



Corpus Christi College

UNIVERSITY OF CAMBRIDGE



# Student Accommodation Handbook



# Welcome to Corpus!

This handbook aims to give you information about your college accommodation and how it is managed. The rules are there to make sure that everyone is as comfortable, safe and secure as possible in their accommodation.

The college teams are here to help you settle into your new accommodation and to help you achieve your potential at university.

This handbook must be read in conjunction with your Accommodation Licence and the College Rules.

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# 1. Management of Accommodation

## ANUK

The College is committed to managing its student accommodation in accordance with the relevant provisions of the ANUK/Unipol Code of Standards for Larger Residential Developments. This code establishes a set of management standards for all residential developments managed and controlled by educational establishments and specifies appropriate controls to ensure that the needs of students are delivered effectively.

The code covers: the allocation of accommodation; information provided prior to the start of the licence agreement; arrangements during the tenancy (including rights and notification of access, repairs and maintenance obligations, provision of information on cleaning, furniture and other facilities, mail delivery, and health and safety matters); and end of tenancy arrangements. This handbook seeks to provide most of this information in one document so that it is readily accessible to all students in college accommodation.

You can use the following link to download the code of standards if you wish to see further details:

<https://www.nationalcode.org/download-codes>

## Key College Contacts

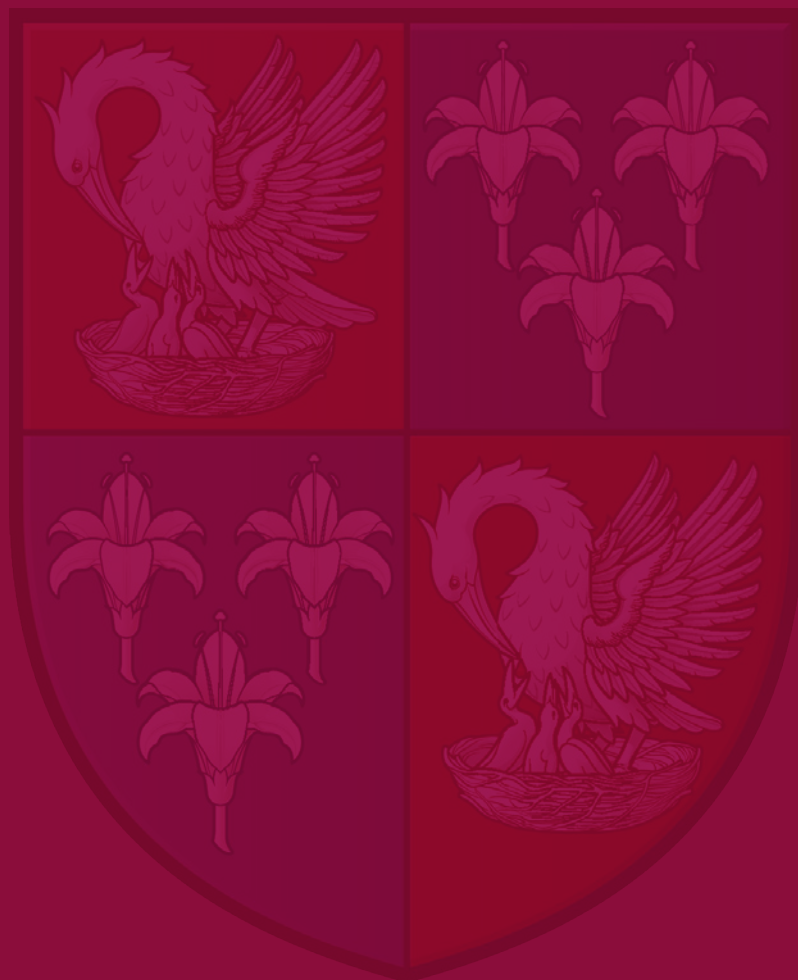
Department	Contact	Email/Location
<b>Accommodation</b>	Accommodation Manager	<a href="mailto:accommodation@corpus.cam.ac.uk">accommodation@corpus.cam.ac.uk</a> U staircase
<b>Catering</b>	Catering Manager	<a href="mailto:catering@corpus.cam.ac.uk">catering@corpus.cam.ac.uk</a> U staircase
<b>Finance</b>	Chief Clerk	<a href="mailto:finance@corpus.cam.ac.uk">finance@corpus.cam.ac.uk</a> A staircase
<b>Housekeeping</b>	Housekeeping Manager	<a href="mailto:housekeeping@corpus.cam.ac.uk">housekeeping@corpus.cam.ac.uk</a> U staircase
<b>IT Services</b>	IT Manager	<a href="mailto:helpdesk@corpus.cam.ac.uk">helpdesk@corpus.cam.ac.uk</a>
<b>Maintenance</b>	Clerk of Works	<a href="mailto:maintenance@corpus.cam.ac.uk">maintenance@corpus.cam.ac.uk</a> Stable Yard
<b>Porters</b>	Head Porter	<a href="mailto:porters@corpus.cam.ac.uk">porters@corpus.cam.ac.uk</a> F staircase

## Complaints & Appeals

The College is committed to providing high quality education and services to its students, and expects high standards of conduct and behaviour amongst all members of its community. It encourages students to take positive action in response to any concerns or dissatisfaction they have by informing the College about any issues (making a complaint) and cooperating with the College to address them. The Student Complaints Procedures are for all student members of the College and can be found on the College website.



## 2. Accommodation





## Allocation of Rooms

The responsibility for the allocation of rooms rests with the Senior Tutor. The Accommodation Manager manages room allocation for both undergraduates and postgraduates in college and college hostels, as far as possible in accordance with each student's requirements.

The allocation of rooms for undergraduates in their second and subsequent years is established by means of a ballot organised in Lent Term by the JCR Committee. The postgraduate ballot is organised by the Accommodation Office in the summer vacation in coordination with the MCR Committee.

Undergraduates wishing to apply for permission to live outside of college accommodation should first, before entering any commitment, consult their Tutors in good time and seek permission from the Senior Tutor (by emailing [senior-tutor@corpus.cam.ac.uk](mailto:senior-tutor@corpus.cam.ac.uk)).

## Licence periods

**Undergraduate** rooms are allocated on one of three licences:

- **Termly Licence** – in selected properties only, three fixed term periods of 10 weeks for the Michaelmas, Lent and Easter Terms.
- **For Freshers**, the termly licence is a nine-week licence for the Michaelmas Term from the Saturday prior to the start of full term to the Saturday after the end of full term.
- **Continuous Licence** – in selected properties only, allowing students to retain their room from the start of the Michaelmas Term licence period to the end of the Easter Term licence period, including vacations.

**Postgraduate** rooms are allocated to one of four licences:

The end date of your agreement depends on the length of your course, as follows:

- 9-month master's: 30 June
- 10-month master's: 31 July
- 11-month master's: 31 August
- 12-month master's and PhDs: 4 September

Postgraduates resident in college accommodation are required to sign an annual agreement, and are expected to take the accommodation for the full period of that agreement from the start of the academic year (i.e. postgraduate students are not expected to vacate their rooms during vacations).

Refunds are not given for occupancy of fewer nights than the licence period.

Undergraduates on termly licences who wish to be in residence outside of the fixed licence periods are required to obtain permission from the Tutorial Office in advance – see the paragraphs below on Vacation Residence.

**Undergraduates** who have opted for the continuous licence are entitled to occupy their room from the start of the licence period in the Michaelmas Term to the end of the licence period in the Easter Term. There is no requirement to apply for permission to remain in residence during the vacations, but it is essential to sign in and out of term in order to provide evidence of keeping term.

Some (non-fresher) rooms are only available on a continuous licence term; this should be checked when choosing a room in the ballot. Contact the Accommodation Office with any queries by emailing [accommodation@corpus.cam.ac.uk](mailto:accommodation@corpus.cam.ac.uk)



Undergraduates are required to sign in at the Porters' Lodge at the start of each term and to sign out at the end of term. This registration is important to confirm:

- i. that term has been kept (required by the University before a degree can be awarded);
- ii. Where additional rent is due for stays beyond the period of residence.

Undergraduates are permitted into residence **4pm** on the first day of the licence period, and should vacate their room by **10am** on the last day of the licence period, unless otherwise advised. Late check outs must be organised through the Accommodation Office as rooms often need to be prepared for vacation guests from 10am. Charges will be applied for late departures where no prior arrangement has been agreed.

