

TENANT HANDBOOK 2024-25



WELCOME

We hope that you enjoy your stay in your new home. This handbook will provide you with some useful information including:

- What you need to know before coming to Oxford
- What to do on arrival
- Essential information about living in University accommodation
- What you can expect from the service provided by the Graduate Accommodation Office
- What other services at the University are available to assist and support you

There is further information on our website at:
gradaccommodation.admin.ox.ac.uk

FACILITIES & SERVICES SITE ASSISTANTS

Your Site Assistant will be the first port of call should you need to report a maintenance problem.

On arrival to your accommodation, you will receive a handout that provides the name and contact number of the Site Assistant that works at your accommodation site.

Working hours: Monday–Thursday 8.15am to 4:45pm, Friday 8.30am to 4pm.

You can reach your Site Assistant by emailing tenant.helpdesk@admin.ox.ac.uk



The Graduate Accommodation Office is signed up to the Universities UK Accommodation Code of Practice.

Further details can be found at: www.thesac.org.uk

CONTACT THE OFFICE

Contact us for all tenancy enquiries

📞 01865 280923

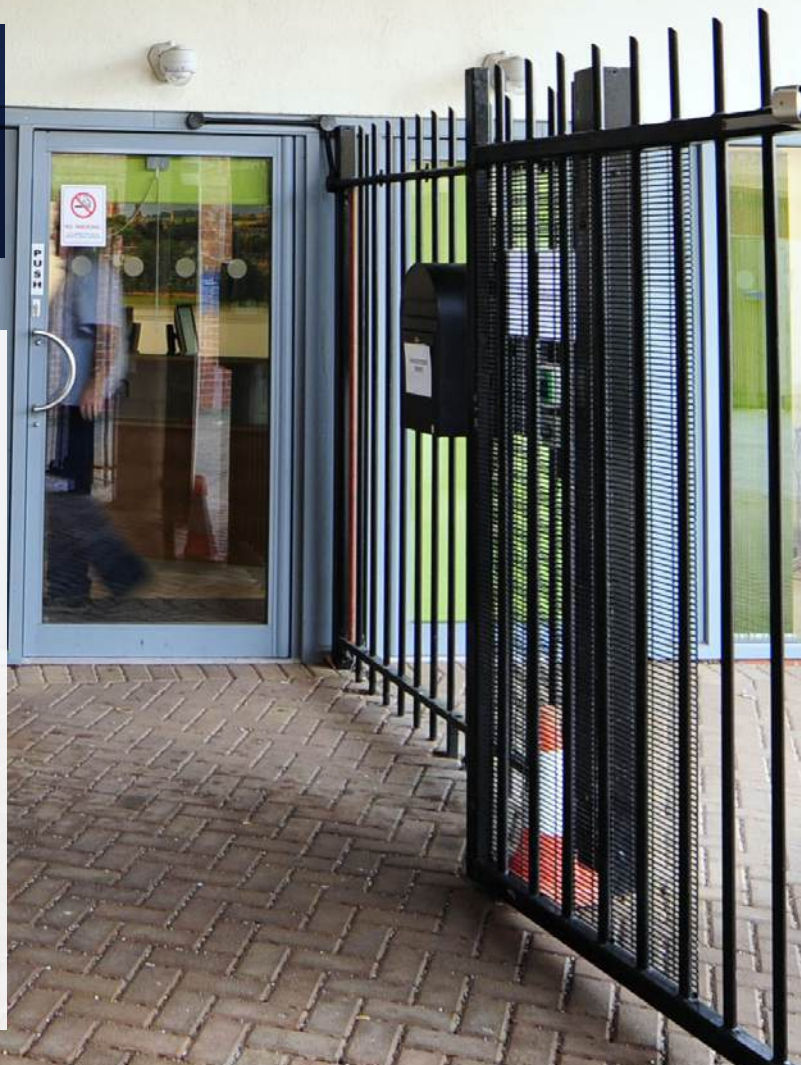
✉ graduate.accommodation@admin.ox.ac.uk

🏠 The Malthouse, Tidmarsh Lane, Oxford OX1 1NQ

Standard opening hours:
Monday – Friday from 9am to 5pm

PLEASE NOTE:

We are closed on Bank Holidays (please visit the government website: www.gov.uk/bank-holidays) and during Oxford University's closure periods over Easter and Christmas (please visit www.ox.ac.uk).



