

Living at Westminster College

WELCOME PACK

WESTMINSTER COLLEGE



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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, ask!

Please note that any social activity (including worship, community meals and having guests in the accommodation wing) may be subject to COVID-19 regulations in place, either nationally or locally, in response to the COVID-19 pandemic.
If in doubt, please enquire at Reception.

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 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 2 years to meet COVID-19 guidelines but we will endeavour to give you enough notice to adjust and make the correct changes. We still 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.

Hannah Anderson
Hospitality Manager



Contact Us

Westminster College
Madingley Road
Cambridge
CB3 0AA

Development Manager: Bursar
01223 330637 or bursar@westminster.cam.ac.uk

Reception: accommodation@westminster.cam.ac.uk
(01223) 33 06 30
Reception team - Monday - Sunday - 7am - 7pm
Hyline security - Monday - Sunday 7pm - midnight
Midnight - 7am - Patrols in and around the building by Hyline

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 Dr Robert Pope

Acting Principal

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

Mr John Ellis

Interim Bursar

Mr Stewart Onyon

Estate Manager

Ms Margaret Sennitt

Finance Manager

Mrs Hannah Anderson

Hospitality Manager

Mrs Sydney Harper

Tutorial Office Manager and PA to the Principal

Mrs Nicola O'Hea

Head of Reception

Mr Greg Gilbert

Maintenance

Mr Brian Ferris

Maintenance

Miss Catherine Latto

Senior Conference and Events Coordinator

Rozlan Ebanks

Head Chef

Mr Philip Atkins

Commis Chef

Ms Ewelina Matenka

Housekeeping Assistant

Ms Jolanta Plona

Housekeeping Assistant

Ms Reyes Rodriguez

Catering Assistant

Mrs Helen Weller

Archivist

Mrs Erika Csider

Receptionist

Miss Corina Szanto

Receptionist

Miss Stella Cheptanui

Receptionist

This list is accurate as of 8th April 2022

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.

You are not permitted to display anything in your window that is visible from outside, this includes flying flags.

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 (up to 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 our Head of Reception for approval, no290@westminster.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 and they are regulated as follows:

- Monday to Friday – 8am to 5pm – Permit holders only
- Monday to Friday – 5pm to 8am – Pay and Display (£1.50 per hour, £5.00 over 3 hours and overnight stay)
- Weekends All day – Pay and Display (£1.50 per hour, £5.00 over 3 hours and overnight stay)

Although, the College is easily accessible from the major road networks (A14 and M11), parking on-site remains extremely 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 entry to the building including the two main gates, front and back. The 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 during term time. 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.

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.

Clearing your Room

At the end of Easter term, 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, the College have been committed to ensuring we can keep our community safe. As the Government legislation has now expired, we encourage people to still follow the Government and University guidance.

National guidelines are on the Government website - <https://www.gov.uk/coronavirus>

Accordingly, the University's position on testing and monitoring is as follows (as of April 2022):

- In line with the ending of free Government testing, staff and students are not expected to undertake routine asymptomatic testing using lateral flow tests. Testing for those with symptoms will remain available via the University Testing Pod at Fen Causeway until further notice.
- Staff or students will not be expected to complete the monitoring form if they test positive for COVID, or experience symptoms.
- The University will not be recording case numbers among staff or students.
- There is no longer any requirement for the University, or institutions within the University, to undertake contact tracing

As part of the University's ongoing duty to protect the health and safety of staff and students, the Safety Office will continue to support local risk assessment related to communicable diseases: this will include issuing guidance on good practice in relation to reducing the spread of communicable diseases in the workplace.

The University's COVID Helpdesk remains open to respond to any queries. To contact the COVID Helpdesk, telephone 01223 339514 or email covid-helpdesk@admin.cam.ac.uk.

As a College, we continue to encourage people who test positive to isolate. Should you test positive during your time here, please inform us via email and we will aim to do all we can to enable you to self-isolate.

If there are any significant changes/updates regarding COVID, these will be communicated to you via email.

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 College Office, via admin@westminster.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.