## Vacation Residence

Undergraduates who need to reside in College outside the University Term need to make a prior arrangement for Vacation Residence by completing an online form which will be circulated via the Tutorial Office each term. The deadline for completing this online form will be communicated by the Tutorial Office but is normally at least two weeks before the end of Full Term.

Vacation residence is permitted for academic study, and in certain other circumstances. Authorisation is required from a Tutor and/or Director of Studies who must endorse the online form appropriately. For those occupying rooms under a termly licence, the Accommodation Office will let students know if it is possible for them to occupy the same rooms in vacations as during term. Undergraduates residing in college accommodation outside the licence periods will be charged their usual rent. If students are requested to move to an alternative room during the vacation they will be charged at the academic rate if they have been given permission to remain in college accommodation.

Rent during vacations is charged for the entire period in which a student occupies a room. No rebates are given for nights spent away. Undergraduates who have opted for the continuous licence will normally occupy the room for which they hold the licence.

## End of Licence Arrangements

At the end of each licence period, all students are required to remove all personal belongings from their rooms. Failure to do so may result in rent continuing to be charged for the room. Alternatively, the College may remove items and levy a removal and disposal charge, or a storage charge. Students must also clear their gyp rooms or kitchens (cupboards and fridges) and bathrooms; any items left behind will be disposed of.

College keys should not be retained over vacations. If college keys are not returned at the end of each licence agreement, the Head Porter will contact students and request for their immediate return.

## Charges for accommodation

Rents are fixed taking into account the size and location of the room, as well as other facilities and features.

Students are charged for rent on a termly basis, in advance, via their college account. Charges for additional days of residence or for any damage caused, are added to the college bill for the following term.

Student rents include a charge for network connection and a contribution towards the cost of background heating, hot water, and electricity.

**Insurance:** the College cannot accept any responsibility for the safe custody of personal property. Students must therefore make their own arrangements for the insurance of their personal possessions whilst at the College. Students should have cover for valuable and attractive items such as laptops, electrical equipment and musical instruments. It is possible that a parent's household contents policy can be extended to cover students at university. The importance of arranging adequate insurance cover – before arriving or immediately on arrival, at Cambridge – cannot be over-emphasised.

## Period of Notice

Two months' written notice to the Accommodation Office is required from students wishing to terminate the accommodation agreement. Students failing to give adequate notice will be charged rent for two months from the date the College learns of their intended departure.

If a student intermits, their accommodation licence will end, and they will be required to vacate their accommodation within three days or within a period agreed in writing by the Senior Tutor. Rent will cease at the time they vacate their accommodation and returns the keys.

## Periods of Absence

If a postgraduate student is, at any time of the licence, on Leave to Work Away approved by the University or on a medical elective for four weeks or more, then the student is expected to vacate the accommodation and move out. Personal effects may not be left in the room and rent for this period will not be due. This does not affect the student's occupation of the accommodation for the rest of the licence.

## May Ball Residence

Students should be aware that the bi-annual May Ball requires that all bedrooms in New Court, Old Court and Kwee Court are vacated overnight. Students will be given ample notice and be required to stay elsewhere by their own arrangement.

# 3. Accommodation Facilities





## Furniture & fittings

The College Housekeeping Manager is responsible for the furniture and fittings provided within the College's accommodation and any queries regarding furnishings should be directed to the Housekeeping Manager – email [housekeeping@corpus.cam.ac.uk](mailto:housekeeping@corpus.cam.ac.uk).

The College undertakes an inspection of all rooms ahead of the licence start date to form the basis of the Room Condition Reports. Each student will be sent the appropriate 'Room Condition Report' at the start of their licence period and they should review this information. Students have 7 days from the date the report is issued to raise any issues with the assessment of the room condition, and this should be done by contacting [housekeeping@corpus.cam.ac.uk](mailto:housekeeping@corpus.cam.ac.uk). After 7 days, the Room Condition Report will be accepted as the agreed condition of the room when occupied.

All College bedrooms, where space allows, are furnished with a single or double bed and mattress, bedside table, desk, desk chair, reading lamp, waste bin and recycle bin, bookcase, armchair, wardrobe and chest-of-drawers. Please note that the College does not remove items of furniture from rooms as there is no storage available.

The College provides each undergraduate bedroom with one pillow, one pillow protector, one mattress protector and one duvet. If you prefer to bring your own bedding, please notify the housekeeping team to arrange removal by emailing [housekeeping@corpus.cam.ac.uk](mailto:housekeeping@corpus.cam.ac.uk). Postgraduate students should bring their own bedding or can purchase it from the college or other outlets once they arrive.

No large or bulky items of furniture, including pianos, may be brought into college accommodation without permission; application should be made in advance to the Housekeeping Manager. Students will be required to remove any unauthorised furniture and the College will not store items.

Furniture may not be removed from rooms, placed on landings or other common areas, or transferred to other rooms. Furniture may not be moved around rooms due to the risk of damage to fixtures and fittings as well as risk of personal injury.

Rooms are visited on a termly basis to check for any problems that may need addressing. Students are encouraged to flag and raise any issues with their accommodation as soon as possible so that the issue can be remedied.



The occupants of all college rooms will be held personally responsible for any damage caused to the decoration and furnishings of their rooms, making allowance for reasonable wear and tear. The use of pins, blu-tack, sticky tape, command strips (and similar fixatives) to attach articles to the walls, furniture, or windows is not allowed. Those who mark walls in this way risk incurring a substantial charge for the redecoration needed.

Students wishing to put up photos or pictures, should use 'Magic Whiteboards' as these affix to the walls with static and can be removed without marks. These are available online and can be ordered easily and cheaply. Alternatively, it is possible to purchase from the Porters' Lodge special tape for the walls called "Gripping Stuff". Similarly, damage to carpets caused by burns, hair dye or spillage is likely to result in the occupant being charged the cost of re-carpeting the entire room. Raising this promptly with Housekeeping may help to reduce the damage and therefore any damage costs.

Occupants will also be charged the actual cost of clearing any blocked sink or WC for which they are responsible. Charges may be levied against all occupants of a staircase or house where the responsible parties are not readily identifiable.

From time to time, damage may occur to college property, and the Damage to College Property Policy outlines how this will be managed. Please find this document attached.

## Televisions

Students are required, by law, to hold their own valid television licences for any television receiver brought into college accommodation. This includes laptops used to watch broadcast programmes. TV licensing authorities make checks on a regular basis and students are personally liable for any fines imposed. Further information may be obtained from [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk). No aerials or similar devices may be installed outside rooms.

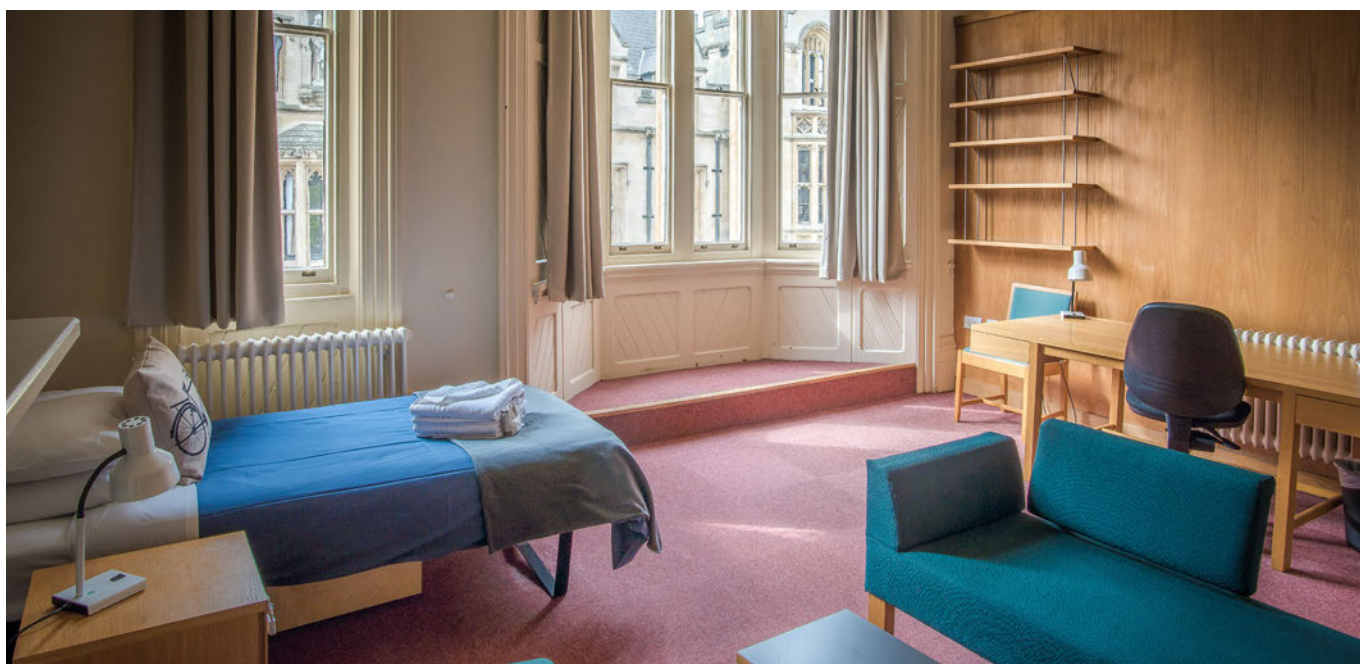
## Heating

The decision to turn on heating will be taken by the Bursar, but will take due account of discussions with the JCR and MCR Presidents, Vice-Presidents, and the JCR Catering, Accommodation and Facilities (CAF) Officer. Where deemed appropriate, individual hostels may be heated independently at certain times.