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MOVING IN

What you need to know before coming to Oxford



STEP 1

Signing your tenancy agreement and collecting your keys

Once you have paid your opening account, the Graduate Accommodation team will send you your tenancy agreement using the E-Sign system – look out for an email from our office about this. You will be able to review the document and ask any questions you may have before signing online. This agreement can be signed a maximum of 3 months in advance of your start date.

Please note:

- You will need to sign your tenancy agreement before you can collect your keys to move in.
- You cannot collect your keys before your tenancy start date.

STEP 2

Collecting your keys

In advance of your tenancy start date, the Graduate Accommodation Office will email you to ask when you are hoping to collect your keys to move in. Please provide at least five days' notice of your preferred arrival date to give us time to schedule a suitable slot. If you expect to arrive out of hours, please contact the Graduate Accommodation Office in advance and we will endeavour to arrange for the keys to be placed into a key safe ready for your arrival.

STEP 3

Signing your inventory

Before you arrive, the Site Assistant will review the condition of the accommodation and record this on the inventory.

You need to sign and return your inventory to confirm you agree with the condition of the property as recorded on the day your tenancy starts. This forms an important part of your deposit release at the end of your tenancy so please ensure you sign and return this within 48 hours of arrival.

It is important that you make sure all contents, any damage to contents, and the condition of the accommodation is noted accurately on your inventory so you are not charged for damage you did not cause. The condition of your accommodation at the end of your tenancy will be taken into account when calculating the amount of your deposit to be refunded.



LIVING IN GRADUATE ACCOMMODATION



What do I need to bring?

BEDDING AND LINEN

including sheets, pillows, duvet or blankets, towels and tea towels

COOKING EQUIPMENT

including saucepans, cooking utensils, plates, glasses, mugs & cutlery

CLEANING MATERIALS AND TOILETRIES

ELECTRICITY



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



MATTRESS

You will be provided with a mattress protector which goes directly on to your mattress underneath the sheet and your bedding. This must be used throughout your tenancy to prevent damage to the mattress.



LUGGAGE

Unfortunately, we cannot accept luggage in advance of your arrival, and there are not storage facilities for luggage during the year.



BICYCLES

Bicycle storage is available at all Graduate Accommodation sites. You are permitted to bring one bicycle per person (not a motorbike) to Graduate Accommodation. Please store your bicycle only in the dedicated storage provided and do not bring bicycles into the accommodation itself or leave your bicycle anywhere where it may be an obstruction. In particular, you must not secure a bike to the railings of any University building. Any bicycle left in a non-designated storage area may be removed without notice.

Tenants are required to provide their own locks and chains for securing bicycles.

Please contact Security Services to enquire about the cycle registration scheme, discounted D-locks and anti-crime tips for bicycles.

The University does not take any responsibility for any damage or theft which may take place, and bicycles are not covered by any University insurance policy.

We recommend that you include your bicycle in your contents insurance cover, which you will need to arrange for all of your belongings.



E-BIKES AND E-SCOOTERS

Electric Powered Personal Vehicles (e-bikes and e-scooters) are not permitted anywhere on Graduate Accommodation sites. This is because of the significant fire risk the batteries in these vehicles can pose.



TELEPHONE

Telephone lines are not provided at our sites, with the exception of units designed specifically for disabled students at Castle Mill and Summertown House.



TV LICENCES

If you watch, stream or record live television in your property (whether through television or via the internet), or you watch programmes using BBC iPlayer, you must acquire a TV licence. For more information on how to obtain a licence, please visit www.tvlicensing.co.uk, call the general enquiry line on 08705 763763 or visit a Post Office. Please note that students are not permitted to install satellite dishes or external aerials on University property or arrange cable television connections.

CLEANING



Each tenant is responsible for cleaning within their flat, room or house. It is important that your accommodation is cleaned regularly throughout your stay to maintain the property and avoid cleaning charges at the end of your tenancy.

Please note that Oxford is a hard water area, which can result in a build-up of limescale which requires cleaning with appropriate products. Further advice is available from your Site Assistant.



SHARED KITCHENS

You will be allocated cupboard and shelving space to store food and personal belongings.

Please keep all of your personal items in your allocated area.

