

# Accommodation Agreement 2023-24

## Student Resident

Throughout this Agreement, Goldsmiths, University of London is referred to as ‘**we**’ or ‘**us**’ or ‘**Goldsmiths**’ and we refer to ‘**you**’ as the student.

Some of our accommodation is managed by a private accommodation provider (“**the Landlord**”), for example, Ewen Henderson Court, Quantum Court and Town Hall, Camberwell. To find out more visit [www.gold.ac.uk/accommodation/offer](http://www.gold.ac.uk/accommodation/offer)

This Agreement forms part of your accommodation contract (“**the Contract**”). Your accommodation Contract is made up from the following:

1. Terms and Conditions for Application of Accommodation
2. The Accommodation Agreement 2023-24 (included in this document)
3. The Accommodation Regulations 2023-24 (included in this document)
4. The Terms and Conditions for Goldsmiths managed halls (included in this document)
5. The Fees Schedule 2023-24
6. The [Student Code of Conduct](#)

By entering into this Agreement, you are agreeing to be bound by a number of legal obligations including an obligation to pay any accommodation fees in full and certain obligations relating to your health and safety. We recommend that you read all parts of the Contract before entering into this Agreement.

I agree to enter into a Contract for a single study bedroom (“**the Accommodation**”) on the basis that I have read and accepted all parts of the Contract including the conditions of this Agreement set out below:

1. The Contract is for the full period stated on the agreement and this includes the vacation period where applicable. If we allow you to take up residence mid-term you will be required to commit to the Accommodation until the end date stated on your agreement.
2. This Contract is separate from your Student Contract which is provided to you when an offer to study is made. This means this Contract may not match the term dates for your programme of study.
3. If your course moves to a mixture of face-to-face and online delivery or just to online delivery for any duration throughout your studies, the accommodation contract will remain in place for the full period stated on the agreement. Should

- the accommodation formally close as a result of Government rules or guidance, accommodation agreements may be shortened to reflect the closed period.
4. You may withdraw your acceptance of the offer of the Accommodation within seven (7) days of accepting our offer of the Accommodation. If you wish to cancel this Contract, the pre-payment fee will be returned to you in full (unless in the meantime you have moved into the Accommodation). If you wish to withdraw your acceptance of this Contract, you are required to notify us by emailing [accommodation@gold.ac.uk](mailto:accommodation@gold.ac.uk). Accommodation Service will acknowledge receipt of your request and confirm your acceptance has been withdrawn.
  5. If you are a first-year student or are residing in the Accommodation for the first time you may withdraw your acceptance of our offer to provide you with Accommodation if:
    - a. you require a visa to study in the UK, but your visa application has not been successful, you may withdraw your acceptance of the offer to provide you with Accommodation up to seven (7) days after receiving the outcome of your visa application. If you wish to cancel this Contract in these circumstances;
      - i. You are required to notify us by emailing [accommodation@gold.ac.uk](mailto:accommodation@gold.ac.uk);
      - ii. You will need to provide us with evidence that your visa application was unsuccessful (for example by showing us the official refusal letter or email), within seven (7) days of receiving the outcome of your visa application;
      - iii. Accommodation Service will acknowledge receipt of your request and confirm your acceptance has been withdrawn.
    - b. you do not receive an unconditional offer from the College or you have decided to transfer to another institution, you may withdraw your acceptance of this offer up to seven (7) days following the release of A-level Results (or other applicable exam results) or the transfer to another institution. If you wish to cancel this Contract in these circumstances;
      - i. you are required to notify us by emailing [accommodation@gold.ac.uk](mailto:accommodation@gold.ac.uk);
      - ii. and provide Accommodation Services with relevant evidence which it deems satisfactory within this time frame;
      - iii. Accommodation Service will acknowledge receipt of your request and confirm your acceptance has been withdrawn.
  6. We may withdraw the offer of accommodation and reallocate the Accommodation, if you do not receive an unconditional offer from the College by 1 September 2023.
  7. Following the Contract commencement date, you may not withdraw from your Contract, unless you leave your course or a replacement has been found.
  8. There may be occasions where we need to provide your personal data to the Landlord. For example, your name, date of birth, and any agreed medical information. This will only ever be transferred where there is a contract in place between us and the Landlord to protect your personal data.
  9. You are required to immediately return any keys, key cards, fobs or passes at the end of your Agreement, otherwise we will charge you for the cost of replacing any room locks and keys, where applicable.

