



CASS Student Policies

Terms

'CASS' – Collegiate Accommodation Support Service

'Home College' – the college that a student is affiliated with

'Host College' – the college who has provided a student with accommodation if it is not their own College.

The following policies will apply to all students who are offered a room from the Collegiate Accommodation Support Service (CASS). It is important that students read and understand them. In addition, students are responsible for reading the Host College's own handbook when they have accepted an accommodation offer.

Domestic Arrangements

Communication

Host Colleges will communicate with students via their university email concerning anything relating to their accommodation agreement.

Security

Security in College accommodation is the responsibility of all residents living there.

Bedroom/flat/house doors and external doors must always remain locked. Students are advised to keep ground floor windows closed overnight and when they are not present in their accommodation.

Fire Safety

Each College will have their own fire safety procedures which students should familiarise themselves with when they move into accommodation. Students are reminded that tampering with fire safety equipment such as fire blankets, extinguishers, alarms, or fire doors is a serious offence and may be subject to a fine or eviction if found doing so. In the first breach, the Host College will issue the disciplinary procedure. For further breaches, this will be escalated to CASS following an escalation process.

Accommodation Keys/Fobs

Students are responsible for looking after their accommodation keys/fobs. If the key/fob is lost, students should report it to the Host College as soon as possible. Replacement charges may apply, and the Host College will inform students of this at the time.

On students' arrival date, they should collect their key/fob at the agreed time and place.

On students' departure date, they must return the key to the designated address on the date and time that has been agreed with the Host College. Failure to do so may result in a fine being issued.

Arrival and Departure Dates

Students' arrival and departure dates will be listed on their Licence Agreement or Accommodation Acceptance Form. If a student needs to change their arrival or departure date, they should inform the Host College as soon as possible. In the event of extending the accommodation at either the

beginning or end of the agreement, this will be subject to availability and is not guaranteed. If a student needs to decrease their length of stay, this is not guaranteed as is the decision of the Host College. A financial penalty may apply.

Inventories

Students should ensure they keep their accommodation in good condition throughout the agreement. Failure to do so may result in penalty charges/fines. In extreme cases, this could result in penalty or eviction. Some Colleges may provide an Inventory Form for the student to complete when they first arrive.

Council tax

Council Tax is a compulsory charge on properties in England, Scotland, and Wales. It is set by local authorities to raise money for providing local services. Typically, anyone over the age of 18 who owns or rents a home must pay council tax. However, full-time students are exempt but proof of status may be required. You should check your Host College handbook to see if you need to take action or whether the Host College will do this on your behalf.

Vehicle access

Unless otherwise stated, parking for any vehicle is not permitted for students. Students may be able to drop off and pick up their belongings using a car on their arrival and departure dates, however Host Colleges will share their policy with the student directly.

Bicycles

Students with bicycles should ensure they read the Host Colleges handbook as some have a bicycle registration process. E-Bikes and E-Scooters are not usually permitted on site, and the storage of bicycles in bedrooms is prohibited.

Meals

In most Host Colleges, meals will not be available to students from the CASS service. At the time of confirming accommodation, CASS will inform students whether it is possible at the accommodation they have selected.

Postal arrangements

Students are provided with a pigeonhole (pidge) for post at their Home College. Some Host Colleges can provide students with a pidge at their accommodation, and this will be confirmed when they move in. If they cannot provide a pidge, students should use their pidge at their Home College and have all post and parcels sent there.

Smoking/vaping

Smoking/vaping is prohibited in all College residential areas. This includes any bedrooms, common rooms, College bars, Chapels, Dining Halls, and any other space within the College. If a student is found to be smoking/vaping on site, a fine may be applied. In the first breach, the Host College will issue the discipline procedure. For further breaches, this will be escalated to CASS following an escalation process.

Damages

If a student causes any damage, they should report it to the Host College as soon as possible. For accidental and deliberate damages, charges may apply, and the student will be notified of this at the time.

Visitors

Students should familiarise themselves with the Host Colleges handbook for their policy on visitors and overnight guests. Students with children should check the Host Colleges policy on children before arranging for them to visit. The Host Colleges policies must be adhered to.

Heating & Air Conditioning

Heating is provided in all accommodation. Students are not permitted to have additional heaters in the rooms unless permission is provided by the Host College. Air conditioning is not usually provided.

Electrical equipment

In the UK, voltage sockets are square 3 pin type G (BS 1363) electrical plugs. Students should ensure they check the voltage of their appliance before use. Any appliances that become unsafe should be disposed of correctly.

