

**WOLFSON COLLEGE  
DOMESTIC AND PREMISES COMMITTEE**

**WORKING GROUP ON PRIVACY AND ACCESS  
TO ACCOMMODATION**

**GUIDELINES RELATING TO PRIVACY AND ACCESS.**

A. Principles

1. Many Wolfson residents live in college all year round. This is their home, and this should be remembered by all College employees and contractors when seeking access to rooms and residential areas.
2. Residents should be treated with at least the same courtesy and respect by College employees as would be expected by tenants in the private sector.
3. Wolfson residents live in a communal environment, and should show consideration and respect to their neighbours and to all College employees.

B. Access for cleaning

1. Residents in single rooms are required to allow access to their rooms for College cleaning staff.
2. Cleaning is usually weekly, and cleaning days are indicated to residents at the beginning of each year. Changes in these times will also be communicated.
3. Occasionally residents may indicate that they do not wish to be disturbed, or that their room does not require cleaning, by placing their waste bin outside their door. This is only permitted for two successive weeks.
4. Residents do not need to vacate their rooms on the day of cleaning, as long as they do not obstruct the cleaning staff in their duties.
5. Messages from cleaning staff to residents will be given privately, whether spoken or written, to avoid public embarrassment.

C. Access for maintenance

1. In the event of an emergency, College staff require immediate access to all rooms without notice.
2. If residents report an item in need of repair to the maintenance staff, then the staff will arrive as soon as possible within working hours (8.30am - 4.00pm) without issuing further notice.
3. If an item in need of repair is reported to the maintenance staff by other College staff (e.g. cleaning staff) residents will be informed of this by phone or by email.
4. In the event of urgent repair work the College will try to contact residents by phone 1 hour in advance, but no less than 20 minutes notice will be given. If prior contact cannot be made, a signed note will be left to indicate that work has been carried out.
5. For planned maintenance and repair work by College staff and contractors, the College will give residents as much detailed advance notice as possible. Normally this will be 7 days in advance, but will never be less than 24 hours in advance. This notice will normally be given by direct personal email.
6. Contractors employed within the College will be reminded of the need to treat residents and their rooms with the same respect that they would show to any other employers.
7. Contractors and other official visitors to College buildings will be issued with identification badges by the lodge.

## D. Overnight guests

1. College recognises that many residents will wish to have occasional overnight guests. This is permitted, and there is no requirement for guests to be signed in.
2. Only one guest per night is permitted in a single room.
3. Residents with guests are asked to be considerate towards their neighbours, and to make sure that they do not disturb other Wolfson residents, or allow their guests to impede access to shared bathroom facilities, etc.
4. The Wolfson resident who has signed the tenancy agreement will be held responsible by the College for the behaviour and actions of their guest who must be made aware of, and comply with, College rules and regulations, including fire evacuation procedures. Any costs for damage will be claimed from the tenant.
5. If anti-social behaviour is reported by neighbours or College staff then the circumstances will be investigated (see E below) and, if appropriate, disciplinary action will be taken.
6. College does prohibit continuous dual or multiple occupancy of single rooms, and continuous multiple occupancy by individuals other than named tenants in accommodation designed for couples or families. Subletting is also forbidden.
7. Queries from the College about reported continuous multiple occupancy will be conducted by email or letter. College staff will not attempt to gain access to residents' rooms to determine whether there have been overnight guests, nor 'doorstep' residents for this purpose, except in exceptional circumstances and with the written authorisation of the Vicegerent.
8. In the event of apparent continuous multiple occupancy College will ask to see proof that the guest(s) has/have a valid tenancy agreement for rooms, or a permanent address, elsewhere in Oxford. Failure to produce such documentation may lead to the guest(s) being required to leave the College.
9. Guests may not sleep or spend the night in communal areas.
10. Duplicate keys will not be issued for guests.

