



Accommodation Rules Handbook

For Properties Managed by



BIDWELLS

Bidwell House
Trumpington Road
Cambridge
CB2 9LD

2026-2027

The rules/regulations given in this Handbook form part of the
Licence to Occupy a College room.

*Information in the Accommodation Handbook may be revised during the academic year. The latest edition is
available on the College website:*

<https://www.trin.cam.ac.uk/accommodation/handbook/>.

The date of revisions made throughout the year will be indicated in the relevant sections.

Note: Smoking and vaping is not permitted in any rooms or buildings within College including outside
areas, courtyards, and gardens.



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1 MANAGEMENT OF COLLEGE ACCOMMODATION

1.1 Accreditation Network UK (ANUK) Code of Practice

Together with other Cambridge colleges, Trinity subscribes to the ANUK Code of Standards for Larger Residential Developments for Student Accommodation Managed and Controlled by Educational Establishments. The Code sets out expected standards of service in Accommodation provision for students and has a system of 'peer review' between Colleges. College rooms are let to Students on a "Licence to Occupy" in accordance with the Code of Practice. Further details can be found on the ANUK website (<http://www.anuk.org.uk/>).

All College-owned rooms and flats are let via a Licence. However, as some terms and conditions of occupation and services provided for rooms in college differ from those of the outside properties managed by Bidwells, occupants of a Graduate Hostel or a couples/family flat will be given a copy of the College's Bidwells Accommodation Handbook together with a Bidwells' Licence Agreement.

1.2 Responsible College Officer

The Responsible College Officer for all College accommodation is the Junior Bursar who is supported by staff or their agent as below, to whom initial queries should be addressed:

Bidwells	Teresa Taentzer Associate and Property Manager	Bidwells@trin.cam.ac.uk	<i>Management of graduate hostels and College flats.</i>
Accommodation Office	Wendy Fox Head of the Accommodation Office	accommodation@trin.cam.ac.uk	<i>Enquiries relating to: the allocation of rooms, graduate hostels, and flats, booking guest and meeting ('public') rooms. Replacement University Cards and updating swipe card access. Bicycle registration.</i>

1.3 Complaints/Appeals

If, after consulting the above members of staff, a student feels they have a complaint or grievance they should raise this with the Junior Bursar who is available during Term at regular "surgery" times which are displayed on the door of the Junior Bursar's office in G2 Great Court. If a student is still not satisfied, they should consult their Tutor and/or the appropriate Trinity College Student Union officer. The Code of Practice for student complaints is available on the College website <http://www.trin.cam.ac.uk/policies/student-complaints> or can be obtained from either the Senior Tutor's Office or Tutorial Administrators.

2 ALLOCATION OF ACCOMMODATION (Students Only)

2.1 Accommodation Privilege

Trinity aims to provide accommodation for all undergraduate students for the duration of their course which means that, unless there are exceptional circumstances, undergraduate students are expected to live in college. If, however, an undergraduate student does not wish to reside in college, they may live in private accommodation provided they obtain permission from their Tutor in advance.

Although postgraduate students are not required to live in college-owned housing, Trinity aims to offer accommodation to all full-time students who request it during the first three years of their course (i.e. 9 terms of research). These students may be permitted to continue residing in Trinity accommodation thereafter, subject to availability, but this is not guaranteed (see Section 2.5). Postgraduate students who do not live in College-owned accommodation during their first 9 Terms of Research cannot carry-forward any 'unused' accommodation privilege (this includes students who are granted Leave to Work Away). Postgraduate students cannot vacate their rooms (and not pay rent) for periods of less than one term (i.e. 3 months) unless there are exceptional circumstances.

Should a student go 'out of residence' (intermit) for medical or other reasons, their privilege to live in College-owned accommodation ceases and notice to vacate will be issued. However, if a postgraduate student's intermission is agreed retrospectively such that they remained in their college room/flat during their intermission, for accommodation purposes, the intermitting terms would be counted as if they were Terms of Research (as the student continued to live in college-subsidised accommodation).

Once a student has completed their course (as defined by CamSIS), they cannot reside in college-owned accommodation as a student. In certain exceptional circumstances, it may be possible for a student who has completed their course to continue renting a college room/flat, but this would be subject to availability and at a non-subsidised rate.

Students are deemed to have a privilege to live 'in College' (see Section 3.1) if they fulfil one of the following criteria for the academic year in which accommodation is required:

- i. Current undergraduate students.
- ii. First year Tutorial Side F postgraduate students (Side F Freshers).

Postgraduate students who are not eligible to live 'in College' will be offered a room in one of our graduate hostels which are managed by Bidwells on behalf of the College (see Sections 2.2 and 2.3 below).

Students accompanied by their partner and/or children cannot reside 'in College' or in an external College hostel but may apply for a college-owned flat. Although the College endeavours to meet the accommodation needs of its students, the number of flats available for couples/families is limited and, therefore, it is not possible to guarantee that a college-owned flat will be available.

If a flat is offered, the licence fee will be subsidised by the College. However, as the amount of subsidy applied is dependent on personal circumstances, it is not possible to advise how much monthly licence fee will be payable until such time as a specific property has been offered and the appropriate subsidy applied. Nevertheless, all licence fees will be below the open market rate for comparable properties.

If couples/family accommodation is offered, students cannot be given a choice of properties. Whilst the College tries to take any specific requests into account (e.g., as cheap as possible/close to city centre), the allocations are made on the College's perception of overall requirements and needs, as well as availability. If a student's couple/family situation changes, they should contact the Accommodation Office as soon as possible in case alternative accommodation is required. For example, if a student (or their partner) living in a one-bedroom flat are expecting a baby, the College would look to move them to a 2-bedroom property (as the one-bedroom flats are not suitable for families).

Applications for couples/family accommodation should be made via the Accommodation Office.

2.2 First Year Postgraduate Students

(a) Postgraduate students new to Trinity (Side F Freshers)

Postgraduate students who are new to the College (Side F Freshers) are usually accommodated 'in College' during their first year – this includes Side F students taking a MAST course. Rooms are allocated by the Accommodation Office at the beginning of September taking into consideration the information provided by students on their Accommodation Application Form.

(b) Graduates of Trinity returning to start a new course

All graduates of Trinity returning to start a new postgraduate course will be allocated a room in an external hostel via the Graduate Ballot. The room allocations usually take place in August, taking into consideration the information provided by students on their Accommodation Application Form. The rooms allocated via the Graduate Ballot are managed by Bidwells on behalf of the College.

2.3 Second and Third Year Postgraduate Students

Postgraduate students currently living in an external hostel room allocated via the Graduate Ballot, and progressing to the second or third year of their course, may retain their room until 31st August of the following academic year. However, students who wish to move to a different hostel room/location will be assigned a room for the following academic year via the Graduate Ballot.

Side F Freshers cannot retain their room 'in College' for the next academic year and will, therefore, need to apply for a new room for their second year via the Graduate Ballot. Room moves will usually take place during August.

