

Living at Westminster College

WELCOME PACK

WESTMINSTER COLLEGE



Please keep this handy as you will need to refer to it throughout the year

The relevance of some of this information may vary person to person depending on individual circumstances but if in doubt, just ask!

Welcome

Welcome to Westminster College!

We are absolutely delighted that you have chosen our small College as your home for this academic year. We are a little different than other Colleges but our intimate setting means that you will be part of our extended family in no time. Although quirky, we hope you will find everything you need as we always endeavour to make the College your home from home. We are currently working towards meeting all the requirements stated in the National Code to access its accreditation sometimes in 2021.

We have a Reception rather than a Porters' Lodge. It is located on the ground floor through the front doors on the left hand-side, we are a small team and we really look forward to meeting you all.

The Reception team should always be your first point of contact and they are here to help you with any queries you may have, whether it be enquiries about facilities, meal bookings, or just about anything. If we are unable to help for whatever reason, then we will know someone who can and can point you in the right direction.

This handbook or Welcome pack has been put together with you in mind and for you to refer to at any times of your stay. Things might change throughout the year as we have seen in the past 15 months to meet COVID-19 guidelines but we will endeavour to give you enough notice to adjust and make the correct changes. We need everyone to play their part during the pandemic to alleviate the risk to the community.

We hope that you enjoy your time at Westminster and look forward to having you here with us.

With all good wishes for the coming year.



Magalie Cooper
Development Manager
Bursar (Health and Safety Officer)



Contact Us

Westminster College
Madingley Road
Cambridge
CB3 0AA

Development Manager: Magalie Cooper, Bursar (Fire and Safety Officer) at Westminster College
01223 330637 or mg609@cam.ac.uk

Reception: accommodation@westminster.cam.ac.uk
(01223) 33 06 30
Monday to Friday – 8.30 to 4.30pm
Saturday/Sunday – 10.00 to 2.00pm (including Bank Holidays)
(Site security assumed by Hyline from 7pm-7am /7 days a week)

Out of Hours:

- ☞ **In the event of a life-threatening emergency**, please **call 999** or contact our site security on 07872 410 640 for assistance.
- ☞ **In the event of a non-life threatening emergency**, please contact the Duty Manager on 07514 958 481 if the matter cannot sensibly or reasonably wait until office opening hours.

Website: www.westminster.cam.ac.uk

Who's who?

Revd Samantha White
Revd Dr Robert Pope

Principal
Vice Principal

For the full list of Academic including their contact details, please enquire to Tutorial Office.

Mrs Magalie Cooper
Mr Stewart Onyon
Ms Margaret Sennitt
Mrs Hannah Anderson
Mrs Emma Brown
Mrs Sydney Harper
Mr Greg Gilbert
Mr Brian Ferris
Miss Catherine Latto
Mrs Michaela Wright
Ms Lissy Schrier
Mr Philip Atkins
Mrs Erica Csider
Ms Ewelina Matenka
Miss Monika Domanska
Ms Jolanta Plona
Miss Kamila Olszewska
Ms Reyes Rodriguez
Mrs Helen Weller
Mrs Nicola O'Hea
Miss Corina Szanto

Bursar (Health and Safety Officer)
Estate Manager (Deputy Health and Safety Officer)
Finance Manager
Hospitality Manager
Office Manager and PA to the Bursar
Tutorial Office Manager and PA to the Principal
Maintenance (Part time)
Maintenance (Part time)
Senior Conference and Events Coordinator
Domestic Manager
Domestic Supervisor
Commis Chef
Housekeeping Assistant
Housekeeping Assistant
Housekeeping Assistant
Housekeeping Assistant
Housekeeping Assistant
Domestic Assistant
Archivist
Reception Supervisor
Receptionist

This list is accurate as of 6th August 2021

Accident /Injury

In the event of a serious accident or injury please telephone the emergency services. Dial 999 (or 112 from a mobile phone) and ask to be connected to the ambulance service.

Do not move the casualty. If conscious encourage the person to remain calm and still until medical advice is obtained.

Check that no electrical hazard is involved.

First aid boxes are located in the Communal Kitchens on the 1st floor of the residential wing, and in reception. If you use any item in any of the boxes, please let reception know. Westminster College staff first aiders are generally available during office hours. Lists are displayed by each first aid box.

All accidents and injuries must be reported immediately to reception or (out of hours) to the Security guard and an entry made at the earliest opportunity in the accident book, which is located in reception.

Bedroom

You may not use any privately owned mains electrical item (including transformers/chargers) without a prior PAT test and registration by our Maintenance Handyperson. Please make an appointment to see the Maintenance Handyperson as soon as possible after you arrive, so that he can PAT test your appliances. Any appliances that fail the PAT test will be confiscated and returned to you at the end of term for disposal. You may not bring prohibited electrical items onto Westminster College premises.

