The College is closed and locked currently during the Coronavirus lock-down.

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

- A Lodge porter is on duty from 10 am to 12pm to sort mail and conduct security tasks.
- Mail order collections/deliveries are not possible and we ask that you do not order packages to be delivered to the College Lodge. As the Lodge will not be open most of the day deliveries cannot be made. Students should not redirect Royal Mail post to any College accommodation as it may not be delivered or you may not be able to access it.
- 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:**

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 voice mail.

**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.

Marie Bracey  
Updated 4 May 2020