Communal kitchens are visited by a cleaner at least two times per week. Tenants should nonetheless ensure that they keep the kitchen clean and tidy between visits for the benefit of all residents. This includes washing up and putting away your crockery and cooking equipment immediately after you have cooked.

These kitchens are equipped with electric cookers, fridge/freezers, microwaves and kettles.

POST



There is no University internal mail delivery to any of our sites. Postal arrangements are as follows:

- **Alan Bullock Close**
Mail delivered to flats
- **Castle Mill**
Mail delivered to flats or main cluster door
- **Cavalier Court**
Mail delivered to individual boxes (large letter size only)
- **Walton St, Woodstock Rd, 6 St John Street, 14 & 15 Wellington Square**
Mail delivered to houses
- **Summertown House**
Mail delivered to flats or main cluster door
- **32A Jack Straw's Lane** – Mail delivered to postboxes in the entrance lobby



Please note parcel deliveries cannot be accepted as there is no one on-site authorised to take delivery.

Tenants should enquire with their college or department as to whether they can accept parcels on their behalf.



CONNECTING TO THE INTERNET

At sites where internet is provided, you will find a router in your accommodation that can be connected using the instructions provided.

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

To report problems with your internet connection, please follow the steps listed on the website at:
gradaccommodation.admin.ox.ac.uk/internet-access

WHO CAN USE THE CONNECTION IN MY FLAT?

Only those living in the flat are allowed to use its internet connection. The ultimate responsibility for the service and all activity on the connection lies with the named tenant.

WHAT CAN I USE THE SERVICE FOR?

The network is intended primarily for academic purposes but the reasonable and limited use of the network for social and recreational purposes is acceptable for tenants. All use must meet the University regulations and policies which apply to all University ICT facilities.

For details, see: www.it.ox.ac.uk/oxford/rules

CAN I TURN OFF THE ROUTER OVERNIGHT/WHILE I AM OUT?

Yes. It is fine to turn the router off if you do not want to use it for a period of time. Simply press the ON/OFF button.

WHAT IF I HAVE MORE THAN ONE WIRED DEVICE?

The router has a built-in switch with **four black ports capable of connecting four wired devices**. If you need to connect more devices, you are advised to purchase a 100mb switch.

WHERE CAN I GET MORE NETWORK CABLES FROM?

Network cables (sometimes labelled as UTP, cat5 or cat5e) are available from IT Services on Banbury Road, or local retailers.

CAN I USE MY OWN ROUTER OR WIRELESS HARDWARE?

You can use your own router provided it is compatible, but we cannot provide helpdesk support for third party routers. Unfortunately, wireless hardware such as repeaters or wireless base stations is not allowed as it contravenes Oxford regulations.

CAN I USE THE WPS BUTTON?

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

I'M DUE TO LEAVE MY ACCOMMODATION, WHAT SHOULD I DO?

When leaving your accommodation, **simply reset the router by holding in the reset button for 10 seconds until all of the LEDs blink green**. This will wipe your Oxford login credentials from the device.

LAUNDRY & RECYCLING



Please note that residents are required to recycle wherever possible.

BINS

Bin stores are provided at each site. An interior food caddy is provided for each communal kitchen and self-contained flat. Larger external red food waste bins are positioned throughout the site. Only food waste should be placed in these.

Waste from rooms should be taken directly to the external bin store rather than being placed in communal kitchen bins or bins in other areas. For advice on disposing of unwanted items, such as kitchenware or electronics, please contact your Site Assistant.

Blue bins	Glass (glass bottles in all colours, glass jars without lids)
Green bins	Mixed recycling (paper, cardboard, drinks cans and food tins, non-rigid plastic bottles, plastic food pots/tube)
Black bins	General waste (non-recyclables, plastic bags/wrappers/films. Soiled packaging, disposable coffee cups and lids, expanded polystyrene, unknown plastics, composite materials)
Brown bins	Food waste (leftover food and dairy products, fruit and vegetable peelings, tea bags and coffee grounds)

British Heart Foundation bins can be found at Castle Mill, Summertown House and Alan Bullock Close. These are used to collect donations of any unwanted items, such as clothing or electrical items, which are then sold on to raise funds for the charity. They cannot accept bedding.