## E. Complaints and non-compliance

College residents and staff are all reminded that complaints, whether oral or written, and other related correspondence, should always be worded politely. Insults and threats will not be tolerated, and may incur sanctions from the Vicegerent.

### I. Complaints by residents concerning College

1. Complaints about maintenance or building work should be reported to the Facilities Manager.
2. Complaints about College staff (maintenance, cleaning, accommodation etc.) or breaches of these access guidelines should normally be reported to the Facilities Manager. A record of all such complaints will be kept and submitted monthly to the Vicegerent.
3. In the event of continued dispute, or unsatisfactory resolution of the complaint, the matter will be referred to the Vicegerent who will adjudicate after consultation with all parties.

### II. Complaints by residents concerning other residents

1. If residents have complaints relating to the behaviour of other Wolfson residents or their guests, they may choose whether to contact in the first instance the graduate Welfare Officer or the Accommodation Office.
2. Every effort will be made to keep the name of the complainant confidential.

3. The Welfare Officer has no disciplinary rôle, but will see whether informal discussion / negotiation can resolve the issue without involving College Officers. A record of the complaint will be made, and monthly reports of cases dealt with will be submitted to the Accommodation Office, to be kept in confidence in case of future problems. If informal negotiation is unproductive, the complaint will be passed on to the Accommodation Office.
4. If the Accommodation Office is contacted they will make further investigations, and act in accordance with College guidelines and established practice. Records of cases will be kept in confidence.
5. In the event of continued dispute, uncertain interpretation of the guidelines, or a recommendation from the Accommodation Office to impose sanctions, the matter will be referred to the Vicegerent who will adjudicate after consultation with all parties. Warning letters will be sent to the individuals concerned before any disciplinary action is taken. The ultimate sanction for continued breaches of these guidelines and of the tenancy agreement remains the termination of the tenancy agreement.

### III. Complaints by College staff concerning residents

1. Complaints by College staff concerning residents should normally be reported to departmental managers who will inform the Accommodation Office. A record of all such complaints will be kept and submitted monthly to the Vicegerent.
2. In the event of continued dispute, or unsatisfactory resolution of the complaint, the matter will be referred to the Vicegerent who will adjudicate after consultation with all parties.

DGKT  
Vicegerent  
05/05/2008

## **APPENDIX**

### **FURTHER GUIDELINES FOR ACCOMMODATION OFFICE RELATING TO OVERNIGHT GUESTS**

1. There is no benefit to the College in policing the sleeping arrangements of residents, so long as guests do not become permanent residents.
2. The College's primary concerns are that it is not being deprived of rental income unlawfully, and that overnight guests do not cause a real nuisance to other tenants.
3. If the Accommodation Office is specifically asked about the maximum number of nights that a resident may have an overnight guest to stay, then a guideline would be four nights a week.
4. College does not expect the Accommodation Office to attempt to enforce this guideline by policing all residents, which would clearly be impossible. Instead, it is anticipated that the Accommodation Office will normally just respond to complaints by other residents, or reports from staff that there is evidence of permanent multiple occupancy.
5. Suspicions of permanent multiple occupancy will trigger action according to D.7 and D.8 above.
6. If the guest does have a tenancy agreement for accommodation elsewhere in Oxford, but is effectively living permanently in Wolfson, then a note may be sent encouraging the couple to make equal use of both sets of rooms so as not to strain relations with their neighbours or overburden local facilities. If this is ignored and it is judged that a real strain is being put on shared facilities, then the file should be passed to the Vicegerent who will speak with the resident and decide whether or not further action should be taken.
7. College recognises that some residents may not approve, for various moral or social reasons, of neighbours having overnight guests, but does not consider this valid grounds for complaint. Only genuine nuisance caused by noise, disturbance, inconsiderate use of shared facilities, etc., are grounds for complaint. Such complaints will be handled in the normal fashion, and would not automatically trigger a ban on the resident having overnight guests.