Background heating will typically be provided between the hours of 6.30-9.30am and 5.00-11.00pm.

The decision on when to turn background heating on or off will have regard to the following guiding principles:

- The heating will normally be turned on by the first day of Michaelmas Full Term. Where this is not the case, it will be because weather conditions appear not to warrant it. If there is a request from students to turn the heating on sooner, the MCR or JCR President or



Vice-President will contact the Bursar to discuss the situation, and in making a decision the Bursar will pay due regard to any representations made.

- The heating will typically be turned on if the mean daily temperature is forecast to fall below 14C for 5 days out of the next 7.
- The heating should normally be turned off by the end of the first week of Easter Full Term unless, in the opinion of the Bursar after due consultation with JCR and MCR representatives, weather conditions mean this is not sensible.
- The heating may be turned off earlier than the end of the first week of Easter Full Term, but the Bursar should consult JCR and MCR representatives in advance.

Periods of additional background heating as a response to extreme weather spells will not result in additional charges being applied to student bills.

Students are encouraged to contact the JCR CAF Officer or an MCR representative if they are concerned that their heating is not adequate. The JCR and MCR should monitor these messages and liaise with the Domus Bursar and Clerk of Works where they are receiving high volumes of such messages either overall or for particular accommodation blocks. They should otherwise advise students to request portable room heaters if their issue is likely to be local.

Portable room heaters are available from the Head of Housekeeping ([housekeeping@corpus.cam.ac.uk](mailto:housekeeping@corpus.cam.ac.uk)), or from the Porters' Lodge at weekends and out of hours. For rooms in Old Court or rooms 6-10 of Botolph Court, a £10 contribution to the electricity bill will be made by the College in each of Michaelmas and Lent Terms, as supplementary heating is likely to be needed in these buildings.

### **Operating the hot water and heating:**

The hot water and heating are managed centrally, but can be adjusted locally using the TRV on the radiator in student accommodation (0 is low and 5 is high). In Bene't Street hostel, localised electric heating is provided, and local instructions are displayed.

## **Kitchen facilities**

All undergraduate accommodation offers limited kitchen facilities known as 'gyps'. These are equipped with fridges, microwaves, kettles and toasters and are intended for the preparation of hot drinks and snacks only. Postgraduate accommodation offers a variety of kitchens dependent upon the house and the building.

Students should note that electrical cooking items are not allowed in student rooms; this includes (not exhaustively) kettles, coffee machines, toasters, rice cookers, and sandwich makers. Checks will be carried out periodically for any unauthorised electrical items which will be removed and stored with the Head Porter until the end of the licence period.

Please do not put food waste down the sink drains in the kitchens, bedrooms or bathrooms, as this will cause blockages.

The college kitchens offer a comprehensive catering service during term-time and students are encouraged to make use of this service.

Do not leave open packets of food in shared gyms or in student bedrooms to avoid the risk of infestation. Should this occur, please report it immediately to the Housekeeping Manager who will arrange for pest control to visit.

Sponges and washing up liquid are provided for communal use in gym rooms.

## Laundry facilities

Laundry rooms are available to all students and are located close to or in all college accommodation. Each laundry room provides washing machines, dryers and an ironing board and iron which is accessible 24 hours a day, 7 days a week. Students are charged the advertised rate per term for unlimited use; this charge will be applied to your termly college bill.

### Laundry facilities are available in:

- Newnham House
- Botolph Court
- Trumpington Street
- Beldam Building
- Stable Yard
- Leckhampton central laundry room
- Barton Road
- Selwyn Gardens
- Christopher Colclough Lodge
- Pinehurst Lodge

Students should not leave items of clothing in laundry areas; unclaimed items will be disposed of after the end of each term.

Students should report any faulty laundry equipment to the contractor directly; contact details are displayed in all laundry rooms.

## Student fridges

Students who require a fridge in their rooms for medical or dietary reasons should contact the Tutorial Office to confirm this requirement prior to arrival so the college can provide one.

Students are not allowed to bring their own fridge into college accommodation without written consent from the Senior Tutor, College Nurse or Tutorial Office.

## Communal living

Students living together should be mindful of those around them and make sure communal areas are left in a generally acceptable state for others to use. As people keep to different routines, a general respect for a quiet period between 10pm and 6am should be met by all residents.

## Vacation Storage for Students on Term-Only Licences

The College has very limited storage. However, the Overseas Storeroom is available for storage provision over the Christmas and Easter vacations for those students on a termly licence not living in England.

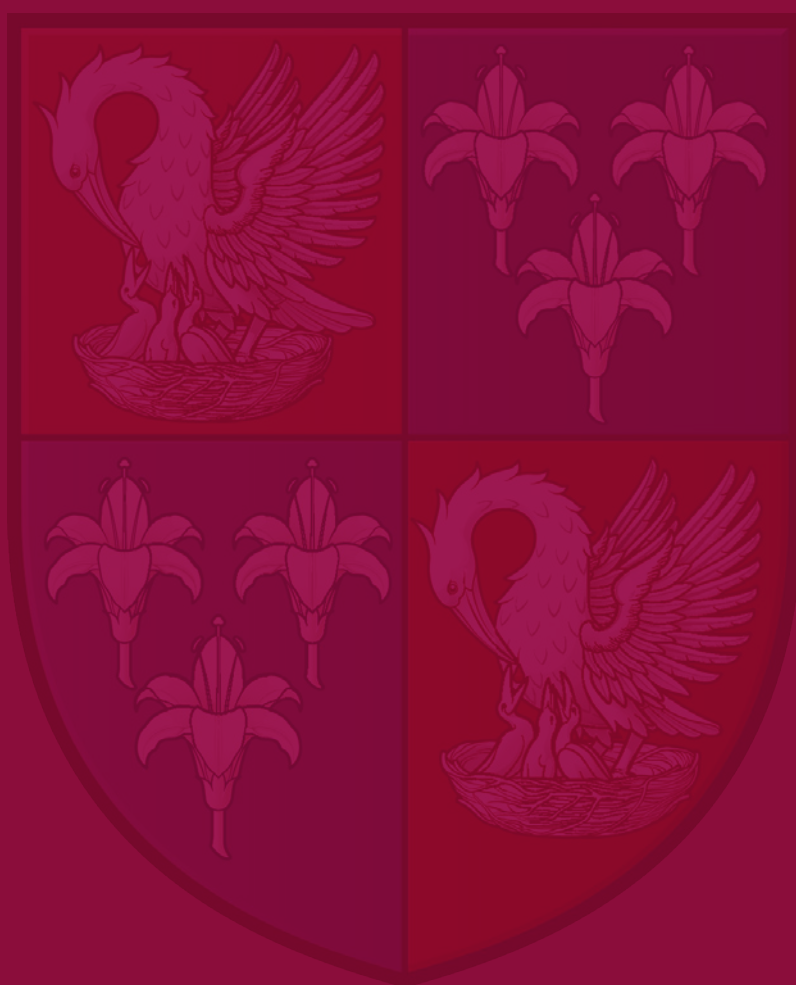
Communication is sent from the Accommodation Office prior to each vacation to termly licence students with the following advice:

- The maximum allowance is a combination of 4 reasonably sized boxes or two largish suitcases and two boxes. Feel free to visit the room beforehand to see for yourself each allocated 'space' per student.
- Everything must be neatly boxed and labelled – no carrier bags.
- Please ask at the Porters' Lodge for the Overseas Store Room key and you will be trusted to return it promptly after neatly placing your items in the store room.
- Move your belongings to the Overseas Store 5-7 days before your lease end date. Transfer your belongings during weekday working hours (8.00am – 4.30pm).
- The College does not accept responsibility for student belongings that are left in vacation storage, valuable items should not be left.





