

# Accommodation Offer Pack



We can supply information  
in alternative formats for  
people with a visual  
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Please contact the  
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or visit

**[www.goldsmiths.ac.uk/  
disability](http://www.goldsmiths.ac.uk/disability)**.

# Introduction

Residences Catering & Conference Services in Partnership with Opal Homes and Mcmillan Student Village. RCCS are pleased to inform you that we are signed up to the Universities UK Code of Good Practice. As a private student accommodation provider Opal Homes are members of the ANUK Code of Good Practice. Both Codes of Practice work towards providing good quality and well managed student accommodation. For further details on how we comply with these regulations please visit [www.universitiesuk.ac.uk](http://www.universitiesuk.ac.uk)

Dear Resident

Welcome to Goldsmiths. The aim of this Offer Pack is to provide you with information about life in a hall of residence. The information is divided into seven main sections - general information referring to all the halls; frequently asked questions; specific details of each hall; facilities and local amenities; hall fees; College Regulations for Halls of Residence, contact details and forms.

Please ensure that you read the following information carefully and carry out any instructions where necessary.

By accepting your place in hall, you agree to abide by the information and regulations contained within this booklet, you should therefore retain the booklet for the duration of your stay in hall for reference purposes.

Living in halls of residence can be an essential part of the student experience at university. Many of the residents in halls will never have lived away from home before, while others may have only ever lived in private sector accommodation. Living in halls of residence can be very different from living with parents or in a rented flat. On the one hand you don't need to worry about paying gas or electricity bills, you get a cleaner in your kitchen every morning, you can always get in touch with someone when you have a maintenance problem and you will live on a site with a Security presence throughout the night. On the other hand, you will be living in close quarters with a wide range of people and sharing facilities with people you have never met before. This means that while you are living in halls of residence you have a responsibility to conduct yourself with consideration for other residents.

We look forward to seeing you in September!  
Accommodation Services  
June 2010

NB. The photographs used throughout this booklet are there to provide a general overview of halls provided by Goldsmiths, University of London, they may not necessarily reflect each specific hall.



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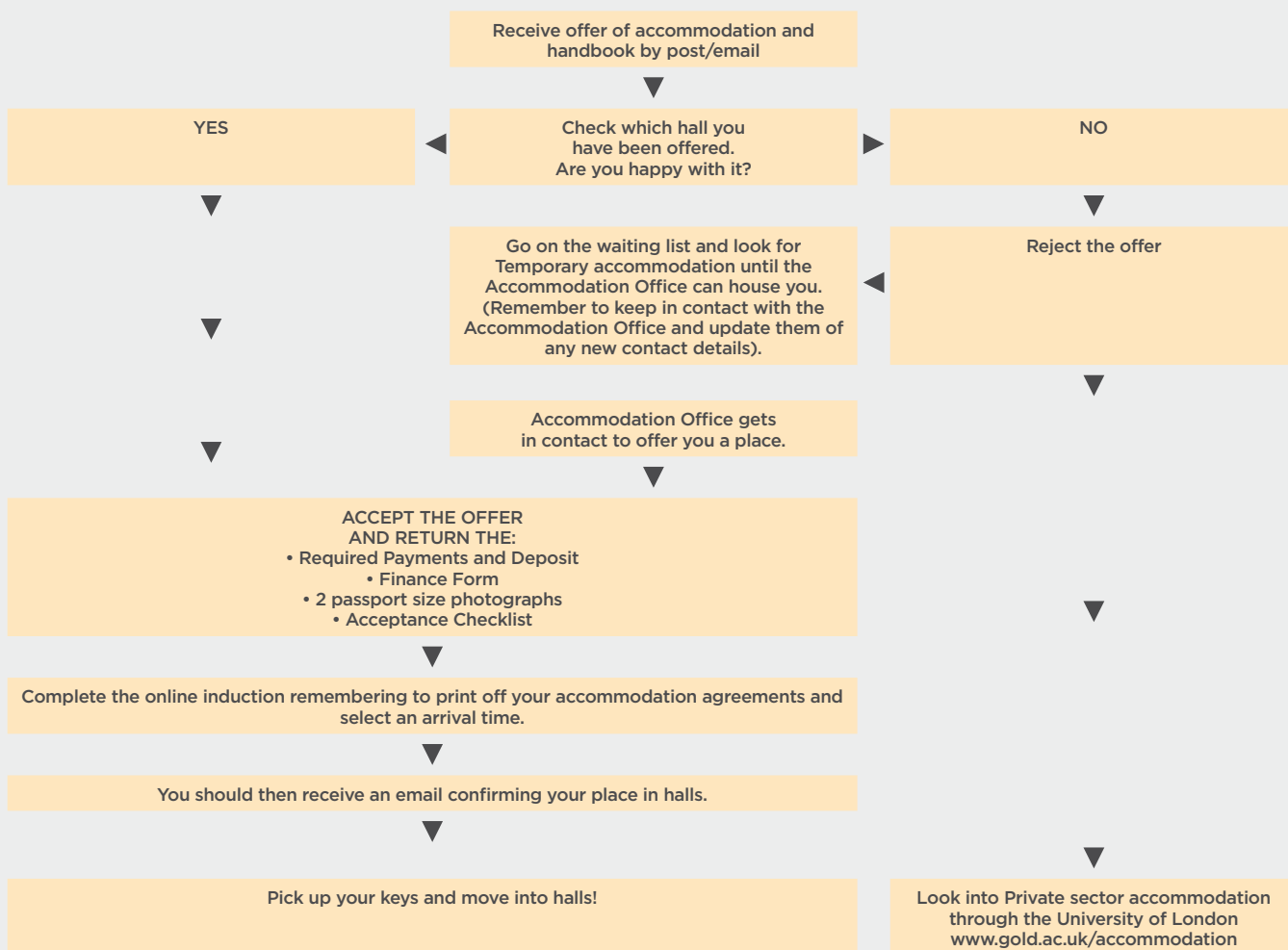


# Section One



## General Hall Information

What do I do now?



What if my child is away travelling or can not respond to the offer?  
If the resident to whom this offer pack is addressed to is away, please respond to this offer on their behalf to avoid their place being cancelled. Please send a letter advising us of the situation clearly indicating the name of the resident on the letter. Attach to this letter the Acceptance checklist, passport size pictures where possible, finance form and the required payments, including the deposit.

The student will need to complete the online induction and print off and sign the accommodation agreements prior to arrival. They should bring their printed agreements with them on arrival day.

Look into Private sector accommodation through the University of London  
[www.gold.ac.uk/accommodation](http://www.gold.ac.uk/accommodation)

## Timetable of events

### October

- First term's accommodation fees are taken by the Finance Administrators based at the Loring Management Centre.

### November

- Room Swap forms are available from the Main Reception at the Loring Management Centre.

### December

- Visiting Autumn Term residents Departures.

### January

- Second term's accommodation fees are taken by the Finance Administrators based at the Loring Management Centre.
- Visiting Spring Term student Arrivals.

### March

- Housing Week.  
An opportunity to talk to the Students' Union, the Accommodation Office, the Fire Service, the Safer Neighbourhood Team and local estate agents regarding many different aspects of Private Housing. A representative from the University of London Housing Services team will also be giving a talk on how to look for private sector housing in London. This is a very useful opportunity to look into your options for living outside of the halls environment in your following years at Goldsmiths.
- Visiting Autumn and Spring and Spring Term departures.

### April

- Third term's accommodation fees are taken by the Finance Administrators based at the Loring Management Centre.
- Returner's Applications  
If you would like to apply to return to halls then applications for returning residents will be available the first day of the summer term. Places are not guaranteed and the quota is usually filled on a first come, first serve basis (conditions apply).
- April Pre-sessional students arrive

### May

- Summer Accommodation.  
Those residents who would like to stay in Summer Accommodation and whose accommodation agreements do not cover this period (i.e. Undergraduates) can then apply to the Conference Office to remain in halls throughout the summer.  
(<http://www.goldsmiths.ac.uk/conference-services/summer>).
- May Pre-sessional students arrive.

### June

- Undergraduate and remaining Visiting and Exchange Student Departures.  
Information regarding departures will be provided in the departure notice given to residents a month before they are set to leave.

### July

- Fourth term accommodation fees where applicable are taken by the Finance Administrators based at the Loring Management Centre.
- July Pre-sessional students arrive.

### August

- Pre-sessional Student Meetings.  
Meetings between the Accommodation Office and the Pre-sessional students will take place at the beginning of August. This is to establish who would like to stay in halls.
- August Pre-sessional students arrive.

### September

- Postgraduate Departures.  
Information regarding departures and extensions (where available) will be provided in the departure notice given to the residents a month before they are set to leave.
- 2011/12 student intake move in.

## General Information

Each hall of residence has a team of administrative, management and security staff as well as Resident Assistants.

Administrative and management staff are on site or in a nearby building and help to deal with the day to day running of the accommodation. Resident Assistants are appointed to provide support and cover when the offices are closed. They are there to ensure that Halls Regulations are followed by residents and to offer help and advice. They operate on a duty rota system, seven nights a week. Each night one of the team will be on call and details of the rota will be placed in your hall each month.

Security staff deal with the out of hours problems and are on duty throughout the night. There is security cover for every hall each night and Loring Hall Management Centre has 24 hour cover throughout the weekends, Bank Holidays and periods of College Closure. They are located near the entrance of certain halls and regularly patrol the halls and grounds. They will answer any urgent queries, or help with emergencies by calling emergency services or out-of-hours tradesmen.

### Cleaning

Kitchens and other communal areas are cleaned (except McMillan Student Village), and refuse removed, regularly within the week (except on national holidays or College closure days). Residents are expected to keep halls in a tidy state so domestic staff can clean effectively. Residents are responsible for cleaning their own rooms/studios throughout the year and their ensuite bathrooms where applicable. Residents are also expected to clean their rooms before they leave. Any additional cleaning that needs to be carried out in the communal areas of the flats/corridors and/or the residents bedrooms when they are vacated will be recharged to the residents in question.

Study Bedroom inspections may be carried out each term. If a room is found to be unacceptable, the resident will be given 24 hours notice to clean it. If this is not carried out we will automatically request that the cleaning team clean your room without further notice. The charge for additional cleaning is £20.00 per hour.

Grease, fats or oil must not be disposed of down the sink. Fridges and freezers need to be cleaned and defrosted regularly by the residents of the flat/floor. Vacuum cleaners are available and must be returned after use. Windows are cleaned inside and out periodically and advance notice of this will be given wherever possible.

### Communal areas

For Health and Safety reasons, all communal areas, particularly corridors and stairways must be kept clear at all times. Any items that are left in these areas will be removed and may be disposed of without notice.

Any notices displayed within communal areas are for the benefit of all residents and should be left until removed by the Housekeeper/ Residence Manager.

The charge for removal of belongings or additional cleaning in communal areas is £20.00 per hour.

### Kitchen facilities

All of our halls are self catered and equipped with: kettle, microwave, fridge, freezer and oven which is adequate for the numbers sharing. Deep fat fryers are prohibited. Kitchens are for the use of residents only and may not be used by residents' guests. Personal possessions should not be left in the kitchen; this includes clothing etc. In the event that items are left in the kitchen/common areas, they may be removed by the Residence Manager/ Housekeeper. Cutlery and crockery will also be removed, especially if it has been left unwashed for a period of time. One food cupboard is allocated for each resident.

### Recycling

Residents are encouraged to recycle whenever possible. Recycling bags are provided in each kitchen, except McMillan Student Village where residents are required to empty refuse into bins located in the courtyard. Items that can be placed in these are:

- Paper
- Cardboard
- Glass
- Plastic Bottles
- Cans and Tins

Residents may also place any of the above in the large green recycling bins sited at all Halls or in the black and white bins on St. James outside Loring Hall where you can find a separate bin for textiles. There are more recycle bins outside the big Sainsbury's behind New Cross Gate station. Please do not contaminate the recycling with non-recycling waste.

### Laundry facilities

All halls have access to coin-operated laundry facilities, please see the section on your hall for specific details. Under no circumstances should clothes be washed in bathrooms or bedrooms. Washing must never be dried on the radiators, or hung up or outside windows or within the laundry.

### Maintenance (see below for mcmillan student village residents)

The Residential Services team work closely with the College's Estates team to provide a maintenance service to residents. You should complete a Maintenance Report form if you wish to report a fault\*. If you report a maintenance fault before 1pm on a standard working day, within two working days it will usually be fixed or reported to the relevant Estates tradesmen or contractors for further action. Please come to the Loring Management Centre for Loring Hall, Chesterman House, Dean House and Batavia Mews or the Reception at Surrey House/Annexe and Raymont Hall to report the fault.

If the report is an emergency (for example a leak) then please make sure staff are aware of the problem as well as completing the report form.

### McMillan student village

All maintenance issues should be reported promptly to the reception at the McMillan Student Village. In most cases the matter will be resolved by the duty maintenance team member. Where the duty person is unable to resolve the issue, they will engage with an appropriate external resource.

### Right of access

Both RCCS & McMillan Student Village reserves the right to have its staff and authorised personnel enter any part of the property to carry out their day to day duties and attend to any maintenance issues. Where possible adequate notice will be given. You have a right to ask anyone requesting to enter your flat/room/studio to identify themselves with appropriate ID. Staff will only enter rooms without giving written notice in the following circumstances:

- In response to a maintenance report request
- In the case of an emergency (particularly if it is felt that the residents or property are in danger)
- If activities are reported at the address which is causing disturbance or distress to other residents.
- If there is a breach of the accommodation agreement

**Electrical provision**

Please refer to 25.6 Health and Safety Regulations notes on page 39, however, televisions, computers, lamps and domestic stereo equipment are permitted. You should have your personal electrical equipment Portable Appliance Tested (PAT) and have a certificate to verify this.

We have a responsibility to make sure that electrical equipment is kept in a safe condition. We also have a responsibility to ensure residents do not endanger others by using unsafe electrical equipment. If a member of staff becomes aware of an unsafe electrical item they will label it as unsafe and request the owner to arrange for repairs. If this has not been done within a week the item will be removed by the Housekeeper/Residence Manager and will only be available for retrieval at the end of the owner's period of residence. Any confiscated items not reclaimed a month after the end of the owner's period of residence will be disposed of.

**Heating (except mcmillan student village)**

Heating is turned off in May and resumed in October. Generally, heating is only provided from approx. 06.00 to 12.00 and 14.00 to 23.00. Heating is not provided on a 24 hour basis. For McMillan residents details on how to operate your heating will be provided on arrival.

**Gas**

If you smell gas in any building, never turn on any electrical appliances or lights. Report the incident immediately to your hall office, the Security officer or the Resident Assistant on duty.

**Keys and cards**

Keep keys and entry cards safe at all times. Losses must be reported immediately (replacements are charged for in full, see page 31). At the end of the period of residence, keys and cards must be handed in by the resident. Residents who fail to comply will be treated as still in residence and charged accordingly.

**Fire**

All residents should make themselves familiar with the fire notices and exits around the buildings and follow all local instructions. Each building is equipped with a fire alarm system. Anyone detecting a fire should raise the alarm immediately and call 999. On hearing the fire alarm, evacuate the building in an orderly fashion. You should then meet at the assembly points outside your hall. Do not re-enter the building until it has been deemed safe to do so by the fire brigade or a member of college staff. If you know that you have set off the fire alarm, whether by accident or because of a real fire, contact a member of staff once outside.

