

ACCOMMODATION INFORMATION



CLARE HALL
CAMBRIDGE

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Accommodation Information

Clare Hall complies with ANUK Standards (www.anuk.org.uk) concerning the condition and management of its student accommodation.

If you think that the college is not complying with the standards, please discuss your concerns with the Domestic Bursar and Senior Tutor, in the first instance.

If you cannot reach agreement, then you may refer your complaint to ANUK for arbitration.

The Accommodation Application Process

Both existing Clare Hall students and those newly arriving have clearly described routes to accommodation, both on and off-site, using Tutorial Office approved practices and procedures which are fairly applied to all.

Please note that all accommodation is **subject to availability** and accommodation is **not guaranteed** for all applicants.

The College aims to offer students accommodation in the academic year in which they start their course, and one further academic year for courses of two or more years.

Students continuing at Clare Hall for a second degree are offered accommodation as new students, with the exception of those undertaking a 1+3 PhD and receiving a Masters for the first year.

Please note that Students choosing to leave accommodation part way through the year to work away or undertake an internship do not receive an automatic extension of their accommodation upon return.

Accommodation processes are largely split into three categories:

Existing students in residence are offered the opportunity to extend their contracts for two months over the Summer vacation up to mid-September, if this period is required for their studies. Any extensions will be confirmed by 31 March.

Existing students entering a new academic year of study are offered the opportunity to apply for accommodation for the next academic year, both remaining in their existing room or to change to an alternative.

If students have already received the full period standardly offered by the College, they may apply for additional years, however this will not be guaranteed, and is subject to incoming new students taking priority over available accommodation.

For all others, an application window of approximately two weeks, followed by a randomised ballot for rooms that multiple students have applied for, 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 31 May each year, following confirmation of the new rental charges for the next academic year.

Newly arriving students are contacted by the Accommodation Manager with an opportunity to apply for accommodation, once the Tutorial Office receives confirmation that all the conditions of the students offer to study are confirmed. 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. Details of rooms that are available at the time of the applications being sent are included in the information that students receive, and they can note up to 4 preferred choices. The new student allocation process usually commences in early June following the existing students completing their accommodation applications. Where possible, 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.

Bespoke positions

The ALB Bar Manager and the GSB President are granted on-site accommodation and the GSB President's accommodation, while in post, will not count towards their 2-year allowance.

Students with families

We have very limited family accommodation in College, but this will be prioritised to students with families; and only offered to single or couple occupants once those highlighted as with families have been accommodated.

Students with families will be offered Clare Hall accommodation in the academic year in which they start their course, subject to availability, and one further academic year for courses of two or more years

Students with registered medical requirements

Clare Hall has a very limited number of rooms that have been specifically adapted for students with disabilities. At the beginning of the accommodation allocation process each year, we provisionally reserve a selection of rooms with useful features (e.g.: ground floor, no steps, wet area bathrooms) for priority allocation to students with registered medical conditions; and the Accommodation Manager works closely with the Tutorial Office during the allocation process to identify such students. Students requesting accommodation requirements due to a medical condition should register with the ADRC. The college uses the independent review by the ADRC contained within the Student Support Document as relevant evidence in support of the request. Students should contact the Tutorial Offices at the earliest possible time to notify them of such a requirement, with details of the medical condition, and the application will be reviewed accordingly. The Tutorial Office will liaise with the Accommodation Office directly if the request is successful. Information on the ADRC can be found [here](#).

Living in Clare Hall Accommodation

Access to rooms

While you are in residence, your right to privacy will be respected by College members and staff. 24 hrs notice is given if access is required. However, it may be necessary for College staff to gain access to your room as a matter of urgency, whether or not you are present. Whenever reasonable, an attempt will be made (usually by e-mail) to arrange a convenient time, but if the matter is urgent, access must be granted without undue delay. Please note the College policy on room entry for maintenance requests made by residents (see Maintenance, below), in which permission to enter is granted through completion of the request form.

