COLLEGE CLOSURE: SECURITY AND EMERGENCIES

The College is closed and locked currently during the coronavirus (COVID-19) lock-down.

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.

Please see further information on the College website.

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 – 01865-279122

- Any emergency related to a College facility (urgent maintenance issues) may be reported to the College Lodge emergency number – 01865- 279122. (This is a temporary use number.)
- 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 urgent and ongoing situation.
- Calls made to the College Lodge on 01865 279120 will go to voicemail.

MAINTENANCE

Please continue to report routine maintenance issues as you normally would do to the Steward’s office (steward-office@queens.ox.ac.uk). You can also email the Clerk of Works (clerk.works@queens.ox.ac.uk).

Please be aware that maintenance may take longer than normal during this period.

VENNEIT CLOSE

For repairs or emergency actions to flats, students living in Venneit Close should continue to notify the Steward of routine maintenance issues and the problem will be passed on to NOPS as before.