2.4 Fourth Year Postgraduate Students

Postgraduate students who have completed their 9th Term of Research do not have the privilege of living in Trinity-owned accommodation. These students may apply for college accommodation beyond the end of their 9th term, but there is no guarantee a room/flat will be available. If the number of applications exceeds the amount of available rooms, an Extra (overrunning) Graduate Ballot will be held and rooms allocated in ballot order as/when they become available. If accommodation is allocated, a Licence to Occupy will usually only be issued until the end of the student's 10th term of research (in the first instance). Any extension(s) will be considered on a termly basis but are not guaranteed and will not usually extend beyond 30th June of a student's fourth postgraduate year. Please note that, when assessing requests for further extensions, the following criteria will be taken into consideration: the demand for College accommodation from students who still have an accommodation privilege; the operational needs of the College (i.e. redecoration/cleaning etc); and also the status of the student's PhD studies (i.e. thesis submitted/viva examination undertaken).

2.5 Fifth Year (plus) Postgraduate Students

Unless there are exceptional circumstances, postgraduate students who are going into their fifth (or greater) year will not be offered accommodation in a Trinity-owned property beyond 31st August of their 4th postgraduate year.

3 BIDWELLS'-MANAGED PROPERTIES

3.1 Location

Graduate Hostels	18 Newton Road, 14 Portugal Place, 15 Portugal Place, 4-26 Portugal Street, Wessex Place, Ramanujan House
Couples' flats	63 & 65 Chesterton Road, 91-93 Grantchester Meadows, 9 Green Street, 14, 16 & 16A Newton Road, Ramanujan House
Family flats	14, 16 & 16A Newton Road

3.2 Access to Graduate Hostel Rooms and College Flats

The College's right of access will include, but is not limited to, the following:

Bidwells' Managing Agent: Access for routine visits/inspections will be notified by email at least 24 hours in advance. If emergency access to a room/flat is necessary, the occupant(s) will be notified by email as soon as possible after the event. The Agent may enter rooms or flats with workman/contractors (and their equipment) as necessary.

Bidwells' Maintenance Staff: Access for routine maintenance or non-urgent repair purposes will be notified by email at least 24 hours in advance unless the occupant reporting the fault indicates that this notice is not necessary. It is implicit in any request for maintenance work that the student is granting permission for staff of Bidwells or their appointed contractor to enter their room (see Section 8.1).

External Contractors: Maintenance and servicing programmes such as gas appliance servicing, window and gutter cleaning, external and interior painting will be carried out during periods when the properties are vacant. When this is not possible, occupants will normally be given at least 24 hours notice. These contractors will not usually be accompanied by a member of the Bidwells' management team.

College Staff: Members of College staff (e.g., Porters, IT, Accommodation) may occasionally need to access communal areas. They will not access individual rooms/flats unless it is an emergency or prior notice has been given.

Occupants should report as soon as possible the presence of anyone in their accommodation areas who they cannot identify as a resident of their property to the Porters' Lodge – always err on the side of caution.

3.3 Types of Accommodation/Furnishings

Graduate Hostel rooms or College flats are generally furnished as shown below, although there may be some variation depending on the size and/or location of the property.

A courtesy welcome bedding pack (duvet, pillows, duvet cover, mattress protector, sheet, and pillowcases) is provided at the time of arrival. You are under no obligation to accept this pack if you prefer to bring your own.

Electric blankets are NOT permitted, but students may bring their own mattress topper provided it is no more than 5cm (2 inches) thick. If you bring your own bedding and/or mattress topper, please note you will be responsible for removing and correctly disposing of these items when you vacate the room or flat.

	Furnishings
Bedsit*	Standard UK single bed (90cm x 190cm mattress), headboard, bedside table, bedside lamp, chest of drawers, wardrobe, desk with integral or separate drawer unit, desk chair, desk lamp, bookcase, notice board. One easy or tub-chair may also be provided, as may a coffee table (dependent upon size of room).
Couples Flat*	Kitchen: Fridge/fridge freezer, microwave, kettle, toaster, crockery, cutlery, glassware, saucepan set, basic kitchen inventory items. Washing machine, and tumble-dryer where possible, or laundry room facilities Bedroom x 1 - Standard UK double bed, (135cm x 190cm) mattress, headboard, bedside tables x 2, wardrobe (fitted or free standing), chest of drawers, table lamps x 2 Living Area: A combination of a sofa and one chair, coffee table, a dining table and two upright chairs are also usually provided. Study (if applicable): one desk, with integral or separate drawer unit, desk lamp, desk chair.
Family Flat (2 bedroom) *	Kitchen: Fridge/fridge freezer, microwave, kettle, toaster, crockery, cutlery, glassware, saucepan set, basic kitchen inventory items. Washing machine, and tumble-dryer where possible, or laundry room facilities. 1 x Double bedroom: Standard UK double bed, (135cm x 190cm) mattress, headboard, bedside tables x 2, wardrobe (fitted or free standing), chest of drawers, table lamps x 2. 1 x Single bedroom: Standard UK single bed (90cm x 190cm mattress), headboard, bedside table, bedside lamp, chest of drawers, wardrobe. Living Area: A combination of a sofa and one chair, coffee table, a dining table and four upright chairs are also usually provided. Desk and desk chair.

* The furniture provided will depend on the size of the room/flat and so a full inventory will be provided at the time of occupancy.

(a) Furniture

Occupants must NOT bring any furniture into Bidwells'-managed properties. This includes gym equipment (such as exercise bikes/rowing machines/pull-up bars etc), any type of bed/mattress such as inflatable mattresses, futon, double beds, sofa beds, large beanbags or thick (more than 5cm) mattress toppers. Large screen TVs are also not permitted (see Section 6.7).

If there is a specific medical requirement¹, permission must be obtained **before** the item is brought into the room/flat. The College reserves the right to remove, at the expense of the occupier of the room, any furniture brought into a Bidwells property without prior permission. The furniture and furnishings provided by the College (which includes bedding, curtains, and lampshades) must not be taken down or removed from rooms/flats. Inventory items must not be moved between rooms or into communal areas.

(b) Pictures and Posters

Occupants must not affix pictures or posters to the walls or doors using hooks, nails, Blu (or White)-Tack, adhesive tape or any other form of sticky fixings that may damage the walls and/or woodwork. A charge will be made for any damage to decorations, furnishings, and furniture.

3.4 Licence to Occupy, Inventory & Licence Period

(a) Graduate Hostels

Students assigned a room in a Graduate Hostel will be issued with a Licence to Occupy by Bidwells that grants the person named on the Licence the right to occupy and keep their belongings in the room stated on the Licence. The Licence period will start on the date of arrival agreed by Bidwells and will end on 31st August the following year. Postgraduate students taking a 'one year' course that ends before 31st August will be advised of the date they need to vacate their room by the Accommodation Office at the beginning of the Easter Term.

¹ If specific furniture is required for medical reasons the request must be supported by medical reports.

If a student completes, defers, or withdraws from their course, the Licence to Occupy will end automatically and one month's notice will be given for the student to vacate their room.