Business Use

You are not permitted to carry on in your accommodation any trade or business, nor to use the Accommodation for any illegal purpose.

Cleaning

You are responsible for cleaning your own room, including any *ensuite* bathroom or sink in your room, and for bedlinen laundering. Cleaning materials are provided.

You must do your own dishwashing and leave work surfaces clear. Kitchens, communal bathrooms, and other shared areas are cleaned by college staff, and details of cleaning schedules are posted in student houses.

It is particularly important for communal living that you are as clean and tidy as possible (as a minimum countertops and sinks should be clear).

Upon departure you must leave your accommodation clean and tidy, or you may be liable for additional charges .

Please see your room Licence to Occupy for full details.

Wet area cleaning (room sinks and ensuites) is offered once each term by the Housekeeping Department, and students will be contacted by the Accommodation Manager with dates of when this service will be completed.

Self-contained flats are not cleaned by college staff.

Shared access kitchens

Each household has a shared access kitchen that can be used by students residing in the building, these are fully equipped with cooking equipment and utensils, crockery and cutlery, microwaves, kettles and toasters.

Students should make sure that any items & areas that are used are cleaned and tidied after use, and the whole household is responsible for washing up and keeping the kitchen sinks & surfaces clear to enable the Housekeeping team to clean Monday to Friday; if the surfaces and sinks are not clear, the teams will not be able to attend.

The household is responsible for keeping the kitchen areas cleaned, and rubbish/recycling bins emptied over the weekend, when the Housekeeping teams do not work.

Every student room is allocated a dry store cupboard, fridge and freezer space in the kitchen, and each of these will be labelled with the room number.

Students should only use the designated space for their room is used, even if another room/space in the kitchen becomes vacant; otherwise, there is a risk that your food items will be cleared by the Housekeeping team with no notice given.

Council Tax

The College is not liable for the payment of Council Tax. Full-time students are generally exempt from liability. The Council Tax (Discount Disregards) (Amendment) Order 2011 requires the College to state that it is expected that students will study diligently and take and pass all necessary examinations appropriate to their course. In respect of all courses, unless otherwise permitted, the College requires students to undertake periods of study, tuition, or work experience of **at least 24 weeks in each year of the course**, which, taken together, amount in each year to an **average of at least 21 hours a week**. The College has applied for an exemption for all its **shared houses which are occupied exclusively by students** and students in these houses need to take no further action. This assumes that no students or partners are working. If the partner or spouse of a full-time student is in paid employment, they may be liable to pay Council Tax. This could be in the region of 75% of the Council Tax due on the entire property.

Self-contained bedsits and flats are liable for Council Tax. However, provided the flat is occupied by a full-time student, an exemption can be claimed for that student.

The Accommodation Manager will notify the Council Tax Office of all students living in self-contained College flats at the beginning of the academic year.

Students in private accommodation should apply to the Tutorial Office for a Council Tax Exemption letter if the landlord does not already have this information from the Cambridge City Council.

Departure from Accommodation

Rooms must be vacated by 10am on the agreed date of departure unless prior arrangement is agreed with the Accommodation Manager.

Electrical Appliances (see also Maintenance below)

Electricity in Cambridge is 240 volts AC, 50 Hz. Based upon our Fire Risk Assessment:

Students are permitted to bring kettles and rice cookers for use in student kitchens, but these must be PAT tested by the Maintenance team. These items, along with Fridges and plug-in portable electrical heaters are not for use in student bedrooms and will be removed. Kettles are already in situ, provided by College.

Toasters are supplied by College and positioned in open areas and are not to be operated under kitchen units.

Deep Fat Fryers chip pans and open deep frying is not permitted on site, nor is the use of electric blankets. These items will be removed from student kitchens and returned to the owner upon departure from College.