10. You are required to pay the specified fee and associated pre-payment fee for any Accommodation in accordance with the Schedule of Fees and the Regulations.
11. A pre-payment holding fee is payable in relation to the Accommodation. This will be paid towards the first rent instalment for the room and it secures the booking at the time of offer. If there is any damage or any other recoverable sums owed to us, we will pass those charges to you separately as permitted by law.
12. Failure to pay your Accommodation fees on time is a breach of the Contract and may result in the termination of the Contract, or may mean we have to seek possession of the Accommodation and legal proceedings may be started against you in order to recover any outstanding monies owed to us.
13. We may terminate this Contract with no less than seven (7) days' written notice if you commit a serious, significant or persistent breach of the Contract. Termination will be in accordance with the Accommodation Regulations detailed below.
14. We will allocate you an appropriate room, as specified on the Resident Arrival Card, but it may be necessary at times to move you to another room or hall, generally with not less than five (5) days' written notice or without notice in the case of an emergency.
15. We will normally terminate the Contract if you withdraw or interrupt from your studies at Goldsmiths, University of London or if there is a material change in your student status including changing from full to part-time study. Normally we will allow twenty eight (28) days from the point of course withdrawal to vacating the room.
16. By entering into the Contract you are being granted a right to occupy the agreed Accommodation as a licensee and in accordance with all parts of the Contract. Unlike a tenancy, this Contract will not automatically continue after the Licence End Date. You do not need to give notice to end this Contract on the Licence End Date, and neither does Goldsmiths, University of London. You must vacate the room by 10am on the Licence End Date in this Contract. You will be responsible for returning the key/key card at reception, and for leaving your room and shared areas in the accommodation in a clean and tidy condition, as you found it upon arrival, and for taking all your belongings and rubbish from the room and shared areas.

# Accommodation Regulations

## 1. Overview

These regulations (“**Regulations**”), made under the general regulation for student accommodation, apply to all student accommodation. These Regulations are separate to the ‘[Student Contract](#)’ which governs your relationship with Goldsmiths for the purposes of your studies. If we offer you a place in student accommodation, you will be asked to read the relevant legal documents and accept the rules and regulations you will be bound by throughout your accommodation agreement. The Accommodation Regulations are in line with the [Universities UK Code of Practice](#), relating to student accommodation, to which Goldsmiths subscribes.

At the start of each section we set out briefly what that part covers in relation to your Accommodation Contract.

## Definitions used in the Regulations

### 2. Definitions

Throughout the Regulations we will be using the following terms:

**Accommodation:** Means the single room offered to you subject to the Accommodation Contract and the surrounding premises including communal areas if applicable

**Accommodation Contract:** Is made up of the Terms and Conditions for Application for Accommodation, the Accommodation Agreement, these Accommodation Regulations, the Terms and Conditions for Goldsmiths Managed Halls (or for externally managed halls as applicable), the Student Code of Conduct and the Fees Schedule

**College:** Means Goldsmiths, University of London

**Fees:** Means the Accommodation Fees, as set out in section 4 of these Regulations

**Head of Department:** Refers to the Deputy Head of Accommodation Services or nominated delegate able to deal with particular aspects of these Regulations

<b>Manager:</b>	Means a manager within Accommodation Services designated to deal with particular aspects of these Regulations, or a delegated Accommodation Services representative
<b>Pre-payment Holding Fee:</b>	Means the fee paid by a Student in connection with the Accommodation Contract to accept and secure the room (which shall never exceed more than one week's equivalent rent)
<b>Resident:</b>	Means anyone living within the overall property in which the Accommodation is located
<b>Senior Manager:</b>	Means a manager more senior than the Head of Department, able to receive and manage appeals under parts of these Regulations
<b>Student:</b>	Means a Student of Goldsmiths eligible for Accommodation (meaning a full-time student holding a conditional firm or unconditional firm offer to study with Goldsmiths) or other students in the Accommodation from time to time

In addition, 'we' and 'us' means Goldsmiths, University of London and 'you' means a Student of Goldsmiths.