LAUNDRY

Circuit Laundry

Circuit Laundry provide and maintain the laundry facilities at the following sites:

- Alan Bullock Close

- Summertown House
- Castle Mill

The cost of a wash across all sites is £2.20 and the price of a dry is £1.00. For more information about Circuit, please see their website: www.circuit.co.uk

Laundry View

The 'Laundry View' service is available at Alan Bullock Close, Summertown House and Castle Mill. Available at www.circuit.co.uk

This service allows you to view information about the usage status of the machines so that you can check that a machine is free before leaving your accommodation. It also shows usage statistics for the previous two weeks, so that you can identify times that the laundry is less busy, and plan your visit accordingly.

Please be aware these machines are not managed by the Graduate Accommodation team. If you experience any maintenance issues with the Circuit laundries, please contact Circuit by telephone on:

☎ 0800 0924068 or 01422 820026
or by filling out an online fault report form, available at: www.circuit.co.uk

Graduate Accommodation-provided laundry

Laundry facilities at all other sites are managed and maintained directly by the Graduate Accommodation Office.

If you experience any maintenance issues with these machines, please contact:

✉ graduate.accommodation@admin.ox.ac.uk
☎ 01865 280923

UTILITIES & RENT

Rents are inclusive of all utilities.

Following the period covered by the opening account, rent should be paid via standing order from a UK bank account. A standing order is an agreement between yourself and your bank to make a payment to a third party (in this case, the University) on a regular agreed date. This payment should be set up to go out on the first of the month and should include the unique property reference provided in your offer letter.

For all information on utilities and rent, please visit the website:
gradaccommodation.admin.ox.ac.uk/rent-information

If you have any queries about bills or payment of rent, please contact the finance team at: estfin.income@admin.ox.ac.uk

COUNCIL TAX

Single Tenants – Full-time students

In the UK, full-time students are exempt from council tax. If you are a full-time student living in single accommodation then your accommodation may be exempt from Council Tax.

If you live in singles accommodation which does not fall into this category, you may apply for a Council Tax exemption from Oxford City Council which is available on the www.oxford.gov.uk website.

Students living in couples/family accommodation

If you live with your partner or family, and they are not full-time student(s), then you may be liable for Council Tax. You may be eligible for a discounted Council Tax rate. Further details of this can be found on the Oxford City Council website: www.oxford.gov.uk



RULES & POLICIES



GUESTS

Study bedrooms and studios: Overnight guests may stay for a maximum of three nights in any rolling 7 day period.

Flats and houses: Short-term guests may stay for up to three nights in a 7 day period without requiring permission from the Graduate Accommodation Office. A longer-term guest with a stay of up to three months will require permission in advance.

A family member may be able to stay for the entire tenancy term if permission is granted by the Graduate Accommodation Office. If you require a family member to live with you, please let us know as soon as possible.

When seeking permission from the Graduate Accommodation Office you will need to provide the following information:

- Full name(s) of visitor(s);
- Relationship to the tenant;
- Passport number(s);
- Arrival and departure date(s);
- Proof of identification for the guest.

If permission is granted for a longer-term guest, this permission relates only to the guest named in your application and cannot be used interchangeably for other guests. Please note that a guest is only permitted to stay if you are present in your property. Residents are not permitted to sublet their room or flat or accept payment from any guests in return for their stay at your property.



NOISE

Please be considerate of other residents. Noise levels should be kept to a minimum at all times, especially between 10.00pm and 7.00am.

Please note that at Cavalier Court no noise should be made that can be heard outside of the property after 10.00pm.



PETS

Graduate Accommodation has a strict no pet policy. It may be possible to arrange accommodation with permission if the animal is required as a reasonable adjustment to assist a disabled student, provided the animal meets the standards set out in the University Assistance Dog Policy and successfully completes the DAS screening process. Please contact the Graduate Accommodation Office for further information.



PARKING

Limited parking is available to residents at the following sites (permits required):

- Alan Bullock Close and Summertown House

No parking is available at any other site.

Parking permits can be obtained from the Site Assistant and are issued according to the parking policy; full details can be found on the Graduate Accommodation website.



SMOKING

Smoking is not permitted in your accommodation or anywhere on our sites except in designated smoking areas. This includes cigarettes, e-cigarettes, pipes (including shisha and Hookah water pipes), cigars and herbal cigarettes.