Prohibited electrical items include fridges/freezers, electric heaters, kettles, hob-top cookers / hot plates, toasters, rice cookers, irons, reel extensions and adaptors (other than bar adaptors which have been PAT tested).

Do not overload the sockets in your room or the residential kitchens. The maximum ampage from each socket and for the room as a whole is 13amps. Please ensure that if you use a bar extension lead it is fitted with a separate 13-amp fuse and is PAT tested by the Maintenance Handyperson. Please note that if you overload a socket or use inappropriate electrical appliances that interfere with the College's electrical supply you may be invoiced for any expenses incurred as a result.

Do not leave chargers switched on when not in use. Please do not tamper with any electrical fixtures, light fittings or desk lamps.

The bedrooms are equipped with furniture according to the size of the room. You may not supplement the amount of furniture with items found around the College nor adapt any item of College property. Please do not move the furniture around the bedroom.

Any prohibited electrical appliance (see Electrical Safety) found on College premises will be stored for you and returned to you at the end of term for you to take back home.

Electrical appliances such as fridge, grill, microwave, toaster and kettle are provided for your use in the residents' own or communal kitchens. Please clean after use (following the manufacturer's instructions for the microwave) and ensure that appliances designed to be switched off after use are switched off.

It is your responsibility to clean the kitchen after use. Should it be necessary for College staff to spend extra labour hours cleaning the kitchens then recompense shall be sought by way of fines.

Bed linen is not provided, with the exception of mattress and pillow protector. The mattress and pillow protectors should remain in place at all times and regularly washed.

Please leave your bedroom waste bin outside your door for emptying (as required) by 8am, but do not leave in corridor overnight as this would constitute a trip and fire hazard. Otherwise dispose directly in the bins compound located at the back of the College, by Pound Hill entrance.

Bedrooms are not serviced during the academic year. It is your responsibility to keep the room as clean as you found it on your first day with us. There will be regular inspections (once a term) to ensure the rooms are well-looked after.

Bikes

Bikes are one of the cheapest and easiest ways to get around Cambridge. It is often a good idea to have a bike though perhaps not a vastly expensive one - we do recommend you have a good bike lock and, where appropriate, bike insurance too as bike thefts in Cambridge are commonplace including, sadly, the Westminster College grounds.

Bike permits are issued so we can identify 'rogue' abandoned bikes; please come and get a bike permit from the Tutorial Office. As with the car parking permits, it is valid for one full academic year. All Westminster College students are entitled to use our bike storage, which we recommend you use at all times as it is a gated and relatively secure area. The area is around the back of the Chapel and the code for the gate is **1&2 together, then 5** followed by **Enter**. This area is for Westminster and Lodging Students, Sabbaticals and Staff only.

During term time bicycles may be left either in the bike store or on the rail outside the building (residential wing). During vacation time, other than by prior arrangement with reception, bicycles must be left in the bike store and must have a bike permit attached. Any un-tagged bikes may be disposed of.

Westminster College does not accept any liability for loss or damage to personal property, including cycles.

Car parking

Parking is generally available for the personal use of Westminster staff and students. However, with many of us working from home, we are offering this year a limited number of parking permits for Lodging students at £35 per month, £350 per academic year. Please contact the Office Manager for approval, ed365@cam.ac.uk. If you change car, please advise the office and we'll issue you with a new permit. Visitors may be granted a temporary car parking permit from Reception, subject to availability of space.

For ad-hoc use or visitors, tickets can be obtained from Reception and must be displayed at all times. please see below details about Parking at the College

Westminster College has a limited number of spaces available, regulated as follows:

Monday to Friday – 8am to 5pm – Permit holders only

Monday to Friday – 5pm to 8am – Pay and Display

£5.00 up to 3 hours

Overnight stay until 8am - £10.00

Weekends All day - Pay and Display

£5.00 up to 3 hours

Overnight stay until 12, noon on Sunday - £10.00

Although, the College is easily accessible from the major road networks (A14 and M11), parking on-site remains limited and we cannot guarantee parking on-site on arrival.

CCTV

The College operates CCTV within its grounds. Our nine cameras cover strategic points of entries to the building including the two main gates, front and back. Their recordings are stored for 31 days for security purposes only. Copies of the CCTV Policy Document is available from Reception or from the Bursar upon request.

Chapel

Westminster College Chapel is an invaluable resource for all of the College's students, residents, staff and visitors and you are welcome to visit it whenever you wish. The College's teaching staff and students meet regularly for worship at 8.30am on weekdays. A prayer book and prayer tree are kept on the left hand side near the central partition in the Chapel for any specific prayer requests.

Cleaning

Our Housekeeping team will look after the communal areas such as corridors, common rooms and Kitchens every day, between 7am and 4.30pm during the week and 7am until 3pm at the weekends.