The kitchens are well-equipped with appliances needed to cook meals. Any defects in electrical appliances should be reported immediately to the House Rep, or if there is a danger to others, directly to the Maintenance Staff. Please do not try to adapt, repair, or adjust electrical equipment yourself.

Portable Appliance testing

Any personal equipment that has a plug fitted to it which will be plugged in to our power sockets **must** be tested. On arrival, you will receive a Personal Electrical plug-in Appliances form. Please complete and return it to the Porters' Lodge within the first week of your stay. Our electrician will then test your plug-in equipment so when advised please leave your items on your desk or the middle of your floor. Any items that do not pass the test will have a red sticker attached to the plug with the words "Do Not Use" and you will be contacted. This test is conducted once a year without charge, only certified chargers for phones, iPod etc, can be used and anything substandard will be confiscated during the student PAT

testing in October. Information on purchasing safe chargers etc. can be found here; <https://www.electricalsafetyfirst.org.uk/guidance/product-safety/chargers/> .

Energy Saving and Recycling

The college runs a recycling scheme and there are notices in each house on recycling collection points. Students should make every effort to operate a sensible response to the need to conserve energy and water. This includes turning off lights when leaving your room, turning down the radiator rather than opening a window, wearing warmer clothes etc.

Fire Precautions and safety

All kitchen hobs have cut off timers which operate after 20 mins and are controlled from a wall button.

The whole Clare Hall site has a no smoking policy, this includes E-Cigarettes. The use of lighted candles or incense burners or the storage of inflammable substances (such as lighter fuel, methylated spirit, or petrol) is not permitted. You must not tamper with fire protection equipment, prop open any doors, particularly in kitchens, or obstruct corridors or other exit routes with furniture or other items. Laundry or inflammable items must not be hung over banisters or landing rails, and all corridors, passages and exits must be kept clear of items that would hinder escape in the event of an emergency.

You are required to take part in fire drills which are held periodically.

The testing of fire alarms and equipment takes place every Tuesday between 10.30am and 1pm. The alarm systems, when being tested, will sound for a few moments only. If the bell sounds continuously, leave the building immediately, with any guests you are responsible for. In addition, residents must familiarise themselves with the procedures which particularly apply to their accommodation, and which are posted in their building.

Skin products containing paraffin-based products, for example White Soft Paraffin, White Soft Paraffin plus 50% Liquid Paraffin or Emulsifying ointment in contact with dressings and clothing are easily ignited with a naked flame or a cigarette. Keep away from fire when using these products For further information, go to www.npsa.nhs.uk

Electric bicycles & scooters

No personal electric cycles and scooters are allowed to be used on any of the Clare Hall sites, and must not be taken into/stored in any College building.

The current law does not allow for the use of personal electric scooters on the public roads without the appropriate registration, insurance and driving licence. If stopped by the Police you may be prosecuted.

There are electric cycles and scooters for hire in Cambridge. To use the scooters you must be 18 years old, hold a valid UK provisional or full driving licence and sign up to the [Voi app](#). To ride a Voi e-bike, you must be over the age of 16 years old but are not required to hold a drivers licence.

No batteries used to propel any electric vehicles should be charged within College accommodation, and if found these will be confiscated and returned at the end of the resident's time in Clare Hall accommodation.

In the event that accessibility vehicles require battery charging, residents must consult with the Domestic Bursar. These will only be permitted if a solution can be arranged that meets the Fire, Health & Safety standards that we are required, by law, to follow in our College accommodation. Each case will be considered, and risk-assessed, individually, and must be authorised by the Fire Officer.

Guests

Students are welcome to receive guests to stay with them in their student room, although it is customary to check with fellow housemates.

Guests are not permitted to stay for longer than 3 consecutive nights and for no more than 9 nights each term.

All guests are required to check in with the Porters' Lodge so that records are up to date in the event of an emergency.

House Representative

Each house has a house representative who deals with matters affecting those living in the house and acts as the spokesperson for the tenants in House Reps Meetings.