Graduate Hostel rooms are for single occupancy only. As such students are NOT permitted to share their assigned room with anyone else (including another Trinity/Cambridge University student) nor may they keep (store) another person's belongings in the room

Under no circumstances may students 'lend' (sub-let) their assigned room to another person. **Students must NOT give/lend their room key/fob (or University Card) to anyone else, neither may they leave a guest (including another Trinity/Cambridge University student) in their room unaccompanied.** Students who wish to host a guest in their Graduate Hostel room overnight must comply with the regulations in Section 3.7 below.

Occupants who do not comply with the regulations stated in the Licence to Occupy and the Accommodation Handbook issued by Bidwells, or abuse the privilege of living in College accommodation in any other way, may be required to give up their rooms and live outside of College accommodation.

Students are not usually permitted to change rooms during the academic year. However, in certain exceptional circumstances the College may, in consultation with the Bidwells' agent, agree to a student moving to another room. If such a move occurs at the request of the student, Bidwells will make an administrative charge of **£50** (to cover the additional work required in preparing the room, documentation, and accounts billing).

(b) College-owned flats

Occupants of a College-owned flat will be issued with a Licence to Occupy by Bidwells that grants the person named on the Licence and their partner (as a 'permitted occupier') the right to occupy and keep their belongings in the residential flat named on the Licence. The Licence period will start on date of arrival agreed by Bidwells and will end on 31st August the following year (unless an earlier end date has already been agreed). Postgraduate students taking a 'one year' course that ends before 31st August will be advised of the date they need to vacate their room by the Accommodation Office at the beginning of the Easter Term. If a student completes, defers, or withdraws from their course, the Licence to Occupy will end automatically and one month's notice will be given for the student to vacate their accommodation.

The Licence grants only the student named on the Licence and their partner (as named on the couple's application form) as a 'permitted occupier' the right to occupy and keep their belongings in the residential flat named on the Licence. If a student withdraws from their course, the Licence to Occupy will end automatically and one month's notice will be given for both the student and the 'permitted occupier' to vacate the flat.

Occupants of a College flat must NOT give/lend their room key (or University Card) to anyone else, neither can they leave a guest (including another Trinity/Cambridge University student) in their room unaccompanied. Occupants who wish to host a guest in their College flat overnight must comply with the regulations in Section 3.7 below.

(c) Signed Documentation

One copy of the Licence to Occupy including an inventory will be issued electronically at the start of the occupancy period. Occupants must sign and return this to Bidwells within one week of taking up residence in the room or flat. Students will be charged for any items listed on the Inventory that are missing or damaged at the end of the occupancy period. It is important that occupants check their Inventory and immediately report any missing or damaged items to Bidwells. Failure to return a signed copy of the Inventory will result in it being deemed by the College or Bidwells to be correct.

3.5 Payment of Licence Fee

Licence fees are reviewed annually and approved by the College Council following consultation between the Junior Bursar, Senior Tutor, Trinity College Student Union, and B.A. Society, via the Liaison Committee. Licence fee increases (once agreed) will be applied from 1st October each year.

Licence fees will be due on the 1st of every month (hostels and flats). An invoice will be sent by Bidwells via email in advance of the due date. Monthly fees must be paid on time, and by **bank transfer or standing order**. If the invoice has not been received, the fee is still due. At the end of the occupancy period, the occupant **MUST** cancel their standing order arrangement; charges will apply for failure to do so.

Note – All-inclusive licence fees have been calculated on ‘fair use’ of electricity and gas, set at the programmed operational times and temperatures agreed by college. Meters will be monitored and where there is an instance of abnormally high usage, investigation will be completed, and the occupant/s of the room/property will be charged accordingly.

Utility charges (including Council Tax) for flats are to be paid directly by the occupant unless an all-inclusive licence fee has been agreed in advance.

Payment for the licence fee will be expected unless the occupant has fully vacated the accommodation and provided sufficient notice (see Section 3.6 below). No licence fee holidays are permitted – see Section 2.1. A charge will be placed on the account for any cheques that are returned by the bank due to insufficient funds.

3.6 Vacating Bidwells’-managed properties

Should you wish to end your Licence, one months' written notice must be provided to Bidwells (email is acceptable). **Notifying Trinity College without notifying Bidwells does not constitute giving Notice of Vacation.**

(a) Removal of Belongings

Should occupants remain in their accommodation outside the period covered by their Licence to Occupy without obtaining prior approval from the College or Bidwells, or if they fail to leave the property in a condition ready to be occupied by others, they will be liable for additional charges.

All personal belongings must be removed from the room or flat and communal areas when occupants vacate (including personally owned pots, pans, crockery, and food). Fridges/fridge freezers and allocated cupboard spaces must also be emptied and left clean. The College or its Agent accepts no responsibility for items left in the room/communal area that are disposed of in error.

When vacating the room or flat, items not required must be placed in rubbish bags and disposed of into the correct external Wheelie Bin. If rubbish is left in a room or flat after it has been vacated, a charge will be made to remove it.

Under UK law larger electrical equipment (especially IT equipment) cannot be disposed of in normal waste. Such items should NOT be left behind. For further details on waste and recycling see: <https://www.cambridgeshire.gov.uk/residents/waste-and-recycling/>

If the College or its Agent must dispose of a student’s electrical equipment (such as computers/monitors/TVs/etc.) a charge per item will be incurred for disposal – see below.

(b) Additional Charges

Once you have vacated the accommodation, a Bidwells representative will carry out an inventory check to ensure the room/flat is clean and tidy and that all personal belongings have been removed. If the accommodation is not left in a satisfactory condition for the next occupant, the following example charges will apply in addition to potential daily charges for the room/flat:

- Cleaning of rooms - minimum £45
- Cleaning of flats - minimum £80
- Cleaning of oven and hob - £60
- Cleaning of fridge - £40
- Removal of disregarded items - minimum £30
- Damage to property/inventory items – price to be obtained at time.
- Replacement keys - £30 each (excluding properties accessed by University Card – these are charged separately)
- Replacement lock cylinder - £148

(c) Deposit

Occupants of Bidwells' managed properties are required to pay a security deposit. This is held by Bidwells and returned at the end of the licence after a satisfactory check out. For full details please refer to Section 2 of the Terms and Conditions document which will be issued with the Licence to Occupy.

All outstanding licence fees and utilities due up to the date of departure (if applicable) must be settled before the balance of any deposit can be released.

Prior to departure, it will be necessary to provide the Bidwells' agent with your bank details. This will ensure the balance of the deposit can be returned quickly and directly into your bank account. The deposit return cannot be processed until the required information is received.

3.7 Guests in Bidwells' Managed Properties

The term 'guest' means anyone other than the person named on the Licence to Occupy; this includes other Cambridge University students and Trinity members.

For security/safety (fire regulation) reasons, the total number of guests should not exceed the legal maximum occupancy as advised by Bidwells.

Students are permitted to have **one** guest stay with them in their room overnight² for a maximum of **two** nights in any **seven** consecutive nights. Requests to exceed these limitations must be made to **Bidwells** a minimum of **five working days** in advance to allow for proper consideration. Such requests will only be agreed if there are exceptional reasons for doing so. ***Please note that family/friends visiting from overseas will not be considered an exceptional reason.***

For security/safety (fire regulation) reasons, **ALL guests (which includes other Trinity members and Cambridge University students) staying in a student's room overnight must be registered via the online Visitor Form** - <https://info.trin.cam.ac.uk/student-guest-bookings/overnight-guest-reg/>

Guests must NOT remain in a student's room at any time (day or night) unless accompanied by the Trinity room holder. Any guest found unaccompanied in a student's room will be asked to leave and, if necessary, escorted from the College by the Porters.