# 4. Catering





During term cafeteria in Old House is open for lunch Monday to Friday with brunch available on the weekends. Dinner is served to Friday only and breakfast is generally available on Tuesdays and Thursdays during full term. Leckhampton cafeteria is open Wednesday to Friday and only for dinner.

Full opening times can be found on the college website.

Outside of Full Term and occasionally during term time there may be some changes to the regular Hall service. These are communicated in advance by the Catering Office.

Meals charged to a Corpus Christi University Card are added to college bills. All debit/credit card transactions are subject to surcharge pricing.

Daily cafeteria menus can be found on the College website [HERE](#).

## Vacation Services

Out of full-term catering services are amended to suit demand. Details of these changes will be emailed to all college members at the end of term and can additionally be found [HERE](#).

## College Bars

The Pelican Bar is open for sandwiches, light bites and hot beverages throughout the day and full bar service in the evening. The Pelican Bar operates only during term time, Wednesday to Friday daytime and evenings. Saturday and Sunday service is only in the evening. The Pelican Bar is closed on Mondays and Tuesdays; the space, however, is open for study.

The Leckhampton Bar operates throughout the year Tuesdays to Saturdays. The Bar offers a wide selection of alcoholic and non-alcoholic drinks and is always open to recommendations from students. Leckhampton Bar is closed for service on Sundays and Mondays.

Opening times for the Pelican & Leckhampton Bar can be found [HERE](#).

Payments in both college bars can be made by university card, cash or credit/debit card. Non-Corpus Christi members are subject to surcharge pricing.

College bars regularly host events, such as swaps, themed drinks, pub quizzes, or board game nights. Requests to host the events in the Pelican and Leckhampton Bar should be submitted for permission on the Event Booking System (for more details please refer to [BOOKING EVENTS](#)).



## U Pay

UPay is part of the Uniware Systems that is used across the College for tills in the Cafeteria and Pelican Bar as well as event bookings such as Formal Halls.

Students will receive joining instructions from UPay via email when they join the college. Enrollment to UPay is automated and manual sign up is not possible. When you receive your automated Welcome Email please log in using your **@cam.ac.uk** email and the password provided on the email.

In advance of receiving the welcome email we encourage students to download the UPay app available both for Apple and Android. The app will allow you to manage all event purchases as well as monitor your UPay balance. Once you receive the welcome email please LOG IN to UPay via the link, using your **@cam.ac.uk** email and password provided in the welcome email. You do not need to register, as this will have been completed for you.

Amendments to bookings, including cancellations, can be made while tickets remain on sale, generally midday on the Wednesday prior. The options below will not be available when booking has closed.

Amendments to active bookings can be made by following these steps:

- Log into UPay
- Click 'Events'
- Scroll down to 'View Active Bookings'
- Select the active booking you wish to amend
- Click 'Edit Event Booking' / 'Cancel Booking', etc., as appropriate
- Continue booking in the normal way, using the 'Special Requirements' free-text box when necessary
- Upon confirming changes, you will receive a cancellation email followed by a booking confirmation email
- Any cancellations will be automatically refunded to your college bill

All ticket amendments and cancellations should be made before ticket sales close on UPay, usually on the Wednesday prior. However, it is recognised that on rare occasions attendance at Formal Hall may need to be cancelled at short notice. In these exceptional circumstances a swap with another Corpus student may be made.

Swaps can be organised by the original ticket holder emailing [catering@corpus.cam.ac.uk](mailto:catering@corpus.cam.ac.uk) before 4pm on Friday, stating the name of the Corpus student with whom you are swapping and their email address.

Should you also have guest tickets, any swap must state the names of the guests and that the swapped Corpus student is willing to be responsible for those guests for the entirety of their time at the College. This must be confirmed by email with the swap student.

A swap is confirmed only when email confirmation is received. This email must be presented upon entry. The receiver of a swapped ticket will be served the original meal type and dietary requirement. No dietary requirement changes can be made on the night.

Swaps should be requested before 4pm on Friday. Exceptionally, emergency swaps can be made over the weekend by emailing [butler@corpus.cam.ac.uk](mailto:butler@corpus.cam.ac.uk)

Formal Hall tickets are non-refundable. Only in exceptional circumstances, and with written endorsement from the Senior Tutor, will a refund be considered.

## Formal Halls

Corpus offers Formal Hall two times a week, on Friday and Sunday during Full Term. Formal Hall tickets must be purchased on UPay (online event booking system) by the individual student. Students are normally allowed up to three guests each and are responsible for their guests' behaviour. Guests' tickets are subject to surcharge pricing. Permission for more than three guests must be obtained in advance from the Dean of College and will only be granted in exceptional circumstances. For special event Formal Halls, e.g. Bridgemas Formals, no guest tickets are available. This allows fair opportunity for all members of the college community to attend.

Postgraduate Formal Halls can be arranged directly with the Catering Manager.

Undergraduate Formal Hall menus can be found on the College website [HERE](#).

Formal Halls are a traditional and popular part of College life.

To ensure Formal Halls remain inclusive for all members of the community the following Code of Conduct must be followed: [https://www.corpus.cam.ac.uk/sites/default/files/downloads/formal\\_hall\\_code\\_of\\_conduct\\_feb\\_2023.pdf](https://www.corpus.cam.ac.uk/sites/default/files/downloads/formal_hall_code_of_conduct_feb_2023.pdf)

- Students and their guests are expected to wear smart clothing (at the equivalent level of a jacket and tie) at Formal Hall. All members of the University should also wear gowns.
- Courteous and civilised behaviour is expected of students and their guests at all times.
- Formal Hall starts promptly at 19:30. All students and guests must be checked in and seated prior to the entry of Fellows to Hall. Latecomers will not be allowed entry once First Grace has been read.
- Students' guests are allowed entry only if accompanied by their host. In particular, Corpus students must be present at check-in for their guests to be allowed entry.
- Unaccompanied guests trying to use a Corpus student CamCard will result in the CamCard owner being reported to the Dean of College.
- Telephone calls may not be made or received until after second grace.
- Photography and filming are not permitted whilst Fellows are present.
- Mobile phones are expected to be put away and prolonged use is not permitted.
- No student members or their guests should sit at High Table or walk on the dais, even when Fellows have withdrawn from the Hall. Exit from Hall is via the main entrance and not via the Old Combination Room. Students may, however, take a souvenir group photograph at the end of the evening, following agreement with the Pantry staff.
- Students are responsible for the behaviour of their guests at all times.
- Drinking games, such as 'pennyng', are strictly prohibited. Any drinking games will be reported to the Dean of College.
- Students may bring in either one 75 cl bottle of wine, or bottles (not cans) of beer, lager, or cider up to a total of two pints per student; no other alcoholic beverages are permitted.

- Allergen and dietary cards will be provided to those guests who have indicated at the time of booking that they have a dietary requirement. These must be displayed throughout the dinner.
- Students must present their University CamCard when requested by Senior Catering Representative or the Duty Porter.
- Students and their guests who behave inappropriately during Formal Hall may be asked to leave by the Senior Fellow, the Senior Catering Representative on duty, or the Duty Porter.

Formal Hall Ticket purchase are made via UPay. Formal Hall tickets go on sale on the Sunday prior at 10pm. UPay tickets are available by meal type (vegetarian, meat, nut free, etc) and the correct meal type must be purchased for a student and their guests. For dietary requests not available in the standard ticket selection, or for more specific dietary requests, the 'special requirements' free text box should be used. It is unlikely that it will be possible to satisfy dietary requests presented on the night of the Formal Hall. This remains at the discretion of the Catering Team. For high-demand tickets, e.g. Halloween Formal, the standard meal type can be purchased for speed and then amended after booking confirmation is received to reflect any special requests.

## Allergen Procedure Policy

The most common allergen requirements and meal selections are available within the meal selection screen. Please enter any additional dietary requirements in the 'special requirements' free text box. If you or your guests have complex dietary needs that you would like to discuss, please email [catering@corpus.cam.ac.uk](mailto:catering@corpus.cam.ac.uk) so we can best accommodate you.