Insurance

The College has fire insurance cover for its buildings and furnishings but not residents' own property.

The College **does not** accept liability for residents' losses or damage so you should consider taking out personal insurance. Personal computers should also be insured.

Please note that bicycles and vehicles are at risk in the garage, even when locked.

Items may be left unattended at the cloakroom level, where there is CCTV coverage and a card-access door but are left at owners' personal risk.

Keys

Please take great care of your room/house key or access card. If you lock yourself out of your room during Porters' hours a replacement key may be signed for from the Porters' Lodge. Should the Porters Lodge be closed please call 01223 332 360. **Please return any spare key promptly.** Do not have any form of identification or address linked to your key to avoid having to change the lock if the key is lost. Replacement keys can be ordered using the Maintenance Form and a charge of £20 per key will be made. Key/access cards must be returned on departure, or a £20 charge will be made.

Maintenance (see also Electrical Appliances above)

Any problems with the maintenance in your room should be reported by completing a form, found on the college website (<https://www.clarehall.cam.ac.uk/maintenancerequest>). The College aims to deal with all maintenance requests efficiently and quickly. Emergencies are prioritised and minor requests may take longer at peak times. By completing the form, you are giving staff permission to enter your room to deal with the problem.

Please do not try to adapt, repair, or adjust electrical equipment yourself. Any privately-owned electrical equipment must be PAT tested by the Maintenance staff. **You are responsible for reporting any defects in your accommodation that may, if left unattended, cause damage to College property.**

Noise

The design and construction of Clare Hall is such that noise carries a long way and considerable care and restraint is necessary to avoid disturbing other members of the

College. This is true of musical instruments, stereos, radios, televisions etc. and noise from groups of people. If you wish to use any musical instrument in your room you must have formal permission from the Senior Tutor. During quiet hours there must be no noise from your room which is audible outside your room. **Quiet hours are: Sun – Thurs, 11.00pm to 08.00am, and weekends 12.00am to 10.00am (unless prior notice is given).** Outside of quiet hours, noise should be kept to a reasonable level. Noise is unreasonable if it annoys or provokes a complaint. Playing musical instruments, stereos etc. with doors or windows open will usually be unreasonable. There is a quiet period observed during the summer exam time.

Parties

If you plan to hold a party in your college house or in College rooms you must seek permission from the Bursar and Senior Tutor before holding the event. This is to ensure that all fire, health and safety regulations and security arrangements are properly observed. If you plan to invite non-Clare Hall guests to parties in your house, you must ask the permission of your fellow- residents.

Policies

Current editions of the relevant College policies including the Environmental Policy can be found in the policies section of the website.

Rent and Caution money

Rents are payable monthly in advance. After the first three months you must give one month's notice if you wish to leave your accommodation before the date given on your license to occupy. You will be asked **for caution money of £300 for rooms or £500 for flats,**

which is returned after departure, provided your room is left in good condition. If additional cleaning is required over and above normal servicing or if your key is not returned, a charge will be made. Accommodation is let at a price that includes heating and electricity, but the College reserves the right to charge for over-consumption.

Security and Personal Safety

Clare Hall is an open site, which means that College houses may be especially vulnerable to theft, and so sensible precautions should be taken. Please ensure that you read the notices in your house about security and follow the advice of your House Representative. Please take note of the following:

- Never leave your room unlocked, even when you are in an adjacent room.
- Always check that the outer door to your house is locked after you come in or go out.
- Never let anyone into your house or room unless you know them, or without checking if the person they are visiting can vouch for them.
- Never let your keys get out of your possession.
- Avoid leaving items e.g. laptops, on view, especially in ground floor rooms. Keep separate backups.
- Never leave your room (any floor) without shutting the windows (and locking them when leaving the building).

You should consider taking out insurance to cover the theft or loss of your possessions, particularly laptops, other computer equipment and bicycles.