## Period of Residence

### 3. Period of Residence

This part of the Regulations explains how long your Accommodation Agreement will last and the restrictions that apply to your Accommodation including in relation to terminating the Agreement.

**3.1** Residence shall be for the period of time detailed in the Accommodation Contract and shall be subject to the schedule of fees as outlined in the same documentation subject to earlier determination in accordance with these Regulations.

**3.2** Students shall not be entitled to move into other College Accommodation, including by requesting or making any room changes, during the course of the Accommodation Agreement without the consent of Accommodation Services and without entering into a new Accommodation Contract. Students with hall Fee debts, including but not limited to the non-

payment of the Fees, shall not be entitled to move into alternative Accommodation, although every effort will be made by Accommodation Services to accommodate such a request.

**3.3** Students who for any reason vacate their College Accommodation earlier than the date set out in the Accommodation Contract without prior written consent from the College shall remain liable for payment of the Fees the duration of the Accommodation Contract or until a suitable replacement has been found.

**3.4** The College shall be entitled to terminate the Accommodation Contract upon withdrawal or interruption from or termination of the Student's programme of study subject to twenty-eight (28) days' notice. Students may be eligible for a Fee refund which will be calculated on a pro-rata basis providing Accommodation Services has been notified in writing immediately and within two (2) days.

**3.5** Keys and door entry/fobs cards must be returned immediately upon the expiration or termination of the Accommodation Contract. Failure to do so may result in charges being payable by the Student in relation to the costs incurred for the replacement of any keys, fobs or locks.

**3.6** The Accommodation Contract is personal to the Student and sub-letting, sharing of occupation (unless Accommodation Services have exceptionally given written consent for double occupancy of Accommodation) or possession or other dealing with the Accommodation, with or without financial gain, is strictly prohibited.

**3.7** The College may require a Student to move rooms for any reason on not less than five (5) days' written notice or immediately in the case of an emergency.

## **Fees**

### **4. Fees**

This section refers to the Fees Students will be liable to pay in relation to their stay in the Accommodation in accordance with the Accommodation Contract.

**4.1** Fees shall cover the cost of Accommodation, seasonal heating, lighting, water rates, gas and electricity and each Fee instalment shall be payable in advance. Fees are payable in accordance with the fee schedule provided at the point of an offer of the Accommodation. The setting up of a payment schedule is required prior to moving in to Halls.

**4.2** Students must make arrangements to pay their Fees in full on or before the due dates noted in the Accommodation Contract. Failure to make payment of the appropriate sums on

or before the due date will result in disciplinary action being taken, as outlined in Paragraph 10 and the [Accommodation Arrears Procedure](#).

**4.3** Students experiencing difficulty in the payment of Fees must notify Accommodation Services immediately. Students should also note that the date when Fees are due is final regardless of whether any student finance has been paid to the Student by that date.

**4.4** If Accommodation Fees are not paid on time the College may commence legal proceedings against Students in order to recover any outstanding Fees owed to the College and/or to gain possession of the Accommodation (if such is necessary).

## **Pre-payment holding fees**

### **5. Pre-payment holding fees**

This section deals with the fees payable before or during the Accommodation Contract.

**5.1** A pre-payment holding fee shall become due upon acceptance of a place in College accommodation of the amount stated in Accommodation Contract and the Schedule of Fees. It is not refundable at the end of the Accommodation Contract as it acts as part payment toward the first instalment of the Accommodation Fees as well as securing the room.