Students (or their guests) must NOT bring inflatable mattresses or any other type of bed/mattress into the accommodation.

² The term 'overnight' is taken to be between the hours of 2am and 8am.

Provided these conditions are met, students will not be charged for accommodating a guest in their room.

(a) Guests in Graduate Hostel Rooms

Students are permitted to host a guest in college accommodation, but this privilege must be managed so as not to undermine the primary aim of maintaining an atmosphere conducive to education, learning and research for all. Accordingly, students who disobey the rules set out below, or abuse the privilege in any other way may, be required to give up their rooms and live outside college.

- Students are permitted to have **one** guest stay with them in their room overnight³ for a maximum of **two** nights in any **seven** consecutive nights. Permission to host a guest for longer than 7 nights, or to host more than one guest in a room, will not normally be given. ***Please note that family/friends visiting from overseas is not considered an exceptional reason.***
- Students of the same household should have agreed on an amicable and equitable way of inviting their guests within the maximum permitted number.
- Students must NOT lend their room key (which includes any card/fob for an electronic lock) to anyone (which includes other Trinity members).
- Students (or their guests) must NOT bring inflatable mattresses or any other type of bed/mattress into college accommodation (which includes the rooms/flats managed by Bidwells).
- Students are responsible for the behaviour of their guests, who must be bona fide acquaintances and of a fixed abode.

Guests must NOT remain in a student's room at any time (day or night) unless accompanied by the Trinity room holder. Any guests found unaccompanied in a student's room will be given notice to leave immediately.

Provided these conditions are met, students will not be charged for accommodating a guest in their room.

(b) Guests in Couples Accommodation/Flats

Occupants of a College flat are allowed to have **one** guest stay with them in their flat overnight for a maximum of **two** nights in any **seven** consecutive nights. Permission to host a guest for longer than 7 nights, or to host more than one guest in a flat, will not normally be given. ***Please note that family/friends visiting from overseas is not considered an exceptional reason.***

- Occupants must NOT lend their flat key (which includes any card/fob for an electronic lock) to anyone (which includes other Trinity members).
- Occupants (or their guests) must NOT bring inflatable mattresses or any other type of bed/mattress into college accommodation (which includes the rooms/flats managed by Bidwells).
- Occupants are responsible for the behaviour of their guests, who must be bona fide acquaintances and of a fixed abode.
- Guests must NOT remain in a college flat at any time (day or night) unless accompanied by the registered occupant(s) of the flat. Any guests found unaccompanied in a college flat will be given notice to leave immediately.

³ The term 'overnight' is taken to be between the hours of 2am and 8am.

3.8 Inconsiderate Behaviour

The College expects all members of its community to treat others with dignity, respect, courtesy, and consideration at all times. With so many people accommodated in a relatively small area, it is important that everyone behaves with consideration towards all those living and working around them. In particular:

- It is not acceptable to take another person's food from a communal fridge or cupboard or to use their crockery, cutlery, or utensils. If a student finds that their food has been stolen, they should report this to Bidwells (bidwells@trin.cam.ac.uk).
- Students should not undertake activities in their room or communal spaces which may disturb their neighbours; when one resident wishes to relax/unwind another may be trying to study.

Cases of serious or persistent inconsiderate behaviour will be reported to the Dean of College.

3.9 Musical Instruments and Sound Reproduction

Occupants are only permitted to play musical instruments or any other means of sound reproduction (e.g., radios, televisions/DVD players, record/CD players, computers) in their room/flat between the hours of 1pm and 10pm provided all appropriate doors and windows are closed and never in such a way as to cause annoyance to others. The use of earphones rather than loudspeakers is encouraged. Pianos and percussion instruments are not permitted in rooms or flats.

Occupants who wish to keep a portable electronic keyboard in their room/flat should contact Bidwells prior to bringing the item into College accommodation to enquire whether suitable space in the room is available. Please note permission will not be given for Clavinova's or similar electronic pianos as the weighted keys cause a noise disturbance in surrounding rooms even if headphones are used.

3.10 Animals/Pets

Occupiers are not permitted to keep any animals/pets in their rooms unless exceptional permission for a guide/hearing dog or an emotional support animal has been agreed by the college in advance. This includes mammals, fish, amphibians, birds, spiders, and insects. For students living in a college flat, this stipulation also applies to their partner (the 'permitted occupier').

3.11 Use of Rooms for Business Purposes

The College is an educational charity. In consequence, students may **NOT** use their room/flat, communal areas of college premises, or any other facilities provided by the College for any form of business purpose. For students living in a college flat, this stipulation also applies to their partner (the 'permitted occupier').

3.12 Notices

Posters and notices should not be displayed anywhere other than on recognised College notice boards. Nothing should be displayed on, or out of, College windows. For the avoidance of doubt, this means it is against the rules to have anything (regardless of what it is or what it represents) displayed on, or out of, College windows.

4 SECURITY

4.1 Room Keys/Fobs/Electronic Access Cards

Keys for the College flats are issued by Bidwells. Electronic access for the other Graduate Hostels is added to the University Card or fob by the Accommodation Office.

If a student (or a permitted occupier of a flat) misplaces their room key/University Card, a temporary (emergency) key/fob can be borrowed from the Great Gate Porters Lodge. Only one spare key/fob per

room/flat is held by the porters. Therefore, emergency keys/fobs must be returned immediately upon finding or receiving a replacement.

If a key/fob is permanently lost a £20 administration charge will be added to the student's Bidwells licence fee account. If the replacement key is subsequently lost, a further significant charge may be made if it is necessary to also replace the lock cylinder.

Students **must not** lend their room key/fob or University Card to anyone (which includes other Trinity members).

Replacement University Cards, which may incur a charge, can be ordered via the Accommodation Office. Occupants must NOT lend their room key or University Card to anyone (which includes other Trinity members).

4.2 SALTO Access Control

Access points in and out of the College accommodation, and into certain facilities within the College, are controlled via the SALTO electronic lock system. All Trinity members will have their University Card programmed to give access to the relevant doors and facilities. It is possible to interrogate the SALTO system to establish which cards were used to operate a particular lock at a given time, although the College does not routinely monitor this data. However, in the event of a breach of security or any other cause for serious concern, the College reserves the right to interrogate the SALTO system. Any information obtained from such action will be handled in accordance with the provisions of the Data Protection Act.

4.3 Building and Room Security

Most of the College accommodation is located in the City Centre and has multiple points of entry and exit. It is, therefore, impossible to entirely prevent unauthorised entry and exit and so security can be an issue. Occupants should, therefore, take precautions to prevent petty theft by locking their door whenever they leave their room; ensure windows and doors are closed when leaving the property; most thefts occur when the occupant has left their room unlocked to run a quick errand. It is also important that valuable items such as wallets/purses, credit cards, mobile telephones, iPods, laptops etc. are not left openly visible in rooms.