Whether you or your guests are identified as smoking in your accommodation or out of a window at your accommodation, this is a breach of your tenancy agreement and may result in deductions from your deposit. For advice on the location of designated smoking areas, please contact the Site Assistant.

PICTURES & WALL HANGINGS



To prevent damage, we ask that you do not use blue tac, sellotape, drawing pins or any other fixings on any walls or doors. Rails and pinboards are provided in your accommodation. Please do not remove informational or safety notices from communal pin boards.

SNOW & ICE

If weather temperatures are due to drop to 0°C or below, Site Assistants will aim to grit pathways within the grounds of the student residences where required – for example, steps, sloped areas and footpaths immediately outside.

Site Assistants will also review conditions during the day and spread extra grit if problems present themselves (weekdays only).

Outside working hours (in particular, during the Christmas closed period), Security Services will contact the gritting contractor to arrange gritting and snow clearance as per the priority clearance routes.

MAINTENANCE AND REPAIRS



? WHO TO CONTACT

Please report all maintenance issues during working hours to the relevant Site Assistant in the first instance.

If you are unable to contact the Site Assistant, please get in touch with the Graduate Accommodation Office.

For out-of-hours repairs that cannot wait until the next working day (for example major leaks or blocked toilets), please contact Security Services: 01865 272944

Under no circumstances must you undertake or arrange repairs yourself.

TARGET STANDARDS OF SERVICE

EMERGENCY REPAIRS When there is a serious danger to property or persons, for example, major leaks, insecure windows or doors, or complete loss of power.	3 HOURS
URGENT REPAIRS For example, loss of heating or hot water (may be upgraded to 3 hours), blockages to appliances or sinks.	24 HOURS
ROUTINE REACTIVE REPAIRS For example, adjusting doors, leaking guttering.	14 DAYS
LIFTS Repair to lift works will rely on the use of specialised staff from the lift maintenance company. The timescale for such repair can be difficult to predict and may depend on the availability of parts.	28 DAYS

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

We aim to meet these standards of service wherever possible, however there are occasions where, due to circumstances beyond our control, contractors may have

reduced labour capacity, or experience delays in the delivery of materials. We will keep you updated on the progress of your maintenance request, and in cases where we have been notified by contractors that there may be a significant delay, will aim to provide you with alternative accommodation.

DAMAGE TO THE PROPERTY

Please report any damage in your property to the Site Assistant as soon as possible.

Damage to the property, furniture or contents caused by the tenant or guests of the tenant may result in a charge for the costs of repair or replacement.

PEST CONTROL

Occasionally, vermin and insects may be detected within buildings. Please contact the Site Assistant as soon as you suspect an issue. They will pass this onto our Pest Control contractors, and they will aim to get this attended to within two working days.

CONDENSATION

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

- Ventilate – ensure that you regularly ventilate your accommodation to allow drier air to flow in from the outside and replace damp air inside;
- If it is safe and secure to do so, leave the bedroom window ajar when sleeping;
- Open the window when cooking/washing up;
- Open windows for around half an hour per day;
- If your window has trickle vents, ensure they are open;
- Avoid drying clothing on radiators inside—use the tumble dryers provided in the laundry rooms;
- Keep lids on pans when cooking to reduce the release of moisture into the air, and only cook in the designated kitchen area;

- If your bathroom has an extractor fan, keep it running for at least 20 minutes after a shower;
- Adjust your heating to ensure that your accommodation is adequately heated.

If you need any further advice, please contact the Site Assistant who will be able to help.

CHANGING LIGHT BULBS

If a light bulb blows in your accommodation, it is important for safety reasons that it is replaced with the correct type. Please contact your site assistant who will be able to provide a suitable replacement free of charge.

LEGIONELLA

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

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

WHAT PRECAUTIONS CAN YOU TAKE?

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

- **Run showers and taps for 10 minutes (open the windows first to ventilate the water vapour and face away from taps and showers while doing this).**
- **Flush toilet/s with the lid down.**
- **Please ensure your water heater / cylinder or combi boiler is left set at a temperature of 60°C.**





STUDENT SUPPORT AND WELLBEING



HEALTH

The nearest hospital with an accident and emergency department is:

The John Radcliffe Hospital, Headley Way,
Headington, OX3 9DU

☎ 01865 741166

If you have a medical emergency, please contact the Emergency Services on 999. For more general health advice, you can call NHS Direct on 111.