**Fire safety**

Fire safety is a major concern in any hall of residence. For the halls of residence to stay open we must comply with various legal requirements. We also have some simple rules in place to protect residents:

- A number of items are prohibited from rooms (candles, incense, see page 39 for more information);
- Smoking is not allowed anywhere within the buildings including balconies.
- Fire equipment must not be tampered with;
- Fire alarm tests are carried out every week;
- Fire evacuations will be carried out at least twice a year.
- Cooking must never be left unsupervised when in the oven or on the hob.

If candles, incense, are found in your room during room checks you will receive a formal written warning.

Fire equipment must not be tampered with. This includes setting off fire extinguishers for no reason, letting out fire blankets, covering smoke detectors and keeping fire doors open. If you tamper with any aspect of the fire detection or fire fighting equipment not only do you put yourself at risk of fire but also your friends, colleagues and neighbours.

Tampering with fire equipment is a criminal offence, not simply a contravention of the halls rules and regulations.

Should we be unable to determine who is responsible we will consider it the responsibility of all residents in the flat and action will be taken accordingly.

We would advise you to note that covering the smoke detector in your room is very easily attributable. Also, taking the smoke detector apart is easily identifiable as the system reports it to us as a fault. Again this is very easily traced back to the responsible resident.

The fire alarm can be activated by steam. Therefore, in en-suite rooms, you must close the bathroom door when showering and activate the fan. Individuals/flats/floors who persistently activate the fire alarm by burning food, not closing shower doors or other such careless action will be charged for the resulting fire brigade call-outs which may be in the region of several hundred pounds.

**Fire drills**

Fire drills are carried out at least twice a year. All residents must evacuate during fire evacuation practices.

**Fire tests**

Every week, at an advertised day and time, our maintenance team will test the fire alarms. This will involve them setting off the alarm in your flat/corridor and then checking to see if all of the sounders work properly. There is no need to evacuate during these fire alarm tests. These tests should last for no more than a couple of minutes. Fire evacuation practices will involve the alarm sounding for much longer and you should then evacuate.

**Emergencies and calling the emergency services**

If there is an emergency on site you should let a member of staff know immediately. For example, if there is need to call an ambulance out-of-office hours you should inform the security guard on duty. The guard can then call 999 on your behalf, instruct the emergency services, direct them when they arrive and provide them with a copy of emergency details card for the person concerned. You can, of course, call the emergency services yourself but it makes their arrival much easier if the security guards are kept informed and not taken by surprise by the sudden appearance of an ambulance, police car or fire engine.

**Gardens and grounds**

Barbeques, fires and open flames in general are not permitted in any part of the halls or grounds. No hall furniture or equipment may be taken into the garden or grounds. Residents must not congregate in the garden or grounds after 11.00pm for the benefit of other residents and neighbours.

**Snow and ice**

RCCS will make all efforts available to them to clear snow and ice from paths and access routes within the grounds of the Halls as soon as circumstances allow. High risk areas (e.g. steps and slopes) will be prioritised for attention. Persons with mobility difficulties or who anticipate particular problems should make themselves known to Residential Services.

**Responsible/liable**

When you live in halls not only are you responsible for looking after your room, you are also responsible for ensuring that the communal areas are kept in a reasonable condition. This means that you will be held personally responsible for noise and damage in your own room as well as collectively for noise or damage in communal areas.

Given that the upkeep of your room/flat/corridor is your responsibility it is in your interest to report maintenance concerns as soon as they happen.

See the Specific Hall Information on pages 20-26, for details of where to report maintenance concerns.

It is also important to note that if you live in a flat where there are problems, perhaps other flatmates are disturbing other people or they are mistreating the flat and causing damage, if you do not tell us a) we cannot do anything about it and b) you will have implicitly consented to their behaviour and will still be held responsible. The sooner you tell us the sooner we can attempt to rectify the situation and the sooner you will have disassociated yourself with whatever is going on. Where appropriate all contact with the Residential Services team will be kept in strictest confidence.

The sooner you report anti-social behaviour, the sooner it can be dealt with.

**Dealing with anti-social behaviour**

Within the Department there are a number of routes you can take to deal with anti-social behaviour from your neighbours depending on the nature of the behaviour. You can:

- Call Security;
- Call a Resident Assistant;
- Make a formal complaint to Residential Services;
- Make a formal complaint to the College on bullying and harassment grounds;
- Apply for a room move. (from November onwards).

Each of these resources has a place in the process of dealing with anti-social behaviour.

**Security**

As noted there are Security officers covering each hall. They will make patrols of the sites throughout the night and will deal with anything that is brought to their attention. You can also report anti-social behaviour to the Security officers by phone or in person. The advantage of this is that they will then come out to deal with whatever problem you have reported and they will make a note of it in the log book. This means that not only has the immediate problem hopefully been dealt with but an independent log has been made of it. This log can be very useful if problems are recurring. It means that any dispute between two residents is not simply reduced to one resident's word against another's.

**Resident assistants**

The Resident Assistants are often postgraduate students who live in halls to provide a support service to the residents. They work with Security to help maintain the site out of hours. If you are suffering from some sort of inconsiderate or anti-social behaviour they are often a good starting place to get things rectified. The Resident Assistants can speak to other members of the flat on your behalf or, more usually, they can arrange a flat meeting so that everyone has the chance to sort out problems in an adult fashion. As with the Security officers, by involving the Resident Assistants your problem will be recorded by a third, impartial, party. This can be useful if a situation deteriorates.

**Formal complaint to residential services**

If you make a formal complaint about a fellow resident to Residential Services you will have taken the situation forward to a process which will usually end in some kind of formal disciplinary action. This means that the burden of proof for action will be higher than simply involving the Resident Assistants. This means that in most cases we will expect you to have first attempted to resolve a situation via Security or the Resident Assistants. By the time your complaint comes to Residential Services we would expect to be able to track the history of your problem through security logs and the reports filled in by Resident Assistants. In the past we have been asked to deal with complaints like this:

“ My flatmate has been making loads of noise every night for the last three months. I can't sleep. I am desperate and it is affecting my work now.”

In this case without any logs from Security about it or any involvement of the Resident Assistants unless the co-sharer in question admits to everything, we are limited in the action we can take. As in any other scenario where you might make a formal complaint against someone there is an emphasis on you to back your complaint up with proof. The means for gathering this proof are the Security officers and Resident Assistants but it is your responsibility to use them.

Use the Security Officers and Resident Assistants if you are suffering from anti-social behaviour. Their involvement is invaluable if a situation progresses to the formal complaint stage.

**Bullying and harassment claim**

As a student at Goldsmiths you have a right to live and work without fear of bullying or harassment. This is an element of the Student Code of Conduct by which you are bound while studying at Goldsmiths, University of London. More details of this can be found at: <http://www.gold.ac.uk/equal-opportunities/equality-diversity/harassment/>

**Room moves**

If you find yourself in a situation in your flat which you cannot deal with, you are able to apply for a room move. This will not solve whatever problem you have suffered but it will at least move you away from it. There is an administration charge applicable for room moves and any move is dependent on there being a suitable room available for you to move in to.

**Disciplinary measures**

The Halls of Residence are not simply accommodation. They are specifically student accommodation to facilitate studying at Goldsmiths. That means that the RCCS department has a responsibility to ensure that the halls provide a fit environment for studying. It also has a responsibility to treat each resident equally.

There are a number of levels of disciplinary action that can be taken by the RCCS department. Formal written warnings are the most common. If you receive a written warning in most cases we will not offer you halls accommodation in the future and will not provide you with a private landlord reference. Although this may not sound too serious it is worth bearing in mind what kind of accommodation you will be able to find if you need to find a landlord that does not require a reference from your previous accommodation. Also many returning residents find it useful to apply for halls accommodation in their final year so that they do not need to worry about residence-related matters and can concentrate better on their academic work; if you have received a formal written warning this option will not be open to you.

If you receive a number of formal written warnings, or are responsible for some particularly serious act of anti-social behaviour, your agreement may be terminated and you could be asked to leave halls.

Receiving a formal written warning may prevent you from finding private accommodation once you leave halls.

**Key points:**

1. During Quiet Hours you are required to keep noise to a minimum; this means you should not use TVs, stereos, radios etc... and you should make sure your voice does not disturb people, particularly in the corridors;
2. You are responsible for both your room and the communal areas;
3. The sooner you report a problem the sooner it can be dealt with;
4. If you have a problem it is your responsibility to use the services of the Security officers and the Resident Assistants. If matters get as far as a formal complaint to Residential Services in most cases we will expect you to have already made use of Security and the Resident Assistants;
5. If you receive a formal written warning it will have serious ramifications for your prospects of finding private accommodation when you leave halls.

Use the Security Officers and Resident Assistants if you are suffering from anti-social behaviour. Their involvement is invaluable if a situation progresses to the formal complaint stage.

**Art work**

Residents may not paint or carry out other art work in halls. Hall staff are at liberty to remove any item that contravenes this regulation.

**Furniture**

For health and safety reasons, additional furniture may not be brought into halls. Such items may be removed from the hall and reclaimed at the end of the accommodation agreement. This includes additional white goods such as fridges or microwaves.

**Inventories and charges**

During the period of residence, regular inspections of halls will be made and any losses or damages found at these times will result in an invoice being raised for which immediate payment will be required. Any losses or damages found between previous inspections and the end of the period of residence will be deducted from the deposit at the end of the period of residence. Charges are determined by the cost to the Department of RCCS of returning accommodation to standards set by the Department, using the contractors preferred by the Department or College. The completion of the inventory given at the beginning of the period of residence is very important. The condition of the room on leaving will be checked against this inventory and the cost of repairing any losses or damage to the room not included on the inventory will be deducted from the deposit. If the inventory is not returned, the room will be considered to be in good condition and any losses or damage at the end of the period of residence will be charged to the deposit accordingly, see page

**Your security**

It is the responsibility of every resident to ensure that all doors are kept locked. Never let strangers into the building and never give your keys, entry cards or entry codes to any other person. Always ensure that you close the window and lock the door on leaving your room. If you live on the ground floor, curtains should be closed if you are away or leaving your room for any period. In the event of any Security problems, residents should immediately contact the Loring Management Centre, Security Officer, duty Resident Assistant or, in an emergency, the police on telephone number 999. Residents who contravene hall regulations on security, by admitting strangers into the building, face disciplinary action.

**Visitors**

Residents may have one overnight guest for a maximum of three nights in any seven days, on the understanding that they do not cause annoyance or inconvenience to other members of hall. You are responsible for your guest and must accompany them at all times. Guests must sleep within your room, not in any other areas of the flat/hall. Residents will be held liable for any damage caused by or misconduct of their guests. Guests who cause annoyance or inconvenience may be banned from the halls.

Guests are required to inform and sign in at reception.

We understand that sometimes you may have friends or family come over to stay who live a considerable distance from the halls and a three day trip is not always feasible. If this is the case please consult the Loring Management Centre prior to the arrival of your guest to seek the availability of any guest accommodation that may be on offer. We can also give you a separate list of places available around the area.

**Absence**

If you intend to be absent from the residence for more than one week, please notify the hall office in writing and advise other residents in your flat/corridor. If a resident on your floor has not been seen for some time, without explanation for their absence, please advise your hall office.

**Extending your stay**

Usually those residents who are attending a study abroad programme for one or two terms will have the opportunity to extend their stay in halls. However the time available to extend will vary depending on the time of year.

Those residents who are undertaking a full 40 week undergraduate programme will not be able to extend their stay in their room but can look to book a room through the Summer Conference Office. For further details please view their website ([www.goldsmiths.ac.uk/conference-services/summer](http://www.goldsmiths.ac.uk/conference-services/summer)).

Those residents who are undertaking postgraduate courses lasting between 42- 44 weeks (PGCE, MA Art Psychotherapy, MA Dance Movement Therapy, all MFA's, MA Counselling, MA Group and Intellectual Studies, MA Psychoanalytical Studies) will need to check with the Accommodation Office as to whether they can extend their stay.

If you are a Postgraduate resident in halls generally your contract will last for 50 weeks with a potential to extending by 1 week (availability depending). If you are successful in receiving an offer of accommodation for the next academic session then we will contact you to advise you on extending your stay to cover the periods that your current agreement ends and new agreement begins.

All extensions will only be allowed if contracts have been amended and paid for within the deadline stated on the departure information or correspondence sent out in regards to this. No resident with a poor payment record or written warning will be allowed to extend their stay. Rates of extending your stay will be published nearer the time and will vary depending on the length that you are looking to extend for.

For students residing in McMillan Student Village you may be able to extend your stay longer than 40 weeks, however, this arrangement will be made directly with Opal Homes, who will contact you accordingly.

**Post**

If it is essential that you have mail sent to your hall of residence before your arrival, please ensure that items are clearly marked "NEW RESIDENT" and that it is as near to 25th September 2010 as possible. We cannot guarantee that post will not be returned to sender.

Due to the volume of post received, halls staff cannot redirect mail. Please ensure that on departure, you make your own arrangements for the re-direction of mail.

There are post offices near to all halls, a main sorting office being situated in New Cross Gate. Stamps are available from many local shops and the students' Union G shop within the main College building. There is also a post box situated in the wall of the main College building on Lewisham Way and many others close to all of the halls of residence.

The New Cross Halls residents will need to collect large packages (i.e. bigger than letter box size) from the Royal Mail sorting office on New Cross Road, who will notify you if you receive a package.

**Change of contact details**

Please notify your hall office of any change of contact details immediately.

**What to bring**

Residents will need to provide their own bedlinen, duvet, pillows, cutlery, crockery and cooking utensils. Cleaning materials, washing powder and toilet paper (in en-suite accommodation) are not provided.

**Room numbers**

Please note that room numbers cannot be issued until arrival as the allocations change continually until the morning of arrival.

**Conferences and summer schools**

All halls are used extensively during term-time and the vacations for conference business. During term-time, some public areas are used for teaching, training days and other functions and, therefore, are not available for use by residents at those times. During the summer vacations, halls are let for conference groups, language schools and holiday lets. All income from this business is used exclusively to subsidise resident hall fees and refurbish hall accommodation.

**Refurbishment**

Refurbishment work may be carried out during term-time. We aim to keep any disruption to a minimum.

**Complaints and concerns**

Complaints of any nature should be expressed in writing to the Loring Management Centre in the first instance. You can do this by completing our online form at <http://www.gold.ac.uk/accommodation/complaints-form> where you will also find details of our complaints policy. If you do have any queries or concerns about living in halls please let the Accommodation Services Manager/Residential Services Manager know. Please remember that unless you have made the Accommodation Services Manager/Residential Services Manager formally aware of a problem either during a meeting or in writing then there will not be an official record of your problem and it may not get resolved.

# The halls



Dean House

Goldsmiths

Batavia Mews

Chesterman House

Loring Hall



McMillan  
Student Village

Surrey  
House Hall

Towards  
Raymont Hall

# Section Two



## Frequently Asked Questions

By now you have read about the halls in general, we hope that the following section will help answer any further questions you may have about the halls.

### Where are they located?

The map should indicate the location of the halls. Most of them are within a five minute walk from the main building, with the exception of Raymont Hall which is around a twenty minute walk and is located in Brockley and McMillan Student Village which is also around 20 minutes walk and is in Greenwich.