It is important to ensure windows that are accessible from outside are closed and locked every time the room is left empty. This is a particularly vital security measure for students living in ground floor accommodation. The College also advises residents of ground floor rooms to consider closing and locking their windows before going to bed to reduce the risk of a burglar or intruder accessing the premises.

Note: window restrictors must not be removed or altered – this is for both Security and Health & Safety reasons. Students found to disregard this policy will be reported to the Dean of College.

4.5 Personal Possessions Insurance

Due to changes in the regulations made by the Financial Conduct Authority (FCA), it is no longer possible for the College to hold an insurance policy in the name of the College covering the personal possessions of all students and then charge individual students an annual fee for this. Unfortunately, therefore, the College is no longer able to provide a collective insurance policy for students residing in a Trinity-owned room or flat. Nor are we permitted to offer any advice or recommendations on possible providers of such insurance for individual student's personal possessions.

The College does, however, strongly advise students to take out their own personal possessions' insurance, including bicycle insurance (if applicable) as Trinity College accepts no responsibility for loss or damage to any student's personal possessions whatever the cause.

A free on-line registration service is provided at www.immobilise.com where students can enter the registered number of certain items of their belongings (e.g., mobile telephones, cameras, watches, computers, bicycles) so that the police can then search this database whenever items of stolen property are recovered.

4.6 Bicycles

Trinity students may bring only **ONE** pedal bicycle to college. **They must NOT bring an electric bicycle or scooter into college, nor may they charge an electric scooter/bicycle battery in their college room or flat.**

All bicycles must be registered at the Accommodation Office (Z Angel Court) at the start of each academic year. The sticker must be affixed to the frame of the bicycle in a prominent position. 'Permitted occupiers' living in a College flat may also have ONE bicycle, which must be registered with the Accommodation Office. These bicycles will need to display a 'BID' sticker which will be issued by the Accommodation Office when the bicycle is registered.

Students are strongly encouraged NOT to bring valuable bicycles into College accommodation; anyone wishing to have an expensive bicycle in College accommodation does so at their own risk. **Bicycles and/or electric bicycles must not be left in any building, staircase, entrance, or communal area, nor may they be kept in a students' room/flat.**

Bicycles not displaying a current registration sticker will have a note attached advising the owner that the bicycle will be removed. If the owner does not register or move the bicycle, it will be removed and placed in storage for three months prior to disposal by Bidwells. The College nor Bidwells accept any liability should it be necessary to cut locks or chains to remove an unregistered bicycle.

Students should ensure that their bicycles are adequately secured and insured under personal possessions insurance – note that your home insurance policy will not normally cover a bicycle kept in Cambridge. Students are encouraged to use a heavy-duty cycle lock and to also register their bicycle for free on <https://www.immobilise.com/>

Any theft of a bicycle should be reported to the Porters Lodge and Cambridgeshire Police using the online reporting tool: <https://www.cambs.police.uk/ro/report/ocr/af/how-to-report-a-crime/>

The College has a small number of cycle lockers at Old Field which have been reserved for students who are members of University/College Sports teams and so need to bring a competition bicycle to Cambridge. If you wish to apply for one of these lockers, please ask the Accommodation Office for an application form. Please note that the College accepts no responsibility for the loss or damage of bicycles stored in these lockers.

Note: Bicycles, electric bicycles, rollerblades, skateboards, scooters and any other form of wheeled transport (other than that required for disabled persons) may **NOT** be used within the confines of the College, including Burrell's Field. Bicycles must also not be wheeled through Great Court unless the lock on Neville's Gate (Bishop's Hostel) is broken/not working, in which case they may be wheeled along the east and south sides.

4.7 College Plan for Major Incidents and Alerts

The College has contingency plans for Major Incidents and any other issues that might significantly affect the normal day-to-day functioning of the College. The Muster point for a critical incident will be the Porters' Lodge at Burrells Field, the clock tower in Great Court or outside Winstanley Lecture Theatre. The College use a mass communication system as a means with communicating with all students in the event of an emergency. Should there be a critical incident or urgent matter, a single message will be sent to all registered mobile phone numbers and @cam email addresses, providing details of the situation and the actions that should be taken. If you use a non-UK mobile number, you must ensure that it is entered in international format in CamSIS — including the country code, but without any leading zeros. If your mobile number is not recognised by the system, you will still receive the emergency message by email.

If any plan is implemented, instructions regarding the evacuation of buildings or other actions will be issued by the Porters, with which you must comply. Any suspicious packages/containers should be reported to the Porters' Lodge immediately.

5 DOMESTIC FACILITIES AND SERVICES

There is no bedder (room cleaning/housekeeping) service in the Bidwells' managed properties, and so students living in a graduate hostel or flat do not pay a service charge. Bidwells (on behalf of the College) do, however, engage the services of a cleaning company whose remit is to maintain the communal areas to a standard set by agreement with the college and Bidwells compliance. These cleaners are not required to tidy up after the occupants or manage waste. Neither is their attendance guaranteed and can be withdrawn without notice.

5.1 Cleaning of Communal Areas

Cleaning contractors attend Graduate Hostels on a weekly basis to clean halls, staircases, kitchens, and bathrooms. The cleaning contractors also attend College flats once a week to clean all communal staircases but do not clean within individual flats.

The washing-up of crockery, pots, pans, clearing of worktops etc. is the responsibility of the occupants. These areas should be cleared daily and before the cleaning contractor attends the property. Repeated failure to observe hygiene standards and/or allowing an accumulation of washing-up may result in charges being incurred.

Cleaning staff are not responsible for managing recycling or general waste within any property. They will, however, assist to remove general waste bins (black bins) on their attendance day if time permits. To prevent overflowing bins, it is the occupants' responsibility to empty general, food and recycling waste bins and place into the correct external wheelie bin. All waste should be placed in the correct wheelie bin and set out for collection by the City Council (refer to collection schedule found on) <https://www.cambridge.gov.uk/bins-recycling-and-rubbish>

Occupants have a responsibility towards the health and safety of the members of staff/contractors for whom the property is a place of work. As such, rooms, flats, and communal areas must be maintained in an accessible and hygienic state and occupants should respect the needs of the person attending. Please always put sharp knives etc. away; do not leave them in washing up bowls or on surfaces where they may cause injury to others.

Occupants must ensure that items of electrical equipment are maintained in a safe condition and that any wires and cables are kept tidy, so they do not represent a trip hazard. Similarly, personal belongings (such as shoes and bags) should not be left in communal corridors. Any changes to the layout of the furniture in the room should not lead to risks to the staff.

Occupants are responsible for clearing up any mess in their room and/or communal areas arising from self-inflicted illness (e.g., excessive alcohol consumption or any other over-indulgence). Cleaning materials for this purpose can be obtained from Bidwells if requested.

If specialist cleaning or repairs of carpets and/or upholstery is required, any costs incurred will be charged to occupants via their Bidwells' licence fee account.

