houses because of hazards to personal and group safety, and the risk of damage to furnishings and fittings. Hot drinks and snacks may be prepared in the gyp room/kitchen located on each staircase and in each house, provided that it does not cause nuisance to others

and that you clean up promptly after yourself. Note that Domestic Assistants (bedders) are not required to clear up kitchens after you. The facilities provided for your use are intended for modest catering (i.e. snacks) only, and under no circumstances is any degree of mass cooking permitted. The College is answerable to the City Environmental Health Department for the proper conduct of all large-scale catering taking place on the Domus, and legal proceedings can ensue should any breach of these stringent regulations occur.

6.2 Food Storage

The College operates in line with stringent food safety legislation and guidelines. If you wish to discuss food safety issues, please arrange to see the House Manager, the Catering Manager or his Deputy. Note that, except in very exceptional circumstances (for religious or medical reasons), refrigerators and freezers are not permitted in student rooms. Locks are installed on kitchen cupboards in many communal areas, with keys obtainable on request from the Head Porter. Any cases of pilferage will be treated as theft. Small chilling devices (operation on the Peltier basis) may be used in bedrooms.

6.3 Bathroom, toilet and shower areas

Communal bathrooms and toilets are cleaned on a daily basis from Mon-Fri. Any problems with facilities (blocked drains, leaking taps etc.) should be reported immediately to the Maintenance Department via the on-line reporting system, Distro.

6.4 En-suite facilities

Access must be allowed to clean en suite bathrooms at least twice a week.

6.5 Furnishing quality

6.5.1 Furniture and Decoration of Rooms in College and College Houses

The occupants of all College rooms and College Houses are held personally responsible for any damage to the furniture and decorations of their rooms, allowing for fair wear and tear. Much chargeable damage has been done in the past by the hanging of pictures with pins, Blu-Tac or other fixatives to walls and woodwork, and it is essential that the House Manager's approval is obtained before anything is fixed to walls or woodwork. The use of any form of adhesive, including Sellotape or Blu-Tac and its equivalent in any colour, on the walls of rooms, is forbidden. Those who use adhesives and/or pins will incur a (minimum) charge of £75.00 for redecoration, since the minimum area which can be redecorated effectively would be a complete wall.

6.5.2 Inspection/Damages

Rooms are inspected during the Easter Term ??, and whenever the occupancy of a room changes, with a view to repairing damage during the Long Vacation (if it can wait until then). An electronic copy of the room inventory is available from the college website, under the section Housekeeping, this should be completed at the start of your occupancy to avoid any dispute as to possible liability, and should be returned to the Housekeeping Department within seven days. Those who live in College or in a College House should bring any defects in the room or its furnishings to the attention of the House Manager immediately upon starting to live in the room. In this way, charges for damage for which you have no responsibility can be avoided. All students must remember that many other people will have to live in

the room after their occupancy and, while the College has a continuing programme of room redecoration and refurbishment, any extra expense caused by damage can only limit the extent of this programme. Conference visitors use rooms during vacations and damage can limit this utility to the College.

6.5.3 Repairs

The College seeks to respond quickly to any problems with equipment or furnishing in rooms. Any fault or damage which occurs after occupancy has commenced must be reported to the Maintenance Department via the on-line reporting system, Distro. Repairs are normally completed during working hours (Mon-Fri 08.30 – 16.30); please report any urgent issues to the Porters outside of these hours. Emergency cover is available 24 hours a day for major leaks etc. There is a Service Level Agreement in place defining anticipated response times (see Appendix 11).

6.5.4 Furniture

The range of furniture provided in each room is detailed in para 1.1.3, and you are **not** permitted to bring additional major furniture items into College (e.g. beds, armchairs, sofas etc.)¹. You are expected to supply bed linen, blankets, duvets and pillows (and, if wished, crockery and cutlery for use in your room) although bed linen can be hired for a small termly charge by informing the House Manager before coming into residence. In the interests of safety, it is essential to observe the conditions about electrical appliances mentioned in paragraphs 4.8 and 4.9; for those who come from overseas it is stressed that all electrical appliances must be adapted for 220-240 volts AC.