As per the room licence, the cleaning of your room is under your responsibility. We have left a vacuum cleaner in the Laundry room for you to use. Regular dusting and washing of all surfaces in your room is expected from you. We will carry two inspections during the year. If at the end of your stay, the room was not handed over to the standard you entered the property i.e. Dust-free, rubbish-free, toilets and bathroom lime scale-free, no stain or damage on carpets and other surfaces. We will unfortunately deduct the number of hours spent by the team to clean the room and bring it up to standard. If the room cannot be occupied due to additional professional cleaning such as carpet cleaning, you will be liable for the cost of the cleaning and loss income, to a maximum of £250 cap.

Common Room

The Common room is open to all Residents. There is a television, DVD player and a small supply of DVD's for use by residents. During COVID-19 pandemic, Westminster students will be using a separate Common room (as per segmentation) to avoid mixing households from different Colleges. Please follow maximum capacity in the Common room, if COVID-19 restrictions still apply.

Clearing your Room

Your room must be cleared of all your belongings by the agreed time and date. All rubbish must be appropriately disposed of (including items from kitchen areas). If a bedroom is left in poor condition requiring additional housekeeping labour hours, decoration or repair these costs will be recovered from the occupant. You must not affix anything to the bedroom walls. Damage to walls/paintwork will be charged for.

Computer Room

The Computer Room is located on the ground floor, just opposite the staff entrance to reception. As you go through the door marked 'Toilets, Cloakroom, Computer Room', the Computer Room is immediately on the left hand side. The code for the door is **56123**, then turn the handle to the left. The College provides ink cartridges for the printers there, but does not supply the paper. Please report any issues to reception.

COVID-19

During COVID-19 pandemic, special measures are in place at the College in line with Cambridge Public Health Campaign for the University and all the Colleges. We respectfully expect all parties to play an important part in keeping the community safe. Please respect one-way systems when possible, wear face coverings in the College public places (Corridors, Communal Kitchens, Library, Reception), wash your hands regularly and observe social distancing. **Please also note** that at this time it is your responsibility to keep you room clean and tidy as housekeeping staff will not be entering student rooms, this is to ensure the safety of both the student and our housekeeping team.

Please follow at all times measures below.

Regularly clean your hands

Coronavirus can be spread through contact with a contaminated surface. If you touch a surface contaminated with the virus and then touch your nose, eyes or mouth, you may be infected. This means it is important to clean your hands frequently, especially:

- whenever you enter a building, including the workplace and your home or College
- after you blow your nose, cough or sneeze
- before you eat or handle food
- after you have had contact with surfaces
- You should wash your hands for at least 20 seconds using soap and water, or hand sanitiser when you do not have access to a sink and soap. Ensure that your hands are dried thoroughly.

Wear a face covering

It is vital that we all feel comfortable, confident and safe at Cambridge. We continually monitor the latest public health advice, and we take account of the science.

The University and Colleges expect members of the Cambridge community to wear face coverings in any work or study setting, unless it is clear that social distancing of at least two metres can be maintained at all times, or someone has a medical exemption. We should carry face coverings with us at all times and wear them when asked to do so by College or University authorities or when it would be a courtesy to others.

In University buildings, we expect staff, students and visitors to wear a face covering where it is not possible to maintain social distancing of at least two metres.

In Colleges, since each one has different spaces and buildings, the specific rules may be stricter in some than others, but all Colleges will follow these basic principles. Special arrangements will be in place in locations where face coverings are not required while keeping them as safe as possible.

Keep a safe distance from others

Social distancing helps prevent the transmission of coronavirus. You should continue to avoid close contact and remain socially distant from anyone you do not live with. The University and Colleges recommend, wherever possible, you should maintain a two-metre distance (roughly six and a half feet) from people that you do not live with. This advice applies in both indoor and outdoor settings.

If it is not possible to keep a two-metre distance from people outside your household, you can reduce the risk to yourself and others by taking precautions:

- Limit the number of people or households that you come into contact with, e.g. avoid peak travel
- Sit / stand side by side or behind other people, rather than facing them
- Meet people outdoors, rather than indoors
- Keep interactions brief
- Wear a face covering on public transport, in shops or crowded indoor environments
- Increase ventilation
- Avoid loud talking or singing with others
- Please note, if you cannot maintain a distance of two-metres while inside University or College buildings, you will be required to wear a face covering.

Follow the rules of each building you enter

Different buildings may have slightly different rules, so it is important to follow the rules of each building you enter. You can find advice and guidance on rules for specific buildings on the relevant website. Depending on the building, this advice may be found on a Departmental, Faculty, Laboratory or College website.

Please note that the University and the Colleges will not attempt to record locations, contacts or activities with an aim to 'contact trace' in the event of any individual having suspected or confirmed COVID-19. Instead, we will use the UK Government mechanism for Test, Track and Trace, which includes consideration for what constitutes 'close contact' with another individual. It is this process that is best placed to respond proportionately to positive cases and provide advice to individuals about actions to be taken. You may, however, still be required to sign in if you visit certain buildings.