5.2 Kitchens

Hot food preparation/cooking is only permitted in kitchens, **using only the cooking appliances provided by the College or Bidwells**. Do not leave the kitchen unattended when preparing/cooking hot food as it could constitute a fire risk. Occupants **must not** bring items such as sandwich toasters, hot plates, portable hobs, pressure cookers, slow cookers, George Foreman-type grills, rice cookers, mini ovens etc. into Bidwells Managed accommodation. Portable gas stoves/cook's blow torches are also not permitted. If any such cooking appliances are found, they will be reported to the Junior Bursar and removed at the discretion of college or their agent. Electric kettles and Nespresso-type pod coffee makers (that operate like a kettle and do not have a hotplate or a milk frother/steamer) may be used in Graduate Hostel rooms but must be kept on a tray.

Each student is allocated at least **one** cupboard space, a fridge shelf, and a freezer drawer in the kitchen. Each area is clearly labelled with a room number, and it is the occupant's responsibility to keep these areas clean

throughout their stay and leave empty upon vacating your room. Do not use any space other than the one allocated to the room.

Occupants with special dietary needs that may have a bearing on their living requirements should make these known to the Accommodation Office well before coming into residence. If permission is given for the use of special appliances or equipment, these will need to be inspected and approved by Bidwells before being used.

5.3 Food Storage/Hygiene

It is important that all food is stored appropriately. Perishable items must be stored in a refrigerator whilst non-perishables can be kept in a cupboard in sealed plastic bags (or preferably in sealed containers/food storage boxes). Waste food must be thrown away in a timely manner and not left to rot in cupboards/fridges.

All pots and pans, cutlery, crockery, and glassware must be washed and cleared away each day **before** cleaner attendance. The cleaner duties do not include washing-up. Failure to comply with this requirement may result in the kitchen being taken out of use and any unwashed items being disposed of.

5.4 Refrigerators (Fridges & Freezers)

The College provides fridges and freezers in communal kitchens. In the Graduate Hostels, students are allocated their own shelf/space in the communal fridge/freezer. It is not possible for a student to have a fridge/freezer in their Graduate Hostel room. Therefore, if a student has a special dietary/medical requirement that would necessitate additional fridge/freezer space, they should notify the Accommodation Office prior to occupying a Bidwells'-managed property. **Students are not permitted to bring any type of fridge, freezer, or drinks cooler into college accommodation.**

Occupants are responsible for ensuring that fridges and freezers are kept clean and hygienic, regularly defrosted, and cleared of out-of-date food items. Any items of food left in fridges at the end of a Licence period will be disposed of and charges applied.

5.5 Laundrettes/Laundry Facilities

A washing machine, tumble dryer, or laundry room facilities are provided within the majority hostels/flats. For accommodation that does not have these facilities, laundrettes are provided in College. For further details, contact the Accommodation Office.

Washing machines and tumble dryers provided are to be used in accordance with the instruction manuals provided within each property. It is the occupants' responsibility to ensure the suitability of their clothing to be washed/dried, that items are removed from pockets before washing and filters are clear of blockage prior to use.

Laundry should be dried in the laundrettes rather than in residential rooms, communal areas or flats as damp can readily spread to the windows, ledges and curtains resulting in mould developing in these areas. The laundrettes are provided with drying racks, iron, and ironing-board. Please remove your items from the machines and drying racks promptly to enable others to have access to the facilities. The College or Bidwells do not accept responsibility for the loss of personal laundry. Periodically Bidwells will issue notification that any unclaimed items of laundry will be disposed.

Any faults with the machines should be reported to Bidwells (see Section 8.1)

5.6 Sanitary Disposal Units

Grey Sanitary Disposal Units are provided in communal toilets. Used sanitary wear should be wrapped or bagged and disposed of in one of these Units. **DO NOT** place these items in the general waste bin in your room. Used condoms should also be disposed of in the same way.

Sanitary bins are not provided in en-suite rooms.

If a sanitary disposal unit is obviously full, please e-mail bidwells@trin.cam.ac.uk giving details of where the bin is, and which communal toilet.

6 UTILITIES AND SERVICES

6.1 Heating

Central heating is supplied to all Graduate Hostel rooms and flats to provide a background heat of 19°C from 6am – 11pm daily. At Wessex Place, 18 Newton Road and Ramanujan House, the temperature is maintained automatically by externally mounted sensors which react to the outside air temperature. If an occupant suspects that the heating in their room is not working correctly, they should inform Bidwells (see Section 8.1). Occupants are encouraged to help save energy and costs by using the thermostatic valve controls on their radiators (where fitted).

6.2 Gas Installations

The College has several gas-fired central heating boilers which are tested annually by appropriately qualified engineers. Gas cookers are being replaced with electric hobs as part of the College improvement programme.

Students must not bring any portable gas appliances (such as camping stoves or heaters) into college accommodation.

Note – All-inclusive licence fees have been calculated on ‘fair use’ of electricity and gas, set at the programmed operational times and temperatures agreed by college. Additional charges may be applied where this usage is found to be exceeded by misuse/tampering.

6.3 Electrical Equipment

Electrical equipment provided by the College/Bidwells is tested as part of the Portable Appliance Testing (PAT) programme. However, occupants are responsible for the safety of any privately-owned electrical items brought into Graduate Hostels/flats and as such should be aware of the following:

- (a) As part of the Licence to Occupy, occupants are required to certify that all electrical equipment brought into college is safe and complies with UK standards. Occupants should, therefore, check that all their electrical items are not damaged (i.e., leads are not frayed and there are no exposed wires) and that plugs have been fitted with the correct fuse. Any electrical equipment from overseas must be correctly adapted for 220-240 volts AC as only British Standard plugs (three flat pins) can be used to connect to the mains power supply. Items that are not EU/British Standard or are considered by Bidwells to be unsafe, will be removed⁴. All foreign adaptors must be correctly fused to provide protection to the users and marked with the approved BS or CE approved standard.
- (b) The following personal electrical items may be used in student rooms/flats: computers, music players, games consoles, small TVs (see Section 6.7), hairdryers / straighteners / curlers, electric razors / toothbrushes, small desk fans that circulate (but do not cool or heat) air, electric kettles and Nespresso-type pod coffee makers (that operate like a kettle and do not have a hotplate or milk frother / steamer, provided they are kept on a tray). All portable electrical items should be unplugged when not in use.
- (c) No other electrical equipment may be brought into student rooms. This includes, amongst others: portable electric fires/heaters (unless provided by the College in exceptional circumstances), electric blankets, air-conditioning units that cool (or heat) the air, cooking appliances (see Section 5.2) rechargeable batteries for electric scooter/bicycles. Any such items found in a student’s room / or flat will be confiscated and reported to the Junior Bursar.

⁴ Confiscated electrical items can be recovered from Bidwells for removal from the College premises and must not be reinstated

- (d) If additional power sockets are required in a room, one four-way plug lead per room may be used provided it is fitted with a mains cut-off switch and a 13-amp fuse. Socket adaptor blocks (two- or three-way) and extension reels must not be used.
- (e) No alterations or additions may be made to electrical wiring in Bidwells' managed properties without the consent of the Bidwells' Agent. If agreement is given, the work must be carried out by a Bidwells' approved contractor.

6.4 Water Supplies

The cold water supply to kitchens comes directly from the cold water mains supply, is regularly tested and is safe to drink. However, in rooms and bathrooms the cold water may be stored in a water storage tank and should not be considered safe for drinking.