TV licence

TVs are not usually provided in student accommodation. Students should refer to the Host Colleges handbook on whether they are permitted to provide their own. Students must apply and pay for a TV licence if they are watching or recording live TV on any channel or service and if they are watching programmes on BBC iPlayer. This is applicable when using a TV, computer, phone, or any other device. A TV licence can be applied for on the [GOV.UK](https://www.gov.uk) website.

Storage

Colleges will not usually provide storage facilities at any time before, during or after a student's agreement. If they do provide this service, they will notify students separately.

Animals

In most Colleges, animals (other than assistance animals) are not permitted. If a student has a disability and requires an assistance animal, they need to register with the Disability Advisory Service (DAS) and make it clear on their registration that they are requesting permission. If approved, DAS will communicate this to the Host College as required. If a student is already registered with DAS and wants to make a request to have an assistance animal in their accommodation, they should email disability@admin.ox.ac.uk to make their request.

Holidays

Room charges will not be waived if students are away from their accommodation, on vacation for example. If a student is staying out of their accommodation for any period, they should inform the Host College of these arrangements so they can ensure their records are updated in the event of a fire/emergency.

Suspension of studies

Licence Agreements or Accommodation Acceptance Forms will state the arrival and departure dates. If a student is suspending their studies, they should contact the Host College and CASS as soon as possible. Applications to terminate licence agreements will be considered on a case-by-case basis

and there is no guarantee that the accommodation agreement can be terminated without financial penalty.

Insurance

Students should ensure they check the policies of each College on what insurances are included within their agreement. This information will be detailed in the Host College handbook.

Flag policy

Most Colleges will have a policy on whether students can display flags and posters such as a political poster. Students should read and adhere to the Host College's policy before displaying anything from their accommodation.

Conference & Events team

During the Winter, Easter and Summer vacations, most Colleges welcome conferences, events, and summer schools to use their facilities. This includes teaching space and accommodation. Colleges provide these services as another revenue stream for further development of the College and its students. Host Colleges will communicate to students if this impacts them.

MyOxford Student app

The [MyOxford app](#) was designed to support students throughout their time at the University of Oxford. Please download from either the app store or google play. It can also be accessed through a web browser.

Oxford Glossary

For commonly used terminology at the University - [Oxford Glossary | University of Oxford](#)

Discipline

All students are bound by the Statutes of [Oxford University Statute XI](#) relating to discipline.

Respectful and reasonable behaviour is always expected from students whilst being a member of the University.

Each College will have their own set of rules and regulations for accommodation that students are expected to follow whilst living on their premises. A link to the College's student handbook will be provided at the time of offer.

College Officers

- The Dean is usually the officer responsible for enforcing discipline rules within a college. There may also be a team of Junior Deans who will work with the Dean.
- Other members of the College such as (but not limited to) the Accommodation manager, Accommodation team, Bursar or Domestic Bursar may also issue advice and warnings for decanal matters.

Minor Incidents

Minor incidents such as accidental damages, loud music/noise, or failure to keep accommodation clean/tidy, will be dealt with by the Host College.

In the first case of a minor incident, the Host College (usually the Accommodation Manager) will contact the student by email with a deadline of when the student should rectify the issue or respond by. If the student responds and rectifies the issue, the case is resolved.

If a student fails to respond to the host College by the deadline, they will escalate the matter to the Home College's Accommodation Manager who will be notified to contact the student directly and take the necessary steps to resolve the situation.

If further escalation is required, this will be referred to CASS.

Major Incident

In the event of a major incident whereby the offence needs to be escalated to the Dean, this will be between the Host and Home College Deans to provide the appropriate discipline. Depending on the severity, this may also include the police and other authorities.

Students should refer to the Host Colleges handbook to understand their decanal policies, procedures, and appeals processes.

Welfare

There are many services available to provide students with support during their time at the University of Oxford. Please see the following [Welfare and Wellbeing](#) pages for further information.

For emergency support:

- Contact the Host College Lodge – in most cases, they can provide first aid and contact emergency services for students
- Dial 999 or go to the A&E department at the John Radcliffe Hospital – Headley Way, Headington, OX3 9DU

Further support can be found on the following University sites:

- [Student Welfare | Academic Support](#)
- [Disability | University of Oxford](#)
- [Mental Health and Wellbeing | University of Oxford](#)
- [Counselling and mental health | University of Oxford](#)
- [Harassment and Conflict | University of Oxford](#)

Students with existing health or welfare matters will continue to be supported by their Home College and the University's Student Welfare and Support Services, where appropriate. Students should contact them in the first instance if they require support for a new or existing matter.

Should any welfare or health matters arise whilst occupying accommodation at a Host College, information may be shared by the Host College to the Home College in accordance with the University's confidentiality policy.

