The College is closed and locked from:

- Monday, 23 December 2019 (18:30hrs) to
- Thursday, 2 January 2020 (06:30hrs)

The Lodge will not be staffed. Porters will carry out checks of the buildings to inspect for security breaches or building related emergency issues.

Emails to the Lodge will be monitored once a day however emails should be used for non-urgent situations only, and will be actioned or responded to only if necessary.

**EMERGENCY PHONE NUMBERS:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>College Lodge Emergency number*</td>
<td>01865 289001</td>
</tr>
<tr>
<td>Oxford University Security Services Emergency number</td>
<td>01865 289999</td>
</tr>
<tr>
<td>Police / Ambulance / Fire emergency assistance</td>
<td>999</td>
</tr>
<tr>
<td>Information about a crime</td>
<td>101</td>
</tr>
<tr>
<td>NHS Helpline for non-emergency medical assistance</td>
<td>111</td>
</tr>
</tbody>
</table>

*COLLEGE LODGE EMERGENCY PHONE NUMBER:

- Any emergency related to a College facility (urgent maintenance issues) MAY be reported to the College Lodge emergency number – 01865 289001. (This is a temporary number for the closure only).
- Do not use this number for police or fire emergencies in the first instance.
- Do use this number following a major incident, police or other emergency, which has already been reported to the police or OUSS, and you believe someone at the College should be made aware of an ongoing situation.
- Voicemail – Calls made to the College Lodge 01865 279120 will go to voice mail and the emergency phone numbers will be supplied. No messages can be left on the Lodge phone.
VENNEIT CLOSE:

For repairs or emergency actions to flats students living in Venneit Close should notify NOPS on their emergency number – 07795 187452. This number will be redirected to the member of (NOPS) staff on call. If you call is not answered immediately please leave a message, property address, (Venneit Close and Flat number) name and contact number and a NOPS staff will contact you.

**NOPS identify an emergency as any of the following:**
- NO HEAT
- NO HOT WATER
- NO POWER
- MAJOR PLUMBING ISSUES
- FLOODING
- MAJOR LEAKS

Do not contact NOPS for non-urgent matters. Any callout of a trade (plumbing, electrician, security, etc.,) found to have been avoidable may be charged on.

Please be mindful to avoid false callouts. Inattention while cooking causing needless callouts of the fire service must be avoided. A Porter will investigate any situation that has been phoned through to the emergency phone number, and if deemed an emergency, will investigate further. However do be aware that the response time to a emergency reported to the Lodge emergency phone will be longer than usual, as Porters will attend from their home.

Emails to the Lodge will be monitored once a day however emails should be used for non-urgent situations only, and will be actioned or responded to only if necessary.

Do not email any other College staff for any emergency, or other urgent or non-urgent College related situation. These email accounts will not be monitored.

**POST:**

The last Royal Mail collection will be made at 17:00hrs, on Monday 23 December. The Royal Mail will resume delivery and collection on Thursday 2 January 2019.