The College is committed to reducing the risk to staff, students and visitors with regard to the consumption of allergens in food which could lead to an allergic reaction.

The College cannot guarantee a completely allergen free environment, but has procedures to minimise the risk of exposure, encourage self-responsibility, and plan for an effective response to possible emergencies.

## The objectives of the Allergen Policy are:

- To promote awareness of the nature of food allergens and bring these to the attention of college members and staff.
- To provide clear guidance to all catering staff (kitchen and pantry) on their responsibilities for the provision of food to members of the College community and visitors with a confirmed food allergy.
- To ensure that appropriate education/training is available and undertaken for all catering staff involved in providing food to customers with food allergies.

### Extract from Food Allergen Management Policy;

*College members, staff and their guests are required to clearly and accurately communicate food allergies and intolerances either by talking to the Allergen Ambassador, using the meal booking system or (for a special event) notifying the Conference Office.*

Food Allergen Management Policy in full can be found [HERE](#).

## Menu Allergen Information

Daily cafeteria allergen information can be found on the daily menus [HERE](#).

Formal Hall allergen information can be found [HERE](#).

## Booking Events

All bookings (meeting room or function) must be made using either the Corpus Event Booking System (CEBS) or Corpus Informal Gatherings Register (CIGaR), both available on the College website ([Event Booking](#)), which explains the process for requesting approval for an event or gathering held in College. There are two systems:

The Corpus Event Booking System (CEBS) should be used by students, Fellows and staff of Corpus Christi College, where the proposed event involves an external speaker, requires catering, and/or will take place in a Bookable College Venue (see below for a list).

The Corpus Informal Gatherings Register (CIGaR) should be used by students for events involving more than 12 people in any Student Room, or more than 30 people in the JCR/MCR TV Room.

Please note that you must be logged into your University of Cambridge Microsoft account to access these systems. If you receive an error message, please go to [www.office.com](http://www.office.com) and sign in with your @cam email before returning to the systems.

Details on which system should be used to book an event and to obtain approval is detailed in Rule 36 of the College Rules for Students, which is reproduced below.

## Rule 36 of the College Rules for Students

Students, whether acting individually or on behalf of a College/University society, wishing to hold a party, meeting, function, dinner, event and/or any other social gathering (hereinafter referred to as “events”) must adhere to relevant protocol set out below. It is the responsibility of the Student organising the event to ensure that the correct protocol is followed. For the purposes of these Rules, ‘speaker’ is defined as someone who is invited to talk on a subject.

1. Where the event
  - a) involves an external speaker;
  - b) requires catering; and/or
  - c) will take place in a Bookable College Venue (see list below).

then it must be booked, and permission must be sought, via Corpus Event Booking System (CEBS) at least 7 days before the event is due to take place. If the event requires catering, then the request must be made 14 days before the event is due to take place.

Events on College premises but outside of individual student rooms, the JCR/MCR, or a Fellow’s office/room must be booked and permission sought using CEBS. For events in locations other than Bookable College Venues (see list below), the proposed location must be specified in the comments on the online form.

The online form enables the user to book a room/garden area, request catering facilities and seek permission from the Dean of College.

*\*\* The only exception to this protocol is that events taking place in the Leckhampton BBQ Area or the Leckhampton Gardens with fewer than 30 people may be booked using the Corpus Informal Gathering Register (CIGaR). Events with more than 30 people must be booked and permission must be sought using CEBS.*

2. The College does not manage bookings for the JCR/MCR TV Room, or individual Student rooms. However, permission from the Dean of College is required for any event that:
  - a. involves more than 12 people in any Student room; or
  - b. Involves more than 30 people in the JCR/MCR TV Room.

Permission must be obtained via the Corpus Informal Gathering Register (CIGaR) at least 48 hours before the requested event is due to take place.

**NB:** the thresholds for seeking permission cannot be circumvented by the use of several nearby rooms where such rooms form part of the same overall event.

List of Bookable College Rooms and Garden Venues that must be booked using CEBS: Dining Hall (Old House); Fellows’ Garden (Old House); Harley Mason Room (Old House); Kho Roof Terrace (Leckhampton); Law Room (Old House); Leckhampton Bar (Leckhampton); Leckhampton Dining Hall (Leckhampton); Leckhampton Music Room (Leckhampton); McCrum Lecture Theatre (Old House); Meeting Room I4 (Old House); NCR (Old House); New Court (Old House); OCR (Old House); Old Court (Old House); Parker Room (Old House); Pelican Bar (Old House); and Warden’s Meeting Room (Leckhampton).

**[Please use this link to access the Corpus Event Booking System \(CEBS\)](#)**. If you want to discuss possible rooms or catering options available beforehand, please contact the team at [conferences@corpus.cam.ac.uk](mailto:conferences@corpus.cam.ac.uk). If you are requesting a recurring event, please indicate this and the other dates in the comments box at the end of the form.

**[Please use this link to access the Corpus Informal Gatherings Register \(CIGaR\)](#)**. If you are requesting a recurring gathering, please indicate this and the other dates in the comments box at the end of the form

# 5. Health & Safety







## Health & Safety Briefing

The Head Porter provides a Health and Safety Briefing for all new students as part of their induction. It is essential that all students attend.

Please report any unsafe observations, accidents and incidents to the Porters' Lodge at the earliest convenience.

## Fire Prevention

All cooking should be completed within designated cooking /kitchen areas. Cooking in bedrooms is prohibited. When cooking using hobs, microwaves and toasters please do not leave these unattended. Personal cooking items must not be brought into the College.

The electrical services must not be overloaded. Adapters that are not EU compliant are forbidden; EU compliant kite- marked gang socket extension blocks or leads may be used, however these should not be used in combination with each other.

Students must not interfere with the wiring, electrical fittings, heating system or any other College-owned equipment installed in their accommodation. All students should notify the Maintenance Department of any faulty electrical fixtures or equipment without delay via [maintenance@corpus.cam.ac.uk](mailto:maintenance@corpus.cam.ac.uk)

The use of candles, incense sticks, aromatic oil burners and any other device with a naked flame is not permitted.

Smoking (including vaping and the use of electronic cigarettes) may only take place in designated areas. These are in Stable Yard by the Golden Gate and at Leckhampton opposite Leckhampton House.

Good fire safety housekeeping should be always maintained. This includes keeping the storage of combustible materials to a minimum and ensuring these are kept away from sources of heat/ignition e.g. not leaving cardboard boxes near heaters.

Fire doors must be shut when not in use. Residents or their guests should not tamper with self-closing devices on fire doors. Residents should report any fault with, or damage to, fire doors immediately to [maintenance@corpus.cam.ac.uk](mailto:maintenance@corpus.cam.ac.uk).

All non-essential electrical equipment should be turned off when not in use.

## Detection & Alarms

All college accommodation is equipped with an automated fire detection and alarm system. Buildings must be evacuated promptly when the fire alarm sounds and not re-entered until the 'all clear' has been given by the Duty Porter. Fire alarms are normally tested weekly on Thursday when the alarm will only sound for approximately 5-10 secs and no further action is required unless the alarm continues to sound. Any changes to the fire alarm test time will be communicated e.g. during exam quiet times.

First aid fire appliances (extinguishers, fire blankets etc.) are strategically located throughout College properties. Any interference with the fire detection and alarm systems or fire appliances, including temporarily disabling a smoke detector or discharging a fire extinguisher inappropriately, is deemed to be a very serious breach of College Rules.

On discovering a fire the following actions should be taken:

- Shout "fire" and immediately raise the alarm by operating the nearest call point.
- If trained and it is safe to do so attempt to extinguish the fire with the equipment provided.
- If safe to do so ensure all fire doors are closed, windows are shut, and cooking and electric equipment is turned off.
- Leave the building by the nearest available exit and report to the assembly point.
- Ensure the Fire Service has been called by dialling 999 or 112, confirm the address and report to the Fire Warden and Duty Porter.

## Escape

Instructions on fire procedures are posted within each College accommodation and students should make themselves familiar with the escape routes and assembly points applicable to their accommodation.

To enable safe evacuation in the event of fire, it is extremely important that escape routes (corridors, landings, stairs and hallways) and fire exit doors should not be obstructed in any way.

## Smoking Policy

The smoking policy can be found on the college website [HERE](#).