Get tested if you have symptoms of COVID-19

Symptoms of COVID-19 include:

- fever
- cough
- a loss, or change of, your usual sense of smell/taste (anosmia)
- any other flu-like symptoms such as sore throat or muscle aches

If you develop one or more of these symptoms you, and all other members of your household must quarantine (household isolation) in accordance with NHS guidance. You should then arrange a test immediately by:

- Call Addenbrooke's Hospital Occupational Health on 01223 216767 (8.30am to 4.30pm Monday to Thursday), stating that you wish to be tested as part of the University of Cambridge's testing programme. If you develop symptoms out of hours, please request a test using the NHS website.
- Inform your Manager and/or College as necessary
- Self-isolate until you receive further instructions from the Addenbrooke's Hospital Occupational Health or Infectious Diseases teams, in accordance with Public Health England (PHE) guidance
- The test is available to all members of staff and students. However, if you prefer, you may request a test using the NHS website but please be aware that if you use the University's dedicated testing service, you may receive your result faster.

If you test positive, you must self-isolate

If you test positive for COVID-19, you should follow the advice given by the NHS Test and Trace Service and provide details of your recent close contacts. Current guidance is that you and your entire household group must self-isolate for 10 days. If you live in College, they, along with any nominated self-isolation supporters you already named, will support you during this time. Refer to your College website for FAQs on this and related matters.

If you are a member of staff, you should not enter the workplace under any circumstances, and ensure that you keep your line manager up to date.

Deposits

It is important to note that the money from your deposit has not been protected under any of the tenancy deposit protection schemes. It is currently held by Westminster College on our bank account.

Where we retain monies from deposits to offset costs incurred we return any remaining balance, together with a written statement of account (providing details of all deductions that have been made), to former occupants within 8 working weeks, unless the situation has entered the disputes process.

Disputes or Complaints

Our aim is that we will normally settle disputes promptly and amicably between ourselves. We are a small team and very approachable, please do not hesitate to contact the Reception team, we are here to help.

However, if you are of the opinion that Westminster College is breaching a requirement of the ANUK Code of Standards for Educational establishments, then you should in the first instance use Westminster's own internal complaints procedure to deal with that complaint. A complaint may be made by a tenant, former tenant or representative of a tenant/former tenant.

In the event that you need to make an informal complaint, please put your complaint in writing and email Reception via accommodation@westminster.cam.ac.uk. The team will acknowledge your complaint, and will pass your complaint onto the appropriate departmental manager. We will keep a log of your complaint and will inform you of what steps we have taken to resolve the issue, along with an expected timescale for resolution.

In most cases, complaints can be handled to everyone's satisfaction in a timely fashion. However, if you remain unhappy, you can make a formal complaint by initially writing to the Bursar's PA, via ed365@cam.ac.uk, indicating that you want to take your complaint further.

