Heating Policy

March 2025

Contents

Temperature Guidelines ..... - 3 -
Seasonal Turn-Off ..... - 3 -
If You Have a Heating Problem ..... - 3 -
Additional Heating Devices ..... - 3 -
If You Have Specific Heating Needs ..... - 3 -
Escalation Process ..... - 4 -
Adjusting Room Temperature ..... - 4 -
Important Note About Heaters ..... - 4 -
College Commitment ..... - 4 -
Domestic Central Heating System ..... - 4 -

Linacre College is committed to providing a comfortable and consistent indoor temperature for all residents, staff, visitors and guests.

Below are the guidelines for managing heating in your room:

Temperature Guidelines

- **Daytime Temperature**: 20°C (typically 06:00 – 23:00).
- **Night time Temperature**: 18°C (typically 23:00 – 06:00).
  The heating will be set to these temperatures to ensure a comfortable environment Monday to Sunday.

Seasonal Turn-Off

- The heating will be turned off at the end of the heating season, in late spring, and will be switched back on in the autumn as weather conditions dictate. **Typically, heating is considered necessary in the UK when outdoor temperatures fall below 15°C.** Heating should start when outdoor temperatures remain below 15°C for 3 days or more. Similarly, heating should be turned off when outdoor temperatures rise above 15°C for several consecutive days (e.g. 5 days), signalling the end of the heating season.

If You Have a Heating Problem

- If your room is not reaching the required temperature (20°C daytime and 18°C at night) or if you have any heating issues:
  1. Check if your radiator's Thermostatic Radiator Valve (TRV) is set correctly. You can adjust it to increase or decrease the room temperature[1].
  2. Phone the College Lodge on 01865 247650 and discuss this with one of the Lodge Porters. Before calling, establish if the loss of heating is isolated to your room or extends into other areas in your building or house.
  3. If the issue persists, please contact the College Maintenance Team and report the fault using the OS Ticket System https://maintenance.linacre.ox.ac.uk

Additional Heating Devices

- College residents' Licence to Occupy states that the use or introduction of additional heating sources is prohibited unless agreed by the College.

If You Have Specific Heating Needs

- If you have particular requirements that this policy does not fulfil due to medical conditions or other unique circumstances, please inform the College's Academic Office academic.office@linacre.ox.ac.uk so we can discuss if it is possible to accommodate your needs.

[1] Please see note on Domestic Central Heating System

Escalation Process

1. If your heating issue is not resolved within 24 hours of reporting:
    - First, contact the College Maintenance Team to follow up on your original enquiry using the OS Ticket System.
    - If your issue remains unresolved, escalate it to the Director of Estates simon.barker@linacre.ox.ac.uk
    - If the issue is impacting your welfare, you may also discuss your situation with the College's Welfare Lead welf@linacre.ox.ac.uk

Adjusting Room Temperature

- To adjust the temperature in your room, use the Thermostatic Radiator Valve (TRV) on your radiator. Turning it to a higher number will increase the heat, while turning it down will lower the temperature.

Important Note About Heaters

- Our buildings are fitted with temperature sensors to ensure accurate temperature control. **Please do not use additional heaters in your room**, as this will affect the temperature readings and could skew the results, causing the temperature in other areas to be too low.

College Commitment

We are committed to maintaining a comfortable temperature of 20°C during the day and 18°C at night. If you encounter any problems, we aim to address them promptly to ensure you have a comfortable environment.

Domestic Central Heating System

A central heating system works by heating water using some form of mechanical means, which is then pumped through pipes to radiators in different rooms. The radiators release heat into the air, warming the space. Thermostatic Radiator Valves (TRVs) are installed on the radiators and control the temperature of each room. They automatically adjust the flow of hot water to the radiator based on the room's temperature. When a room reaches the desired temperature, the TRV reduces the flow of hot water, and the radiator will feel cooler or off. As the room temperature drops the flow of water will be increased and your radiator will begin to warm up and produce heat again. The heating will continue to modulate in this way helping to maintain a comfortable temperature.