## Electrical Items

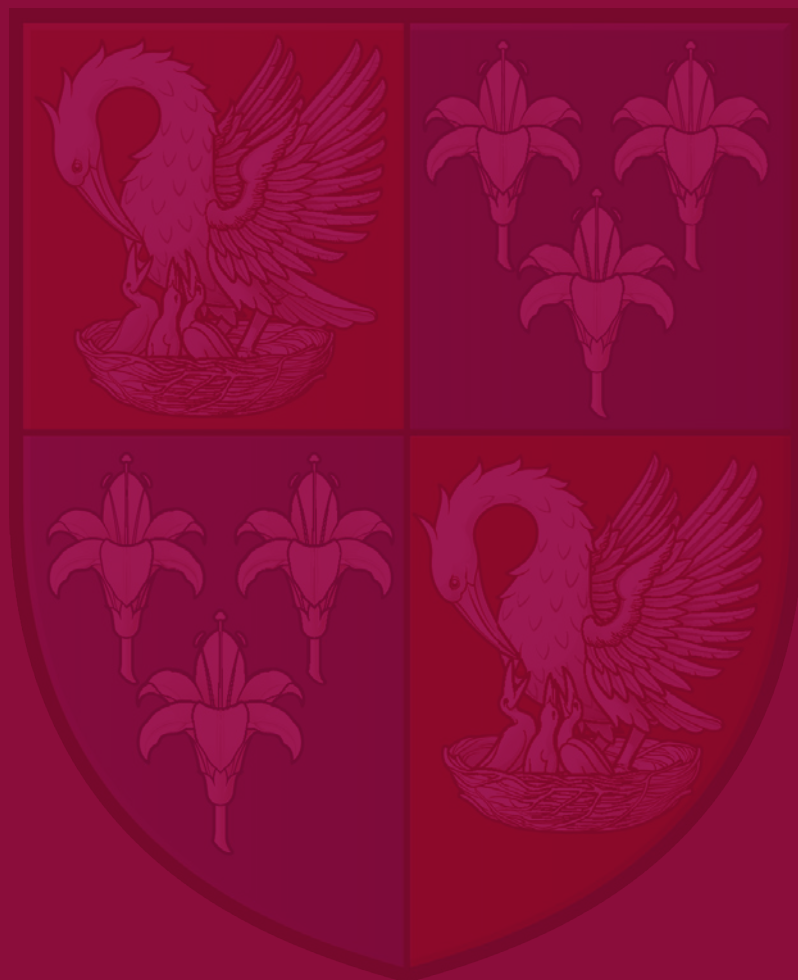
Residents are responsible for the safety of their own electrical equipment which must conform to the appropriate British Standard and be fitted with correctly wired and fused plugs. All college provided electrical equipment will be tested early in the academic year, and you will need to give the maintenance staff access to your room.

## College Activities

All students taking part in College controlled activities must take care of their own health and safety and that of others. They must comply with legislation, College policies and rules, and instructions from staff, and report hazards or dangerous situations to the Duty Porter who will inform the Head Porter.



# 6. Housekeeping



## Access to rooms

The College will require periodic access to accommodation for cleaning, maintenance, inspection and other reasonable management purposes. Prior notice will be given wherever possible, but the College reserves the right to enter any room without giving notice in the event that immediate access is considered necessary to avert (or minimise) damage to college property or physical injury. In such cases, the occupant of any room entered will be contacted as soon as possible after the event to inform them that entry has been gained and to provide details of any work undertaken.

## Cleaning of student accommodation

Student rooms are normally cleaned monthly. Waste and recycling bins are emptied regularly as needed; residents are responsible for sorting waste and recycling into the relevant bin.

This activity will normally take place Monday-Friday and residents are required to allow the Bedmakers access to their rooms at the appropriate times and no less than monthly. Residents must also keep their rooms in a reasonably tidy state such that the Bedmakers can do their job effectively, without the need to clear sinks, floors or other surfaces.

Kitchens and gyms are provided with washing up liquid and sponges by the college. Students should provide their tea towels. Gym Rooms and kitchens are cleaned daily with rubbish removed and sink/work surfaces cleaned. Residents should note that they are responsible for their own washing-up. Floors are washed and fridges, microwaves and other equipment cleaned on a weekly basis. Residents are expected to leave Gym Rooms and Kitchens in a clean and tidy condition. Communal bath/shower-rooms and toilets are cleaned daily. Staircases and landings are cleaned weekly.



## Refuse & Recycling

The College is committed to working with Cambridge City Council to recycle as much waste as possible.

All waste should be rinsed clean and separated into, recyclable and non-recyclable at the point that it is generated. It is the responsibility of those resident in College to do this. It is the responsibility of the College to ensure that adequate waste facilities and processes are in place to collect and dispose of the waste. The College will provide information and encourage all users to recycle responsibly.

- Bedrooms have one unlined blue bin for the disposal of the mixed recyclable waste, this bin will be emptied into a large clear plastic bag by the Housekeeping staff when the rooms are serviced (once a fortnight) and will be emptied in between when the bin is full (residents are asked to leave the bin outside their door at a specific time in the morning for this service). An advisory note has been distributed to all rooms advising what is recyclable.
- Bedrooms will also have a black bin for non-recyclable waste. The same policy as above will apply for the emptying of the bin.
- Kitchens will also have non-recyclable waste. This will be collected daily by the Housekeeping staff. All extra-large cardboard boxes / food delivery packaging/ excess waste that cannot fit into the bins provided are to be disposed by the residents in the appropriate trade bins provided on the various sites.



### Recyclable Materials (Defined by Cambridge City Council)

The following can be recycled and should be kept separate from any other waste.

- Paper and magazines
- Tins, cans, foil and aerosol cans
- Cartons
- Glass bottles and jars
- Plastic bottles, pots, trays and bags
- Cardboard

**Not glasses or crockery, food or clothing.**

### Non-Recyclable Materials

Everything else is to go with the non-recyclable landfill waste, with the exception of the following:

- **Batteries:** These should be taken to the battery recycling bin in the Post Room.
- **Electrical items:** If these are personal property they should be disposed of off-site by the resident. Where these are College property, the Housekeeping Manager will arrange for such items to be disposed of in a WEEE (Waste Electrical and Electronic Equipment) manner, typically via the City Council.

- Broken crockery should be carefully wrapped and disposed of with the non-recyclable waste.
- Broken glassware should be carefully wrapped and disposed of with the mixed recyclable waste.

**The College will ensure that the trade bin areas are kept clear and tidy and are cleaned on a regular basis.**

### Reporting issues

Please report any housekeeping issues (furniture or furnishings i.e broken chair / lumpy mattress) via: [housekeeping@corpus.cam.ac.uk](mailto:housekeeping@corpus.cam.ac.uk).



# 7. IT Services





## WiFi

Students can access the University's Wi-Fi network by selecting eduroam or UniOfCam-Guest.

UniofCam-guest is offering self-registration guest Wi-Fi access via email or social media. Also allows initial connection to set up eduroam on student machines.

IT recommended Wi-Fi network is eduroam, as after setting it up once, it allows to stay connected in all departments and many Colleges and outdoor locations throughout the University and city centre. You can also pick up Wi-Fi in thousands of locations around the world using your Cambridge credentials.

Set up your device(s): <https://help.uis.cam.ac.uk/eduroam>

## Cambridge Email

Your @cam email address takes the form of your CRSid at the Cambridge domain: [CRSid@cam.ac.uk](mailto:CRSid@cam.ac.uk). The University, your College and Department will use this address to contact you, so please check it regularly. There are two ways to get your @cam email:

**Webmail:** Use the Outlook Web App (OWA) webmail interface; <https://portal.office.com> Username/Email = **CRSid@cam.ac.uk** Password = **Raven/UIS Password**

**Use an email client:** Instructions for setting-up various email apps (Outlook Apple Mail, Windows Mail, Android Mail etc.) can be found at <https://help.uis.cam.ac.uk/service/email>

## Moodle/VLE

The University's Virtual learning environment is Moodle.

To get access <https://www.vle.cam.ac.uk>

**Username = your CRSid, Password = your Raven password**

## General Assistance

Assistance can be provided by the staff at the University Information Service (UIS) or the College's Information Services & Technologies department (IS&T), general information also available here <https://www.corpus.cam.ac.uk/current-students/information-services-and-technology-department>

The UIS Service Desk email: [servicedesk@uis.cam.ac.uk](mailto:servicedesk@uis.cam.ac.uk)

Phone number: 01223 (3)32999

The College's IS&T email: [helpdesk@corpus.cam.ac.uk](mailto:helpdesk@corpus.cam.ac.uk)

Dedicated IT Help & Support: <https://help.uis.cam.ac.uk/students>

You'll access all Microsoft's cloud-based services using the Microsoft Portal.

