



St Edmund's College
University of Cambridge

Maintenance during COVID – 19

If there is an issue with your room/facilities

1. If you encounter any issues with your room/facilities, please follow the link below and complete the maintenance support ticket:

<https://webapps.st-edmunds.cam.ac.uk/support/>

2. You will receive a reply from the maintenance office to arrange a timeslot that would be convenient for them to visit your room/facilities. Please note that the visit can only be arranged from Monday to Friday between 9:00am and 1:00pm.
3. The maintenance team will confirm the visit or will suggest an alternative time if the proposed time is not suitable.
4. You will need to leave your room when the maintenance team attend. The minimum PPE (Personal Protective Equipment) that the team will wear during the visit is disposable gloves, mask and shoe covers. You can refuse for the works to be carried out if the PPE is not worn.

Emergency Access

From time to time the maintenance team/contractor will have to visit your household for emergencies such as:

- No electricity, heating/hot water or water (due to internal faults)
- Serious water leaks that cannot be reasonably contained by the occupant, including those in contact with electrical supplies or that will lead to a ceiling collapse
- Ceiling collapse due to other reasons
- Fire alarm activation/faults
- Blocked or non-flushing toilet should only be considered an emergency if it is the only toilet in the property
- Any leaks involving sewerage in the building
- Inability to lock or unlock external, cluster and bedroom doors

The PPE that the team will wear during the visit is disposable gloves, mask and shoe covers.

Regular essential safety checks

- Weekly water flushing in empty rooms
- Weekly fire alarm testing (Main Site – Wednesday at noon, MPH – Thursday at noon)
- Monthly fire extinguisher checks
- Monthly water and heating testing
- Monthly emergency lighting testing

The Head of Facilities will inform the households if any of the above checks are to be carried out in their household and the PPE that the team will wear during the visit is disposable gloves, mask and shoe covers.