**5.2** The College shall aim to recover the cost of damage to the fabric or furnishings of the premises and/or communal areas, or for unpaid rent or any other monies due to the College, by way of additional charges to your account. The College will not deduct sums in relation to 'fair wear and tear' to the Accommodation itself. In the event that keys or fobs (or equivalent) are not returned immediately at the end of the Contract the actual cost of replacing such items may be passed on to the Student.

**5.3** The level of the pre-payment holding fee shall be reviewed annually.

**5.4** Students who are responsible for careless or wilful damage to College Accommodation shall be charged for the cost of repairs or replacements. The College will submit a written request to the Student for payment of the remaining sums and will be treated as a debt to the College should this amount remain unpaid after twenty-eight (28) days.

**5.5** Amounts that may be chargeable if appropriate at the end of the term of the Accommodation Contract are:

- (1) Reasonably incurred costs associated with returning the Accommodation to the condition it was in (not including fair wear and tear) at the start of the Accommodation Contract
- (2) The cost of storage of items for no more than four (4) weeks unless agreed otherwise after which items will be disposed of.
- (3) Reasonably incurred costs for replacement of lost keys, fobs, locks and entry cards.
- (4) Reasonably incurred charges for any repairs undertaken to repair any part of the Accommodation.
- (5) Reasonably incurred charges for repairing and/or replacing any damaged items.
- (6) Any unpaid Fees.
- (7) Any costs incurred as a result of the Accommodation remaining empty (to cover the lost rent until a new tenant is secured for the Accommodation).

## **Health and Safety**

### **6. Health and Safety**

Your health and safety is very important to the College and this section explains the health and safety obligations owed by Students.

#### **6.1 Fire**

**6.1.1** Students and their visitors must observe the [Fire, Safety and Security Regulations](#) (Health and Safety) at all times and your allocated hall terms and conditions which are updated from time to time. Please refer to [gold.ac.uk/students/health-and-safety](http://gold.ac.uk/students/health-and-safety) for further details.

**6.1.2** Students must not under any circumstances tamper with any fire detection, safety or firefighting equipment (to tamper with firefighting equipment is also a criminal offence). In the event of any concerns regarding such equipment, this should be reported to Accommodation Services or Estates and Facilities or the out-of-hours staff available.

**6.1.3** Failure to observe such Fire, Safety and Security Regulations will be taken extremely seriously and will normally result in the termination of the Accommodation Contract and in action being taken under the [General Regulation for Student Discipline and these Regulations](#).



**6.1.4** Students must not bring additional furniture into College Accommodation. Any found will be removed and disposed of and the College shall not be liable for the cost of replacing such items.

**6.1.5** The use and possession of inflammable substances, candles, joss sticks, gas canisters and ionisers are prohibited in all Accommodation. Such items may be removed without warning and can be reclaimed at the end of the period of the Accommodation Agreement.

## **6.2 Electrical and cookery equipment**

**6.2.1** All electrical equipment must be fitted with a suitable and fused plug and, where necessary, fitted with suppressors.

All equipment should also be compliant with European requirements for electrical equipment, which means that it should be [CE marked](#), and must be suitable for use in the UK.

The UK electrical supply is 230v/240v 50Hz AC and all appliances in student accommodation must be rated for this voltage.

Any items failing to comply with the above may be removed without warning and can be reclaimed at the end of the period of the Accommodation Agreement.

**6.2.2** All equipment must be kept in a safe and good working condition.

**6.2.3** In no circumstances may a Student add to or interfere with electrical circuits or installations of the Accommodation and the shared facilities.

**6.2.4** The use of portable heating equipment in the Accommodation and/or shared facilities is forbidden. Any found may be removed without warning and may be reclaimed at the end of the Accommodation Contract.

**6.2.5** 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 Residents in the Accommodation will be regarded as serious and may result in the instigation of the formal disciplinary procedure as set out in these Regulations.

**6.2.6** 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 Contract.

**6.2.7** The use of deep fat fryers is not permitted within College Accommodation. Any found may be removed without warning and may be reclaimed at the end of the Accommodation Contract.

## **6.3 Facilities**

**6.3.1** The use of shared indoor and outdoor facilities, where these are available, may be restricted in the interest of Health and Safety, in response to an incident or due to a planned event.