6.6 Cleaning

6.6.1 College staff, known as Domestic Assistants are responsible for cleaning bedrooms and communal service areas in College; they come in regularly each morning for this purpose. All rooms will be entered and have the bin emptied daily and they will be cleaned thoroughly at least once a week (except on weekends, Bank Holidays, and during periods when the College is closed) according to a defined rota. These services are all included in the weekly rent. It is your responsibility to ensure that Domestic Assistants have regular access to your room and that your room is kept in a reasonably tidy state to enable them to do their job properly. Your room must be left tidy on the allocated day, so that it is possible for your Domestic Assistant to vacuum the floor and polish the furniture. 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).

6.6.2 The House Manager checks cleaning and maintenance in rooms at regular intervals, and will deliver the service in accordance with the Housekeeping Service Level Agreement (SLA) (see Appendix 9). 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/illness, or a lack of materials).

¹ Those on 38 week contracts, living in a Lensfield Road house, and in a room deemed sufficiently large may apply to the Junior Bursar to add an additional major furniture item which must conform to Fire Safety Standards. Only a limited number of rooms are suitable for this, and existing furniture must remain in the room (i.e. it cannot be removed or stored elsewhere).

6.6.3 The College may need to send in people to make repairs etc. to your room; this will normally only be done at reasonable times. 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.); this may be without notice, or with only minimal notice as appropriate, in any case of emergency.

6.7 Laundry facilities

Card-operated washing machines and dryers are available in the College for use by its members. Laundries are located behind T staircase and at the rear of I staircase and facilities are available to the rear of 40/42 Lensfield Road. The launderettes are protected by locks against unauthorised access; nevertheless, items of clothing should not be left unattended, and the College will not accept any responsibility for loss of personal laundry. Some of the College Houses are supplied with domestic-style washing machines and dryers. Additionally, Postgraduate residents of those College Houses which do not have laundry facilities may use the card operated facilities in the basement of the Singer Building. Complaints of laundry malfunction should be reported to the Porters.

Please note damp or wet clothes are not to be left to dry over bannisters, on landings/corridors or in communal bathrooms. A small clothes airers can be used, if the size of the room will allow.

6.8 Energy

You are asked to be energy-conscious and switch off lights and any appliances, including computers, when leaving your rooms. The College's Environmental Policy can be found on the following link on the College Website http://www.dow.cam.ac.uk/documents/about/Downing_College_Green_Policy.pdf. From 2009, the College became included in the UK Carbon Reduction Commitment which imposes legal and financial constraints on our use of energy, and information regarding consumption will be provided to all occupants via the JCR/MCR Green Officers. Downing College has been the most "environmental" for many years, thanks to the responsible use of energy.

6.9 Post/Mail

Each student, whether resident in College, a College House or living out, will be allocated a shared pigeonhole in the Porters' Lodge. The Porters will place all mail which is personally addressed in the pigeonholes. Other general mail will be left in an accessible part of the Lodge for collection. Only the Porters and members of Downing College may place mail in pigeonholes. Please note that those students living in Lensfield Road or other houses must give the College (rather than their house) as their Term time address. Within reason, letters addressed to the College will be forwarded to a student's last known address; letters addressed to individual houses will not be forwarded.

7 MAINTENANCE AND REPAIR REGIMES

7.1 Organisation

Maintenance and repair of Downing College property is undertaken by a variety of means. There is a small cadre of trades' people on the staff of the College, available for routine and emergency maintenance work. However, most regular repair work is sub-contracted to a facilities' management company (e.g. plumbing repair and painting), as is most periodic testing (e.g. emergency lighting, fire alarm and Legionnaire's testing, lift and winch tests, lightning conductor tests etc.). Finally, specialist contractors may be brought in to undertake more major works, such as refurbishment of rooms, staircases and houses. Works should be requested by means of the maintenance request website (<https://distro.dow.cam.ac.uk>)

7.2 **Approved contractors**

A list of approved contractors and copies of their Public and Employer's Liability Certificates are held in the Bursary by the Insurance Clerk. If you are unsure as to the identity of anyone arriving to undertake work, check their details with the Porters' Lodge before allowing them to enter your house or room.