Wastewater systems are connected to Local Authority sewers. Waste chemicals, environmentally damaging or toxic substances must not be poured into wastewater systems (via basins, baths, showers, toilets, or external drains) but should be disposed of correctly. For further information/guidance consult Bidwells.

6.5 Water Hygiene

Risk assessments and monitoring of water in all areas of college accommodation is carried out in line with Health and Safety Executive (HSE) guidelines. Due to the risk of contaminating the water system with microorganisms such as *Legionella*, the use of push-on shower attachments is not permitted. Any such items will be removed.

6.6 Lighting

- (a) Overhead or wall mounted lights are provided in rooms and are supplemented by desk lights to achieve the correct local task lighting levels.
- (b) Wherever possible, and as part of an on-going project, when accommodation areas are refurbished the control of lighting on staircases/corridors will be changed from an on/off switch system to one activated by movement sensors or timer switches.
- (c) Wherever possible conventional light bulbs are being replaced with long-life energy saving bulbs or light emitting diode (LED) systems.

6.7 Radios and Televisions (TV)

Occupants who wish to bring their own TV into College accommodation should note that **large screen TVs are NOT permitted in student rooms**. The maximum screen size is 340x560x60mm (H x W x D).

The College/Bidwells do not have a collective television licence covering residential accommodation and so occupants who have a TV in their room/flat and/or who use a computer, games console, digital box, or any other device to watch Live TV on any channel or BBC programmes on iPlayer must, under UK law, obtain their own TV Licence. For further information please refer to the TV Licensing website - <http://www.tvlicensing.co.uk>.

Occupants who do not watch or record television programmes as they are being shown on TV can register this with the TV Licensing Enforcement Division at the following website: <http://www.tvlicensing.co.uk/noTV>.

6.8 The College Computer Network

Where access to the College network is provided, there will be wired network points (Ethernet sockets) that can be used to connect to the internet via an Ethernet cable. Many, but not all, of these rooms will also have access to wireless (Wi-Fi) but the wired connection will be more reliable and provide a better connection speed than a wireless connection. Occupants who have a computer without an Ethernet port may, therefore, wish to bring an Ethernet adapter. For further details see <https://www.trin.cam.ac.uk/computing/college-network/>.

Further information on IT provision for students and the policies governing the use of computers and networking can be found in the White Book.

Occupants are responsible for the safe disposal of unwanted computer equipment, which should not be left in Graduate Hostels or flats or put into general waste collection facilities.

6.9 Postal Deliveries and Collections

All occupants are given an individual pigeonhole located in the main entrance of each property. Students living in Bidwells managed accommodation will also be given a pigeonhole in the Student Mail Room, E Great Court. It is, therefore, recommended that if students have important documents, parcels and/or recorded/registered letters sent to them c/o the Porters' Lodge for safe keeping.

7 HEALTH AND SAFETY

7.1 Emergencies

The Porters' Lodge at Great Gate is manned 24/7 and the Porters are the College's designated "First Responders", trained in first aid. They should be contacted immediately in the case of any emergency, medical or otherwise. Only in an extreme emergency should a student dial 999, after which they must **immediately** inform the Porters' Lodge that the emergency services have been called. In all instances of a serious accident or illness involving a student, it is essential that the Senior Tutor is informed as quickly as possible via the Tutorial Office or the Porters' Lodge. The Head Porter will ensure that a record is made in the Accident Reporting System and that a report is produced.

(a) Accident Reporting

All accidents on college premises (including Bidwells'-managed properties) involving personal injury must be reported to the Porters' Lodge at the earliest opportunity. The Porters' Lodges under Great Gate and at Burrell's Field are manned 24/7 and the Porters are the College's designated "First Responders", trained in first aid. They should be contacted immediately in the case of emergency, medical or any concern out of normal office hours by phoning the Porters Lodge on 01223 338400

Only in an extreme emergency should a student dial 999, after which they must **immediately** inform the Porters' Lodge that the emergency services have been called. In all instances of serious accident or illness it is essential that the Senior Tutor is informed as quickly as possible via the Tutorial Office or the Porters' Lodge. The Head Porter will ensure that a record is made in the Accident Reporting System and that a report is produced.

(b) First Aid Provision

The College Nurse can give treatment to students when she is in college (for details of surgery times see 'The White Book'). First Aid boxes and defibrillators are provided in the Porters' Lodges (Great Gate and Burrell's Field) and at least one of the Porters on duty will be trained in First Aid.

7.2 Fire Safety

Fire doors are provided throughout college accommodation to keep you safe should there be a fire. It is very important that fire doors are kept closed and must not be wedged open at any time. Fire doors and self-closing devices must not be tampered with.

Fire Safety is a particularly important concern. Instructions on what to do in case of fire are posted in each building and occupants should read them carefully. Occupants are expected to abide by these instructions for their own safety and for that of others.

Evacuation Procedure (Simultaneous evacuation)

1. Leave the building by the nearest exit.
2. Do not collect belongings.
3. Close doors behind you where possible.
4. Do not attempt to put out the fire.
5. If you need to call the Fire Brigade, dial 999 or 112 from a mobile.
6. Provide the correct address details of the building.
7. Wait outside, away from the building or designated assembly point.
8. Do not re-enter the building.

(a) Fire Drills

Bidwells is responsible for arranging fire drills for each property and for maintaining a record of when drills are carried out, which is usually on an annual basis.

(b) Call Point Testing

All Call Points are tested weekly throughout the year. Bidwells testing takes place on a Thursday between 9am and 4pm.

(c) Fire Prevention

It is the responsibility of all members of the College (Fellows, students, staff, Bidwells,) contractors and visitors to minimise the risk of fire. At a personal level this means being aware of potential dangers. In particular:

- The use of candles, joss sticks and other naked flames in college room or flat is prohibited and such items will be removed.
- The electrical appliances provided in the kitchens must always be used in accordance with the manufacturer's instructions.
- No bottled gas or mineral oil, such as paraffin, is allowed in any College room or flat.
- Electric heaters MUST be turned off when leaving the room for any period over 15 minutes. (Heaters as issued by Bidwells only in an emergency)
- Clothes should not be dried in front of electric heaters. Airing racks and tumble dryers are available in the laundrettes (see Section 5.5).
- Decorative fairy lights are discouraged in Graduate Hostel Rooms/flats and will be removed if left switched on and unattended or positioned to pose a potential fire risk.
- Electrical leads should not be put under carpets or through doorways and any unauthorised installations (such as electrical appliances controlled by time switches) will be removed.
- All portable electrical items should be unplugged when not in use.
- Fire doors must always be kept closed and never wedged open. They must be kept clear to afford ready access or egress.
- Batteries for electric scooters/bicycles must NOT be charged in college rooms or flats.
- Both smoking and vaping are prohibited anywhere within the College buildings or grounds (see Section 7.3 below).

(d) Detection and Alarm

All College accommodation has an automatic fire detection and alarm system. This will detect a fire and raise the alarm. On hearing a continuous fire alarm everyone must leave the building immediately. In addition to the fire alarm system all escape routes in accommodation will be provided with emergency lighting.