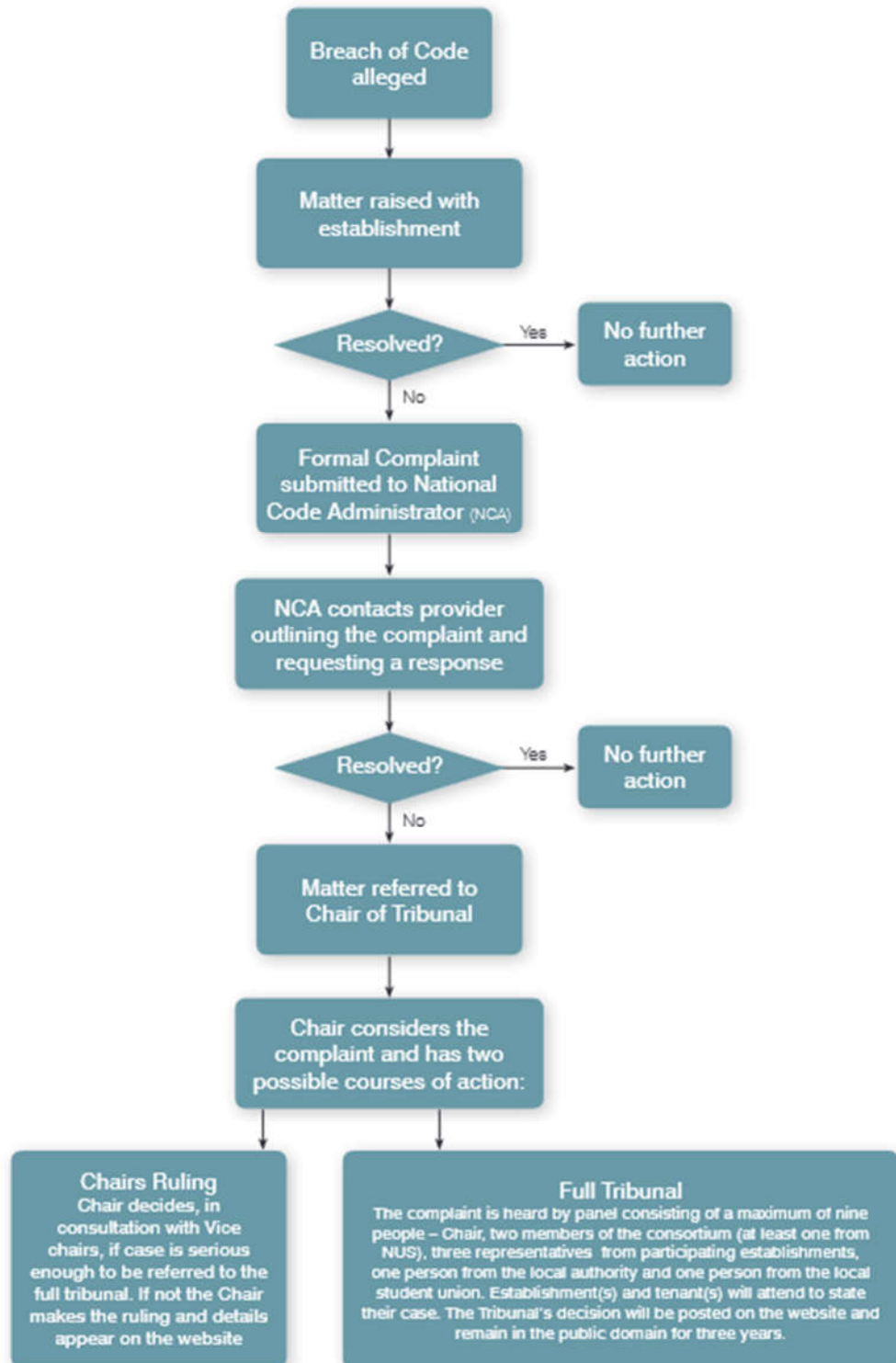
If a complaint is considered to be valid, then the Bursar will need to rectify the breach within four weeks of the receipt of the written complaint. Managers need to maintain courteous professional relations with tenants during the course of any dispute. Where the manager does not regard the complaint 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>

APPENDIX VI - Complaints Procedure



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)

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

If you would like a guest to come and stay, we do have some guest rooms available. If you would like your guest to stay overnight in one of these rooms, please contact Reception for 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.

It is essential to report all visitors to reception 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.

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. Additionally, it is switched on in early October and switched off again in late April, weather permitting. If you feel cold and require extra blankets in your room, please do ask – 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.

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. It is entirely up to you what you share with us. Please call 999 for emergencies, 111 for non-urgent symptoms.

Invoices

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

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 4th October 2022 to Friday 2nd December 2022

Lent Term: Tuesday 17th January 2023 to Friday 17th March 2023

Easter Day: Sunday 9th April 2023

Easter Term: Tuesday 25th April 2023 to Friday 16th June 2023

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 (£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 may 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.

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.

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. Please check your pigeon hole regularly.

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 email. Please collect these during normal reception hours. It is helpful, where possible, to notify reception in advance if you are expecting a large parcel.

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 – 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 – 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.

If you are not satisfied with a repair, please contact us via Reception.

Outside office hours, please send an email for non-urgent issues or contact the Duty Phone for urgent issues.

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 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 7am to 7pm Monday -Sunday. 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 two vacuum cleaners in the laundry room for use in your rooms. Please return the vacuum as soon as you are finished.

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.

Taxis

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

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