[www.goldsmiths.ac.uk/find-us](http://www.goldsmiths.ac.uk/find-us)

### Do you have accommodation for families?

Please note that we are unable to accommodate those students with families. Our accommodation comprises of single occupancy ensuite and standard rooms as well as a limited number of studio flats for single, twin and double occupancy.

If you are moving to London with your family, we would strongly advise you to travel to London alone in the first instance to find suitable accommodation before your family joins you.

For further information please see the University of London Housing Services website [www.housing.lon.ac.uk](http://www.housing.lon.ac.uk) or look into family accommodation through International Hall, which is part of the Intercollegiate halls in Central London. Further details can be found at our website [www.goldsmiths.ac.uk/accommodation/](http://www.goldsmiths.ac.uk/accommodation/)

### How do I get to the halls?

New Cross Halls (Batavia Mews, Chesterman House, Dean House, Loring Hall)

#### By Overground (formerly East London Line)

The Overground line has extended to Dalston in the North linking it to the Victoria Line and Stratford for links to the Central Line in the East. Goldsmiths is now serviced with frequent trains to Brockley, New Cross and New Cross Gate.

#### By rail

Main line train from Charing Cross, Victoria, Waterloo East, London Bridge; or Cannon Street (peak hours only) to New Cross and New Cross Gate Station. The Accommodation Office is situated at the Loring Management Centre in the building across the road from New Cross Gate Station. Once in New Cross please use the campus map provided to locate the halls mentioned above.

#### By road

The New Cross halls are situated on the A2 (New Cross Road) between New Cross Gate and New Cross Station.

#### McMillan Student Village

McMillan is situated within walking distance to the Cutty Sark Docklands Light Railway (DLR) offering excellent transport links within 20 minutes to central London and also Deptford train station with a journey time of just 7 minutes to London Bridge. McMillan Student Village is a short walk from Greenwich town centre. Goldsmiths' College is a 20 minute walk from the Hall.

#### The Docklands Light Railway (DLR)

The DLR has frequent trains from stations within the Greenwich area that go to the City and West End of London. The DLR serves Lewisham, Elverson Road, Deptford Bridge, Greenwich, Cutty Sark (for Maritime Greenwich), Island Gardens and further stations by way of Canary Wharf.

#### By Road

McMillan Student Village is situated on Creek Road, London, SE8 3BU. Greenwich is easily accessible from the Channel Tunnel and Channel Ports by the A2/M2, A20/M20 roads, which connect with the M25, and the A102M links with the M11 road to the North and East Anglia. There is limited car parking in Greenwich and a restricted parking zone is enforced in the town centre.

#### Raymont Hall

By Overground (formerly East London Line) The Overground line has extended to Dalston in the North linking it to the Victoria Line and Stratford for links to the Central Line in the East. Goldsmiths is now serviced with frequent trains to Brockley, New Cross and New Cross Gate.

#### By Rail

Main line train from London Bridge, Victoria, or Cannon Street (peak time only) to Brockley. Then by foot or taxi to Raymont Hall. Come out of the station, head for the Brockley Barge public house, cross Brockley Road, turn left up Harefield Road. At the cross roads with Wickham Road turn right, and Raymont Hall is the fourth building on the left hand side.

#### By Road

Raymont Hall is situated at 63 Wickham Road, SE4 1LX, off the A20 (Lewisham Way).

#### Surrey House

By Overground (formerly East London Line) The Overground line has extended to Dalston in the North linking it to the Victoria Line and Stratford for links to the Central Line in the East. Goldsmiths is now serviced with frequent trains to Brockley, New Cross and New Cross Gate.

#### By Rail

Main line train from Charing Cross, Waterloo East, London Bridge; or Cannon Street (peak hours only) to New Cross Station. Turn right out of the station and right again. Cross over at the traffic lights continue along Amersham Road. Cross over Lewisham Way to Shardeloes Road. Surrey House is on the left.

#### By Road

Surrey House is situated at 80 Lewisham Way SE14 6PB (A20). The entrance is on Shardeloes Road.

#### What is the local area like?

Goldsmiths is located in New Cross, which is a busy area with a multi-cultural population. The area contains all amenities you need; a supermarket, local market and just a short trip to major high street stores. It is also just 15 minutes by train from Central London.

#### What are the halls like?

'Standard' halls have shared toilet and bathroom facilities as well as shared kitchen/dining areas.

En-suite' halls have their own small, separate shower room containing toilet, wash hand basin and shower with a shared kitchen/dining area.

'Studios' have ensuite shower rooms with basin and toilet as well as their own kitchenette facilities.

Each hall is set up differently i.e. some are set up like corridors, whereas some are grouped into flats (please see hall details for specific information). Although you may not have been offered your first choice, the general atmosphere of the halls are similar. If after you have moved in and allowed yourself time to settle in and make friends you still would like to move, please apply for a room swap at the beginning of November. See timetable of events on page 6.

**Who will i live with?**

Whether you're living in the traditional corridor style halls or in a flat, you will have a single study bedroom and you will be sharing some facilities with other residents. On the whole, we tend to mix males with females within our accommodation, although depending on availability we may be able to accommodate some single sex flats.

We generally house Undergraduate and Postgraduate students separately, depending on availability and demand. We currently house PGCE and non-standard course students together. Residents of similar ages are placed together where possible. In all halls, there is a mix of UK and overseas students.

Should you be allocated a place at McMillan Student Village then you will be housed with a number of Goldsmiths students as well as students at various Colleges and Universities.

**Can i see a room before i move in?**

We are often able to show a sample room of some of our halls during University Open-Days, however it is regret that it is not possible at any other time as the rooms are constantly being used by current students or by summer conference guests.

Please go to our website <http://www.gold.ac.uk/accommodation/residences/> where you can see 360 degree shots of the rooms in Goldsmiths Halls of Residence.

**What is my address?**

The address of each hall is given in section three "specific hall information". However it will not be possible to obtain your room number until the day you move in, as this can change right up until the morning of move-in.

**What if i don't like my room, when i get there, can i move?**

If after you move in, you don't like your room you may apply for a room swap in November. You are not able to swap rooms earlier than this as the Accommodation Office will need to prioritise trying to house those students who do not have a place to live. Room swaps are not guaranteed and are reliant on vacant rooms becoming available throughout the year. If we are able to accommodate a room swap then there will be an administration fee involved (see page 31). Please note under NO circumstances can residents take it upon themselves to swap rooms without discussing this with the Accommodation Office first.

**What if i want to live with my new friends, but they live in a different flat/hall?**

If you want to move to a different flat/hall to be with one of your friends, again this would be considered as a room swap and you will only be able to apply to swap rooms at the beginning of November. Please see above for further details.

**What if i decide to leave my course?**

If after you move into halls, you decide that the course isn't for you and are planning on leaving, you must notify the Accommodation Office. We will then need a copy of the withdrawal paperwork from your department and as soon as we get this paperwork AND your keys back we can look to withdraw you from your accommodation agreement and refund any money that may be owed to you. Please make sure that you have spoken to the Accommodation Office as well as your department of your intentions as this can avoid any unnecessary costs on your part. In all cases an administration fee will apply.

**What if i am still on course and want to stop living in halls?**

If after you move into halls, you decide that you would prefer to live in the private sector but are still continuing on your course, you will only be released from your accommodation agreement if you find a suitable replacement for your place in halls. It is your responsibility to fill your place, however where possible the Accommodation Office will attempt to help you with this. Please make sure that you have checked the dates of your accommodation agreement and are happy to sign up to a room in the hall that you have been offered for this period of time. If you are not sure whether you want to commit yourself to a place in halls for that period then we would recommend that you reject the offer and look into private sector accommodation where you could usually sign up for a minimum of six months. In all cases an administration fee will apply if you withdraw from course or if you find a suitable replacement.

**What will be in the kitchens when i arrive?**

The College provides for each hall: cookers, refrigerators, freezers, microwave ovens, kettle, iron, ironing board and vacuum cleaners in the kitchens of each flat/corridor.

**What will i have in my room?**

All the rooms are equipped with a bed, a desk, a wardrobe, drawers, a study chair and a bathroom (only in specific halls). Please do not bring in any additional furniture.

The size and shape of the rooms vary throughout the halls. Unless it is due to a medical reasons the size of the room will be allocated randomly.

Bed linen isn't provided so we advise that you bring (or buy shortly after arriving), bedding. Alternatively you can buy a bed pack containing a duvet (comforter), pillow, one sheet, one pillowcase and one duvet (comforter) cover. This will cost £50 GBP and can be placed in your room prior to arrival providing you pay and order this at least one week before your arrival date. You can order a bed pack when you complete the online induction or you can email us on [accommodation@gold.ac.uk](mailto:accommodation@gold.ac.uk)

**What will i need to bring?**

We recommend that residents should bring with them the minimal amount of crockery, cutlery, and cooking utensils in the beginning. Storage is very limited in the kitchens and you may wish to buy communal items with your co-sharers to reduce the cost and waste at the end of the year.

We encourage all our residents to reuse and recycle to prevent unnecessary waste being created.

The College does not provide small electrical items such as bedside lamps. However, in some rooms these are built in above the desks, so you may wish to wait until you arrive before buying one. You may also find clothing for different types of weather useful. UK residents should note that it is hard to fit much more than you can comfortably fit into a family car into the space that you have. If you need a van, you're bringing too much!

**Can i put posters up in my room?**

All notices and posters must be attached to the pinboards only. No adhesives or drawing pins may be used on bedroom doors, walls or ceilings.

**What else is prohibited?**

Please refer to the regulations on pages 38-41 however pets, insects, reptiles or animals of any kind (other than assistance dogs), candles or any other naked flames, oil burners, lava lamps and incense sticks are prohibited.

**What happens if i break the rules and regulations?**

Should you break the rules and regulations a fine may be imposed upon you. Details of our policy are available on request, however, full details will be provided at the outset of your accommodation,

**What about food?**

All halls of residence have full kitchen facilities for self-catering. There are supermarkets close to the halls and a local market for fresh produce.

**Do i really need personal contents insurance?**

Yes, your personal possessions are NOT insured by Goldsmiths when they are in any part of the College's premises or grounds. Regrettably, therefore, you cannot apply for reimbursement from the College for any loss or damage during your stay in hall, whatever the circumstances. This includes food in the College refrigerators and freezers.

Before you reach College, please ensure that you have adequate cover for your belongings through your home insurance, your travel insurance or through a separate policy. We would recommend that this policy covers you for thefts where there is no sign of a forced entry. Please note that you will only be able to take out a separate policy once you have received your room number upon arrival. We often arrange for a student insurance company to be present during move in weekend, so that you can organise and find out about possessions insurance. If you purchase any additional, high value items whilst at College, remember to ensure that your policy covers these items.

For McMillan student Village residents contents insurance is included. You will need to register your belongings online (details will be provided at the time of your arrival).

Please note room numbers are NOT available until the day you pick up your keys.

**Do i need a TV licence?**

As each bedroom has a lock on it, it is treated as an individual dwelling. Therefore if you are intending to bring a television to university you must obtain a TV licence. Please note that room numbers will only be available when you pick up your keys. Some residents may be eligible for a refund when moving home at the end of the year.

**Will i have a telephone in my room?**

We do not provide telephones in study-bedrooms. We advise students to take out their own personal contracts with a mobile phone company should you wish to use a telephone.

**What about internet access?**

All halls have the facility to connect to the internet. This ranges from direct room access, wireless common rooms or personal telephone lines (private contracts would be required).

**Loring Hall, Dean House, Chesterman House and Surrey House Hall** have access to the College network from study bedrooms.

There is currently no direct internet access in **Batavia Mews**. Dial-up or broadband access through some ISPs is available where telephone contracts have been taken out.

**McMillan Student Village** has high speed 24/7 internet and IPTV (digital TV & radio) access available in each studio. Connection to this service is provided by Cablecom and a one off payment of £80 should be made directly online **once you have arrived** at the hall and logged in (disc and cable will be provided).

**Raymont Hall** has wireless access through the College network from its two main common rooms where a limited number of computers are available for residents use and for those residents who have their own wireless enabled laptops. There are also a number of access points where you can plug in your laptop, at no additional cost within the common area. Raymont Hall does not have internet access in study bedrooms.

The majority of the halls are within a five minute walk of the main campus where you will have access to the Rutherford Information Services Building which has full access to the internet for registered residents. In addition to this, there are some wireless access points around the College campus.

**Can I smoke in halls?**

Smoking is not permitted anywhere in the buildings, including study bedrooms, kitchens or on balconies.

**Are there any parking facilities in halls?**

None of the halls have areas for resident parking, apart from Loring Hall which has a limited number of places for disabled badge holders only. Permission to park there can only be obtained with an official disabled parking permit. Some roads around Lewisham are available to park on, however you will need to check any limitations.

**Can I bring a bicycle to halls?**

There is the facility to store your bicycle somewhere within the site of each hall. Please note this is usually outside and the bicycle is left at the owners own risk. Under no circumstances should bicycles be kept inside any part of the hall.

**Can I stay in my room over Christmas and Easter?**

Yes, your rent covers the Easter and Christmas vacations.

**How will I settle into hall life?**

You will be sent an online induction which we hope will help to orientate you around your hall of residence and prepare you for your move in to halls. The Students' Union and International Office organise various activities in the first few days after residents move in to hall to give everyone the opportunity to mix and meet other people. Surrey House Hall, Raymont Hall and McMillan Student Village also usually have a reception during the first weekend so that all the new residents can meet each other and the staff there.

**What if I have a disability?**

Goldsmiths has rooms in its halls of residence which are, or can be, adapted for residents with physical or sensory disabilities. This includes equipment to assist with hearing and sight, as well as severe physical disabilities.

Please contact the Disability co-ordinator and fill out a disability questionnaire. You can email them on [disability@gold.ac.uk](mailto:disability@gold.ac.uk) or telephone on +44 (0)20 7717 2292 to request a form. If you haven't already done so, please contact them as soon as possible as it is important that we are made fully aware of your requirements before we finalise the allocations in halls.

You may also wish to contact us directly to discuss your needs and arrange a visit if necessary. You will find our contact information at the end of the booklet on page 42.

### **What support is available if I have other worries?**

Goldsmiths offers a counselling service for residents. It is located in 20 Laurie Grove and you can make an appointment by calling the Counselling Service's Administrator on 020 7919 7472/7263 or using the online appointment request form. Support and help is also offered by the college Multi-Faith Chaplaincy Centre situated on Dixon Road and open Monday to Friday from 9am to 5pm, you can contact them on 020 7717 2953 or by completing the online appointment request form.

All residents are advised to register with the **College Medical Centre** on 40 Goodwood Road, (off New Cross Road, opposite St James). It is open Monday, Wednesday, Thursday and Friday from 8.30am to 6pm and Tuesday 8.30am - 8pm. You can contact the medical centre on tel no. 0203 049 2249. In an emergency outside office hours you can contact Seldoc on-call services on tel. 020 8 693 9066. Or you can call **NHS Direct** on 0845 4647.

Local **NHS Walk-In Centre** is located at the Waldron Health Centre, Amersham Vale, SE14 6LD, tel. 0203 049 2370, open everyday from 8am to 8pm. For McMillan residents, Reach Surgery, Wallace Building, Clarence Road, Greenwich, SE8 3BX (Tel 0208 469 1111) is located approximately 200 metres from the hall.

In your Welcome Pack, you will find a Medical Details Card. Please ensure that you complete it and return it to your hall office. Any medical conditions should be stated on the card.