These include Office 365, Outlook Web Access (OWA) for Exchange Online email, and your OneDrive filestore. <http://portal.office365.com>

## Data Protection

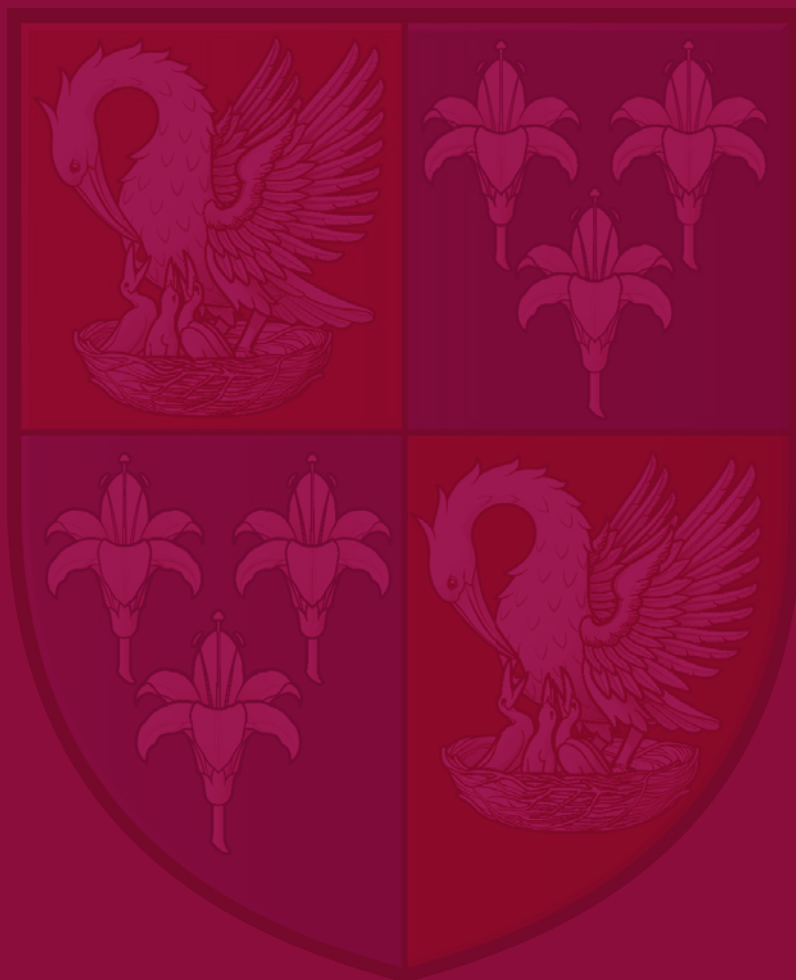
For more information on how the Colleges uses personal data, please visit the website:

<https://www.corpus.cam.ac.uk/about-corpus/college-documents/our-policies-and-procedures>

## UIS

Further information, help, other services, and what you can do with a University Raven or Microsoft account can be found at the following link: <https://help.uis.cam.ac.uk>

# 8. Maintenance





## Reporting Issues

In the event of an emergency, such as a burst water-pipe, loss of electricity or gas leak, students should contact the Porters' Lodge without delay – telephone 01223 338000. All other requests for repairs or assistance should be made via [maintenance@corpus.cam.ac.uk](mailto:maintenance@corpus.cam.ac.uk) (please note this is not monitored outside office hours). This email operates a ticket system, your email will be logged with the college team and prioritised; a member of the team will contact you directly by email to arrange access to your bedroom if required.

## Response Times

Target response times for repairs are as follows:

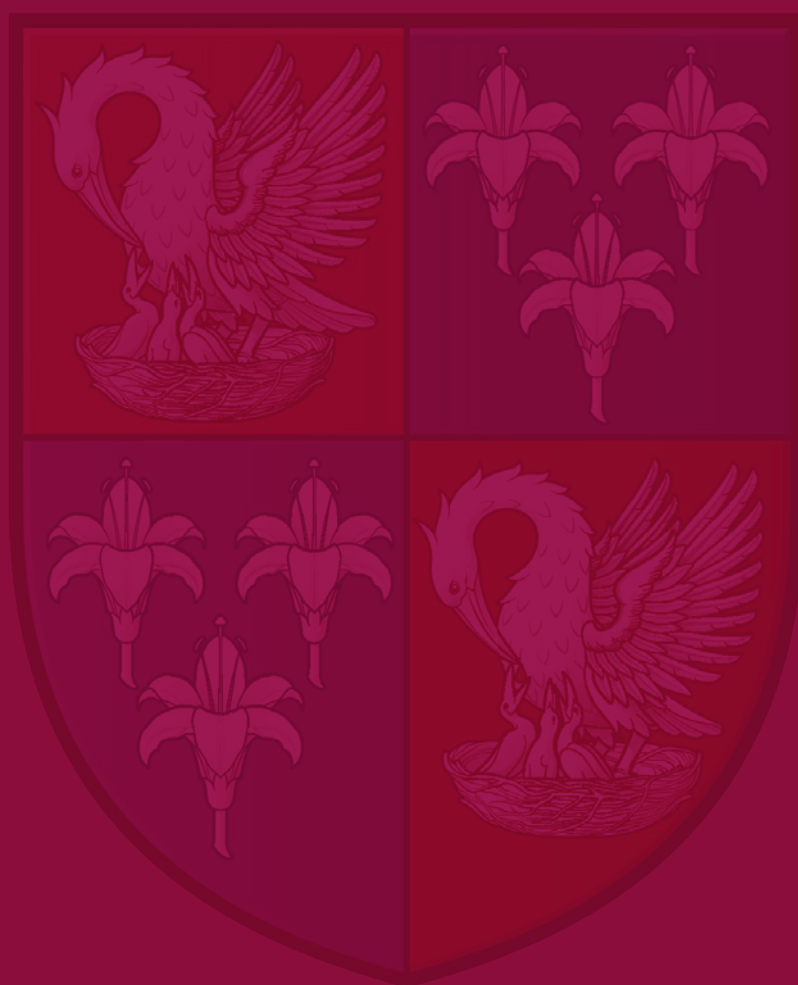
- Emergency during working hours: immediately out-of-hours: within two hours – Critical Failure e.g. Gas Leak, Complete Black Out, Water Leaks, No Water
- Urgent – Same Day e.g. No Heating, No Hot Water, No Power in a room
- Non-urgent within 28 days

If these response times cannot be met, the student making the request will be notified by email by a member of the Maintenance Team.

## Planned Maintenance

All planned maintenance works, and servicing of equipment will be undertaken in such a way as to minimise inconvenience to residents. Under normal circumstances, the maintenance department will aim to give a minimum of 24 hours' notice to all occupants of a house or staircase and will avoid scheduling work during examination periods.

# 9. Porters' Lodge



## Post

All students are allocated a pigeonhole in the post room on the central College site (D staircase) and can therefore use the central College address to receive mail and parcels. This address is also used by the University Messenger Service (UMS) to deliver internal University mail, including official communications. Students will be notified by email of the receipt of a parcel for them by the Porters' Lodge and where the parcel may be collected. For routine parcels this will be at the rear of the Post room behind the pigeonholes.

Students living at Leckhampton will have a second pigeonhole in Leckhampton House and so can also use the general Leckhampton address.

Occupants of the houses in Cranmer Road, Selwyn Gardens and Barton Road can also give their house address and Royal Mail will deliver mail direct. However, we would advise that it is more convenient (and secure) to use the College address and the pigeonholes in the post room on D staircase on the central site. If you use your house address, it will be more complicated when you move.

Location	Postal Address
Central college site	Corpus Christi College Trumpington Street Cambridge CB2 1RH
Leckhampton House GTB Kho Building	Leckhampton 37 Grange Road Cambridge CB3 9BJ
15, 17, 19, 21 & 23 Cranmer Road	CB3 9BL
7 Selwyn Gardens	CB3 9AX
88-90 Barton Road	CB3 9LH

## Bicycles

All bicycles should be registered with the Porters' Lodge. A sticker with the allocated reference number will be issued which must be displayed on the bicycle in a prominent position. Unmarked bicycles may be removed without warning.