We encourage all residents to register with their local General Practitioner (GP) practice soon after arrival. We can provide proof of residency to assist with this if required.

To find your local GP practice, visit:

www.nhs.uk/service-search/find-a-gp

COUNSELLING SERVICE

The Oxford University Counselling Service offers free and confidential support to students.

IN PERSON	3 Worcester Street, Oxford, OX1 2BX
PHONE	01865 270300
EMAIL	counselling@admin.ox.ac.uk
WEB	www.ox.ac.uk/students/welfare/counselling

FINANCIAL AID

Information about what to do if you are experiencing financial difficulty is available online: www.ox.ac.uk/students/fees-funding/assistance/hardship

The Student Advice Service can also provide tailored advice and offer assistance with budget management (see below).

STUDENT ADVICE SERVICE

The Student Advice Service is an advice and advocacy service provided by the Oxford University Students Union and is available exclusively to University of Oxford students.

IN PERSON	4 Worcester Street, Oxford, OX1 2BX Opening hours: Mondays 10am – 12pm and Wednesdays 12pm – 2pm
PHONE	01865 288452
EMAIL	advice@ousu.org
WEB	www.oxfordsu.org/wellbeing/student-advice

EMERGENCIES, SAFETY & SECURITY

The University's Security Services are operational 24 hours a day, 365 days a year.

They are available to help with out-of-hours (between 4.30pm – 8.30am Monday to Friday and weekends) emergencies such as:

- Out-of-hours maintenance (emergency only)
- Security issues (at any time of the day)
- If you are locked out of your accommodation

SECURITY SERVICES CONTACT INFORMATION

Please remember, in a life-threatening emergency call the emergency services by dialling 999

GENERAL NUMBER	01865 272944
EMERGENCIES	01865 289999
WEB	https://estates.admin.ox.ac.uk/security-services

LOST KEYS AND LOCKOUTS

If you lock yourself out of your property in normal working hours, please contact the Site Assistant. Outside of working hours, please call Security Services on **01865 272944**.

If you are locked out due to a lost key, you will have to pay to replace it. This charge depends on the type of key/card/fob and will typically be in the range of £2 – £50. Finance will provide an invoice for this.

SECURING YOUR PROPERTY

For tips on safety and securing your property, please visit <https://www.ox.ac.uk/students/life/community/property>.

WINDOW RESTRICTORS

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

If you find that a window restrictor is damaged, or if you wish to enquire about the possibility of a window restrictor being removed, please contact the Graduate Accommodation Office. Any requests will be considered in line with the Graduate Accommodation Window Restrictor Policy.

FIRE SAFETY

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

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

- You must not cover any smoke alarm or tamper with it in any way.
- Fire doors must be kept shut at all times.
- Fire blankets are provided in each kitchen.
- Fire notices are provided in all properties.
- If you discover a fire, immediately activate the fire alarm system by breaking the glass on one of the emergency call points.
- If the fire alarm sounds, please leave your property immediately and assemble at the Fire Assembly Point, as advised in the fire safety notice in your property.
- If you are in the same room as the fire, tell all those with you in the accommodation about the fire, leave straight away, and close the door behind you. Do not attempt to put out the fire.
- Do not attempt to gather any personal belongings prior to evacuating the building.
- Do not use the lift.
- When the fire alarm is activated the main doors will open to allow emergency services to gain access.
- In order to comply with Fire Safety Regulations, personal belongings should not be left in corridors.

If you feel you may have difficulty evacuating the building in the case of an emergency due to a disability or injury, please contact the Graduate Accommodation Office, who will work with you to establish an Emergency Evacuation Plan (PEEP).

FIRE ALARM TESTING

Hard wired fire alarms are tested weekly by the Site Assistants. Please see your site sheet for the test times and dates

The University takes any misuse of or tampering with fire safety equipment, or any deliberate false alarms, very seriously as this could endanger you and others.

Any of these could result in costs arising from misuse being charged to you.

Any such actions would also constitute a breach of your tenancy agreement.

Battery-operated smoke alarms located in some flats and rooms are the responsibility of the tenant to test on a weekly basis. Further information and advice about this is provided at check-in. If you are unsure whether you have a battery operated alarm in your accommodation, or if you have any questions about how to test the alarm, please contact your Site Assistant.