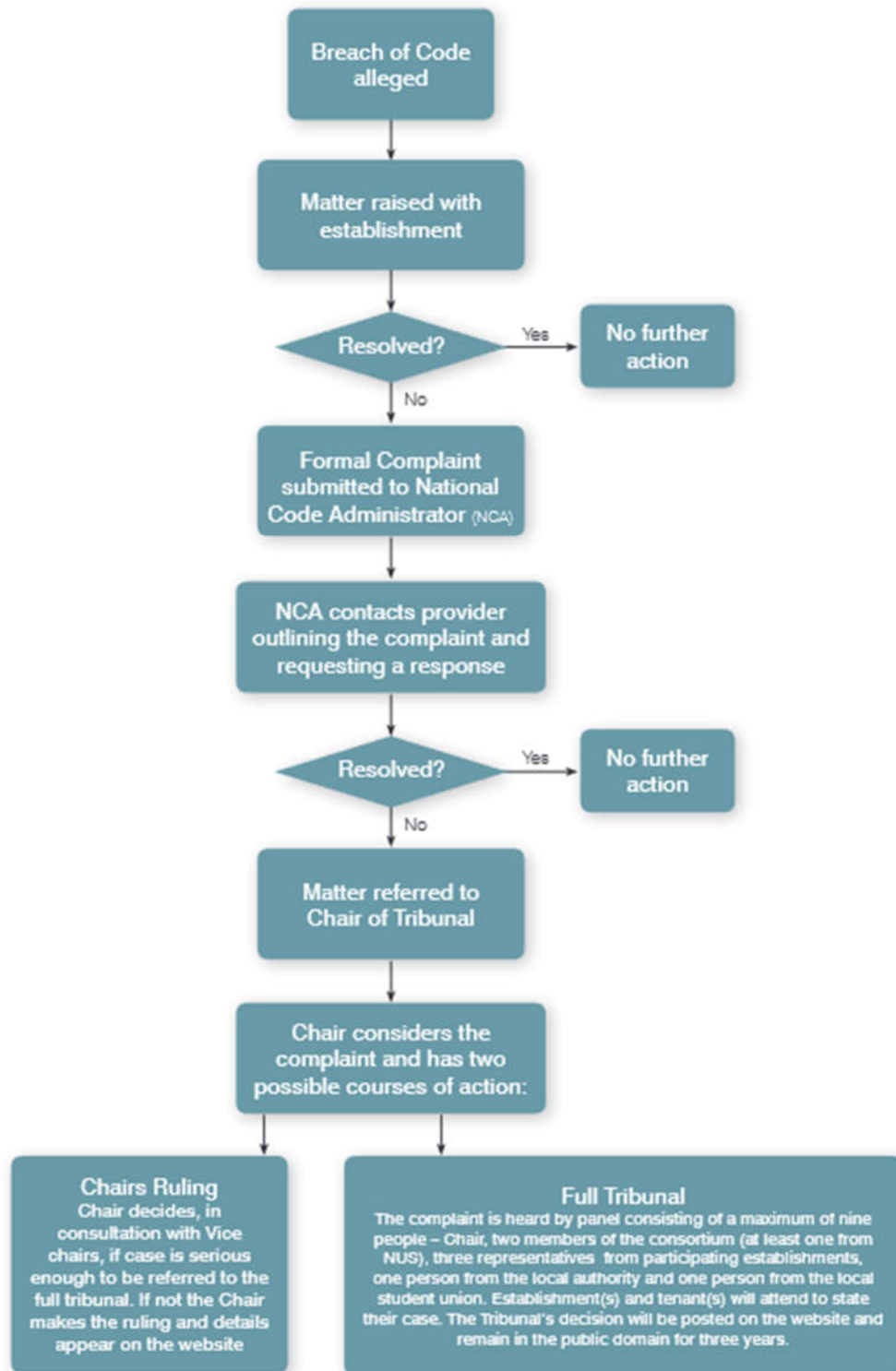
The date on which a tenant makes a formal complaint of a breach of the relevant Code to the provider in writing (including e-mail) will be taken as the date on which the provider receives the complaint.

If a complaint is considered to be valid, then the Bursar will need to rectify the breach within four weeks of the receipt of the written complaint. Managers need to maintain courteous professional relations with tenants during the course of any dispute. Where the manager does not regard the complaint as justifiable and accordingly decides to contest the complaint, then the manager needs to enter into correspondence with the tenant (or their representative) within three weeks of receipt of the written complaint.

Once a settlement is reached, the provider must implement the agreement within three weeks of the settlement being agreed. If the provider fails to deal with the complaint to the tenant's satisfaction, or if the provider disputes an allegation that the provider has breached the relevant Code, then the complaint may be referred to the National Codes Complaints Investigator for further consideration. The full complaints procedure can be accessed by clicking on the link below. The information accessed via the link includes:

- Obligations on providers when signing the relevant Code.
- How students can make a complaint.
- The complaints procedure.
- The composition of the Tribunal.
- Selection of Tribunal members.
- The Tribunal procedure.
- Potential penalties for non-compliance with the Codes.

View the <https://www.nationalcode.org/make-a-complaint>



E-mail and internet

Access to the Internet and e-mail may be through our wireless internet system. Those students who are part of Cambridge University can log into the Cambridge University Wireless system using CRSIDs, and for students not studying through Cambridge University, a guest ticket can be made available through reception which will last for one full term.

- Average Download speed in Mbps: 91.13
- Average Upload speed in Mbps: 72.58

Higher and lower speeds might be experienced at times, depending on the level of usage at once. There are no limits on the number of appliances per room.

Emergencies

In the event of you being unwell or at risk, we will contact your next of kin and your respective College best contact. If you need urgent assistance, call 999 or Hyline. If you need further assistance, call the Duty Manager (see details on page 2)

Families

In normal circumstances, a student's partner and family are encouraged to play an active part in the life of the College. However due to COVID-19, guests of any age present to any meal (subject to a charge) or in the building must leave their details to support NHS Test and Trace service. Their details will be kept for 21 days and discarded if there is no suspected case of COVID-19. Anyone refusing to give their full name and telephone number will be refused entry to the College. Please note that all children under the age of 16 are the responsibility of their parent or guardian at all times while on the premises.

Fire procedures

Please make yourself familiar with the fire procedures which are located on the back of your bedroom door. We will run two fire drills through the academic year at different times to ensure the majority of our residents know their way out and process in the event of a fire.

Fire Safety

UNDER NO CIRCUMSTANCES SHOULD CANDLES BE USED ANYWHERE IN COLLEGE. (with the exception of the Chapel during worship).

It is illegal to smoke anywhere in the building. There is a designated smoking area in the grounds outside the student entrance.

