**Last reviewed 6 April 2022**

**Clare Hall Accommodation Processes**

**Introduction.** This policy sets the standards by which Clare Hall will deliver accommodation and related services, in accordance with the ANUK Code. The contents of this policy will be available to all current and prospective student residents, and will form the basis for College interaction with these groups.

**ANUK Principles.** The ANUK Code requires each participating establishment to define, document and make readily available:

* The standards it sets out to meet against each aspect of this Code’s requirements;
* How the achievement of these standards will be measured, or otherwise monitored;
* Appropriate records to objectively demonstrate that these standards meet the requirements of occupants and other key stakeholders as well as complying with relevant legislation.

This document will encapsulate the definitions and documentation expected with regards to Accommodation processing and management at Clare Hall, as required by the Code.

**Allocation.** The College will ensure that accommodation allocation processes comply with the Equality Act 2010 and are inherently free from discrimination or risk of discrimination against applicants. The process is summarised in the Equality Access Statement (see below). The process does not take into account any protected characteristic, and is based purely on the time the request was made, and the constraints of the requester in terms of budget, location, etc.

The process is run and managed by the Accommodation Manager, with oversight from the Domestic Bursar, and input from the Tutorial Office (responsible for ensuring student welfare). Thus, at least three independent departments assure fairness and non-discriminatory practices throughout.

**Disability.** Students with disabilities registered via the DRC will have their needs articulated to the College via the DRC. An assessment of these needs will be conducted and where reasonable and practicable, the College will meet these needs. The cost of meeting disability-related needs is never passed onto the student; no charge or extra rent is payable to the College by the student for any improvement made in this regard, and their rent will never exceed other rents in the same building.

**Equality Access Statement.** The College EAS (below), is also incorporated into the general themes of the Clare Hall Student Handbook relating specifically to Accommodation:

*The policy and rules surrounding accommodation allocation at Clare Hall are comprehensive and well-documented; they have been drafted in consultation between the Accommodation Manager, the Senior Tutor, the GSB Committee, and the Domestic Bursar.*

*Both existing Clare Hall students and those newly arriving have clearly-described routes to accommodation, both on and off-site, using practices and procedures fairly applied to all. Students are offered two years of Clare Hall accommodation, with an extension to three years for those transferring from a successful Masters programme to a PhD. Those with medical requirements and a very limited number of positions within the student community (see below) are granted priority access to on-site accommodation.*

*Accommodation processes are largely split into three categories:*

***Newly arriving students*** *are permitted to apply for accommodation once all conditions of their offer to study at Clare Hall are met; their applications are dealt with on a first-come-first-served basis and they are informed of their allocation as soon as possible. This provides most students with the opportunity to either accept or reject their allocation ahead of the academic year.*

***Existing students reaching the end of their studies*** *are offered the opportunity to extend their contracts for up to 5 weeks over the summer, to facilitate onward movement. Any extensions will be confirmed in March.*

***Existing students entering a new academic year******of study*** *are offered the opportunity to apply for accommodation, both remaining in their existing room or to change to an alternative. Students with recognised medical conditions and supported by the Disability Resource Centre are granted on-site accommodation in accordance with their needs. Likewise, two bespoke positions (the Bar Manager and the GSB President) are granted on-site accommodation. For all others, an application window of approximately two weeks, followed by a randomised ballot, ensures that any application received before the deadline is treated fairly. Applications received after the deadline are addressed last, in the order in which they arrived. All existing students’ applications will be confirmed by 30 June.*

*In all cases, a balance is sought between the numbers of new and old students per building, with approximately 20 – 25% continuing students remaining in each of our accommodation blocks, to help new students settle in and understand any nuances of life in their block. The Tutorial Office (including Senior Tutor and Assistant Senior Tutor) are continually engaged with others in the Accommodation decision-making chain to ensure those students who legitimately require special treatment are able to access accommodation on a case-by-case basis.*

**Gender and sex.** No allocation or provision is made purely on the basis of gender. The College does not have open-plan shared washrooms or facilities in its accommodation, and so living quarters are private by default. Some may have en-suite bathrooms; all other facilities are for use by one person at a time and therefore available to residents of any gender or sex.

**Marketing.** The College endeavours to accurately promote the accommodation available to students, including where applicable or necessary the number and type of bathroom / toilet facilities available, floor areas and plans, accessibility, utilities and any associated charges. The College will amend incorrect details – including photographs – both on its webpages and through email correspondence, within one working week of their discovery. Discrepancies should be made known to [accommodation@clarehall.cam.ac.uk](mailto:accommodation@clarehall.cam.ac.uk)

**Terms and Conditions.** Students living in College accommodation will do so under the terms of a Licence to Occupy; the conditions of this licence will be clearly explained in plain English throughout, and residents will have opportunity to query these terms at any time. The terms will include all details on fees payable, including but not limited to rent and deposits, and any utility charges or other costs which may arise. The licence details cancellation fees liable, and the timelines within which a cancellation may be made. The terms, including details on the condition of the room on occupation and departure, and any fees associated with damage / loss, are all explained clearly. The licence will be provided by email or in hard copy for signature and return along with a resident’s deposit.