### **What if I have difficulties paying my hall fees?**

If, for any reason, you are not able to pay your hall fees, you should see the Halls Finance team at the Loring Management Centre. It is important that you explain your financial problems and how you intend to manage them.

The banking dates are set out in the finance section on pages 34-36 within this booklet. It can take up to two weeks after the banking dates for us to collect all of the payments because of the volume we have to process. You need to make sure that there are sufficient funds in your account until your hall fee payment has cleared. It is also important that when you receive a memo asking you to see the Halls Finance team that you do so. Do not assume that the information in the memo is an error as this may well affect our ability to provide you with a private sector reference or allow you back into hall in future years.

Receiving a formal written warning may prevent you from finding private accommodation once you leave halls.

### **Is there any financial help available?**

Goldsmiths' Student Residential Hardship Bursary is designed to offer assistance with accommodation costs (by discounted fees of up to 20%) to residents from low-income families. The Bursary does not need to be repaid, and is only available to UK and EU students living in Goldsmiths halls including McMillan Student Village. Bursaries are not given to help pay for private rented accommodation. For further information, please contact the Student Funding and Information Office, tel +44 (0)20 7919 7757, e-mail [student-supp@gold.ac.uk](mailto:student-supp@gold.ac.uk). Applications for this bursary can only be made after you have enrolled at the College.

### **Where do I live after the first year?**

During the second term the Accommodation Office organises "Housing Week". This is an opportunity for residents to meet with various different representatives that will come in useful when looking for a place to live with their friends for the second and subsequent years. The participants range from the Fire Service, the Local Safer Neighbourhood Team, Local Estate Agents and the Students Union.

We also work very closely with the University of London Housing Services (ULHS) to provide a private rented accommodation resource. They attend Housing Week and provide advice for residents currently living in the private sector and give a presentation to those residents that are looking to move into the private sector. There is an enormous amount of information about this on the ULHS website, including advice and reminders of things to think about when looking for accommodation in London. [www.housing.ln.ac.uk](http://www.housing.ln.ac.uk)

Through the ULHS website, you can search for properties on their database in all areas of London including South East London. There is the security of knowing that everyone on that database has agreed to abide by a code of practice set by the ULHS.

There are properties which you can rent directly from the landlord or rooms which you can rent where the landlord lives within the building. There are also properties which are managed by the ULHS or their registered estate agencies. The ULHS website has a searchable database to find a flatmate if you would prefer the independence of living in the private rented sector but don't know anyone in London.

# Section Three



## Batavia Mews

### Contact numbers

T 020 7919 7192  
F 020 7919 7269

Your Hall Office is at Loring  
Management Centre

Batavia Mews is made up of 12 self-contained flats. Flats 1-13 have access from the rear of the building inside the boundary gates. Access to 289a is from the New Cross Road.

Batavia Mews has three Resident Assistants who reside in Flat 14. Resident Assistants will leave a copy of the duty rota on the noticeboard in each kitchen. The hall is staffed during the day from Loring Management Centre. There is a security officer on duty at night, located in the office at the rear of Batavia Mews.

### Car Parking

There is no parking at Batavia Mews.

### Bicycles

There is a bicycle rack at the rear of the building. Bicycles are left there at the owner's risk. You are therefore advised to have insurance cover and an adequate lock. Bicycles may not be kept in bedrooms or any other interior part of Batavia Mews.

### Laundry Facilities

Laundry facilities are located on the St James site (entry through the Loring Hall campus).

### Refuse

Refuse is collected regularly throughout the week (except bank holidays and college closure days) from the kitchen areas. Refuse should be placed in the large bins in the bin stores along Batavia Mews at all other times, along with your study bedroom refuse.

Please make use of the Recycling bags provided in your kitchens to reduce the amount of waste that is sent to landfill sites.

### Post

Post is delivered by the Post Office. Incoming post should be addressed as follows:

Your Name  
Your Flat No. and your Room No. (provided on arrival)  
Batavia Mews  
New Cross Road  
New Cross  
London  
SE14 6AS  
(NB. Please note flat 289a has a postcode of SE14 6EA)

### Internet

There is currently no direct internet access in Batavia Mews. Dial-up or broadband access through some Internet Service Providers (ISP) is available however residents must take out their own contract with a phone company and ISP.

### Telephones

There is no telephone management contract provided at Batavia Mews. Residents may enter into an individual contract with a company such as British Telecom for a residential line. Residents should bear in mind that the previous residents may not have entered into a contract which may result in a relatively expensive installation charge.

### Maintenance Requests

Residents should complete a maintenance request form located at Loring Management Centre.

### Summary of the hall

- 110 residents
- undergraduates and postgraduates are allocated here (40/50 weeks contracts)
- £92.50 per week, £91.50 per week without sink (all fuel bills included)
- self catered
- shared kitchen/diner facilities (7 bed flats sharing one kitchen, 20 bed flats sharing two kitchens)
- shared bathroom facilities
- 5 minutes (approx) to the Main College

[www.gold.ac.uk/accommodation/residences](http://www.gold.ac.uk/accommodation/residences) for 360 degree view of an example of one of the rooms.

NB. Not all studybedrooms are equipped with an individual washbasin. Such rooms are allocated randomly and rent is quoted at a slightly lower rate.



# Chesterman House

Contact numbers  
T 020 7919 7192  
F 020 7919 7269

Your Hall Office is at Loring  
Management Centre

Chesterman House contains 12 flats. Flats 3, 6, 9 & 12 are accessed off the front staircase. Flats 2, 5, 8 & 11 have access from the rear staircase. Flats 1, 4, 7 & 10 can be accessed from either staircase.

Chesterman House has one Resident Assistant who shares the duty rota with the two Resident Assistants at Dean House. Resident Assistants display copies of the duty rota within relevant areas. The hall is staffed during the day from Loring Management Centre. Security staff are located within the hall lobby office during the night.

#### Car Parking

There is no parking at Chesterman House.

#### Bicycles

There is a bicycle rack in the rear courtyard. Bicycles are left there at the owner's risk. You are therefore advised to have insurance cover and an adequate lock. Bicycles may not be kept in bedrooms or any other interior part of Chesterman House.

#### Laundry Facilities

The laundry room is located near the entrance on the ground floor.

#### Refuse

Refuse is collected regularly throughout the week (except bank holidays and college closure days) from the kitchen areas. Refuse should be placed in the large bins in the bin stores at the rear of Chesterman House at all other times, along with your study bedroom refuse.

Please make use of the Recycling bags provided in your kitchens to reduce the amount of waste that is sent to landfill sites.

#### Post

Post is delivered to individual flats by the Post Office. Incoming post should be addressed as follows:

Your Name  
Your Flat No. and your Room No. (provided on arrival)  
Chesterman House  
334 New Cross Road  
New Cross  
London  
SE14 6AG

#### Internet

Chesterman House has access to the College network from study bedrooms.

#### Telephones

There is no telephone management contract provided at Chesterman House. Residents may enter into an individual contract with a company such as British Telecom for a residential line. Residents should bear in mind that if no previous residents have entered into a contract, installation may be expensive.

#### Maintenance Requests

Residents should complete a maintenance request form located at Loring Management Centre.

#### Summary of the hall

- 94 residents
- postgraduates will be generally allocated here (50 week contracts) depending on availability
- £124.00 per week (all fuel bills included)
- self catered
- shared kitchen/diner facilities (7-8 bed flats sharing one kitchen)
- en-suite bathroom facilities (private shower, toilet and wash basin)
- 5 minutes (approx) to the Main College

[www.gold.ac.uk/accommodation/residences](http://www.gold.ac.uk/accommodation/residences) for 360 degree view of an example of one of the rooms'



## Dean House

Contact numbers  
T 020 7919 7192  
F 020 7919 7269

Your Hall Office is at Loring  
Management Centre

Dean House contains 19 flats across two blocks. Access to the second block is only available for those living in it. Dean House has the additional feature of an entry gate from the New Cross Road; please ensure this is closed every time you use it.

Dean House has two Resident Assistants who share the duty rota with the Resident Assistant at Chesterman House. Resident Assistants display copies of the duty rota within relevant areas. The hall is staffed during the day from Loring Management Centre. Dean House is patrolled regularly at night by Security staff stationed at Chesterman House.

### Car Parking

There is no parking at Dean House.

### Bicycles

There is a bicycle rack in the courtyard. Bicycles are left there at the owner's risk. You are therefore advised to have insurance cover and an adequate lock. Bicycles may not be kept in bedrooms or any other interior part of Dean House.

### Laundry Facilities

The laundry room is located within the internal courtyard.

### Refuse

Refuse is collected regularly throughout the week (except bank holidays and college closure days) from the kitchen areas. Refuse should be placed in the large bins in the bin stores at the rear of Dean House at all other times, along with your study bedroom refuse.

Please make use of the Recycling bags provided in your kitchens to reduce the amount of waste that is sent to landfill sites.

### Post

Post is delivered to individual flats by the Post Office. Incoming post should be addressed as follows:

Your Name  
Your Flat No. and your Room No. (provided on arrival)  
Dean House  
347 - 351 New Cross Road  
New Cross  
London  
SE14 6AT

### Internet

Dean House has access to the College network from study bedrooms.

### Telephones

There is no telephone management contract provided at Dean House. Residents may enter into an individual contract with a company such as British Telecom for a residential line. Residents should bear in mind that if no previous residents have entered into a contract, it may result in a relatively expensive installation charge.

### Maintenance Requests

Residents should complete a maintenance request form located at Loring Management Centre.

### Summary of the hall

- 93 residents
- undergraduates will be generally allocated here (40 week contracts) depending on availability
- £124.00 per week (all fuel bills included)
- self catered
- shared kitchen/diner facilities (5 bed flats sharing one kitchen)
- en-suite bathroom facilities (private shower, toilet and wash basin)
- 5 minutes (approx) to the Main College

[www.gold.ac.uk/accommodation/residences](http://www.gold.ac.uk/accommodation/residences) for 360 degree view of an example of one of the room.



# Loring Hall

## Contact numbers

T 020 7919 7192

F 020 7919 7269

Your Hall office is at the  
Loring Management Centre

Loring Hall is divided up into 7 blocks (A-G). The ground floor of B block houses the Loring Management Centre.

There are three Resident Assistants on site. The duty rota will be placed on the security office door. Loring Hall has 24 hour security cover at the weekend and during the night on weekdays. Staff are based in Loring Management Centre.

## Bicycles

There are bicycle racks outside most blocks. Bicycles are left there at the owner's risk. You are therefore advised to have insurance cover and an adequate lock. Bicycles may not be kept in bedrooms or any other interior part of Loring Hall.

## Car Parking

There is no parking at Loring Hall, except for registered disabled residents. A request to use this parking should be made in advance of arrival.

## Laundry Facilities

Laundry facilities are located on the St James site within the Loring Hall campus.

## Refuse

Refuse is collected regularly throughout the week (except bank holidays and college closure days) from the kitchen areas. Refuse should be placed in the large bins in the bin stores within the car park at all other times, along with your study bedroom refuse.

Please make use of the Recycling bags provided in your kitchens to reduce the amount of waste that is sent to landfill sites .

## Post

Post is delivered to individual flats by the Post Office. It is also advisable to check the basket in reception at Loring Management Centre for mail with incomplete addresses which could not be delivered by the Post Office. Incoming post should be addressed as follows:

Your Block Letter, Your Flat No  
followed by your Room Letter  
Loring Hall  
St James  
New Cross  
London  
SE14 6AH

## Internet

Loring Hall has access to the College network from study bedrooms.

## Telephones

There is a public telephone box immediately outside of Loring Hall.

## Maintenance Requests

Any maintenance needs should be written into the book located at Loring Management Centre.

## Summary of the hall

- 387 residents
- undergraduates are generally allocated here (40 week contracts) depending on availability
- £124.00 per week (all fuel bills included)
- self catered
- shared kitchen/diner facilities (4-8 bed flats sharing one kitchen)
- en-suite bathroom facilities (private shower, toilet and wash basin)
- 5 minutes (approx) to the Main College

[www.gold.ac.uk/accommodation/residences](http://www.gold.ac.uk/accommodation/residences)  
for 360 degree view of an example of one of the room.



## McMillan Student Village

### Contact numbers for

McMillan Student Village  
T 020 8691 8996  
M 07967 398321 (security)  
F 020 8691 9403  
E mcmillanstudentvillage@opalgroup.com

### Loring Management Centre

T 020 7919 7192  
F 020 7919 7269

You have 2 Hall offices (McMillan Student Village main reception & Loring Management Centre).

McMillan Student Village is comprised of 944 bedspaces which are located in 11 blocks (A-L). Students from Goldsmiths are housed in blocks F, G & H.

### Bicycles

Bike racks are located in each courtyard. Bicycles are left there at the owner's risk. You are therefore advised to have insurance cover and an adequate lock. Bicycles may not be kept in bedrooms or any other interior part of McMillan Student Village.

### Car Parking

There is no resident car parking at McMillan Student Village.

### Refuse

You should dispose of your refuse in the large waste bins in each courtyard. You are expected to remove your own refuse from your studio flat. Students are encouraged to recycle and recycling bins are also located in the courtyards. Should rubbish be left in the corridors which constitute a fire risk then a charge of £10 may be applied.

### Laundry

There is a 24 hour launderette open 7 days a week. This is located on the ground floor between Blocks F and D.

### Lifts

There is a lift for your use at McMillan Student Village. In the event of breakdown follow the instructions set down inside the lift car. The office staff/security have a key to aid your rescue.

### Post

Post is delivered daily (Mon-Fri) by McMillan office staff. Post is placed in the relevant post boxes, or a note left to inform you a parcel has been delivered to the main reception. Incoming post should be addressed as follows:

Name  
Block/Floor/Room number eg. G/5/3  
McMillan Student Village  
Creek Road, Greenwich, London SE8 3BU

### Internet

High speed 24/7 internet and IPTV (digital TV & Radio) access is available in each room. Connection to this service is provided by cablecom and a one off payment of £80 should be made directly online once you have arrived at the hall and logged in (disc and cable will be provided).

### Telephones

There is no facility to connect to a telephone line.

### Maintenance Requests

Any maintenance needs should be reported to the reception at McMillan Student Village.

### Summary of the hall

- 944 residents
- Range of students housed from multiple Universities/Colleges
- 40 week contracts
- £161.35 - £202.35 per week (all fuel bills included)
- self catered studio flat
- en-suite bathroom facilities (private shower, toilet and wash basin)
- 20 minutes (approx) to the Main College



# Raymont Hall

Domestic Supervisor: Ms Angela Matala  
 Contact numbers  
 T 020 8692 5792  
 F 020 8692 5183  
 Payphone 020 8692 2809  
 Your hall office is at Raymont Hall

Raymont Hall is made up of three constituent parts: the Manse, Edgecombe and Raymont Hall. The latter is a purpose built corridor-style hall of residence whilst the Manse and Edgecombe are converted houses.

There are three Resident Assistants at Raymont Hall. The duty rota will be posted on the office door. Raymont Hall is patrolled regularly at night by Security staff.

## Bicycles

Bicycles may be left in the bicycle store located adjacent to the Manse. Bicycles are left there at the owner's risk. You are therefore advised to have insurance cover and an adequate lock. Bicycles may not be kept in bedrooms or any other interior part of Raymont Hall.

## Car Parking

There is no resident car parking at Raymont Hall.