The residential kitchens are equipped with small grills, microwaves, induction hobs (use our pans at all times! and ovens. There are instructions for the use of this equipment in the kitchen. Please do not leave food cooking unattended. Please ensure that equipment is switched off after use. No additional equipment is to be used in the kitchens due to fire and safety concerns (for instance, no plug-in hob / hot plates).

No portable heaters or irons are to be used in the bedrooms or elsewhere.

The College is fitted throughout with half-hour fire doors. The doors are fitted with door closers. Please do not prop the door open. Do not tamper with the door closer.

Please do not clutter the corridors with personal property; this introduces trip hazards, blocked fire exits and possibly combustible materials. There are smoke and heat detectors fitted to ceilings throughout the College. Please do not tamper with these devices in any way, they are there to protect you and other residents or users of the building.

PLEASE NOTE – Fire alarm testing is carried out at 9am on Tuesday each week.

Guests

Due to COVID-19, overnight guests are not allowed in your room from COVID-19 UK Alert Level 3 and above (as per Visitors policy). You **must** let reception know in advance of guests visiting you and they will be asked to leave their Full name and phone number to assist NHS Test and Trace service. Only visitors for academic purposes are allowed during Level 3 and above, please can all visitors wear their Cambridge University lanyard and card whilst in the building. Furthermore, **it is essential to report all visitors** so that we know who is in the building in case of fire or other emergency. This privilege will be withdrawn from any student who allows a guest to stay without registering them or not abiding to College measures or rules in place.

We do have a few guest rooms occasionally available for use by guests. If you would like your guest to stay overnight in one of these rooms, please contact Reception to check availability and to pay the appropriate guest room charge. The rate for students is largely discounted for you to use this service fully and reception will be able to give details.

The College reserves the right to require a guest to leave for which no reason need be given.

Heating

The heating at Westminster is programmed to come on, all year around, if the external temperature drops

below 19°C. If you feel cold and require extra blankets in your room, please do ask. North-facing and multiple windows can affect the temperature in rooms, please do not report heating issues if the radiators are working fine and you are cold as it is very difficult to heat the building to a temperature in which everyone feels comfortable. We can provide temporary heating if you are particularly cold, ahead of the heating coming on. In the winter, when the early nights draw in, shutting the curtains will help in containing the heat in your room.

Please refrain to dry your laundry overnight in your bedroom area, as it will increase the level of condensation in the room, it will be better for your own health to dry your clothes in the laundry room tumble dryer or in your bathroom overnight.

Households (social gatherings)

You are assigned to a household, to which shared facilities (Communal kitchens and time slots) have been allocated. When meeting friends and family you do not live with (your household), you must not meet in a group of more than 6, indoors or outdoors.

You should not mix with anyone outside of your household unless you maintain appropriate social distancing (2m, or 1m with a face covering) – this applies to common areas in the College, as well as other parts of the Collegiate University and Cambridge in general.

If you invite people to visit your household space (including your room and/or a shared kitchen or social space as part of your household):

- you should continue to maintain social distancing within any space – if your room is not large enough, you should not invite them in.
- no room (or shared space) should have more than six people in it at any one time.
- respect at all times the wishes of other members of your household.

Westminster College will not provide catering and dining facilities until safe to do so.

Illness

If you are taken ill on site at Westminster, please do let us know so we can help with whatever you require. We ask all students and overnight guests and visitors to supply us with emergency contact details – it is important that you keep us updated with the latest information so we can help you if we need to. It is stored in your Lodging file and kept private and confidential. Please call 999 for emergencies, 111 for non-urgent symptoms.

Invoices

Your room will be available between the following dates only, unless otherwise agreed:

From Friday 24th September 2021 until Thursday 7th July 2022

Cambridge University Full Term Dates

Graduate students operate on the basis of the Academic Year which extends beyond the end of the Easter Term. The Academic Year commences on 1 October and finishes on 30 September each year.

Michaelmas Term: Tuesday 5th October 2021 to Friday 3rd December 2021

Lent Term: Tuesday 18th January 2022 to Friday 18th March 2022

Easter Day: Sunday 17th April 2022

Easter Term: Tuesday 26th April 2022 to Friday 17th June 2022

Rooms are let under Licence. If you wish to arrive before or stay on after the above dates you should ask your Tutorial Office who will contact us. This is on a first come first served basis where rooms can be made available, subject to no prior conference or events bookings being in place as you make your request. If permission is granted, you will be invoiced for the extra nights at the standard Long-term vacation Student rate (from £42.50 per night). Where you are in need of extra accommodation due to a placement agreed by your tutor, you will still be charged for those nights. If your purpose of stay is pre-agreed study rather than a placement, the charge will be the Lodging Student rate. We recommend you request accommodation as far in advance as possible to avoid disappointment.

Invoices must be paid within 14 days. If you find yourself unable to pay your invoice within 14 days you should discuss the matter, in confidence, with your Tutorial Office.