Bicycles may not be left anywhere within College property except in the provided bicycle racks. In particular, bicycles must not be chained to railings or brought into the common parts or rooms of College accommodation. Bicycles left in unauthorised locations may be removed without warning.

Bicycles should be locked securely whenever they are left unattended.

## Car Parking

Undergraduate students who wish to park a vehicle in college property should follow the guidance contained within <https://www.proctors.cam.ac.uk/motor-control>.

They should also seek the consent of their Tutor. Postgraduates do not require a University Motor Licence but should request permission from the Head Porter. Any questions about parking from students should be directed to the Head Porter in the first instance.

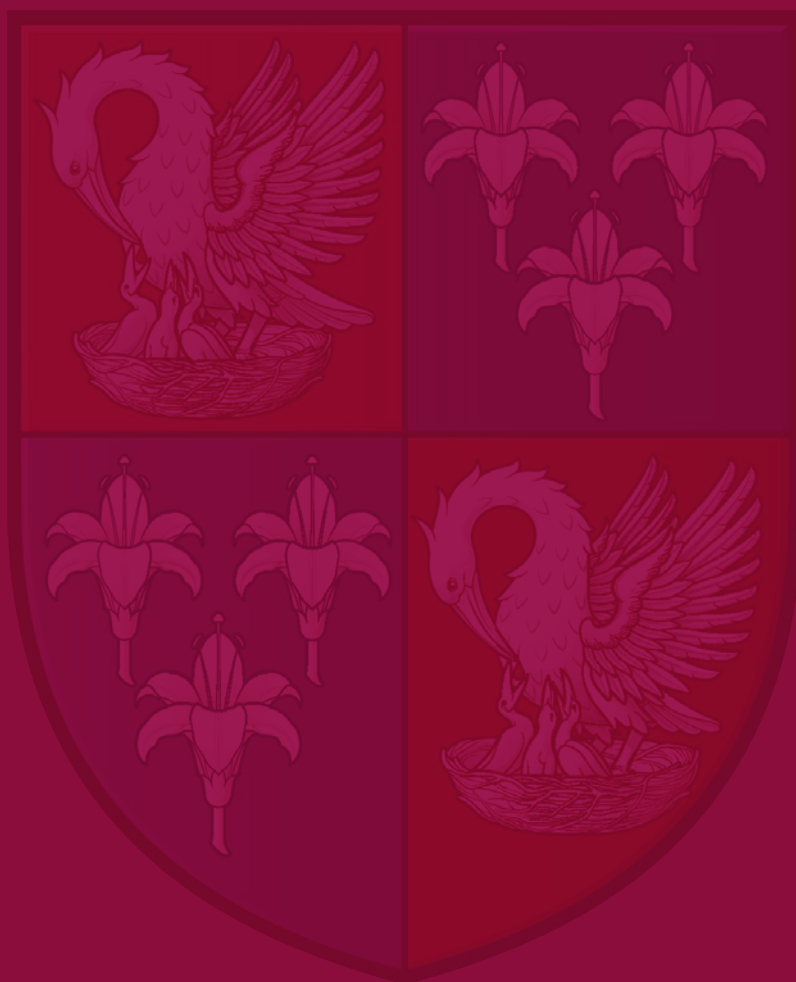
## Visitors

Occupancy of college accommodation is granted only to the student in question and rooms may not be assigned, sub-let, or shared.

Occasional guests may stay overnight in college accommodation. Please see the College Rules for further guidance. Camp beds may be obtained from the Porters' Lodge and can be booked via the JCR website.

When inviting guests to stay in your room, students should be considerate towards the other occupants of the property as additional people will increase the demands made on the communal areas, especially the bathrooms.

# 10. Security (Porters' Lodge)



The security plan for the College can be requested from the Head Porter.

## Room Keys

Undergraduates should collect the keys to their accommodation from the Porters' Lodge and must return it to the Porters' Lodge upon their departure from College. A charge of £10 per key will be levied to replace any key, which is lost or not returned.

You will receive a tagged set of keys comprising:

- Your room key
- an A20 key: access to all College gates including those in Leckhampton, the laundry rooms, and the squash court. Please note the gate between the Fellows' Garden and Free School Lane is only opened with an A20 key Monday-Friday 6am-7.30pm.
- If you are living in a building accessed via an electronic lock where access is via your university card, you will be issued this via your university card or a temporary fob for access to your room until you collect your university card (see IT Services section)

Postgraduates can collect their room keys from the Leckhampton Office with prior arrangement with the Deputy Housekeeper or from the Porter's Lodge. Please contact [accommodation@corpus.cam.ac.uk](mailto:accommodation@corpus.cam.ac.uk)

## Security Briefing

- If possible, make travel plans and let friends/colleagues know where you are going.
- Stick to busy well-lit areas and try not to be alone if possible.
- Be alert and aware of your surroundings e.g., do not wear headphones when out alone.
- When out do not keep all valuables in one place.
- Keep room doors and windows locked shut when unoccupied.

- Keep valuables in a safe place and out of sight e.g. hide laptops when not in use.
- Register bicycles with the Porters' Lodge
- Consider registering property on a national database e.g., Immobilise.
- Take care when entering/exiting property and be aware of any persons attempting to tailgate.
- Report any suspicious behaviour promptly to the Porters' Lodge

## University Multi-Purpose Security Card or University Card

All students are issued with a personal University Card, which controls access to various areas of the College including the Post Room and various accommodation areas. Students are reminded to take particular care of their cards and report any loss to the Duty Porter without delay.

Defective, broken, or worn-out cards are replaced free of charge by the University Card Office. If cards are stolen or lost, the University Card Office levies an administration charge for their replacement.

Lost cards should be reported immediately to the Duty Porter and a replacement should be ordered via the IS&T Office - visit E1 or email [helpdesk@corpus.cam.ac.uk](mailto:helpdesk@corpus.cam.ac.uk).

# 11. College Amenities





## Gym

The College gym is available for the use of all students who must first complete an induction. The process for this can be found on the MCR and JCR websites. The rules for gym use can be found on the College website.

## Leckhampton Gardens

Easter Term is the season in which the gardens at Leckhampton come into their own, and you are encouraged to make use of them as a place of study, reflection, repose and quiet congregation.

The scale of the gardens may make us forget that they are surrounded on almost every side by residents—many of them students studying for exams or writing dissertations during Easter Term—for whom peace and quiet must be maintained. (Note that this includes the playing fields and pavilion, where noise such as amplified music can be very distracting for residents of the Kho Building).

Students are prohibited from moving heavy pieces of garden furniture from their places. The College keeps a set of lightweight deckchairs and folding chairs at the back of Leckhampton House. Please feel free to move these around but do return them to the House once you have finished with them.

Please also reference the College Rules which relate to the use of the gardens.

## Leckhampton Swimming Pool

The open-air swimming pool at Leckhampton is normally open between June to September each year at specified times. Guidance regarding these will be circulated. The rules for its use are contained within the College Rules and must be strictly observed.

## Tennis Courts

The College has 2 hard court and 4 grass tennis courts. To book, please email the Head Gardener, Andrew Pullin [adp44@corpus.cam.ac.uk](mailto:adp44@corpus.cam.ac.uk)

## Squash Court

The College has a squash court, available throughout the year. To book please email the Leckhampton Deputy Housekeeping Manager, [am999@corpus.cam.ac.uk](mailto:am999@corpus.cam.ac.uk)

## Cricket Nets

The College has cricket nets available during the cricket season. To book, please email [lecksports@corpus.cam.ac.uk](mailto:lecksports@corpus.cam.ac.uk)

## Croquet Lawn

The College has croquet lawn available during Easter Term. To book, please email the Head Gardener, Andrew Pullin [adp44@corpus.cam.ac.uk](mailto:adp44@corpus.cam.ac.uk)

## Sports Pitches

The College has sports pitches available throughout the year for rugby, football and other sports. To book, please email [lecksports@corpus.cam.ac.uk](mailto:lecksports@corpus.cam.ac.uk)

## Music Practice Room

The College has a music practice room in the Beldam Building. To arrange to book the room, please contact the Porters' Lodge where you can also collect the keys.



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Corpus Christi College,  
Trumpington Street,  
Cambridge, CB2 1RH



Corpus Christi  
UNIVERSITY OF CAMBRIDGE