7.3 **Response times and planned maintenance**

Response times for repairs at different levels of urgency are given in the Maintenance Service Level Agreement at Appendix 11. If these response times cannot be met – for example because of a lack of spares – the person who placed the request will be advised of a revised estimated time for completion.

7.4 **Construction quality**

Records for all of the buildings are kept by the Buildings' Manager in his archives. The Clerk of Works and the Architect for each specific project are responsible for construction quality, which must be in accordance with the (then) current Building Regulations and Local Authority and Planning directives.

7.5 **Grounds maintenance**

Grounds staff will maintain the grounds around all College buildings in a tidy, aesthetic and practical manner. Gardens, particularly those facing onto roads, will be maintained in a manner to give some screening for occupants in their rooms, while minimising opportunities for the concealment of intruders. Principal pathways are maintained to provide a suitable surface for all users, including those with ambulatory problems, and the College is following an active programme to improve access to all areas. While not all paths are fully illuminated, principal routes have suitable intensity lighting to provide security to users. A full Service Level Agreement for Grounds Maintenance is provided at Appendix 11.

7.6 **Litter clearance**

All College members are responsible for maintaining the cleanliness of the College buildings and Domus, and should ensure that their waste – and that of their guests – is disposed of correctly. External litter bins, which are regularly emptied by Housekeeping staff, are provided outside the Butterfield Building, the MCR and the Library. Special bins are provided for recycling in all College Houses, and at other locations around the Domus (see sub-para 8.3).

7.7 **Snow and ice clearance policies**

Snow clearance policy is defined as part of the Gardening Service Level Agreement. Students should take particular care during snowy periods that their actions do not cause a hazard for others. Hence, creating ice slides on roadways or steps, or making and using snowballs containing gravel from the paths should be avoided.

8 **ENVIRONMENTAL QUALITY**

8.1 **Energy efficiency**

An energy efficiency survey was carried out by the Government's Carbon Trust and the College originally achieved Carbon Trust Certification in 2009. The major contribution to both local costs and global warming is caused by individuals being careless in their behaviour: leaving lights on in unoccupied rooms; opening windows rather than turning down heating; turning heating up rather than dressing slightly more warmly etc. Fuel costs continue to increase annually; major savings have to be made by all for both environmental and economic

Reasons and fuel consumption costs are one element used in setting room rents. The College has started an extensive programme to insulate many buildings, and to provide improved heating controls to assist this effort. All Colleges are required to be registered under the Government Carbon Reduction Commitment Energy Efficiency Scheme, and to achieve carbon savings in line with national targets; Downing College is a leader within this initiative.

8.2 Refuse collection

Domestic assistants will clear waste bins on a daily basis, paper collections are normally weekly.

8.3 Recycling

8.3.1 The Environment and College Recycling Facilities

The College actively seeks to enhance the environment through a positive approach to health and safety by control of pollution and care for the environment, and will meet the obligations under the Environmental Protection Act and the Climate Change Act 2008. The potential for pollution from our activities is assessed and either eliminated or controlled so far as is reasonably practicable. The College has an environmental action programme through the Health, Safety and Domus Committee and the Green Officers are ex officio members of a number of committees. National regulations, backed by financial penalties (para 8.1), require us to meet challenging annual targets to reduce waste and carbon consumption.