FIRE PREVENTION

For your own safety and that of others please:

- ensure the correct fuses and plugs are used for electrical equipment;
- keep cookers, ovens and grill pans clean;
- do not place hot pans on work surfaces, unless on heatproof stands (damage to unprotected work surfaces can be costly to repair and may result in charges);
- do not leave cooking unattended;
- do not heat up large amounts of oil;
- do not smoke within buildings;
- do not use candles or incense sticks;
- do not overload plug sockets – most UK plug sockets are 240v;
- do not store items in gas or electricity meter cupboards.

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

- When using an extension lead, check the current rating of the extension lead before plugging appliances into it. Most extension leads are rated at 13A, but some are rated at only 10A or less – the rating should be clearly marked on the back or underside of the extension lead;
- Never overload an extension lead by plugging in appliances that together will exceed the maximum current rating stated for the extension lead. This could cause the plug in the wall socket to overheat;
- only use one socket extension lead per socket and never plug an extension lead into another extension lead;

- Use a multi-way bar extension lead rather than a block adaptor.
- For an indication of the current ratings of commonly-used domestic appliances, please see: <https://www.electricalsafetyfirst.org.uk/guidance/safety-around-the-home/home-appliances-ratings/>

Check regularly for the following danger signs:

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



BREACH OF TENANCY AGREEMENT

If the University has reason to believe that you are in breach of your tenancy agreement, then we reserve the right to take any of the following steps that may be appropriate in the circumstances:

- Warning from the Site Assistant – this would be the usual procedure for a minor, non-persistent breach of the tenancy agreement. We hope that in most cases an informal warning from the Site Assistant will usually be sufficient to address the issue.
- Formal warning from the Graduate Accommodation Office – this takes the form of a formal letter or email setting out the alleged breach of tenancy and confirming the steps that should be taken to remedy this.
- Communication with your college – where appropriate, we may contact your college to let them know that you have breached your tenancy agreement and/or that further action may need to be taken.
- The University takes all health and safety breaches such as covering or tampering with smoke alarms seriously, particularly where these could endanger life. Any charges made for call outs resulting from such breaches will be charged to the tenants in breach.
- Further legal action – where appropriate, we may pass your file to our Legal Services department and ask them to consider whether taking court proceedings with a view to eviction would be appropriate. This option is usually only used for serious or persistent breaches of the tenancy agreement, or where there is any concern for your health and safety, or that of others.

A breach could potentially affect the granting of a new tenancy agreement. This is set out in our 'qualifying criteria' policy, which is available to view on the Graduate Accommodation website.



Should you need any support through any disciplinary proceedings the OUSU's Student Advice Service; advice@ousu.ox.ac.uk would be happy to help.

If you are unhappy with any action taken under this procedure, please refer to our complaints procedure which is available on the Graduate Accommodation website.

SURRENDER OF TENANCY

Tenancy agreements are usually offered on a fixed-term basis until 31 July. You will be liable for the rent and other outgoings for the entire length of this agreement.

Should you wish to apply to leave your tenancy early, you will need to fill out an Intention to Leave form, available on the Graduate Accommodation website.

Unless you have exceptional extenuating circumstances, the University will agree to an early surrender only where you can find another full-time graduate student, who is not already a Graduate Accommodation tenant, to take over your tenancy.

Any tenant wishing to apply to surrender their tenancy agreement early must give the University 28 days' advanced notice of the date that they wish to surrender.

Where a replacement tenant is not found, the tenant will be held liable for the rent for a maximum of three months following their preferred surrender date.

Further details and the full Surrender Policy are available on the Graduate Accommodation website:
gradaccommodation.admin.ox.ac.uk/policies-and-guidance



MOVING OUT

To raise a query in relation to your closing account please contact the Estates Finance team at: estfin.income@admin.ox.ac.uk

In accordance with your tenancy agreement, we ask all tenants to check out by noon on the end date of your tenancy (set out on the front page). If you think you will be unable to meet this deadline, please contact us to discuss whether alternative arrangements can be made.

You can vacate your accommodation earlier if preferred, but please be aware that you will still have to pay for any rent due until the end of your tenancy.

CLEARING & CLEANING



To avoid deductions from your deposit for cleaning, please ensure the accommodation is returned clean and ready for a new tenant. A checklist will be provided towards the end of your tenancy.