## Refuse

Refuse is collected regularly throughout the week (except bank holidays and college closure days) from the kitchen areas. Refuse should be placed in the large bins in the bin stores at the front of Raymont Hall at all other times, along with your study bedroom refuse.

Please make use of the Recycling bags provided in your kitchens to reduce the amount of waste that is sent to landfill sites.

## Laundry Facilities

The laundry is located in Edgecombe on the ground floor.

## Lift

There is a lift for use in Raymont Hall, not the Manse and Edgecombe. In the event of breakdown, follow the instructions set down inside the lift car. The residence staff have a key to aid your rescue.

## Post

Post is placed in the pigeon holes adjacent to the hall office. Incoming post should be addressed as follows:

Your Name  
 Your Room No. (provided on arrival)  
 Raymont Hall  
 63 Wickham Road  
 London  
 SE4 1LX

## Internet

There is no direct access to the College network from study bedrooms. Raymont Hall has wireless access through the College network from its two main common rooms located in the Edgecombe Building where a limited number of computers are available for residents use. There are also a number of access points where you can plug in your laptop, at no additional cost. Internet connections are not available in study bedrooms.

## Telephones

There is one payphone located in the main Raymont building, on B floor.

## Maintenance Requests

Any maintenance needs should be written into the book located in the lobby at Raymont Hall.

## Summary of the hall

- 135 residents
- undergraduates, postgraduates and PGCE's are generally allocated here (40 - 50 week contracts) depending on availability
- £113.00 per week (all fuel bills included)
- self catered
- shared kitchen facilities
- corridor style layout
- en-suite bathroom facilities (private shower, toilet and wash basin)
- mature gardens on site
- quiet residential area
- 20 minutes (approx) to the Main College

[www.gold.ac.uk/accommodation/residences](http://www.gold.ac.uk/accommodation/residences) for 360 degree view of an example of one of the rooms.



## Surrey House and Surrey House Annexe

Residence Manager: Ms Yasmin Lalani  
Contact numbers  
T 020 8692 7649  
F 020 8469 3825  
Payphone 020 8692 7657  
Your hall office is at Surrey House Hall

Surrey House Hall is made up of two principal parts; Surrey House and Surrey House Annexe. There are three Resident Assistants at Surrey House Hall. They will post the duty rota on the office door. Surrey House Hall is patrolled regularly at night by Security staff.

### Common Room

There are common areas for recreational use.

### Bicycles

There is a bicycle rack located in the central courtyard. Bicycles are left there at the owner's risk. You are therefore advised to have insurance cover and an adequate lock. Bicycles may not be kept in bedrooms or any other interior part of Surrey House and Surrey House Annexe.

### Car Parking

There is no parking at Surrey House.

### Laundry Facilities

Laundry facilities are provided for the use of residents along from the lobby by the main entrance.

### Refuse

Refuse is collected regularly throughout the week (except bank holidays and college closure days) from the kitchen areas. Refuse should be placed in the large bins in the bin stores at the rear of the main building at all other times, along with your study bedroom refuse. Please make use of the Recycling bags provided in your kitchens to reduce the amount of waste that is sent to landfill sites.

### Post

Post is placed in the pigeon holes by the main entrance. Incoming post should be addressed as follows:

Your Name  
Your Room No. (provided on arrival)  
Surrey House  
80 Lewisham Way  
New Cross  
London  
SE14 6PB

### Internet

Surrey House Hall has access to the College network from study bedrooms.

### Telephones

There is one payphone located in the main building, on the ground floor.

### Maintenance Requests

Any maintenance needs for Surrey House and Surrey House Annexe should be written into the book located in the lobby at Surrey House

### Summary of the hall (Surrey House)

- 105 residents
- undergraduates are generally allocated here (40 week contracts) depending on availability
- £96.15. per week (all fuel bills included)
- self catered
- shared kitchen/diner facilities
- corridor style layout
- shared bathroom facilities
- mature gardens on site
- 5 minutes (approx) to the Main College

### Summary of the hall (Surrey House Annexe)

- 48 residents
- undergraduates are generally allocated here (40 week contracts) depending on availability
- £124.00 per week (all fuel bills included)
- self catered
- shared kitchen/diner facilities
- 8 bed flats
- en-suite bathroom facilities (private shower, toilet and wash basin)
- mature gardens on site
- 5 minutes (approx) to the Main College

[www.gold.ac.uk/accommodation/residences](http://www.gold.ac.uk/accommodation/residences)  
for 360 degree view of an example of one of the rooms.



# Section Four



## Facilities and Local Amenities

### Laundry

Laundry facilities are available to each hall. Residents of Loring Hall and Batavia Mews have access to the laundrette in the St James Hall area. This is situated at the end of the Loring Hall campus. Residents of Dean House, Chesterman House, McMillan Student Village, Surrey House, Surrey House Annexe and Raymont Hall will find their laundry on site.

If you experience any problems with the laundry facilities please inform your hall office. We will then contact the laundry companies from whom the equipment is leased and request repairs. The laundries are locked each night by Security.

### Gardens

The gardens in the Halls of Residence are there for residents' enjoyment but must be treated with respect and consideration by all residents. Quiet Hours apply in the gardens and we require them to be vacated by 11pm. See page 8.

### Takeaways, Deliveries and Registered Post

Registered postal deliveries will be accepted on your behalf at your hall office. You will then receive a slip asking you to come to the office to collect your parcel. If you receive a slip please come as soon as you can to collect your delivery. Surrey House and Raymont Hall residents should be aware that if a delivery requires a signature you should try to make arrangements to be there in person to collect it as the hall offices may at times be unstaffed.

Takeaways, however, will not be accepted on your behalf and it is your responsibility to be present to collect them. Delivery people will not be allowed access to the site to deliver your meal and Security staff will not telephone you when the delivery arrives. You must be present.

### Buses, Trains and Tubes

Information on London's Public Transport can be found on the transport for London website ([www.tfl.gov.uk](http://www.tfl.gov.uk)). Buses run from the New Cross Road directly outside Loring Hall or from the New Cross Gate bus station to:

- Peckham (171, 177, 136, 436, 36)
- St Pauls (172)
- Oxford Circus (453)
- Holborn Station (171)
- Victoria Station (136, 436)
- Hyde Park (136, 436)
- Westminster (53, 453)
- London Bridge (21)

From outside Sainsbury's Garage or opposite Chesterman House, buses run to:

- Blackheath (53)

- Brockley - for Raymont Hall (171, 172)
- Greenwich (177)
- Lewisham (36, 21, 136, 436)

The longer buses (routes 436 and 453) may be easier to use when travelling with luggage. The 436 runs from Lewisham to Paddington via Peckham, Hyde Park and Victoria. The 453 runs from Marylebone to Deptford via Westminster and Elephant and Castle.

Valid bus passes and travelcards (or Oystercards) are accepted on these but there is no way of paying on the bus so purchase your ticket from the machines by bus stops.

Night buses run from Trafalgar Square at regular intervals and are prefixed by an 'N'.

McMillan Student Village is well served by public transport, the bus stop outside reception takes you eastward to Greenwich, west towards the centre of London and south towards Lewisham.

Overground Trains (formerly East London Line) run every 8-10 minutes and service Brockley, New Cross and New Cross Gate.

Trains from New Cross and New Cross Gate Stations run regularly to London Bridge Station overland. Brockley Station has overland trains to Clapham Junction, London Bridge and Victoria Station. [www.goldsmiths.ac.uk/find-us](http://www.goldsmiths.ac.uk/find-us)

**Transport for London:** 020 7222 1234 (24 hours)

**National Rail Enquiries:** 08457 48 49 50

**National Express:** +44 (0) 8717 818181

### Medical centres

#### Goldsmiths Medical Centre

40 Goodwood Road  
New Cross  
London SE14 6BL  
T 020 3049 2249  
after 6pm in case of emergencies Seldoc T.  
(020 8693 9066)

#### New Cross NHS Walk-In Centre

Waldron Health Centre  
Amersham Vale  
SE14 6LD  
T. 0203 049 2370  
open everyday 8am-8pm.

#### University Hospital Lewisham

High Street  
Lewisham SE13 6LH  
T 020 8333 3000  
T 020 8333 3042 (A&E)  
**NHS Direct:** 0845 4647

### Shops

There are many shops in the local area. Sainsbury's supermarket is situated adjacent to New Cross Gate station and sells most household items and groceries and also has a pharmacy. There is also a pharmacy situated on Clifton Rise (to the right of the Venue nightclub) although this is closed on Thursday afternoons. On Wednesdays and Saturdays Deptford Market on Deptford High Street offers many items at competitive prices. Lewisham also has a shopping centre with most high street stores.

There is a Somerfield located in Greenwich village, less than 10 minutes walk away from McMillan Student Village, or alternatively a short bus ride away is Surrey Quays Centre.

### Post Office

There is a large post office in New Cross Gate (about 5 minutes walk past the Sainsbury's petrol station) and a small post office on the New Cross Road between Dean House and New Cross station. Sainsbury's also sells books of stamps. There is a post box on the wall outside the front of the Richard Hoggart Building and one situated on Goodwood Road (opposite the end of St James, next to the coffee shop).

### Banking Services

Within the main College building there is a branch of NatWest with a cashpoint (ATM). More cashpoints can be found at Sainsbury's adjacent to New Cross Gate station.

### Parking

There is no parking on campus for residents except those with disabled permits. Parking around the New Cross campus is very limited although you may be able to find some spaces in local side streets. Red routes should be avoided at all times though there are some single yellow lined roads which you can use from late evening to early morning.

### Sport

Club Pulse is based in the Lockwood building on campus and provides a modern gym facility ([www.clubpulse.gold.ac.uk](http://www.clubpulse.gold.ac.uk)). Peckham Pulse in Peckham and Wavelengths Leisure Centre in Deptford have swimming pools and gym facilities. Tennis courts are located at Greenwich Park. The University of London Union (ULU) has facilities in Malet Street (Central London) which students of the University of London (including Goldsmiths) are eligible to use (<http://www.ulucouk>).

# Section Five



# Hall Fees

## General information

Hall fees are due on a termly basis, two weeks after the start of the first taught term and one week after the start of the second and third terms. Postgraduates also have a fourth payment which is due in July for the final period of August into September. The exact amounts and dates can be found in the tables noted overleaf.

## Visiting/study abroad students

Residents who are studying via the following agencies do not need to pay fees or a holding/damage deposit as it is included in the fee paid to the agency:

Arcadia  
CEA  
CIEE  
Interstudy  
Kalamazoo  
Muhlenberg  
Northeastern  
St Norbert College  
University of Denver  
Yale

Visiting/studying abroad students will only need to complete forms 3 and 4 and provide 2 photographs. The student will then need to complete the online induction and print off, sign their accommodation agreements and bring both copies when they arrive at their hall.

## Deposit

The deposit is £200.00. Each resident is required to pay a deposit prior to their arrival. The deposit initially forms a holding fee to secure the room for occupation. Please note that the deposit will NOT be refunded if the accommodation place is not taken or if the hall place is cancelled less than 7 days prior to your arrival date.

The deposit then becomes a damage deposit which will be returned after departure, less any deductions made for loss or damage (whether accidental or deliberate) which is not regarded as reasonable wear and tear.

## Deductions from deposits are generally made in one of two ways:

- Direct from an individual's deposit where he/she is known to be responsible for the loss or damage involved.
- From the combined deposits of the entire flat/floor/hall where the damage cannot be attributed to any one person.

Residents are liable for any damage or losses caused by their guests and for any College items stolen from the flat/floor/hall where there is no evidence of a break-in see page 44 for list of damage charges.

Any queries relating to hall fees after you have moved into hall, should be addressed to the Loring Management Centre.

Bounced Cheque	£10.00
Room Swap Charge	£50.00
Withdrawal from Hall	£50.00
Administration Charge	£30.00
Replacement Key	£18.00
Replacement Entry Card	£10.00
Lock Change	£45.00
Cleaning Charge	£20.00
Clean stains from paintwork	£20.00
Very dirty kitchen or communal areas	£20.00
Corridor floor (Loring Hall flat)	£549.00
Extinguisher Co2/Foam	£38.00
Extinguisher Co2/Foam	£30.00
Extinguisher Co2/Foam	£20.00
Extinguisher Water	£45.00
Extinguisher Water	£27.00
Extinguisher Water	£20.00
Fire Action sign	£20.00
Fire Blanket	£35.00
Kitchen Chair	£40.00
Kitchen floor	£693.00
light bedroom (desk)	£65.00
light bedroom (main)	£80.00
light ensuite	£95.00
Mattress Cover	£20.00
Mattress	£70.00
Pin board	£80.00
Repaint room	£280.00
Replace bedroom carpet	£250.00
replaster & repaint	£350.00
Shower curtain	£20.00
Toilet Brush	£20.00
Toilet Seat	£43.43
Toilet roll holder	£20.00
wardrobe mirror	£55.00
Bedroom chair (Loring/Bat)	£55.00
Bedroom Chair (operator type)	£55.00
Bedroom Curtains (Batavia)	£97.03
Bedroom Curtains (Dean House)	£87.92
Bedroom Curtains (Chesterman)	£86.36
Bedroom Curtains (Loring)	£85.55

**An hourly rate of cleaning may be applied for the following:**

- Removal of refuse and personal possessions left in flat;
- Cleaning of surfaces and interiors of cupboards or drawers;
- Vacuuming of carpets and cleaning of stains;
- Deep cleaning of en-suite bathroom to remove grime and limescale;
- Removal of stickers, staples, stains & drawing pins from walls or pinboard.

### Student residential hardship bursary

Goldsmiths' Student Residential Hardship Bursary is designed to offer assistance with accommodation costs (by discounted fees of up to 20%) to residents from low-income families. The Bursary does not need to be repaid, and is only available to UK and EU students living in Goldsmiths halls. Bursaries are not given to help pay for private rented accommodation. For further information, please contact the Student Funding and Information Office, tel +44 (0)20 7919 7757, e-mail [student-supp@gold.ac.uk](mailto:student-supp@gold.ac.uk) Applications for this bursary can only be made after you have enrolled at the College.

### Direct Money Transfer

Following are the details you will need to give to your bank to complete a direct money transfer.

### College bank details

National Westminster Bank  
P.O. Box 3753  
65 Peckham High Street  
London SE15 5RZ  
T +44 (0)20 7738 0888

Sort code: 60-16-16  
Account No: 77536460  
Iban Code: GB56NWBK60161677536460  
Iban BIC Code NWBKGB2L

### College address

Goldsmiths, University of London  
Cash Office  
New Cross  
London SE14 6NW  
T +44 (0)20 7919 7930

Please note that when you have paid by Direct money transfer, you should fax or email a copy of the transfer note to Loring Management Centre (+44 (0)20 7919 7269/halls-finance@gold.ac.uk) with your NAME and HALL clearly written on the document. If the document is not in English, please make sure that the details of your NAME, HALL and the amount are clear and are in the Roman alphabet.

You will be charged commission once we receive the payment from the bank. Payments received will have commission deducted, which you will need to pay with your fees (approx. £6) or on arrival to make up the total.

Fax number and email address to send the document to +44 20 7919 7269 outside of the UK; 020 7919 7269 from within the UK/  
[halls-finance@gold.ac.uk](mailto:halls-finance@gold.ac.uk).