8.3.2 As part of the College's environmental policy we have made a commitment to recycle as much waste as possible in the safest possible manner. Recycling facilities in the College are clearly labelled and are available as follows:

Paper	Bins are provided (for paper, newspapers, magazines – not cardboard) in the JCR and MCR Rooms (S staircase), the Porters' Lodge, the Library, the Computer Room, the Tutorial and Admissions Office, the College administration offices, at the rear of Lensfield Road Houses and behind the Chapel, and in most rooms.
Toner Cartridges	There is a disposal point in the College for old printer and toner cartridges in the Porters' Lodge. They can also be taken to the I.T. Office (B staircase) where their safe disposal will be arranged.
Clinical Waste	Please contact the College Nurse for further details.
Dry Recyclable waste including cans, glass, paper and cardboard	Cambridge City Council now deals with 'mixed' dry recyclable waste, rather than segregating waste types as in the past. These large bins can be found on the Domus, behind the Chapel and the Butterfield Café. College houses are served by 'domestic' collection (see below)
General	All College houses (e.g. those on Lensfield Road) are now serviced by Cambridge City Council with recycling facilities. These require residents to be punctilious in their segregation of recyclable waste, since 'contamination' – e.g. food waste in paper/cardboard recycling – will result in that waste not being taken away. Since 2007, Cambridge City Council has imposed fines on contaminated waste, and these will be passed to College House occupants concerned. Hostel keeper's and DAs have been briefed on the use of the various recycling bins.

9 TRANSPORT

9.1 Car Parking

9.1.1 Owing to traffic problems in Cambridge, the University and Colleges are under an obligation to the civic authorities to restrict the use of motor vehicles used by junior members (undergraduates and graduates). Consequently, it is a University offence for a student to keep, hire or drive a car in Cambridge during Term without permission. A fine of £175 may be imposed by the University Motor Proctor on any offender.

9.1.2 Permission to have a motor vehicle is only granted in exceptional circumstances. Such permission should be sought by obtaining a form available from the Tutorial and Admissions Office on B staircase. The form must be countersigned by the student's Tutor. Permission can only be granted when there is a valid reason, and an authorised parking space is available. The same form must be completed when permission is also sought to park a motor vehicle in College. Parking badges are required if a vehicle is to be parked in College, for which there is a charge of £25 per Term or part Term and over the summer.

9.1.3 No motor vehicles are allowed in the Quadrangle or in Kenny Court. Parents of junior members are allowed to park in College when visiting, and to do so they will need to sign in at the Porters' Lodge. In addition, there are a limited number of spaces which can be pre-booked through the Porters' Lodge for all other visitors.

9.2 Bicycles

9.2.1 All student bicycles must be marked with the distinguishing letter of the College and with a personal number which will be allocated by the Porters. This is not only to satisfy University Regulations (Proctors may issue warnings or on-the-spot fines for failure to comply) but also to maximise the chance of the bike's return should it be stolen. Bicycles stolen on College property are only covered by College insurance, if registered. Information as to accommodation for bicycles in the College should be obtained from the Head Porter. There is considerable covered bicycle parking behind the North Range.

9.2.2 No bicycle may be brought into the Quadrangle, Howard Court, or Kenny Court, or stored in staircases, Battcock Lodge or College houses. Only Fellows may cycle within the College grounds (the Domus) and Graduates may **wheel** their bicycles through the Quadrangle if they live in the Singer Building.

9.3 Park and Ride

You should advise your guests that there are six park and ride sites in Cambridge, which operate daily. Further details can be found on the following website <http://www.cambridgeshire.gov.uk/transport/around/park-ride/>. All the sites are staffed during opening hours.

10 GOOD NEIGHBOUR POLICY

Students will be expected to be mindful of the proximity of neighbours both within the properties and in the wider community. Particular attention is drawn to students resident in outlying properties which are in a non-academic environment. The College takes a particularly serious view of student misbehaviour which inconveniences other members of the College or its neighbours.

