



Churchill College

Wolfson Flats Residents' Guide

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Appendices

Please refer to these documents for all relevant information on the appliances installed in your accommodation. However, if in doubt about the correct operating procedure of any of the appliances, or if you experience any difficulty, please contact the Maintenance Department.

Warmup Underfloor Heating Manufacturer's Operating Instructions Including ventilation switch/booster details	Appendix 1
Indesit Refrigerator Manufacturer's Operating instructions	Appendix 2
Indesit Freezer Manufacturer's Operating instructions	Appendix 3
Beko Cooker Manufacturer's Operating instructions	Appendix 4
Maisonette's Heating Manufacturer's Operating instructions	Appendix 5
Care of your Wooden Floor	Appendix 6
Heated Towel Rail Instructions	Appendix 7
Energy Performance Certificates	Appendix 8

Useful Contacts

	Telephone	Email
Porters' Lodge	(3)36000	porters@chu.cam.ac.uk
Maintenance Department	(3)36132 / 36152	maintenance@chu.cam.ac.uk
Housekeeping Department	(3)36131 / 31578	housekeeping@chu.cam.ac.uk
Grounds and Gardens	(7)46860	john.moore@chu.cam.ac.uk
Computing Department	(3)36043	computing@chu.cam.ac.uk
Postgraduate Office	(3)36157	postgrad@chu.cam.ac.uk

Introduction

This guide has been prepared to inform residents of the day-to-day operation of the various systems in the Wolfson flats.

1. **General Electrical Systems**

Electrical circuits are installed from a central distribution board. This is located under the stairs in the maisonettes and in the hall cupboard in the flats. The supply is 240v AC.

Each circuit is protected by a miniature circuit breaker (mcb) in the distribution board. These will 'trip' if there is a fault on the circuit. Additional protection is provided by residual current devices (rcd's). These are highly sensitive to earth faults and will trip the mcb if faulty equipment is plugged into sockets, or if any earth leakage current is detected. Mcb's can be reset by the resident, but if tripping is repeated, please contact the Maintenance Department.

Separate circuits are provided for lighting, power sockets, cooker, fire alarms etc so that individual faults will not cause wholesale failure of the electrical supply.

Please note that for the oven to work, the clock on the cooker must be set correctly.

Each distribution board is fitted with a kWh (kilowatt-hour) meter that records the total electrical consumption. If you read this meter at the time of receipt of electricity bills it provides you with a check on the consumption shown on your bill. These will never match exactly unless you read the meter at exactly the same moment the electricity company is reading the main meters. The latter are located in the ground floor north-east plant room. Access to this can be arranged via the Maintenance Department if you wish to view the meter on which your bill is based.

No more than two appliances should be connected to each socket as overloading of socket outlets is a major cause of fires. Advice and help may be obtained from the College maintenance staff, who may be contacted during working hours or through the Porters' Lodge which is manned 24 hours for 365 days of the year.

2. **Fire Alarm**

There is a fire alarm system with combined detectors and sounders. These are powered from the mains; however, they do contain a battery as a backup in case there is a mains failure. If the battery needs replacing the fire alarm will sound an occasional 'beep'. Contact the Maintenance Department to have the battery replaced. You will need to test the Alarm monthly to ensure that it is operating properly.

There is also a fire alarm linked to the Family Room, if this is activated you must evacuate and notify the Porters' Lodge.

The fire alarms are dedicated to each residence so will not sound generally throughout the building.

3. **Lighting**

Lighting uses primarily fluorescent lamps. This is to ensure energy consumption is minimal but also to comply with current legislation. The recessed downlights have very low energy compact fluorescent lamps. When cold these require a certain length of time to warm-up before their full light output level is reached. So for example, first thing in the morning when you switch on the lights you will see them glow pink briefly before achieving full brightness. In the bathroom the lamps are more conventional tungsten halogen, which have no warm-up requirement.