Tenants in single study bedrooms who use a shared kitchen need to ensure that their allotted kitchen cupboard and fridge/freezer shelf are clear and clean.

Please do not leave items in your room or flat for future tenants to use. Please either take your belongings with you, arrange to hand them to another student in person before you go, or dispose of them responsibly. Please refer to the Site Assistant for advice.

THINGS TO REMEMBER

- Furniture, electrical items or medical supplies cannot be disposed of in the University's bins. If you need help finding a method of disposal, please speak to the Site Assistant.
- If you abandon or discard any of your possessions in your accommodation or on the Graduate Accommodation site, we will deal with these in accordance with clause 13 of your tenancy agreement.
- Please return all parking permits to the Site Assistant as they will not be valid once you have vacated your accommodation.
- Any mail received by the Site Assistant on site after you have vacated will be returned to sender. We recommend that you arrange for your mail to be redirected. To find out how to do this, please visit: www.royalmail.com/personal/receiving-mail/redirection
- We can provide references for a future landlord or letting agency. You must email the Graduate

Accommodation Office and give permission for us to release information about your tenancy to a third party.

- We may need to show your flat to prospective tenants within the last two months of your tenancy agreement. We will notify you of the date and time of any such appointment 24 hours in advance, as set out in the agreement.



CHECKING OUT OF YOUR ACCOMMODATION



RETURNING KEYS

You will receive an email close to your tenancy end date to confirm arrangements

for the return of your keys. If you will be vacating earlier than your tenancy end date, please contact the Graduate Accommodation Office so that we can confirm arrangements for the return of your keys.

On our bulk check-out days, normally 31st July and another day in early September, there will be a key drop facility installed on site. Further details of exact locations of these facilities will be emailed to departing residents.

FINANCIAL INFORMATION FORM

Prior to your departure, the Finance team will send you a Financial Information Form, requesting the following information:

Your forwarding address;

Your forwarding email address;

Card details where any money owed to you should be refunded (including your deposit where relevant).

This should be returned directly to the finance team via estfin.income@admin.ox.ac.uk

FINAL INSPECTION

Once you have vacated the accommodation and returned the keys, the Site Assistant will conduct a final inspection of the property. During this inspection they will:

Check the state of the accommodation against the inventory to ensure it has been left clean tidy and free of damage.

If you have misplaced your copy of your inventory and wish to review it prior to vacating, please contact the Site Assistant. You may be charged for cleaning or damage (a range of typical charges are listed on the opposite page).

Take photographs of any damage or additional cleaning required, that can be provided on request.

Complete a check-out form recording any damage to the accommodation which is not listed on the inventory and any cleaning required to prepare the accommodation for the next tenant moving in.

This check-out form will then be passed to the Finance team, so that they can process your deposit refund (minus any charges).



DEPOSIT REFUND

In accordance with your tenancy agreement, your deposit will be returned to you, minus any deductions (for unpaid rent, utilities and any other charges including additional cleaning or damage).

This will be refunded using the card details that you provide when returning the Financial Information Form to the finance team.

We aim to make this payment within four weeks of the end of your tenancy. You will be sent a copy of your closing account detailing the return of your deposit (and overpaid rent if applicable) minus any final charges.

Any alternative arrangements for repayment need to be agreed with the Finance team prior to your check-out.

RANGE OF TYPICAL CHARGES FOR CLEANING OR DAMAGE

GENERAL CLEANING (HOURLY RATE)	£32.98 per hour
CARPET/VINYL CLEAN	£54.65 to £227.82, depending on area
RUBBISH CLEARANCE	£3.57 per bag
SMOKE CONTAMINATION	£200-£300
REPAINTING OF ONE WALL	£162
REPLACEMENT FURNITURE	£150 to £400 depending on item
DAMAGE TO DOOR/REPLACEMENT	£15 to £300
DAMAGE TO LOCK	£50 to £150
DAMAGE TO WINDOW	£50 to £300
REPLACEMENT WI-FI ROUTER	£50







We hope you enjoy your stay

Graduate Accommodation Office,
The Malthouse, Tidmarsh Lane, Oxford, OX1 1NQ

📞 01865 280923

✉️ graduate.accommodation@admin.ox.ac.uk

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