## **General Conduct**

### **7. General Conduct**

**This part of the Regulations relates specifically to your conduct throughout the Accommodation Contract. It is important to understand this section because your conduct could impact on your ability to remain in Accommodation.**

#### **7.1 Respect for other students**

**7.1.1** In order to establish and maintain an atmosphere conducive to study and for the general well-being of the residential community (both within and outside of the hall of residence), 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, members of staff or other individuals.

**7.1.2** All members of the College staff and Students and any others on College premises (including those taking part in College activity) will be expected to behave consistently with the College's values related to [Equality and Diversity](#), and take responsibility for their role in the College's shared effort to make progress as outlined in the General Regulations.

**7.1.3** Students are expected to show particular consideration in respect of noise nuisance from radios, stereo equipment, televisions or any other device for producing sound. These must not be at an unacceptable level audible through adjoining walls or outside the room.

**7.1.4** Any Student whose behaviour persistently causes nuisance to other Students or any single serious or significant act will be subject to the instigation of the formal disciplinary procedures as detailed in these Regulations.

**7.1.5** At all times Students must keep noise to a reasonable level. Between 11pm and 7.30am (the 'Quiet' Hours) noise must be kept to an absolute minimum. This includes social gatherings in communal areas, kitchens or bedrooms.

## **7.2 Care of the College accommodation**

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

**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.

**7.2.3** Students shall exercise due care in the use of the facilities, Accommodation and/or common parts in order to keep them clean and tidy and to maintain in good order, the decorations, fittings and furnishings of their premises, including the doors and the shared facilities. This includes taking reasonable steps to keep the accommodation adequately ventilated and heated so as to prevent damage from condensation, particularly in rooms with en suite facilities. Costs arising from any wilful or negligent damage to, or defacement of, College property will be charged in full to the Student responsible.

**7.2.4** Furniture and equipment must not be removed from the Accommodation, 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.

**7.2.5** Only fire-safe furniture authorised by the College or provider shall be in the Accommodation, including shared facilities or communal areas. Any unauthorised and unsafe furniture shall be removed and the College shall not be responsible for replacing or storing such furniture.

**7.2.6** Keys, entry cards and fobs must remain in the personal possession of the Student throughout the Accommodation Contract.

**7.2.7** Students shall be responsible for keeping their Accommodation in a clean, tidy and safe state at all times and shall return the Accommodation at the end of the Accommodation Agreement in this state. This includes the shared kitchen and communal areas in your flat.

**7.2.8** Students must ensure their Accommodation is always in a safe condition, particularly regarding electrical equipment and must report any damage, defect or fault via the online fault reporting system or in an emergency to an appropriate member of staff, Security or the Manager.

**7.2.9** Students must participate and share in the cleaning of kitchen areas. Specific cleaning scheduled for Student Accommodation can be found in the Halls of Residence Terms and Conditions.

**7.2.10** Students may apply to the College for a room move. Any such move is subject to availability of a suitable room and is at the College's discretion.

**7.2.11** Students shall comply with the information included in the Accommodation Contract and as updated from time to time and;

**7.2.12** The Manager or a delegated Accommodation Services representative may carry out Accommodation inspections during each academic term. If the Accommodation is in an unsatisfactory condition the College will serve twenty-four (24) hours' notice on the Student to remedy any problems following which a further inspection shall be carried out. If the Accommodation is still found to be in an unsatisfactory condition the Manager will arrange for the Accommodation to be cleaned and the charges for this will be charged to the Student (though such charges will only relate to the College's reasonably incurred costs). Any other breaches of the accommodation agreement will be addressed in line with the agreement and may result in further action being taken.

**7.2.13** Students shall allow the College and its staff or those managing the Accommodation on its behalf to have access to their Accommodation to attend to any maintenance issues and day to day duties provided that the staff provide appropriate identification and have given reasonable written notice. Such notice shall not be necessary in the following instances:

(i) Where staff are responding to a maintenance report request;

(ii) In the case of an emergency (particularly if it is felt Students or the Accommodation are in danger);

(iii) If there is a breach of the Accommodation Agreement or

(iv) if an activity is reported at the Accommodation which is causing disturbance or distress to other Students, staff, other individuals or neighbours.