There is a range of fluorescent lights and new lamps can be obtained from the Maintenance Department. Old and damaged fluorescent lamps need to be disposed of in the correct manner and therefore need to be returned to the Maintenance Department.

Each flat and maisonette has an external light adjacent to the front door. These are controlled by a central photocell/timer and fed from the College's electrical supply.

4. Water

The main valve is behind a wooden panel beside the entrance. The keys for the panels should be there but if they are missing a replacement key may be obtained from the Porter's Lodge.

Cambridge is particularly bad for very hard water so care must be taken to ensure that taps are not left dripping. If the taps start to drip through wear and tear, please report them to maintenance.

If you are away for over 7 days, it is recommended you run all your taps and shower for at least 2 minutes.

There is a continuous supply of hot water, subject to demand on the system. If you have any problems with your hot water, please contact the Maintenance Department. Kettles will also periodically need de-scaling with a product such as "Oz" which is obtainable from most supermarkets.

5. Television

TV sets in rooms and flats must be licenced. The licence can be bought at a Post Office or online at www.tvlicensing.co.uk There is a central TV signal reception and distribution system with outlets in each maisonette (2) and flat. The antenna is a high gain type suitable for reception of digital signals. Residents can purchase Freeview set-up boxes for use with the system from most electrical stores.

6. Telephones/IT/Data

Anything to do with telephones is dealt with by the Computing Department. Please contact Computing support if you have any problems/queries.

There is a general provision of IT data sockets throughout the accommodation. These are wired to patch panels linked to the Colleges and University networks. They can also be connected to external telephone lines if required. Please contact Computing Department to arrange connections.

7. Door Bell

There is a front doorbell with a sounder in the hallway.

8. Heating and Ventilation Systems

There are high levels of thermal insulation to improve comfort and energy consumption. All heating is electric and comprises underfloor heating in the flats and ground floor of the maisonettes with wall-mounted panel heaters on the first floor of the maisonettes.

In the maisonettes the ground floor is controlled in two zones: the living area, kitchen, and hall on one and the study on a second. Individual rooms within the larger zone can also be switched off by the local switched fused connection unit in the room. Control of zones is via wall-mounted 'intelligent' room time/sensors. These are a little more complicated than conventional room thermostats but will provide residents with individual control and energy management. Please see operating instructions in Appendix 1.

The first-floor rooms of the maisonettes are heated by panel heaters with individual thermostat settings. The heater on the stair landing is fitted with central time control for all heaters. Please see operating instructions in Appendix 5.

Heating in the bathrooms is by the electric towel rail. This has a separate local timer and temperature setting dial so can be used when the rest of the heating is off.

There is a heat-recovering mechanical ventilation system designed to provide continuous ventilation of the properties while recovering energy from exhausted air. The fan unit is in the hall cupboard of the flats and in the first-floor landing cupboard of the maisonettes. The system extracts air from the moisture producing rooms, i.e. kitchen and bathroom and delivers fresh supply air to the living and bedrooms. The supply air is pre-heated in a heat exchanger that draws its heat from the exhaust air.

The system runs 24 hours on a 'trickle' setting that provides a good level of background ventilation even with all the windows closed. There is a boost switch in the bathroom and kitchen for operation when these rooms are in use. Press and hold the switch and you will hear the increased tone of the fan. The boost is automatically timed to return to trickle mode after 20 minutes but can also be switched back manually by the same operation of the boost switch.

You may wish to monitor your electricity consumption weekly by checking the meter under the stairs or by the entrance and adjusting the temperature settings on the timer on your heating to reduce usage.

9. Maintenance Department

For routine maintenance matters as follows:

- Plumbing
- Electrical
- Doors
- Windows
- Locks
- Heating
- Faulty or damaged appliances
- Leaks
- Portable Appliance Testing

Please contact the Maintenance Department during normal working hours (8.00am to 4.30 pm). General faults can be reported via the Maintenance Logger system. [Maintenance - Jira Service Management \(atlassian.net\)](#)

For lamp replacement or emergencies out of hours, please contact the Porters' Lodge on 36000 (01223 336000) without delay. You must leave a contact name and telephone number so that the duty maintenance person can contact you. If not, it will NOT be attended to. Only matters with a serious safety implication will be dealt with out of hours or at weekends.