### Credit/Debit Card

This is a request to Goldsmiths College to take funds from your debit/credit card. This can be done through any of the following cards:

We DO NOT accept AMERICAN EXPRESS nor DINERS. The card should be valid for the entire duration of your stay in hall to ensure that payments clear.

To make payment by credit/debit card, complete the relevant form on page 63 with your details and return to the Loring Management Centre. If you lose or replace your credit/debit card during your stay in hall, you should advise your hall office of the change in card details. The person whose account it is should sign the form. Once you have completed the form, you will not be advised individually by the Loring Management Centre when payments will be taken so you should take a copy of the form for your records before sending. Please note that as the halls offices will be processing a large number of payments manually on the banking dates, the payment will be deducted not earlier than the due payment date but it could also be taken up to 15 working days after this date so you should ensure there are sufficient funds available from the payment date until you are sure that the payment has cleared.

### Direct Debit

This is a request to your bank to pay, on demand by the Loring Management Centre, the amounts agreed for your hall fees. The request can only be made if you have a UK bank account. All you have to do is complete the bank "mandate" form on page 45 and return it to the Loring Management Centre for processing, a confirmation letter will then be issued by the Loring Management Centre confirming this arrangement. If a parent/guardian or sponsor is completing this on your behalf, they must also complete the form on page 46 providing us with your details. Please note that if you are paying your termly fees by direct debit, payment of your deposit is required by an alternative method. i.e. credit/debit card.

### Making payments

We would recommend one of the following four options for making hall fee payments  
Pay your holding/damage deposit by credit/debit card by completing the form on page 47

Pay your termly fees by Direct Debit by completing the Direct Debit mandate on page 45

or

Pay by direct money transfer into the College's account the entire year's fee including the holding/damage deposit.

Please note. This will need to be paid prior to your arrival. See page 32 for instructions on how to pay by direct money transfer.

or

Pay your holding/damage deposit by credit/debit card and your fees by the same method on a termly basis by completing the credit/debit card form on page 47.

or

Pay for your deposit and first term by credit card by completing the credit/debit card form on page 47 and then transfer to direct debit payments for your second and third terms (and fourth for postgraduates) when you have opened a UK bank account. Applies to those residents who have yet to open a UK bank account only.

### Frequently asked questions

**Q. When are the payments taken?**

**A.** The holding/damage deposit is taken immediately. Hall fee payments are taken termly on the given dates.

Notices of banking dates are put up in halls just before the banking dates as a reminder.

Sometimes we are unable to take payments on the due dates because of the large volume so you should expect payments to be taken within 15 working days of the date.

You are responsible for checking your bank account or credit card statements to avoid spending your allocated funds for your hall fees and deposit until the payment is withdrawn.

**Q. Do you accept banker's drafts?**

**A.** Yes, we accept banker's drafts.

**Follow the instructions below:-**

- Drafts should be drawn on a UK bank.
- Drafts should be in pounds sterling.
- Please write your name on the back of the draft.
- Drafts should be made payable to Goldsmiths College.

**Q. Do you accept travellers' cheques?**

**A.** Yes, we accept travellers' cheques.

**Follow the instructions below:**

- Make the cheques payable to Goldsmiths College.
- Write your name on the back of each cheque.

**Q. Do you accept UK cheques?**

**A.** We will accept a cheque payment for your deposit, however should you wish to pay your termly fees by cheque, please contact the Finance Administrator who will advise you accordingly.

**If paying your deposit by cheque please follow the instructions below:**

- Make the cheques payable to Goldsmiths College.
- Write your name on the back of each cheque.

**Q. Do you accept Eurocheques?**

**A.** No, we do not accept Eurocheques as the bank has difficulty processing them and residents are charged a lot of commission.

**Q. Do you accept payment in any other currencies?**

**A.** No, we can only accept payment in sterling, except by credit card.

**Q. When do we get issued with an invoice and a receipt for our payments?**

**A.** All residents can receive an invoice and a receipt if requested. Just ask at your hall office. We no longer routinely produce invoices and only cash payments are normally receipted.

**Q. What if I am a student who is receiving sponsorship and I am being paid by monthly stipends?**

**A.** We need confirmation of this arrangement from your sponsor. You should then inform us of the dates you will receive your stipends so that payment plans can be arranged. You will still need to pay £200.00 for your deposit before arrival.

**Q. What will happen if I have problems with my funding arrangements during the year?**

**A.** If there is a reason why your payments will not clear at any point during the year it is really important that you go and see someone in your hall office immediately.

**Q. When will you return my deposit?**

**A.** We will make arrangements to return your deposit at the end of your accommodation agreement. Due to the volume of refunds we are required to make this process can take between 6-8 weeks after the end of your accommodation agreement.

Please be aware that should you have any outstanding debts within Goldsmiths (Accommodation, Library, Tuition etc) then your deposit will be used to clear any outstanding debts.

**Contact us**

If your questions are not answered here, please contact the Halls Finance Administrator. Contact details can be found on page 42.

Visiting Students ONLY	Period	Banking Date	Visiting Fee		
Autumn Term Only	Deposit	Immediate payment	£200.00		
	Autumn Term Only Fee	18 October 2010	£1,983.96		
			<b>£2,183.96</b>		
Autumn and Spring Term Only	Deposit	Immediate payment	£200.00		
	Term 1	18 October 2010	£2,204.40		
	Term 2	17 January 2011	£1,763.52		
			<b>£4,167.92</b>		
Spring Term Only	Deposit	Immediate payment	£200.00		
	Spring Term Only Fee	17 January 2011	£2,054.81		
			<b>£2,254.81</b>		
Spring and Summer Term Only	Deposit	Immediate payment	£200.00		
	Term 2	17 January 2011	£2,267.38		
	Term 3	03 May 2011	£1,469.60		
			<b>£3,936.98</b>		
Summer Term Only	Deposit	Immediate payment	£200.00		
	Term 3	03 May 2011	£1,487.97		
			<b>£1,687.97</b>		
Batavia Mews	Period	Banking Date	Undergraduates	Postgraduates	MA Film
£92.50 per week	Deposit	Immediate payment	£200.00	£200.00	£200.00
	Term 1	18 October 2010	£1,387.50	£1,387.50	
	Term 2	17 January 2011	£1,387.50	£1,387.50	£1,387.50
	Term 3	03 May 2011	£925.00	£1,321.42	£1,321.42
	Term 4	04 July 2011		£528.57	£528.57
	Term 5	17 October 2011			£1,387.50
			<b>£3,900.00</b>	<b>£4,824.99</b>	<b>£4,824.99</b>
Batavia Mews - NO SINK	Period	Banking Date	Undergraduates	Postgraduates	MA Film
£91.50 per week	Deposit	Immediate payment	£200.00	£200.00	£200.00
	Term 1	18 October 2010	£1,372.50	£1,372.50	
	Term 2	17 January 2011	£1,372.50	£1,372.50	£1,372.50
	Term 3	03 May 2011	£915.00	£1,307.14	£1,307.14
	Term 4	04 July 2011		£522.85	£522.85
	Term 5	17 October 2011			£1,372.50
			<b>£3,860.00</b>	<b>£4,774.99</b>	<b>£4,774.99</b>

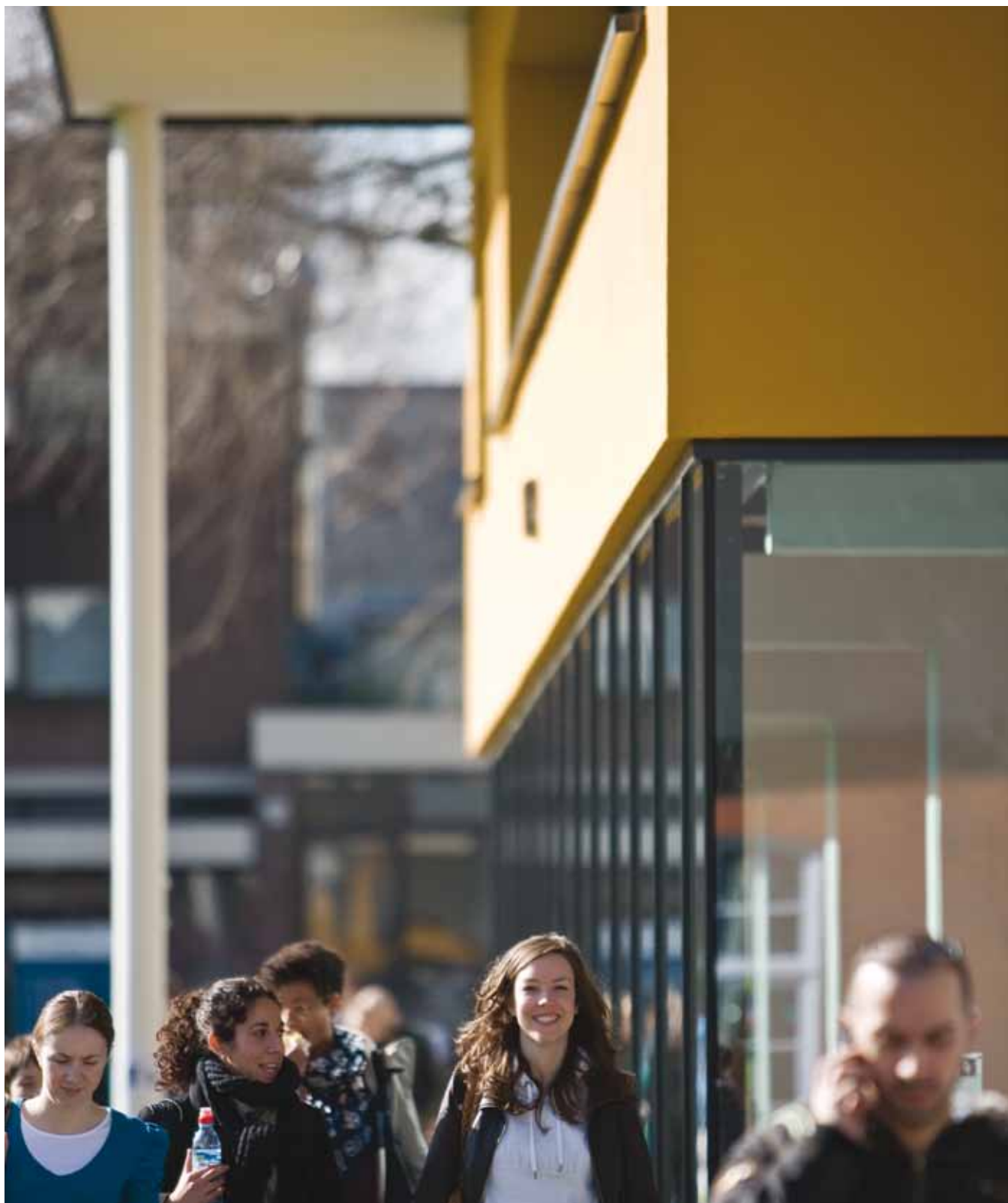
Chesterman House	Period	Banking Date	Undergraduates	Postgraduates	MA Film	
£124.00 per week	Deposit	Immediate payment	£200.00	£200.00	£200.00	
	Term 1	18 October 2010	£1,860.00	£1,860.00		
	Term 2	17 January 2011	£1,860.00	£1,860.00	£1,860.00	
	Term 3	03 May 2011	£1,240.00	£1,771.42	£1,771.42	
	Term 4	04 July 2011		£708.57	£708.57	
	Term 5	17 October 2011			£1,860.00	
			<b>£5,160.00</b>	<b>£6,399.99</b>	<b>£6,399.99</b>	
Chesterman House	Period	Banking Date	PGCE	Non-standard Courses*		
£124.00 per week	Deposit	Immediate payment	£200.00	£200.00		
	Term 1	18 October 2010	£2,108.00	£1,860.00		
	Term 2	17 January 2011	£1,860.00	£1,860.00		
	Term 3	03 May 2011	£1,488.00	£1,488.00		
			<b>£5,656.00</b>	<b>£5,408.00</b>		
Dean House	Period	Banking Date	Undergraduates	Postgraduates	PGCE	Non-standard Courses*
£124.00 per week	Deposit	Immediate payment	£200.00	£200.00	£200.00	£200.00
	Term 1	18 October 2010	£1,860.00	£1,860.00	£2,108.00	£1,860.00
	Term 2	17 January 2011	£1,860.00	£1,860.00	£1,860.00	£1,860.00
	Term 3	03 May 2011	£1,240.00	£1,771.42	£1,488.00	£1,488.00
	Term 4	04 July 2011		£708.57		
	Term 5	17 October 2011				
			<b>£5,160.00</b>	<b>£6,399.99</b>	<b>£5,656.00</b>	<b>£5,408.00</b>
Loring Hall	Period	Banking Date	Undergraduates			
£124.00 per week	Deposit	Immediate payment	£200.00			
	Term 1	18 October 2010	£1,860.00			
	Term 2	17 January 2011	£1,860.00			
	Term 3	03 May 2011	£1,240.00			
			<b>£5,160.00</b>			

**\*Non standard course dates**

MA Art Psychotherapy  
MA Dance Movement Therapy  
All MFA's, MA Counselling  
MA Group and Intercultural Studies  
MA Psychoanalytical Studies

Raymont Hall	Period	Banking Date	Undergraduates	Postgraduates	PGCE	Non-standard Courses*	MA Film
£113 per week	Deposit	Immediate payment	£200.00	£200.00	£200.00	£200.00	£200.00
	Term 1	18 October 2010	£1,695.00	£1,695.00	£1,921.00	£1,695.00	
	Term 2	17 January 2011	£1,695.00	£1,695.00	£1,695.00	£1,695.00	£1,695.00
	Term 3	03 May 2011	£1,130.00	£1,614.28	£1,356.00	£1,356.00	£1,614.28
	Term 4	04 July 2011		£645.71			£645.71
	Term 5	17 October 2011					£1,695.00
			<b>£4,720.00</b>	<b>£5,849.99</b>	<b>£5,172.00</b>	<b>£4,946.00</b>	<b>£5,849.99</b>
Surrey House	Period	Banking Date	Undergraduates				
£96.15 per week	Deposit	Immediate payment	£200.00				
	Term 1	18 October 2010	£1,450.50				
	Term 2	17 January 2011	£1,450.50				
	Term 3	03 May 2011	£967.00				
			<b>£4,068.00</b>				
Surrey House Annexe	Period	Banking Date	Undergraduates				
£124 per week	Deposit	Immediate payment	£200.00				
	Term 1	18 October 2010	£1,860.00				
	Term 2	17 January 2011	£1,860.00				
	Term 3	03 May 2011	£1,240.00				
			<b>£5,160.00</b>				
McMillan Student Village	Period	Banking Date	Standard Studio £161.35 per week	Standard Plus £169.89 per week	Twin Studio £202.02 per week	Double Studio £189.35 per week	Students allocated at Mcmillan will be placed on a 40 week contract regardless of course length except PGCE students who will be placed on a 42 week contract
	Deposit	Immediate payment	£200.00	£200.00	£200.00	£200.00	
	Term 1	18 October 2010	£2,420.25	£2,548.35	£3,030.30	£2,840.25	
	Term 2	17 January 2011	£2,420.25	£2,548.35	£3,030.30	£2,840.25	
	Term 3	03 May 2011	£1,613.50	£1,698.90	£2,020.20	£1,893.50	
			<b>£6,654.00</b>	<b>£6,995.60</b>	<b>£8,280.80</b>	<b>£7,774.00</b>	
McMillan Student Village	Period	Banking Date	Standard Studio £161.35 per week	Standard Plus £169.89 per week	Twin Studio £202.02 per week	Double Studio £189.35 per week	*Non standard course dates MA Art Psychotherapy MA Dance Movement Therapy All MFA's, MA Counselling MA Group and Intercultural Studies MA Psychoanalytical Studies
PGCE students only	Deposit	Immediate payment	£200.00	£200.00	£200.00	£200.00	
	Term 1	18 October 2010	£2,742.95	£2,888.13	£3,434.34	£3,218.95	
	Term 2	17 January 2011	£2,420.25	£2,548.35	£3,030.30	£2,840.25	
	Term 3	03 May 2011	£1,613.50	£1,698.90	£2,020.20	£1,893.50	
			<b>£6,976.70</b>	<b>£7,335.38</b>	<b>£8,684.84</b>	<b>£8,152.70</b>	

# Section Six



## College Regulations for Halls of Residence

2008-09 Regulations are subject to possible change up to 1 September 2010: further details are available from the Secretariat

### Definitions

- 1.18 'Premises' means the room let or licensed to the student.
- 1.19 'Shared facilities' means any kitchen, bathroom, living areas or other areas which students of the premises are entitled to use in common with other students.
- 1.20 'Communal areas' means those parts of the College buildings and grounds which students are entitled to use in common with each other.
- 1.21 'College buildings or grounds' means all the buildings and grounds owned and/or managed by the College.
- 1.22 'College accommodation' means those parts of the College buildings or grounds which are licensed to students as residential premises.
- 1.23 'Accommodation' means the accommodation referred to in the Accommodation Agreement.
- 1.24 'Manager' means the person appointed by the College to administer the accommodation and to enforce the Regulations relating to halls of residence on behalf of the College.