If rooms are left particularly dirty at the end of term and require extra cleaning, you will be invoiced for the extra cost.

The normal checkout time is 10am. We aim to give leaving students a little longer at the end of year but ask that you vacate no later than 12 noon.

Iron and ironing board

Irons and ironing boards may be found in the Laundry Room. These irons are fitted with a safety device where the iron automatically turns itself off after 30 seconds if the iron is flat and 10 minutes if the iron is upright.

UNDER NO CIRCUMSTANCES SHOULD IRONS BE USED ANYWHERE OTHER THAN THE LAUNDRY ROOM.

Insurance

It is your responsibility to ensure that you have adequate insurance cover for all your belongings whilst you are resident at Westminster College. The College insurance policy does not cover your belongings under any circumstances and the College does not accept any responsibility.

Keys

All Students have a “fob” for the electronic entry system. Residents also have a key to their accommodation. The toggle should gain you access to the Student/Late door, the Library and the community facilities in the residential wing such as the Communal Kitchens. Should your fob not work on a door you’re expecting it to, please visit reception. A key deposit of £25 is charged when you are given your keys, this will be refunded to you when all keys are handed back to the Tutorial Office.

Kitchens

During COVID-19 pandemic, only specified households at specified times will be able to access our Communal Kitchens 1 and 2 due to COVID-19 measures on households (maximum of 5 at Westminster College). In some rooms called ‘suites’, students will have their own kitchenettes but no hobs, you will be able to access the cooking facilities in the Communal Kitchen located on first floor at specific times.

Please use facilities considerately, and ensure that you leave the kitchen in the condition that you would wish to find it.

The College has provided several small appliances in Communal Kitchens (i.e. toaster, kettle and microwave cooker) and in Suites. You will find lockable cupboards labelled in the Kitchens that are provided for the ones with smaller rooms and unable to store crockery and cutlery in their rooms. Please **do not** remove any of this equipment from any of the College kitchens, or add any electrical equipment. Crockery, cutlery, pots and pans are the **personal** property of the students and **should not** be ‘borrowed’ unless permission is sought from the owners. Additionally, no additional electrical equipment is permitted in the kitchens, including but not limited to ‘hob’ style hot-plates, food processors and food steamers. **Please do not cook after 10pm.**

Late Door

The Student Entrance also serves as the Late door, you can come and go through this door throughout the night. It is through this door that we have a small smoking area. Please make sure that this door closes securely behind you. (see Security)

Laundry

The Laundry Room is located on the ground floor of the residential wing, opposite room 012, it contains two coin operated automatic washing machines and two tumble dryers. Students are expected to provide their own washing powder. In the event of an issue with the washing machines or tumble dryer, please contact the laundry operators, as per the posters in the laundry. It is, however, helpful if you can also notify reception of any issues.

Lights

The main lights will be turned off at night from 10pm (unless an event is running later than our opening hours). **Please help us to save energy by turning off any unnecessary lights and/or electrical appliances when you notice them.**

Lockers

Extra-storage space is available in the form of lockers, available for the use of Lodging students. Please apply to Reception.

Mail/post

All mail delivered to the College for you, will be placed in your labelled pigeonhole located in the public area of reception within 24 hours of its arrival. Please check your pigeonhole regularly. This service is operating Monday to Saturday.

Any forwarding arrangements should be made 14 days prior to the end of tenancy and in writing.

Parcels delivered to the College will be stored in reception. You will be notified via a note in pigeonhole or email in the interim. Please collect these during normal reception hours. It is helpful, where possible, to notify reception in advance if you are expecting a large parcel. Please note Reception is currently shut at the week-end.

Maintenance or Repairs

Please alert Reception with all your maintenance issues, either in person or via email. We operate and handle issues in order of priority:

- **Priority One** – Emergency Repairs (e.g. Flood or if you can smell gas) – are completed as soon as possible or in any event within 24 hours of a report of a defect. These would be any repairs required to avoid a danger to health, a risk to the safety of tenants or serious damage to buildings or tenant's belongings.
- **Priority Two** – Urgent Repairs (e.g. broken toilet/shower) – are completed within five working days of report of the defect. These would be any repairs, which materially affect the comfort or convenience of the tenants.
- **Priority Three** – Non-Urgent Repairs – are completed within 28 days of a report of a defect. These would be any repairs not falling within the above categories.

Our Estate Team works between 8am and 4pm, Monday to Friday. They will carry tasks or repairs during those hours and you may encounter them in the communal areas. If it is a planned repair and noisy, we will give you as much notice as possible and no less than 24 hours. They will leave a card to signal when the job is completed, please do not hesitate to contact us via Reception to let us know if you are satisfied or not.

Outside office hours, **please send an email for non-urgent issues** or contact the Duty Phone for any emergency or urgent repairs. We will respond as quickly as possible and endeavour to sort the issue timely.

Messages

Messages for all students and residents are usually communicated via email, which you are encouraged to read.