Laundry equipment faults should be reported to the provider (Circuit) the contact details for whom are on the wall of the laundry.

Maintenance tradesmen should not be asked to remove their footwear when entering accommodation, since it is part of their personal protective equipment required by law. If there is a significant/cultural reason for such a request, please inform us in advance at the time of reporting the problem and the tradesmen will come to the job equipped with plastic overshoes.

Please note that the Maintenance personnel will need your permission to enter the property if you are not going to be in when they call. It would be helpful if you could give this permission when initially reporting the fault as the tradesman may have no choice but to call when no-one is in. This is because the Maintenance Department are unable to give exact visiting times.

10. **Housekeeping Department**

For any queries relating to the following items, please contact the Housekeeping Department directly:

Bedding

Furniture

Cleaning issues

Pest control

Consumable products

The tenants of the flats are responsible for their own cleaning and for the general cleanliness of communal rooms in the Wolfson Flats complex.

Vacuum cleaners, mops, brooms, dustpan, and brushes are provided in all accommodation. Please use plastic trays provided if you wish to put plants on the window sills, The bathroom is **not** a wet room, and any excess water should be mopped up. Please protect the kitchen work surfaces by using chopping boards when cutting food and use the trivets for any hot pans or dishes. Please see Appendix 6 for care instructions for your wooden floor.

The College encourages green policies, especially the recycling of rubbish. The bins in the bin area are clearly labelled as to which items can go into them, i.e. glass bottles, paper, cardboard, plastic bottles.

If the recycling bins are corrupted with black bags and non-recyclable rubbish then the Cambridge Council **will not** empty the bins so if in doubt please consult the

Council Website [Bins, recycling and rubbish - Cambridge City Council](#) for further information.

There are general waste bins for all non-recyclable waste.

If you have large items of waste, i.e. cardboard boxes which are too big for the bins, please telephone or email Housekeeping who will arrange collection by the Facilities Porters.

Please try to keep the bin area as clean and tidy as possible. All rubbish needs to go into the bins and should not be left on the ground as this can result in vermin nuisance.

An inventory of furniture and fittings provided with the Wolfson Flats is checked with the tenant by one of the housekeeping team upon arrival and departure. The flats are inspected three times a year by one of the housekeeping team as well as the annual maintenance inspection (see below).

Tenants vacating at the end of their term, or moving flats for any reason during their term of rental must ensure that the flat they are vacating is sufficiently clean for another tenant to move in. If Housekeeping considers that further cleaning is necessary, a cleaning charge will be made; damage to the property, over and above reasonable wear and tear, will also incur a charge. You may appeal against extra charges to the Tutor for Advanced Students.

11. Cleaning of the Wolfson Flats

The deposit you have paid in advanced will be used on vacating the flat for any damage, repair or extra cleaning that may have to take place other than normal wear and tear.

It is the responsibility of the tenant during their stay to ensure that the flat is kept clean and tidy and on vacating the flat must be cleaned and cleared of all rubbish.

Particular attention is drawn to the cleaning of the cookers. A build-up of grease and general cooking dirt if not cleaned makes it extremely difficult and unpleasant to clean when the flat is vacated and leaving the cookers in this condition will not be acceptable.

Aluminium foil placed on the tray under the cooker rings and on the oven, shelves protect parts and cuts down on the daily cleaning. Please try and help by keeping them clean.

Condensation can be a problem in winter if you do not allow ventilation into the flats. It is advisable to allow outside air to circulate in the flat for a brief period each day to help dry up the moisture. Black mould may accumulate around the windows especially in the bathroom and kitchen if this is not done.

An annual inspection of the flats will take place each year usually in May by the Housekeeping Manager and Maintenance Manager. This is done to make provision for painting and maintenance work on departure and general condition of the flat.