### Regulation 25: student accommodation

25.1 This Regulation applies to all student accommodation managed by the College. Students who accept a place in accommodation owned or managed by the College agree to be bound by this Regulation.

### 25.2 Definitions

Unless the context requires otherwise, definitions shall be as set out in Regulation 1. Head of Department refers to the Head of Residences, Catering and Conference Services or nominated Deputy.

### 25.3 Period of residence

25.3.1 Residence shall be for the period of time detailed in the Accommodation Agreement and schedule of terms and fees subject to earlier determination in accordance with these Regulations or the Accommodation Agreement.

- 25.3.2 Students shall not be entitled to move into other College accommodation, including room changes, during the course of the Agreement without the consent of the Manager and without completing a new Accommodation Agreement. Students with hall debts shall not be entitled to move rooms. All room changes other than those due to medical grounds, and which are supported by a doctor's certificate, shall be subject to an administration fee of payable in advance of the move.
- 25.3.3 Students who for any reason vacate their College accommodation earlier than the date set out in the Accommodation Agreement shall not qualify for refund of rent and the deposit will be forfeit.
- 25.3.4 The College shall be entitled to require a student to withdraw from the premises upon withdrawal from or termination of his or her programme of study. In such cases rebates may be claimed for the remainder of the term's accommodation fee and for the deposit. Students who withdraw from the College, for whatever reason, must notify the Accommodation Office immediately.
- 25.3.5 Keys and door entry cards must be returned immediately upon the expiration of the Accommodation Agreement. Students who fail to comply will be treated as still in residence and charged accordingly.
- 25.3.6 Sub-letting of the accommodation, with or without financial gain, is prohibited.

### 25.4 Fees

- 25.4.1 Fees (which expression includes licence fees payable under any Accommodation Agreement) shall cover the cost of accommodation, heating (October–May), lighting, water rates and Council Tax and shall be payable in advance. Fees are payable termly in advance 14 days after the start of the Autumn term, and 7 days after the start of the Spring and Summer terms (defined as the official College Term, based on the majority of courses in the College).
- 25.4.2 In the event of a cheque for rent not being honoured an additional charge shall be made by the College. Failure to provide payment or to provide a suitable guarantee of payment may result in the termination of the Accommodation Agreement.

- 25.4.3 Students experiencing difficulty in the payment of rent must notify the Manager immediately. Students should also note that the date when rent is due is not affected by non-arrival of grant or other maintenance cheques.
- 25.4.4 Students in arrears with fees for a period greater than 28 days from the due date shall be deemed to be in breach of the Accommodation Agreement and appropriate action will be taken in accordance with the provisions of paragraph 25.10 of these Regulations.
- 25.4.5 One reminder shall be issued by the College to those students who fail to provide the required payments within the first fourteen days of their residence and to those who default on a payment.
- 25.4.6 A student who fails to make satisfactory arrangements for payment of the fees within fourteen days of the first reminder shall be reported to the Head of Department.
- 25.4.7 In the case of failure to pay accommodation fees and other debts the College reserves the right to exclude students from their programme of study, to withhold the results of final year examinations and assessments and to refuse to permit a student to enrol for the next year of study.
- 25.4.8 Legal proceedings may be invoked against students who withdraw from the College for any reason, in order to recover any outstanding rent owed to the College.

### 25.5 Deposits

- 25.5.1 A deposit shall become due upon acceptance of a place in College accommodation. It is refundable at the end of the period of the Accommodation Agreement (provided the student has left the premises permanently), less such sums which may become due to the College to cover the cost of damage to the fabric or furnishings of the premises and/or communal areas, the non return of keys or access cards, or for unpaid rent.
- 25.5.2 The College shall refund all such deposits less deductions during the summer vacation or as soon as practicable after the end of the Accommodation Agreement.

25.5.3 The level of the deposit shall be reviewed annually.

25.5.4 Individuals or groups of students who are responsible for careless or wilful damage to College accommodation shall be charged for the cost of repairs or replacements. If the cost of such repairs or replacements exceeds the level of the deposit held on behalf of the student or students (as the case may be) the student or students shall be required to pay the shortfall. Students who fail to pay the shortfall within 28 days of demand shall be deemed to be in breach of the Accommodation Agreement and appropriate action will be taken in accordance with the provisions of paragraph 25.10 of these Regulations.

## 25.6 Health and Safety

25.6.1 Fire

25.6.1.1 Students and their visitors must observe the Fire, Safety and Security Regulations at all times. It is a criminal offence to tamper with fire fighting equipment. Failure to observe such Regulations is regarded seriously and will normally result in the termination of the Accommodation Agreement (25.10.5) and action being taken under the College's Disciplinary Regulations.

25.6.1.2 Students may not bring additional furniture into College accommodation. Any found will be removed and may be reclaimed at the end of the Accommodation Agreement.

### 25.6.2 Electrical and cookery equipment

25.6.2.1 All electrical equipment must be fitted with a suitable and fused plug and, where necessary, fitted with suppressors. All equipment must be kept in a safe condition. In no circumstances may a student add to or interfere with electrical circuits or installations of the premises and the shared facilities. The use of portable heating equipment in the premises and/or shared facilities is forbidden. Any found will be removed and may be reclaimed at the end of the Accommodation Agreement.

25.6.2.2 Cooking and catering must only be undertaken in the designated kitchen areas and in no circumstances may cooking equipment such as toasters, kettles, grills, hotplates or refrigerators be used in study bedrooms. Abuse of this Regulation or other Regulations relating to the safety of students in the accommodation will be regarded as serious and may result in action being taken in accordance with the provisions of paragraph 25.10 of these Regulations.

25.6.2.3 Students may be required to have their own electrical equipment checked by the College's engineers. Unsafe or unsatisfactory equipment may be removed for safekeeping by the College without notice in the interests of safety and may be reclaimed at the end of the Accommodation Agreement.

25.6.2.4 The use of chip pans and deep fat fryers is not permitted within College accommodation. Any found will be removed and may be reclaimed at the end of the Accommodation Agreement.

## 25.7 General Conduct

25.7.1 Respect for other students

25.7.1.1 In order to establish and maintain an atmosphere conducive to study and for the general well-being of the residential community, the College expects students in residence to conduct themselves, at all times, in a manner that does not cause nuisance or offence to their fellow students. Students are expected to show particular consideration in respect of noise nuisance particularly from radios, stereo equipment, televisions or any other device for producing sound. These must not be audible outside the premises.

25.7.1.2 Any student whose behaviour persistently causes nuisance to other students may be subject to the relevant disciplinary procedures in accordance with the provisions of paragraph 25.10 of these Regulations. In the case of serious nuisance to neighbours the Accommodation Agreement may be terminated.

25.7.1.3 Quiet Hours' are 11.00pm-7.30am. Residents must keep noise to a minimum between these times and to a reasonable level at other times.

25.7.2 Care of the College accommodation

25.7.2.1 Students shall not make any alteration to their premises or to the shared facilities whether structural or otherwise, or any change in the scheme of internal decoration.

25.7.2.2 All display materials such as posters, charts, photographs, decorations must be confined to the designated display boards. Display materials must not be attached to walls, ceilings or woodwork using pins, nails or any adhesive substance.

25.7.2.3 Students shall be responsible for maintaining, in good order, the decorations, fittings and furnishings of their premises, including the doors and the shared facilities. Students must exercise due care and attention when using the shared facilities and all communal areas. Any damage to, or defacement of, College property will be charged in full to the student responsible. Where responsibility cannot be attributed to a particular student, all students having access to that area within the hall of residence will be deemed to be equally responsible.

25.7.2.4 Furniture and equipment must not be removed from the premises, shared facilities or communal areas and any damage to the premises, shared facilities or communal areas, including damage to furniture and equipment, must be reported immediately to the Manager.

25.7.2.5 Students may not entrust their keys to someone else.

25.7.3 College staff

25.7.3.1 Students shall be required to permit the Manager and duly authorised personnel, contractors and other work persons, to enter the accommodation to undertake work such as cleaning and maintenance of the accommodation at all reasonable hours of the daytime or at any time during an emergency or when a breach of Regulations is suspected.

25.7.3.2 Students will be required to allow access to the accommodation by the Manager to undertake regular maintenance and occupancy status inspections.

- 25.7.3.3 Confrontational behaviour, including foul language, towards a member of College or contract staff will result in disciplinary action being taken against the student involved.
- 25.7.4 Prohibited items
- 25.7.4.1 The use of inflammable substances, candles, joss sticks and ionisers is prohibited in College accommodation. Such items will be removed and may be reclaimed at the end of the period of the Accommodation Agreement.
- 25.7.4.2 Students are not permitted to keep pets, bicycles, motor bikes or vehicle parts in study bedrooms or communal areas. Bicycles left in bicycle sheds are left at the owners' risk.
- 25.7.4.3 The playing of ball games, badminton and frisbee etc is not allowed in College accommodation grounds or gardens.
- 25.7.4.4 Radios, mini disk, CD or cassette players may not be used in College accommodation grounds or gardens, except with the use of earphones.
- 25.7.4.5 Amplified musical instruments may not be played anywhere in College accommodation.
- 25.7.4.6 Parties are not permitted in Hall. Unauthorised parties will be dealt with as an infringement of Accommodation Regulations.
- 25.7.5 Smoking**
- Student accommodation is smoke free. The Goldsmiths Smoke Free Policy applies.
- 25.7.6 Drugs  
The possession of any prohibited drug is a criminal offence. This law applies to all areas of College buildings or grounds. The possession and/or use of any prohibited drug by any student or member of staff is not permitted on College premises and could result in disciplinary action by the College authorities and legal action by the police.
- 25.7.7 Alcohol  
Misbehaviour resulting from the use of alcohol may result in action being taken and may, if the College considers the misbehaviour to be serious, result in termination of the Accommodation Agreement.
- 25.7.8 Firearms and other weapons  
Students may not bring to or store within College accommodation any firearms (including legally held firearms such as starting pistols), fireworks, knives, explosive devices, etc.
- 25.8 Guests
- 25.8.1 College accommodation may be entered only by residents, their bona fide guests and persons having legitimate business at the College.
- 25.8.2 One guest per student is permitted to stay no more than three nights in any seven days.
- 25.8.3 Students shall be held responsible at all times for the conduct of their guests.
- 25.9 Safety Policy: Duties of residents
- 25.9.1 Students using College accommodation must take reasonable care for their own and others' safety. They must comply with the College Safety Policy, Codes of Practice and with the rules of the accommodation including areas designated out of bounds. Students must report to the Manager any situation which, in their opinion, constitutes a health hazard or involves the risk of injury.
- 25.9.2 Students must acquaint themselves with the Fire Regulations in force on each site.
- 25.9.3 Regular fire drills shall be held in College accommodation and buildings must be evacuated when the alarm sounds. Failure to respond to a fire alarm may lead to disciplinary action.
- 25.9.4 Students must take reasonable care in keeping the College accommodation secure and must not tamper or attempt to bypass security installations.
- 25.10 Discipline
- 25.10.1 All students are subject to the College Regulations for Student Discipline. The procedures which follow relate to the student's residence in College accommodation and are to be regarded as supplementary to the College Regulations for Student Discipline.
- 25.10.2 A student in breach of the Accommodation Agreement normally shall be issued with a written warning by the Manager.
- 25.10.3 In the event of a further breach of the Accommodation Agreement a student shall be issued with a further written warning from the Manager.
- 25.10.4 In the event of a further breach of the Accommodation Agreement, after having received two written warnings from the Manager under sub-paragraphs 25.10.2 and 25.10.3 above, a report shall be submitted to the Head of Department who shall interview the student. After consultation with the Students' Union and the Hall Committee, where it exists, the Head of Department shall be entitled to terminate the Accommodation Agreement upon giving seven days' notice in writing.
- 25.10.5 In exceptional circumstances, involving a breach of the Health and Safety Regulations under paragraph 25.6 above, or damage to the accommodation, or activities regarded as unacceptable to other students of the accommodation, the student shall be interviewed by the Head of Department. Following consultation between the Head of Department, the Students' Union and the Hall Committee, where it exists, the Head of Department shall be entitled to terminate the Accommodation Agreement with immediate effect.
- 25.10.6 In the event that the Accommodation Agreement is terminated in accordance with sub-paragraphs 25.10.4 and 25.10.5 above, the Head of Department shall submit immediately a report to the Registrar and Secretary and shall send copies of the report to the student's academic Head(s) of Department and to the Academic Registrar.
- 25.10.7 A student whose Accommodation Agreement has been terminated may appeal against the decision, but may not remain in the accommodation pending the appeal. In lodging an appeal the student shall notify the Registrar and Secretary of his or her current address.