(v) to secure an unattended room and the Student is neither in the room or shared areas.

### **7.3 College staff**

The section explains who may need access to a room, provide instructions to Student(s) or who Students can contact in specific instances.

**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 the Accommodation Contract is suspected.

**7.3.2** Students will be required to allow access to the Accommodation by the Manager, or other authorised personnel, to undertake regular health and safety, maintenance and occupancy status inspections.

**7.3.3** Confrontational behaviour, including foul language and any behaviour contrary to the College's Equality and Diversity Policies, towards a member of College or contract staff will result in disciplinary action being taken against the Student involved.

**7.3.4** Students shall comply with any reasonable request that is made by Accommodation Services/Security/Estates and Facilities in relation to any dispute, emergency, security matter or in any day to day matter at the Accommodation.

**7.3.5** In relation to any dispute between Students, Accommodation Services shall aim to assist in the resolution of such disputes. Whereby Students wish to take this further, they are able to complain via the College's complaints procedure.

**7.3.6** In the event of any dispute between Students the College reserves the right to move any Student in relation to this on immediate notice but will endeavour to relocate the moved Student elsewhere for the duration of the Accommodation Contract unless such Student is being withdrawn from the College in accordance with the specified regulations.

## **7.4 Prohibited items and activities**

In order to ensure the safety and comfort of Students and neighbours, the College prohibits certain items and activities and this section explains what would be a prohibited item during the Accommodation Contract. Any prohibited items found in the accommodation may be removed without warning and disposed of and the College shall not be liable for the cost of replacing such items.

**7.4.1** The use and possession of inflammable substances, candles, joss sticks, gas canisters and ionisers are prohibited in College accommodation.

**7.4.2** Students are not permitted to keep pets, portable washing machines or similar equipment, bicycles, e-scooters, motor bikes, any vehicles or vehicle parts in part of the Accommodation. Bicycles left in bicycle racks or on College property are left at the owner's risk. Bicycles not removed at the end of the Accommodation Contract shall be removed and auctioned according to the College's [Greening Strategy](#).

**7.4.3** The playing of ball games, badminton and frisbee etc is not allowed in College Accommodation grounds or gardens.

**7.4.4** Amplified music or other sounds, including musical instruments, may not be played in College accommodation grounds or gardens, except with the use of earphones.

**7.4.5** To ensure that all Accommodation remains an environment conducive to study, parties are not permitted. They will be dealt with using the formal disciplinary procedure as detailed in these Regulations.

**7.4.6** Due to the increased risk of fire caused by Lithium batteries, the following items must not be charged or kept in student accommodation: e-bikes, e-scooters or vape batteries. We reserve the right to review this list to include additional items, which may be deemed to pose a fire or health and safety risk.

## **7.5 Smoking**

Student Accommodation is smoke-free. The Goldsmiths [Smoke Free Policy](#) applies.

## **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 the instigation of the formal disciplinary procedure as detailed in these Regulations and legal action by the police.

## **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 the instigation of the formal disciplinary procedure as detailed in these Regulations. For Students who are under the age of eighteen (18), alcohol is prohibited at all times.

## **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, axes, swords, offensive weapons and bladed articles, explosive devices, etc. (including replicas). The College reserves the right to pursue disciplinary in accordance with these Regulations and, where applicable, legal action if this is not adhered to.

## **7.9 Laundry**

Students may not wash clothes in bathrooms or in the Accommodation and washing may not be placed on any radiators or be hung up within your accommodation, bedroom or bathroom, outside windows or within the laundry at the hall. Dryers are available in the laundrettes.

The use of portable washing machines or similar equipment in the Accommodation is forbidden. Any found may be removed without warning and disposed of and the College shall not be liable for the cost of replacing such items.

## **8. Guests**

**8.1** College Accommodation may be entered only by Students, their bona fide guests and persons having legitimate business at the College.