**Deposits.** The College is obliged to make clear that deposits are **not** held within a specific deposit-protection scheme. However, funds are retained by the College without intent for use other than to rectify damages or missing property at the end of a tenancy, in accordance with the Licence to Occupy. Thus, funds are not at risk of being lost either through appropriation to other College activity, or through insolvency.

**Communication.** Residents should communicate with the Accommodation Manager for the allocation of their room(s), and any variation they wish to make to their stay, in accordance with the Licence to Occupy. This is most frequently and easily achieved via email ([accommodation@clarehall.cam.ac.uk](mailto:accommodation@clarehall.cam.ac.uk)) but may also be done in person, or in extremis by phone. Queries relating to payments (missed, late, over- or under-) are normally directed to the College Accounts ([accounts@clarehall.cam.ac.uk](mailto:accounts@clarehall.cam.ac.uk)). Concerns or reports of infrastructural damage or loss should normally be reported via the College’s Maintenance Reporting Form (found on the College website, [here](https://www.clarehall.cam.ac.uk/maintenancerequest)). In all cases, these departments work closely with one another, and will share relevant information to assist in speedy and efficient resolution to queries.

**New Builds and Refurbishments.** Where the College builds a new residential development or undertakes substantial refurbishment to an existing development, current and prospective residents will be kept informed of progress throughout. Where delays are likely to prevent occupation on an agreed date, the College will source alternative accommodation of a comparable nature – including access to Wi-Fi – until the room or development is ready for occupation. Where this accommodation is less expensive than College housing, the College will refund the difference; where more expensive, the College will pay the difference. Where the alternative accommodation cannot provide laundry services, or does so at a cost, the College will pay for laundry up to three times per week. In all cases, the College will provide notice of this delay within two working weeks of anticipated move-in.

**Accounting.** The College will provide receipts for all monies received or reimbursed, within one week of taking or returning those monies.

**House Representatives.** Each house will have a representative identified from within the student residents, compensated by means of extra meal allowance each term, in exchange for acting as the lead for all issues affecting a given household, and attendance at regular (termly) meetings held by Tutorial, the Domestic Bursar and assorted staff. House Representatives will be expected to receive some training (e.g.: Fire Marshall) to assist College in the event of emergency.

**Services and Facilities.** Students have access to various facilities, including but not limited to:

**Laundry.** Students in most of our shared buildings have access to a washer-drier within their development, installed since August 2020 in light of the Covid-19 pandemic. They also have access to shared (communal) laundry facilities; all laundry fees are included in rents, so the use of these machines is free at the point of consumption.

**Wi-Fi.** Internet provided by Eduroam through the University Information Services (UIS) is available to all residents and included in rent without a cap on data or device connection. Speed checking is at user discretion; students may wish to benchmark their internet connection using a portal such as <https://www.speedtest.net/> UIS does not currently publish data on data speeds, but we expect in the course of normal use that residents should be able to complete academic work and research online, including the streaming of various media, logging into online calls or lectures, and taking online examinations without disruption. Users experiencing difficulty with their internet connection should contact [ithelpdesk@clarehall.cam.ac.uk](mailto:ithelpdesk@clarehall.cam.ac.uk)

**Maintenance and Repair.** The process for requesting repairs or improvements to rooms is found on the College webpage under the Useful Links for Students page, and requires residents to complete a simple form ([here](https://www.clarehall.cam.ac.uk/maintenancerequest)).

The Maintenance Team will triage incoming requests for repair and attempt to resolve them according to their priority: (1) Emergency Repairs, to be resolved as soon as possible and within 24 hours of report; (2) Urgent Repairs, to be resolved within five working days of report; (3) Non-Urgent Repairs, to be resolved within 28 days of report.

All comments on existing processes and systems in place may be directed either to the [Maintenance Manager](mailto:maintenance.manager@clarehall.cam.ac.uk) or [Accommodation Manager](mailto:accommodation@clarehall.cam.ac.uk), or through the [College Feedback Form](https://www.clarehall.cam.ac.uk/clare-hall-feedback-form).