11 COLLEGE AND STUDENT RELATIONSHIP

11.1 The relationship between the landlord (Downing College) and the licensee (each student) is detailed in the Student Residential Agreement (see Appendix 14 for an example agreement). Student accommodation is managed by the Accommodation Officer, who is located in the Porters' Lodge. The Accommodation Officer and the Bursary can provide detailed information on the allocation and payment for this accommodation. In broad terms, the operation of this accommodation is as below:

11.1.1 **Application and allocation.** The numbers of rooms available to each class of student (undergraduate or postgraduate, fresher or ongoing) is decided between the Tutorial and Admissions Office (numbers anticipated and any specific requirements such as disability), the Senior Bursar/Junior Bursar (for building and maintenance details, and future College requirements) and the Accommodation Officer. All students are supplied with an application form, which must be returned promptly to the Accommodation Officer, who can then allocate rooms to freshers (both undergraduate and postgraduate) on a strict equal opportunities basis. As far as possible, allocation of the remaining rooms is left with the JCR and MCR to organise by means of ballots, held in the Lent term. The outcome of the ballots is then verified by the Accommodation Officer. The majority of Fresher rooms are on a 29 week contract, with other rooms split between 30 and 38/39 week contracts (see. Para 1.4.1).

11.1.2 **Charges for accommodation.** Accommodation charges are reviewed by the College each year, in conjunction with JCR and MCR representatives. Final recommendation of these charges is made by the College Finance Committee and is confirmed by the Governing Body.

11.1.3 **Collection of charges.** Students are charged for their accommodation rent on a termly basis in advance. Any charges for damages will be added to the bill for the current term, except where the student may be required to settle such bills immediately. Late payments attract an interest charge of 0.5% per week.

11.1.4 **Damage deposits.** There is no accommodation specific deposit, but all students are required to pay a general College deposit, which may be used for a variety of purposes, including accommodation/damage as required.

11.1.5 **Termination/Cancellation of contracts.** All tenants are required to give two months' notice of termination. Since undergraduate terms are only 10 weeks long, this is normally accepted as the balance of the current Term for those on a 29 or 30 week contract. The College will also give due notice, as detailed in the Residential Agreement.

11.1.6 **Complaints.** If a student has any complaints about the delivery of services in relation to accommodation, this should be raised with the Accommodation Officer or Junior Bursar in the first instance and an investigation will be undertaken and any agreed problems resolved. Should the findings not be acceptable, the student may appeal to the Senior Bursar and, failing agreement at this level, to a Board composed of two Fellows and a Junior Member (usually the JCR or MCR President) convened by the Governing Body. A final appeal may be referred to the Office of the Independent Adjudicator under the Accreditation Network UK (ANUK) Code of Practice (see www.oiahe.org.uk).

11.1.7 **Inventories.** These are available on the college website and should be completed at the start of residency, usually the beginning of the Michaelmas Term (see para 6.5.2 above).

11.1.8 **Access to Rooms.** The College will require access to study bedrooms for cleaning, maintenance and inspection purposes. Notice periods for this access are defined under the appropriate sections of this document. The College reserves the right to enter any room at no notice in circumstances of emergency.

11.1.9 **Defect Reporting** – Distro On Line Maintenance System
(<https://distro.dow.cam.ac.uk/oms/>)

11.1.10 **Non-residents/guests.** All accommodation is specific to the student mentioned in the Residential Contract. Occasional guests may stay overnight (up to a limit of two nights, per term) in College accommodation, after prior advice to the Porters and/or hostel keeper. For Fire Safety reasons, it is essential that the College is aware of who is resident at any time.

11.1.11 **Hostel keepers.** All College Houses have a hostel keeper – either a Fellow or a graduate student - appointed to provide local assistance and to help maintain harmonious communal behaviour. You must cooperate with your Hostel keeper, and the other occupants as appropriate.

12 COMMUNICATION BETWEEN THE COLLEGE AND STUDENTS

12.1 Advance information

The Tutorial and Admissions Office is in correspondence with all freshers prior to their arrival in College, giving full details of the accommodation available as well as other aspects of life as a student in Cambridge. Further information may be found on the Downing College website.

12.2 Induction briefing

All new students, both undergraduate and postgraduate, are given an induction briefing from senior college officers, from the Junior Bursar, his staff and external experts (e.g. local police and Fire Services), and the Tutorial and Admissions Office Manager and her staff. This is part of the matriculation process.