Tampering with College fire equipment (alarms, detectors, extinguishers etc.) puts lives at risk. Any student found to have done so will be subject to disciplinary action and fined £100 immediately, irrespective of any other penalties imposed by the Dean of College or any charges (e.g., for replacement or repair) applied by the Junior Bursar.

The College accepts no liability for damage to personal property caused by the negligence of others. Therefore, if a student causes damage negligently to the property of another resident, or the contents or business of commercial premises, they may be personally liable for such damage. Anyone whose negligence causes fire or water damage may be required to contribute towards the cost of repairs and to any increased insurance premium that may arise as a result.

(e) Escape Route

Each area of accommodation has its means of escape clearly displayed. It is important that escape routes, especially staircases, are kept clear and free of flammable material such as paper, cardboard boxes, shoes, suitcases etc.

7.3 Smoking & Vaping Policy

Smoking and vaping is not permitted in any rooms or buildings within Trinity College. Therefore, students (and their guests) who wish to smoke or vape must do so outside of College grounds at a place that is at least five metres away from any entrance to Trinity, or next to/below any College windows.

Appropriate action will be taken against those in breach of this policy.

8 MAINTENANCE AND REPAIRS

Bidwells is responsible for the routine maintenance and repair of the College buildings. Where specialist maintenance or repair is required, only approved contractors are used. Bidwells (on behalf of the College) engage the services of small teams of electricians, plumbers, carpenters, painters, and non-tradesmen.

8.1 Reporting Faults

Students should report any faults or repairs required to Bidwells by email. Any works request should be emailed to Bidwells@trin.cam.ac.uk

Emergency Repairs	2 – 8 hours	Any repair where there is a risk to life or severe damage to the property. If you feel your request falls into this category, it should first be 'phoned through to Bidwells Helpdesk on 01223 84184 (8am – 4pm Monday to Friday). Outside these times, please 'phone the Porters' Lodge 01223 338400
Priority 1	Normally completed within 24 - 48 hours	Any repair required to avoid a danger to health, a risk to the safety of residents or serious damage to buildings or to residents' belongings.
Priority 2 Repairs	Normally completed within 5 working days	Repairs that materially affect the comfort or convenience of the residents.
Priority 3 Non-Urgent Repairs	Normally completed within 28 days	Any repairs not falling into the above categories.

On receipt of an email, Bidwells will assess the request and confirm the priority status of the repair. Please note that this may result in the priority status of the request being amended. Where a dispute arises as to when a defect was reported, the date recorded by Bidwells will be the accepted date. It is implicit in any request for maintenance work that the student is granting permission for Bidwells or their approved contractor to enter their room.

It is essential anyone experiencing feeling unwell or self-isolation clearly states this when raising a works request.

No works will be undertaken in areas that are identified as self-isolating unless they are deemed to be critical essential works.

Bidwells staff who manage the Trinity College student portfolio do not work outside of office hours which are Monday – Friday 8.00am- 4.30pm. Any request for Emergency Repairs that occur outside of these hours must be reported to the Porters' Lodge.

8.2 Disabled Access

The "Listed" status of most of the College buildings makes it difficult to comply with both the requirements of The Equality Act 2010 and the English Heritage limitations on changes to historic buildings. Nevertheless, the College has introduced a number of ramps, mainly of a temporary nature, to facilitate wheelchair access to the buildings on the Central Site. Wherever possible, improvements to facilities for people living with disabilities are included in refurbishment programmes. For additional information, please refer to the following website <https://www.trin.cam.ac.uk/disabled-access>.

8.3 Litter Clearance

The Garden contractors, cleaning staff and Bidwells all play a part in keeping the Bidwells-managed properties/grounds free of litter and in disposing of rubbish. Similarly, all members of College have a responsibility for maintaining cleanliness by ensuring that their rubbish, and that of their guests, is disposed of correctly.

9 ENVIRONMENTAL ISSUES

9.1 Energy Efficiency

The College is committed to do as much as possible to reduce environmental damage resulting from its activities and to reduce its carbon footprint. An energy efficiency survey carried out by the Carbon Trust noted that, while inefficient buildings and heating systems were a major problem, most unnecessary usage was attributable to the careless behaviour of individuals, by leaving lights and electrical equipment switched on in unoccupied rooms (including computers and other equipment on "stand-by"); by opening windows rather than turning down heating; by turning heating up rather than dressing more warmly.

As part of the College's commitment to reduce our carbon footprint and energy consumption, the maximum set temperature for heating in all rooms is 19°C.

The College has invested (where fitted) in computerised Buildings Management Systems (BMS). The BMS allows greater control of heating, to reflect changes in the outside temperature and to allow for the different thermal characteristics of the various buildings on the College estate. The College buildings refurbishment programme includes the improvement of each building's thermal retention, the installation of automatic lighting controls, the control of individual radiators by thermostatic valves and, where possible, the replacement of baths with showers. In all major refurbishments we plan to achieve significant increases in energy efficiency and wherever possible install renewable energy systems.

9.2 Refuse Collection & Recycling Facilities

The College recognises its responsibility to the environment through the control of pollution and strives to meet its obligations under the Environmental Protection Act. The potential for pollution from the College's activities is assessed and either eliminated or controlled as far as is reasonably practicable. In particular, the College has a contract with the City Council for the separation and recycling of, as far as is possible, all waste collected from college accommodation.

All items for recycling must be emptied and rinsed out. Cardboard boxes should be flattened and plastic bottles, cans, and cartons squashed prior to placing in the recycling bins. No food waste should be placed in a black or blue bin, and no packaging or paper should be put in a food waste caddy. Food waste should be taken to your nearest kitchen and put in the grey food waste caddy. Contaminated cardboard e.g. pizza boxes, should be placed in the black general waste but other recyclables should be rinsed and placed in the blue bin.

9.3 Pest Control

(a) Moths

Over recent years the UK has seen increased activity in Carpet Moths, especially in historical buildings where fabrics and carpets tend to be made from natural fibres. These moths, while devastating to carpets and curtains, are harmless to humans. Bidwells work hard to spot, monitor and treat these moths before they become a problem but if you do see moths in your rooms, please report to Bidwells by email to bidwells@trin.cam.ac.uk, stating your name, room number and property. Keeping your room, especially your floor, tidy and free from clutter will allow you to vacuum regularly, which helps keep infestations down.

(b) Ants/flies/insects

Ants, flies, and insects are all attracted to food. It is, therefore, important that you clean and wipe down any area you have used for food preparation. Remember to rinse out and throw away any non-reusable containers and packaging in bins provided.

(c) Birds/ Rodents

Gardens are maintained by contractors on behalf of the College. Additional food outside of natural sources are attractive to birds, rodents, squirrels, and small animals, domestic or otherwise. These can encourage entry into buildings causing significant damage to property. It is, therefore, important that you do not place bird boxes, bird feeders, bird baths, hedgehog boxes, cat food, dog food or other forms of feed in any external garden. Personal pot plants and planting in gardens is not permitted.

Any pest control issues (including bee and wasp nests) should be reported to Bidwells – see Section 8.1.