Noise

Please do not play loud music or make excessive noise in your room, corridors or stairwell after 10pm.

Photocopies

The student photocopier is located in the Library and is operated by a pin and credit system. You will be allocated a pin number only if you request one – accounts take around five minutes to set up, and a further five minutes to add credit to so accounts will be set up on request only. Students may buy credit from the Tutorial Office with a minimum spend of £5.00. As credit does take around five minutes to load onto the copier, please be patient when the office is busy.

Reception

Wherever possible Reception should always be your first stop for any queries, comments or suggestions. The phone number is 01223 33 06 30 for reception.

Reception is open from 8.30am to 4.30pm Monday – Friday. Reception is not manned at weekends so please call the Duty Manager on 07514 958 481 if you need assistance. Every day, from 7pm until midnight, our security company (Hyline) is on site and located in Reception.

Recycling and Rubbish

Please note that the rubbish bins in your room will need to be emptied by the student. We will collect from your door all bins left for collection in corridor by 9am. **Please refrain to leave them out overnight.**

We strongly encourage everyone to recycle wherever possible. Please rinse all recyclables before disposal. Recycling bins are located in various points in the Communal Kitchens or East Wing corridors. For bulky items you can dispose directly in our large containers near the back entrance gates on Pound Hill.

Our bins are collected by Cambridge City Council weekly on Wednesdays or 1 day later when bank holiday.

We have recycling bins for batteries and ink cartridges in the Students Lounge.

Please do not put any medical waste or sharps into the rubbish as this needs to be disposed of safely. Please enquire at reception if you require such a facility.

References

Following a written request from a former occupant, we will provide a reference within 3 working weeks of the request being made.

Security

Like all Cambridge Colleges, Westminster College is a target for opportunist thieves. College security is partly dependent upon everybody being vigilant.

Please play your part and:

- Ensure that all external doors are locked and closed after you use them.
- Ensure that you always lock the door to your room whenever you leave it and do not leave valuables lying around.
- Ensure that all ground floor windows are closed when you leave rooms unoccupied.
- **Do not admit anyone to the building unless you know who they are.**
- During office hours, do not let unknown visitors in at the student door, but redirect them to the main entrance. If, when reception is closed, you let in a visitor for another student please accompany him or her to their friend's room. If the student is out please escort the visitor from the building and ask them to return later.

Our Security guards are on site every day from 7pm until midnight and carry out night patrols overnight after that, externally as well as internally. You can contact them on 07872 410 640.

For occupants on the ground floor, please do not leave your windows opened overnight or when out. Ensure your belongings are safe by locking your bedroom room every time you are leaving the room. Ensure the external door is safely shut after you when coming in at night. Use the front gate at night rather than back gate to ensure you have full visibility at night and CCTV coverage.

Storage of personal property

A limited amount of your personal property may be stored in a locker, *if agreed in advance in writing* by arrangement with Reception. However, lockers **must** be cleared and all personal property removed at the end of the Easter Term. Any belongings stored in College lockers or elsewhere on site are at your own risk. **The College accepts no responsibility for any property left in the College.**

Television

If you wish to bring your own television to College, please remember that in addition to an electrical safety test you will also need a valid Television License for your set whilst you use it here. This extends to watching programs on a laptop, tablet or other device as they are broadcast live.

Vacuum Cleaner

Please note that there are vacuum cleaners in the laundry room for use in your rooms. Please use the cleaner which is labelled for your 'Household', noting that these should be sanitized before and after use.

Useful Contact Details

Dentists

There are few National Health Service dentists in Cambridge, although there are many dental practices.

As a student, you could use the University Dental Service at 3 Trumpington Street, Cambridge. Tel: (01223) 332860.

Doctors

All College residents must register with a local Cambridge medical practice.

The three local medical practices largely used by members of the Westminster College community are:

Bridge Street Practice	Tel: (01223) 652671
Huntingdon Road Practice	Tel: (01223) 364127
Trumpington Street Practice	Tel: (01223) 361611

At the beginning of each year, all students must complete a College form giving us emergency contact details, and the name, address and telephone number of your Cambridge doctor. Any changes must be advised to Reception immediately.

Any incident of illness should be reported to Westminster reception.

Hospital

The nearest Hospital with an Accident and Emergency Department is located at Addenbrooks Hospital, on Hills Road, Cambridge. Tel: (01223) 245151.

Mental Health

Mind for support with your Mental health <https://www.mind.org.uk/>

NHS First Response Service for mental health support for yourself, or on behalf of someone else. **Dial 111 and select option 2.** The phone line is available 24 hours a day.

Contact the Local Authority for [Help in a crisis - Cambridgeshire County Council](#)

Taxis

Many Taxi companies operate within the Cambridge area. Some local firms include:

CamCab	Tel: (01223) 704704
Panther Taxis	Tel: (01223) 715715