12.3 Management structure and contact details

A *Student Information Handbook*, accompanying this *Accommodation Handbook*, is updated and published annually (on the College website), for distribution to all students in College. This contains a description of the College management structure and contact details.

12.4 Insurance liabilities

The College's insurance does not cover the personal possessions of students. However, from Oct 2010, all occupants of College accommodation are included in a student-approved policy providing some cover for personal effects, as well as up to £5,000 of tenant liability cover (to cover accidental damage to the room and College furnishings) **while they are resident in College (i.e. it does not cover periods when rent is not being paid)**. Students are advised to assess whether this insurance provides them with sufficient cover and, if not, to extend it (through N W Brown – see www.studentinsurance.nwbrown.co.uk) or to take out their own insurance against theft, damage, or loss, for the period of their residence in College.

13 CONTRACTUAL RELATIONSHIP

- 13.1 **Residential Agreement** - Every student living in College-provided accommodation will be provided with a Residential Agreement (See Appendix 12). In addition to defining the period of agreed residency and cost of the accommodation, this also details the basic rules for living in such accommodation. Note that, while every effort will be made to leave students in a specific room during each period of residence, it may be necessary to move the student to alternate accommodation for maintenance or tutorial reasons, and sometimes for the benefit of the College community as a whole.

14 STUDENT SUPPORT

- 14.1 The College provides a full range of student support services, including health care, tutorial, pastoral and spiritual guidance. All tutors and many of the staff can offer advice on where help can be found. The College Porters' Lodge is manned 24 hours per day, and the Duty Porter can always contact the duty or pernoctating tutor and other College Officers as required. The University also offers a number of counselling services. Further details can be found in the *Downing College Student Information Handbook*. (See Appendix 13 for contents of the *Handbook*).
- 14.2 The College employs a Nurse who is in attendance each day during Term. In addition, all students should register with a local doctor or practice; note that the Lensfield Road Medical Practice (48 Lensfield Road) is central to the Downing houses and will accept student registration.

15 ANTI-SOCIAL BEHAVIOUR AND DISCIPLINARY PROCEDURES

- 15.1 **General.** Information relating to conduct, behaviour, discipline, and student complaints can be found in the *Downing College Information Handbook* (see *Appendix 13 for contents pages*). In general terms, College members should conduct themselves in a fit and proper manner at all times, having consideration for their neighbours, be they fellow students or the local community. Internal disciplinary procedures exist for more minor infringements. Additionally, the University has a number of sanctions for behaviour impinging on the image of the University, while the most serious breaches, including all criminal behaviour, will be referred to the local police.
- 15.2 **College.** The College Statutes provide that the maintenance of discipline in College is the responsibility of the Dean, assisted by the Tutors. The Dean is generally involved only when he receives a complaint, but he also tries to head off trouble before it happens by, for example, discussing arrangements for parties with junior members, and by stipulating the Dean's Rules for the serving of alcohol at garden parties during May Week (see below). The Dean deals with general complaints himself, usually acting in consultation with the Tutors and occasionally with the Executive Committee of the MCR and JCR. Disciplinary measures may include formal warnings as to future conduct, fines, and requirements to desist from activities, prohibition from use of College facilities (such as the Bar), expulsion from College accommodation and expulsion from the College for short periods. The College takes a particularly serious view of student misbehaviour which inconveniences other members of the College, members of College staff or its neighbours. For example, unruly, abusive or threatening behaviour or excessive noise is not tolerated and those responsible can expect an uncomfortable interview and sanctions. All matters are

recorded in the Dean's Book, a fact which will be unhelpful to anyone who has to see the Dean about a disciplinary matter on more than one occasion.