12. General Wolfson Flat information

a. **Decorations and Repairs**

The resident will be required to pay the cost of broken windows and of any damage to the decorations or the furniture not caused by ordinary wear and tear. The resident must not make any alterations to the rooms or put up any fixtures that damage walls or furniture without consulting Housekeeping. In particular, posters or pictures must be hung from picture rails. Cellulose adhesive materials (e.g. sticky backed adhesive or Blu-Tac) may not be used to attach pictures to the walls because they damage the paintwork when pulled off. Any damage to rooms or furniture, as well as any items requiring repair must be reported at once to the relevant department, i.e. Maintenance or Housekeeping. Naked lights of any form (e.g. candles, gas lights) are dangerous and must not be used.

During the last two weeks of August and two weeks over Christmas many parts of the College are closed, and major maintenance work is carried out during this period. Advanced Students who continue to reside in College during this period are warned that services to rooms (e.g. hot and cold water, power, and lighting) may be disturbed. They may also be required to move for maintenance purposes during other periods.

b. **Laundry**

The laundry is provided for the use of all residents and has a warm drying room with racks. The laundry equipment is owned and maintained by an external company and therefore any faults should be reported directly to Circuit Laundry. Instructions to report faults and contact number can be found on the machines in the laundry room.

c. **Communal Room**

Your door key also gives access to the communal room. Please do not leave children under 12 unattended in the room and ensure that it is left clean and tidy afterwards.

Seminar Rooms 3 and 4 next to 40B Storey's Way may also be booked for parties or activities through the Conference Office
Churchill.Conferences@chu.cam.ac.uk.

d. **Play Area**

Please tidy away toys and encourage children not to abuse the play equipment or throw sand around. Please supervise your children and try to ensure that they do not throw the pebbles in the area onto the grass as this can cause damage when the lawn is mown. If you find a fault with the equipment, report it to the Porters' Lodge. The College cannot accept any liability for injury caused whilst using the play area.

e. **Motor Vehicles and Parking**

Students are usually only permitted a car in Cambridge if it is essential for academic study or for coping with a medical condition, and you will need to [apply for a permit](#). Students with car permits are only permitted to park at the top end of the College site.

In addition, it is important that you register your vehicle with the Porters' Lodge who will issue you a Churchill parking permit to display in your vehicle's windscreen. However, this does not negate your statutory duty to gain permission and permit from the Motor Proctor's Office, if required.

You may park your registered vehicle on the Churchill College site in the main top car park or spaces provided adjacent to the Wolfson Flats. **Please take notice of where there are double yellow lines as this indicates No Parking** under any circumstances and has normally been placed to allow for easy access of emergency vehicles attending the site or where it is absolutely necessary to keep that area free from vehicles. Be particularly careful where you park around Wolfson Flat and take heed of these double yellow lines. For example, Fire Tenders and their crews will need to get as close to the Wolfson Flats as possible when attending a report of a fire.

WARNING: This is an open site and does not have a high wall around it. Please do not leave valuables in your car.

f. **Guests and Visitors**

No student may allow a guest who is a minor (i.e. under the ages of 18) to remain overnight in the College without first obtaining the permission of their Tutor. The presence of a guest should not cause nuisance to members or inconvenience them in their use of College facilities. Fold up mattresses can be hired from the Housekeeping Department on payment of £5.00 per night charge and linen is also available to hire at a charge of £7.00. Adequate notice is to be given if you wish to hire a Fold up mattresses as they are loaned on a first come, first serve basis.

g. **Noise**

During quiet hours there must be no noise from your accommodation which is audible outside your flat. Quiet hours are:

11.30pm to 8.00am except on Saturday nights

12.30am to 10am on Saturday nights

Outside 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. People should check with their neighbours if they are planning to have a party.