Smoking

College is entirely a no smoking site.

Storage

All your personal property (other than bicycles) should be contained in your room. For those with Leave to Work Away permission or on Intermission, there is limited storage in college. Please see the Porters. **All other items left outside these areas during your absence will be discarded by staff.**

Licence to Occupy

Before taking up residence, you must sign an agreement which outlines obligations regarding your accommodation. This agreement will also be signed on behalf of the College by the Accommodation Manager.

Televisions in student rooms

For private televisions, the Clare Hall licence does not cover the use of a set in your room. A multiple licence is not possible. The licence fee for a colour or a black/white television is a fixed rate for any period up to one year. Please see:

<https://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1>

From 1st September 2016 a TV Licence is required to watch or download BBC programmes on demand, including catch up TV, on BBC iPlayer.

Working away

Students who are granted Leave to Work Away are not provided with College accommodation during their absence. Accommodation on their return is subject to availability.

Dates away from College

Whilst residents are of course permitted to leave College during their reserved periods, we request that the Porters Lodge is informed of this, so that they may update their residents' logs, which are referred to in the event of any emergency.

A form can be found on the Porters' Lodge page of the Clare Hall website, and also linked here.

Additionally, if residents are to be away from their accommodation for over 7 days, please notify the Accommodation Manager so that your room/apartment can be included in the weekly legislative 'flushing' to prevent legionella.



APPENDIX 1 - FIRE PRECAUTIONS AND PROCEDURES

In addition to these procedures, residents must also familiarise themselves with the procedures which particularly apply to their accommodation, and which are posted in their house.

ON DISCOVERING A FIRE

Raise alarm immediately. Break the glass and activate the nearest fire alarm.

Inform the Fire Brigade. Dial 999 from BT telephone. Dial 1999 from UTN.

Leave the building by the nearest exit.

Go to the Assembly point.

ON HEARING THE FIRE ALARM

Check where the problem is – look at the alarm panel.

Leave the building by the nearest escape route to the Assembly point.

Do not stop to collect personal belongings.

Close all doors and windows behind you.

Check that all the occupants of the house are accounted for (House Reps to note any absences).

Do not attempt to re-enter the building until you are told that it is safe to do so.

FIRE ALARMS are situated on each floor by the main staircase light switch. The alarm systems will be tested routinely every Tuesday morning and will sound for a few moments only. If the bell sounds continuously, leave the building immediately.

FALSE ALARMS If the alarm is sounding and you have comprehensively determined there is no smoke or fire, follow instructions from the Porters to silence and reset the alarm.

FIRE EXTINGUISHERS are situated on each floor by the main entrance staircase and in each kitchen. Only use these on escape routes if needed.

FIRE BLANKETS are situated in each kitchen.

FIRE DOORS are fire-resistant and **must** be kept closed.

ESCAPE ROUTES are by the nearest staircase and ground floor entrance. Please use the exit **nearest** you when you hear the alarm.

ASSEMBLY POINTS on-site are marked with green signs and in the following locations:

Location	Assembly Point
Anthony Low Building	Scholars Garden* and Grange Road
Brian Pippard	Lawn outside Michael Stoker Building
Elmside	Scholars Garden*
Family Walk	Herschel Road
Leslie Barnett	Lawn outside Michael Stoker Building
Library	Scholars Garden*
Main College Building	Herschel Road or Scholars Garden*
Michael Stoker Building	Lawn outside Michael Stoker Building
Studies	Scholars Garden*
West Court (all buildings)	Roadway next to the College sign over Bin Brook
Workshops	Scholars Garden*
5b Herschel Road	Front of house on Herschel Road
9 & 9a Herschel Road	Roadway into West Court
102 & 102a Barton Road	Front lawn of house

* this garden is the lawn outside Anthony Low Building and Elmside

GUESTS

In the event of fire, College Members are responsible for the safety of their guests.