- 25.10.8 The appeal shall be heard by a Panel comprising:
- A Pro-Warden appointed by the Warden, as Chair
  - A manager of accommodation other than that from which the student has been dismissed
  - One enrolled student of the College nominated by the Students' Union.
- Any person in any way directly associated with the student involved or in the circumstances leading to the hearing shall be debarred from eligibility to serve on the Appeals Panel.
- 25.10.9 A student shall be given notice of not less than fourteen days of a meeting of the Appeals Panel. Such notice will be sent by recorded delivery to his or her last known address as notified to the Registry. The College can take no responsibility if a student has failed to notify it of a change of address.
- 25.10.10 If a student fails to attend a meeting of the Appeals Panel for other than good reason acceptable to that Panel, notified in advance, its proceedings shall not be invalidated thereby. A student unable to attend a meeting of the Panel for good reason may seek a postponement of the meeting.
- 25.10.11 If a student wishes to place documentary evidence before the Panel, such evidence must be received by the Registrar and Secretary or his or her nominated representative at least seven days before a meeting of that Panel.
- 25.10.12 The College shall be represented by the Head of Department.
- 25.10.13 The student may be accompanied by a friend (who may be a representative of the Students' Union) and shall give evidence on his or her own behalf. At the request of the student, if the Chair and other members so agree, the friend may speak on his or her behalf. The student may, however, exercise his or her right to remain silent.
- 25.10.14 Both the student and the College representative will be sent copies of all documentary evidence to be presented to the Panel not later than two days before the meeting of that Panel.
- 25.10.15 The Appeals Panel shall not be entitled to admit new evidence unless it shall have satisfied itself that this had become available since the termination of the Accommodation Agreement.
- 25.10.16 The Panel's findings shall be notified to the student in writing as soon as possible by recorded delivery to his or her address as notified to the Panel Secretary under Regulation 25.10.7.
- 25.10.17 Academic departments shall be kept informed, at all stages of the above procedure, of any matters concerning their students and shall be invited to submit a report to the meeting of the Appeals Panel.
- 25.10.18 A student dismissed from College accommodation shall not receive a refund of accommodation fees.
- 25.10.19 A student dismissed from College accommodation shall not be permitted to return to or visit College accommodation without written permission from the Manager.

### **25.11 Vacations**

Students wishing to remain in College accommodation outside the contracted periods must apply to the Conference Services Manager for an extension of their Accommodation Agreement. If granted, the student may be required to move rooms or move to another hall.

### Contact us

If you would like to contact us, you can use the details below.

#### Loring Management Centre (LMC)

St James  
New Cross  
London SE14 6AD  
UK

The Loring Management Centre is staffed 24 hours a day, however the Administrative sections are open at the following times:

- Main Reception

Monday to Friday 08:30-18:00

- The Accommodation, Finance and Residential Services departments

Monday, Tuesday and Thursday  
09:00 - 16:30

Wednesday and Friday  
09:00 - 13:00

Please note that the offices will be closed during University closure days and public holidays and on occasion when staff training is necessary.

<http://www.gold.ac.uk/accommodation/>

#### LMC Main Reception

T +44 (0)20 7919 7192  
[accommodation@gold.ac.uk](mailto:accommodation@gold.ac.uk)

#### Accommodation Department

T +44 (0)20 7919 7130  
[accommodation@gold.ac.uk](mailto:accommodation@gold.ac.uk)

#### Finance Department

T +44 (0)20 7919 7245  
[halls-finance@gold.ac.uk](mailto:halls-finance@gold.ac.uk)

#### Residential Services Department

T +44 (0)20 7078 5030  
[residentialservices@gold.ac.uk](mailto:residentialservices@gold.ac.uk)

All the above departments can be reached on the following fax number:  
F +44 (0)20 7919 7269

#### Conference Services Department:

T +44 (0)20 7919 7132  
F +44 (0)20 7919 7134  
[conference-services@gold.ac.uk](mailto:conference-services@gold.ac.uk)

McMillan Student Village  
T +44 (0)20 8691 8996  
F +44 (0)20 8691 9403  
[mcmillanstudentvillage@opalgroup.com](mailto:mcmillanstudentvillage@opalgroup.com)

# Forms





Please fill in the whole form using a black pen and send it to:  
**Halls Finance**  
**Loring Management Centre**  
**St James**  
**New Cross**  
**London SE14 6AD**  
**UK**

Instruction to your  
 Bank or Building Society  
 to pay by Direct Debit

Name(s) of Account Holder(s)


Originator's Identification Number

6	8	1	0	1	1
---	---	---	---	---	---

Student's Name

Bank/Building Society account number

x	x	x	x	x	x	x	x
---	---	---	---	---	---	---	---

Student Reference Number

x	x	x	x	x	x	x	x	H
---	---	---	---	---	---	---	---	---

Instruction to your Bank or Building Society  
 Please pay Goldsmiths Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Goldsmiths and, if so, details will be passed electronically to my Bank/Building Society.

Branch Sort Code

x	x	x	x	x	x
---	---	---	---	---	---

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
-----------------	-----------------------

Address


Postcode

Signature(s)

Date



Banks and Building Societies may not accept Direct Debit Instructions from some types of account  
 This guarantee should be detached and retained by the Payer.

The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Goldsmiths will notify you ten working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Goldsmiths or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid. If you receive a refund you are not entitled to you must pay it back when Goldsmiths, University of London asks you to.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

If you have completed this direct debit instruction on behalf of a student of Goldsmiths please provide the following additional details:

Your Name

Your Postal Address

Postcode

Name of Student

Student reference number

Your Signature

# PAYMENT BY CREDIT/DEBIT CARD

If you would like to pay your Hall fees by credit/debit card, please complete and return this form.

(For Office Use)	
Student ID Number	
Student Details (BLOCK CAPITAL LETTERS)	
Student Name	
Hall and Room Number (if known)	
Type of Credit/Debit Card (e.g. Visa, Mastercard)	
Full Name on Card (name of cardholder)	
Contact Telephone Number (of card holder)	
Card Number (the LONG NUMBER)	
Card Start Date (where the card has one)	
Card Expiry Date (must be valid for all payments)	
Debit Card Issue Number (e.g. No 1)	
Security Number (last 3 digits on back of card)	

Amount to be Charged			
Term	Amount	Date	Code (For Office Use)
Deposit		Today	
Term 1		18 October 2010	
Term 2		17 January 2011	
Term 3		03 May 2011	
Term 4 (PG Only)		04 July 2011	
Other Items (e.g. bed pack)			
Comments			

N.B. INTERNATIONAL CHARGES - if you choose to pay by the currency of your overseas (non GB) credit/debit card, the transaction will be subject to an international conversion margin.

ALL PAYMENTS WILL BE DEBITED TERMLY ON OR SHORTLY AFTER THE DATES SPECIFIED WITHIN THE FEES SCHEDULE.

The cards shown below are the ONLY cards we accept

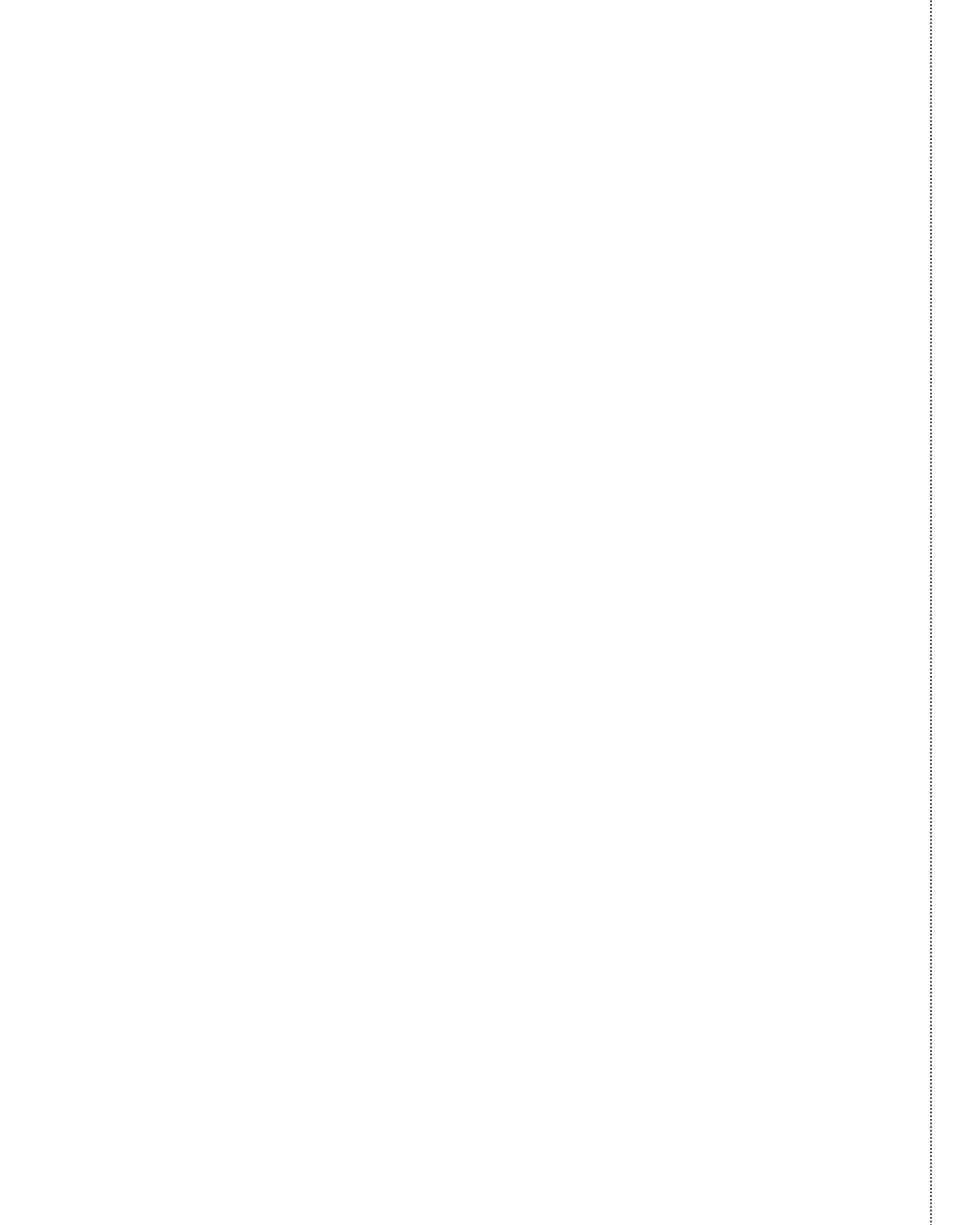


**IMPORTANT**  
Please make sure that your credit card is valid for all payments

Please note that we DO NOT accept AMERICAN EXPRESS nor DINERS

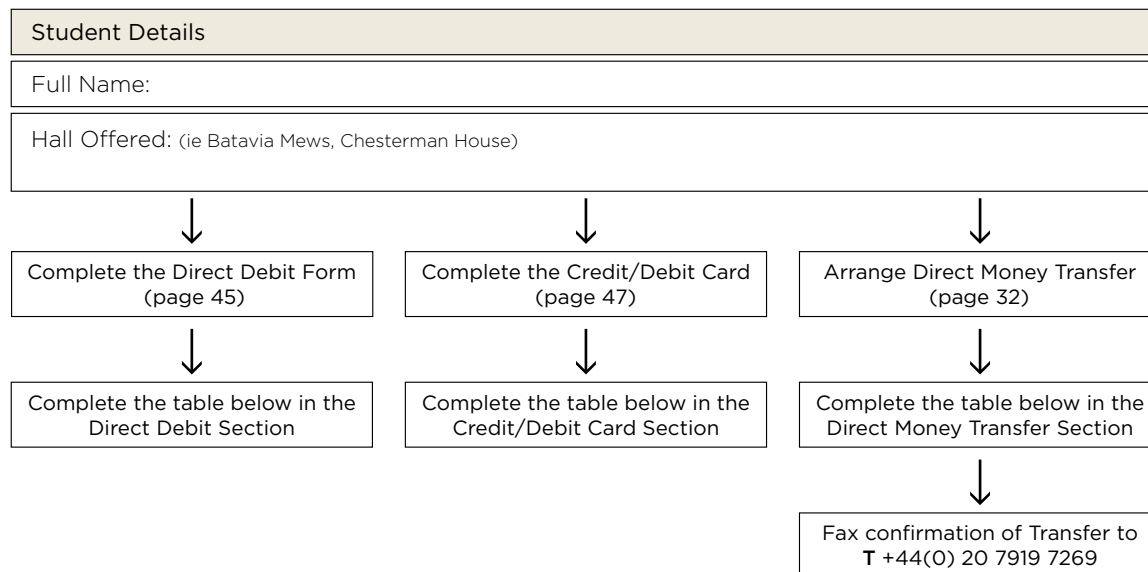


Signed: \_\_\_\_\_ Date: \_\_\_\_\_



# FINANCE FORM

To find out what fees you will be paying please view pages 34-36. Once you have chosen your method of payment please follow the diagram below and complete the relevant sections.



Study Abroad student? If your sponsor is paying for your accommodation fees directly to the Goldsmiths, University of London then please tick box  (There is no need for you to complete table below.)

<b>Checklist</b>
<input type="checkbox"/> Please complete the table below
<input type="checkbox"/> Please select the TYPE OF PAYMENT you are going to use (ie Direct Debit, Credit/Debit Card etc)
<input type="checkbox"/> Please write out your termly payment amounts (as detailed on pages 48-51 and see example) in the table below
<input type="checkbox"/> Ensure you enclose your deposit payment
<input type="checkbox"/> Ensure you enclose your payment method for all termly installments
<input type="checkbox"/> Payments are debited on or just after the dates listed for each term in the table below and as detailed on pages 34-36

Type of Payment						
	Deposit	Term 1	Term 2	Term 3	Term 4	Total
Example (If paying by Credit/Debit Card)	£200	£1,860.00	£1,860.00	£1,240.00	If applicable	£5,160.00
Direct Debit	N/A					
Credit/Debit Card						
Direct Transfer						
Cheque (by arrangement only)						

Office use only:

Student ID Number:

Accepted?

Keys to be issued? Yes  No

- N/A = Not Applicable
- DD = Direct Debit
- C/DC = Credit/Direct Debit
- DT = Direct Transfer
- C = Cash
- CQ = Cheque

DATE	TRANSACTION CODE	REMARKS	STAFF INITIALS
			2010-11

Office use only: Hall: Room offered:
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## ACCEPTANCE CHECKLIST

In order to confirm your offer of accommodation, please complete the following, ensuring that you have enclosed all the relevant documents and payments.

Your details	
Surname:	First Names:
Permanent Home Address:	
Postcode/Zip:	
Home Telephone:	Mobile:
Email:	

Hall offered:

(i.e. Batavia Mews, Chesterman House, Dean House, Loring Hall, McMillan Student Village, Raymont Hall or Surrey House Hall)

Nationality:

Type of student: Undergraduate/Postgraduate/PGCE/Visiting/Exchange (\*Delete as appropriate)

### Confirmation of Email

We will send you confirmation of your hall place via email, please provide us with your **email address** to enable us to do this. (you will need to present your confirmation email on arrival day!)

Correspondence Email:

**NEXT OF KIN** Who you would like us to contact in an emergency. Please ensure that you have gained their permission and that they are happy for us to hold their personal data

Name:

Relationship to you:

Address:

Postcode/Zip:

Home Telephone:

Mobile:

We will only contact your next of kin in cases of emergency.

### Have you enclosed the following?

(Remember! Failure to enclose the following may result in you missing your accommodation offer deadline and your offer being withdrawn.)

Acceptance Checklist (this form)  
(including your contact details & Next of Kin)

2 recent photographs  
(with your name on the back)

Deposit (Payable by credit/debit card or cheque only, or if paying by direct transfer to be included with full accommodation fees)

Termly payments  
Payable by Direct Debit, Credit or Debit Card or Direct Transfer

Accommodation Agreement dates  
From: / /2010 To: / /2011

The above information is true and correct. I understand and accept the way in which my personal data will be processed, as specified in the notice at [www.goldsmiths.ac.uk/data-protection](http://www.goldsmiths.ac.uk/data-protection) and <http://www.gold.ac.uk/accommodation/>

Please return all required documents to:

Accommodation Acceptance, Loring Management Centre, St James, New Cross, London SE14 6AD, UK