15.3 Disciplinary Committee. The most serious complaints or offences are dealt with by a Disciplinary Committee at the instigation of the Dean. The Disciplinary Committee comprises several members of the College Governing Body and may, at the request of the student who has been charged, include two junior members of the College nominated by the Master. Any person *in statu pupillari* who is charged before the Committee may choose a Fellow to represent him or her. Ordinarily, but not necessarily, the Fellow is the students' Tutor. The Disciplinary Committee is empowered to impose more severe sanctions, such as rustication (temporary suspension), for a Term or year, or even permanent expulsion from the University. A student against whom the Disciplinary Committee pronounces has the right of appeal to the Governing Body.

15.4 University. The University also has disciplinary regulations; these are in a booklet entitled "Information for Students", which is given to all members of the College on first coming into residence. These regulations are usually enforced by the Proctors, who are University Officers.

15.5 Student Complaints. Every attempt will be made to deal speedily and effectively with any complaints made about any matter of concern to students. Any minor concerns of a domestic nature which relate to accommodation faults or the non-functioning of other student facilities should be entered in the Maintenance book in the Porters' Lodge which is provided for this purpose, or on-line through the JCR web page. More major domestic concerns should be referred to the Junior Bursar (junior.bursar@dow.cam.ac.uk), while complaints about bills and other financial matters should be addressed directly to the Senior Bursar (senior.bursar@dow.cam.ac.uk). If students are not satisfied with the College response to any complaint they make then they should contact the Senior Tutor either via the Tutorial and Admissions Office or by email: senior-tutor@dow.cam.ac.uk. The College's procedures for dealing with comments, suggestions and complaints from students are set out in full on the website at www.dow.cam.ac.uk. See also the Student Complaint Scheme administered by The Office of the Independent Adjudicator for Higher Education (www.oiahe.org.uk).

15.6 Care of premises and their surroundings. Students should make every effort to ensure that their property and its immediate surroundings are used in a manner that maintains it in the highest condition.

16 ADMINISTRATION, ACCREDITATION AND COMPLIANCE WITH THE ACCREDITATION NETWORK UK (ANUK) CODE OF PRACTICE²

16.1 General. The College is a long-established, self-governing organisation, subject to regular internal and external audit, which includes all aspects of institutional management. Annual reports are lodged with the University of Cambridge. While the College has well-established student accommodation practices – detailed above, and amplified in other publications such as the *Downing College Student Information Handbook* – it has also registered with ANUK as abiding by its published Code of Practice. ANUK will periodically review and update its Code, and the College will – in principle – amend its procedures to conform.

² Under the terms of the Housing Act 2004, Downing College is required to be licensed either with an approved Code of Standards (typically UUK or ANUK/Unipol) or with the local authority.

16.2 Administration. ANUK has overall responsibility for administering the Code of Practice. This includes: maintaining a list of all institutions signed up to the Code and all buildings within those institutions covered by the Code; liaising with other bodies over areas where the Code is only applicable in parts; and periodically reviewing the Code. This review will be undertaken by a standing committee representing relevant stakeholder groups, including University management, students and specialist professions (e.g. facilities managers, maintenance etc.). In this task, they will take note of significant complaints made by students concerning non-observance, other breaches noted by internal or external audits, and reports from bodies such as the Office of the Independent Adjudicator. If necessary, the committee may undertake further investigation, and then issue remedial proposals. In extreme cases, the committee may decide that a higher educational institution is no longer compliant with the Code, at which stage responsibility may pass to an alternate body, such as the Local Authority, to impose changes.

16.3 College Responsibilities. In registering with the ANUK Code of Practice, the College undertakes that:

16.3.1. all the accommodation registered with ANUK (and given in Appendix 1) meets the standards and accords with the procedures set out in the Code.

16.3.2. an appropriate complaints procedure is in place, integrated into normal College practices with a procedure for reporting back to ANUK on any significant complaints relating to the Code.

16.3.3. Auditors will consider the College's management of its student accommodation in relation to the Code, advising HEFCE and ANUK as appropriate.

16.4 Schedule of Properties. The properties covered by the ANUK Code of Practice are listed in Appendix 1.