**Access.** Rooms will not be accessed without previously informing residents unless an emergency situation dictates (e.g.: fire, gas leak, plumbing leak). In all cases we strive to give a minimum of 24 hour’s notice, with the exception of requests submitted [via the Maintenance Form](https://www.clarehall.cam.ac.uk/maintenancerequest), which clearly states that a submission is automatically indicative of permission to enter between 0800 – 1700. In all cases, the Maintenance team endeavours to inform occupants that their room has been entered, and detail the work completed, updating on any problem reported (e.g.: resolved, requires further work, etc).

**Housekeeping.** The Housekeeping Team will endeavour to clean communal areas in student residences (i.e.: kitchens, toilets, bathrooms accessible by more than one person) at least twice each week, if not more. Cleaning windows are generally agreed between House Representatives and the Housekeeping Manager, and may be varied throughout the year according to the needs of either party.

**Storage and Furnishings.** All rooms for student occupation will have suitable and sufficient storage for the intended number of occupants (normally one), accommodating a reasonable quantity of belongings for a year-long stay. All items of furniture within a room will be in a good condition, available for repair or replacement if required, and conform to national legal safety standards.

**Kitchens and Bathrooms.** All kitchens in student residences will be suitable for use by the intended maximum number of occupants in the development (ranging from two to fifteen across our estate). Appliances will include as a minimum: an oven, hob with extractor fan, and sink. Utensils, cutlery and crockery will also be provided, as a minimum for the intended maximum number of occupants within the building. Bathrooms, toilets, and washing facilities will be provided appropriate for the number of occupants in the building, and will be kept in good condition throughout.

**Mail.** All mail is received centrally at the Porters’ Lodge, where it is sorted and placed in individual pigeon holes for collection. Parcels are retained by the Lodge, and the recipient notified by email that they have something to collect, with a bay number for ease of retrieval. Comments (positive and negative) with the existing processes and systems in place may be directed either to the [Porters](mailto:porters@clarehall.cam.ac.uk) or through the [College Feedback Form](https://www.clarehall.cam.ac.uk/clare-hall-feedback-form). Mail forwarding – if required at the end of residence – is at the occupant’s discretion and should be arranged privately.

**Satisfaction.** We conduct an annual survey, accessible online, linked to the ANUK Code, which covers the following: general satisfaction with accommodation and services provided; rating staff responsiveness; rating the ability to report and rectify repairs; rating our mail handing arrangements; rating the level of amenities provided (catering, internet, communal spaces); rating the adequacy of facilities provided (kitchens, en-suites, laundry); rating the level of student care received; rating the College security measures; rating the environment and sustainability of the College. In all cases residents may also provide feedback in prose.

We endeavour to review and analyse the responses, and to collate them in an easily-understandable format to feed back to the community along with any plans arising from the comments received.

**Safety.** Resident safety and security is of high importance. The College covers safety in the following ways:

**Fire / Smoke.** The provision of monitors and alarm systems (e.g.: CO, fire, smoke) and their regular testing, will be in accordance with legal requirements as a minimum. Signage is present throughout buildings and in every room, detailing emergency exits and routes, which are required to remain free from obstruction. A comprehensive Fire Risk Assessment is conducted every 4 years, and reviewed by a competent person annually. Records from tests and drills are held for inspection.

**Electricity and Gas.** Electrical installations will comply with the current edition of the IEE Wiring Regulations and meet with BS 7671, including the production of a Periodic Inspection Report (5-yearly); the Maintenance team will be responsible for ensuring this compliance through regular testing and repair of College infrastructure. Additionally, portable appliances will be PAT tested at least once per year. Instructions for the safe use of electrical appliances and – where applicable – gas heating systems will be provided.

**PEEPs.** We devise Personal Emergency Evacuation Plans in consultation with vulnerable residents; these are held in the Porters’ Lodge.

**Security.** The College holds a security plan for its buildings, which details their management and maintenance of security standards, along with information for occupants and advice to those in ground-floor rooms. For safety reasons this plan is not held freely online but is available on request via [head.porter@clarehall.cam.ac.uk](mailto:head.porter@clarehall.cam.ac.uk) Additionally, the College will ensure that external windows and doors are solidly constructed and maintained, that locking systems are secure, and that deterrents such as CCTV are present to prevent or reduce unwanted access.

**Water.** All water designated as potable will be managed and tested in accordance with national requirements; these tests will be recorded, and remedial action undertaken immediately in the event of a failure to meet minimum standards. These records, and the results of any testing, will be available for inspection.

**Lighting.** External lighting around residential developments will be suitable and well-maintained, providing safety in terms of visibility of paving and paths, as well as a deterrent to crime.

**Waste.** We provide adequate and functional means of waste disposal for all our buildings, including internal bins, external (College) bins, sanitary waste bins, and the opportunity to recycle or repurpose unwanted goods. We hold a waste disposal plan, available via the College website.