The College is closed and locked from 18:30 P.M. on 21 December 2018 to 06:30 A.M. on 2 January 2019.

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

EMERGENCY PHONE NUMBERS:

Police / Ambulance emergency assistance – 999
Fire - 999
Oxford University Security Services Emergency number – 01865 289999
Information about a crime – 101
NHS Helpline for non-emergency medical assistance - 111

COLLEGE LODGE EMERGENCY PHONE NUMBER – 01865-289001

- 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 period 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
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 your 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

EMAIL
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.

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. Any callout of a trade (plumbing, electrician, security, etc.,) found to have been avoidable may be charged on.

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 17:00 P.M., on Thursday 20 December, and any mail received on 21 December will be franked and posted conventionally. The Royal Mail will resume delivery and collection on 2 January 2019.