If you are troubled by noise you should either request the person responsible to reduce it, which usually works, or instead seek the assistance of the Porters. People who persistently cause disturbance by noise are liable to be sent out of College.

h. **Security/Safety Precautions**

Against Intruders The front door of your accommodation should be kept locked at all times. Experience has shown that uninvited intruders often gain access through unlocked doors, putting people and property at risk. Please report any suspicious persons or vehicles on College property to the

Porters' Lodge immediately. If a vehicle, make a note of the registration number.

Against fire Oil-burning heaters, chip pans, radiant electric heaters or lighted candles are strictly forbidden. The fire extinguishers are provided for your safety: it is an offence under the Health and Safety at Work Act to interfere with or misuse them. Fire extinguishers are not to be used to prop open doors or be removed from their fire points. **Please read the instructions in your accommodation on what to do in the event of fire.**

If you use a fire blanket or extinguisher, please inform the Porters' Lodge immediately.

i. **Sports**

You can book the Sports Facilities on the website [Sports facilities booking - Churchill College \(cam.ac.uk\)](#). There is a gym onsite but you will need to have had an induction prior to you using it which you can book here [Gym induction booking - Churchill College \(cam.ac.uk\)](#) to use the sports pitches they must be booked by e-mail Sports Field Bookings field.bookings@chu.cam.ac.uk

j. **Storeroom**

There is a storeroom between flats 54 & 55. The Housekeeping Dept should be consulted if you wish to use it and all items should be clearly labelled with your name and flat number. The key for the storeroom is available from the Porters Lodge.

k. **Chapel**

The chapel at Churchill College is not a formal part of the College and is administered by a trust; whose members are all Fellows of the College. It is interdenominational. The Chaplain is Rev Nigel Scott Cooper. For information about these services see the chapel card (issued each term) or the notices on the chapel notice board in the main foyer of the college.

l. **What to do in the event of an emergency**

In the event of an emergency, please contact the Porters' Lodge on 336000 and they will set in motion the correct response and call out the appropriate people/staff.

In the event of a fire the Fire Assembly Point for the Sheppard and Wolfson Flats is located on the grass between the Møller Centre and the Sheppard Flats.

If matters are critical and the police, ambulance or fire brigade are required urgently then 999 should be dialled. However, if the emergency services are contacted, then the Porters' Lodge must also be informed to make them aware of any incident that is occurring.

13. General local information

a. Childcare

Information on state schools in Cambridge is available via the following link:

<http://www.cambridgeshire.gov.uk/CMSWebsite/Apps/Schools/SchoolSearch.aspx>

There are various forms of childcare available in Cambridge. The College is a partner in a nursery, Wolfson Court Nursery. This is situated opposite the College, off Madingley Road, next to the Centre for Mathematical Sciences. Weekly full-time places and part-time options are available.

Further information is available via the following link: [Childcare Office | \(cam.ac.uk\)](#)

The notice board in the laundry may also have information on the flat baby-sitting co-operative.

b Medical and Wellbeing

There is a Nurse in College for the treatment of minor ailments and injuries. Further information re: health support while in Cambridge can be found here: [College Nurse and Surgery - Churchill College \(cam.ac.uk\)](#)

The College also has a Wellbeing coordinator who can offer confidential support and advice to students for matters relating to psychological wellbeing. Further information can be found here: [Wellbeing Coordinator - Churchill College \(cam.ac.uk\)](#)

c. Bicycles

The bicycle shed at the back of the flats have key coded access locks. Your bike must be registered with the Porters' Lodge. A strong D type padlock is recommended. If you wish to leave your bicycle at the end of your time at Churchill, please contact the Head Porter.

d Travel

Trains

British Rail National enquires, Tel No. 08457 48 49 50.

<http://www.nationalrail.co.uk/>

Buses

Some Bus timetables are displayed on a notice board opposite the Porters Lodge and for information regarding local bus services contact Stagecoach, Tel No. 423550. <http://www.stagecoachbus.com>

Taxis

CamCab: Tel No. 01223 704704

Panther: Tel No. 01223 715715