Disability

If a student with a disability has not registered with the Disability Advisory Service (DAS) or if they have a temporary condition that requires an accommodation adjustment, this can be discussed further with the CASS contact who will take the requirements into consideration when sourcing accommodation. CASS will need information about what facilities a student requires (en-suite, ground floor etc.), where they may need to travel to (department, laboratory) and CASS will see what accommodation can be provided. It is important that the Host College can ensure it can meet any specific needs before an offer of accommodation is made.

Migration

If you are changing your Home College whilst living at a Host College, you should communicate this with the Host College and CASS as soon as possible.

Financial

Accommodation Deposit

Some Colleges require a deposit for accommodation. This information will be provided to students when an offer of a room is made. If a deposit is required, this can be used to rectify several examples including, but not limited to:

- Damage to the accommodation – walls, windows, doors, carpets/flooring, bathrooms
- Damage to facilities within the accommodation – College owned appliances, furniture, bedding provided to you
- Damage to any other part of the College
- Cleaning issues – for example, additional deep cleaning from Housekeeping/Scout teams
- Normal wear and tear will be excluded

If an inventory form is provided, please ensure you complete within 48 hours of moving into your accommodation and return this. If no form is provided, and you notice some issues within the room, email the Host College's Accommodation Department as soon as possible to let them know of these.

If students are required to pay a deposit, they will need to arrange a transfer of funds to the College directly. The details will be provided with how to complete this. Deposits should be received by the college within 48 hours of accepting the room to confirm acceptance.

Returning the deposit at the end of the agreement

The deposit will be returned at the end of the agreement. However, this may be retained (in part or whole) by the College to cover any charges to rectify any damage, removal/disposal of items, cleaning issues by the occupier or any outstanding payments. Normal wear and tear will be excluded. The accommodation manager will do one final check of the accommodation after departure. Providing they are satisfied that the student has left the accommodation in the same condition that it was provided to them in, students will receive their deposit back within 28 days of departure.

Rental charges

Each College has their own rental charges. In most Colleges, these rental charges include utilities. There are some Colleges who charge utilities separately and this will be made clear at the point of offer.

How to pay for your rent

The Host College will send the rental invoices directly to the students for payment. This will be on either a per month or per term basis and you will be notified of this at the point of offer. Payments must be made promptly.

Additional charges

During your stay at the Host College, students will not be able to purchase items from dining halls etc. using their Student ID card. The only charges will be those for your accommodation. Some Colleges allow card payment for food in their Dining Hall's, cafes. This will be made known to the student at the point of offer.

Damage charges

If a student creates any damage either by accident or not, they should report it to the Host College as soon as possible. Charges may apply to correct the damage. If the student paid an accommodation deposit, this will be deducted from their deposit, and the student should arrange to

then top up the funds with the Host College to ensure they have paid the correct deposit amount for the duration of the agreement.

If the student has not paid an accommodation deposit, the Host College will invoice the student directly for any damage charges. These must be settled promptly.

Overdue payments

Students should ensure that they pay their accommodation fees promptly. Failure to do so may result in a penalty charge.

Withdrawal from the University

Students who withdraw from their studies at the University will no longer be considered eligible for college accommodation under the CASS scheme, as they will cease to hold student status.

- **Notification:** CASS must be informed as soon as a student withdraws from the University.
- **Responsibility:** The host college will retain full authority over the decision regarding the student's departure date from their accommodation.
- **Flexibility:** The host college may choose to permit the student to remain for a limited period—this could be until the end of the week, the current month, or the end of term—depending on operational needs and pastoral considerations.
- **Communication:** CASS will liaise with the host college and the student's home college to ensure all parties are aware of the withdrawal and the agreed departure arrangements.

Guidance for Host Colleges

When determining the appropriate departure date, host colleges are encouraged to consider:

- The time required for the student to make alternative living arrangements
- Room availability and upcoming commitments (e.g. conference use)
- Pastoral support needs and wellbeing
- Any contractual obligations in place

Non-Payment of Rent – Intervention Protocol

If a student fails to pay rent by the due date, the host college should follow its internal credit control process, including issuing reminders or notices to the student. If payment remains outstanding for 30 days, and there has been no satisfactory resolution or communication from the student, the host college should escalate the matter to CASS, who will then email the Home College for intervention. The Home College will be encouraged to contact the student and explore any support needs or reasons for non-payment. The Host College may determine whether to pursue formal debt recovery procedures or offer a payment plan, depending on the circumstances. CASS will remain informed and may assist with coordination, but final decisions on accommodation retention or eviction remain with the Host College.