**8.2** One guest over the age of eighteen (18) per Student is permitted to stay no more than three (3) nights in any seven (7) day period. Guests under the age of eighteen (18) are not permitted to stay. The College and/or the Nomination Hall Provider reserve the right to implement a 'no guest/no visitor' policy in the interest of everyone's safety, this could be in response to, but not limited to, a global pandemic, a public health crisis or other health and safety incidents.

**8.3** Students shall be held responsible at all times for the conduct of their guests. Actions taken in relation to guest behaviour will be dealt with under student disciplinary procedures, as detailed in these Regulations.

**8.4** The College and its representatives, including the on-site hospitality team, resident assistants and security may refuse entry or require a guest to leave on immediate notice at the College's sole discretion.

**8.5** Guests of Students must be accompanied at all times and cannot stay in the absence of the Student.

## **Safety Policy: Duties of Students**

### **9. Safety Policy: Duties of Students**

**9.1** Students using College accommodation must take reasonable care for their own and others' safety. They must comply with the [Health and Safety Policy](#), Codes of Practice and with the Accommodation Contract in full. Students must report to Accommodation Services

immediately any situation which, in their opinion, constitutes a health hazard or involves the risk of injury.

**9.2** Students must acquaint themselves with the Fire Regulations in force in each Accommodation.

**9.3** Regular fire drills shall be held in all College Accommodation and buildings must be evacuated when the alarm sounds unless during designated advertised testing times and must be evacuated when the alarm continually sounds. Failure to respond to a fire alarm will result in the instigation of the formal disciplinary procedure as detailed in these Regulations.

**9.4** Students must take reasonable care in keeping the College accommodation secure and must not tamper or attempt to bypass security installations. Disciplinary procedures will be enforced as outlined in paragraph 10 if any Students found to be in breach of this paragraph.

**9.5** Any intentional or unintentional acts or behaviours which could put at risk the health, safety and wellbeing of Students, staff or other individuals or be deemed a threat to life will be taken very seriously and dealt with under the disciplinary process and may result in termination of the Accommodation Contract.

**9.6** Any student with adjustment requirements under the Equality Act 2010 may approach the Disability Service to request Accommodation adjustments under the Reasonable Adjustments procedure. Students can declare such requirements on their Accommodation application but formal arrangements must be put in place via the [Disability team](#).

**9.7** Students undergoing support through the [Fitness to Study Policy](#) may require a meeting regarding their Accommodation, where appropriate. This will be arranged in a supportive, constructive and clear way under the Fitness to Study Framework and will be outlined to a Student clearly.

**9.8** Accommodation Services may enact a 'Cause for Concern' meeting or [Safeguarding Policy](#) as required in accordance with our Duty of Care. These procedures may supersede other regulations, particularly regarding right of access to rooms or in relation to guests.

## **Discipline**

### **10. Discipline**

Discipline is a key part of these Regulations and a number of disciplinary actions may be taken against Students in Accommodation depending on their behaviour.



**10.1** All Students are subject to the College [General Regulation for Student Conduct](#). The procedures which follow relate to the Student's residence in College Accommodation and are to be regarded as supplementary to the College General Regulation for Student Discipline. A Student may be called to a meeting within Accommodation Services regarding conduct within Accommodation and a Verbal Warning may be issued.

**10.2** A Student shall be deemed in breach of any health and safety policies, for any of the following breaches:

- Use or possession of prohibited items eg candles
- Failure to evacuate the building during a fire alarm
- Propping open a fire or emergency door
- Activation of fire alarm due to negligence
- Smoking inside a building
- Deliberate fire alarm activation
- Tampering with fire alarm/detectors
- Tampering with security systems and installations
- Tampering with doors and windows
- Subletting your room

**10.3** Any breach as described above including failure to attend meetings called to discuss behavioural issues within halls will also result in the instigation of the formal disciplinary procedure as detailed in sub paragraph 10.4 onwards.

**10.4** A Student in breach of the Accommodation Contract will usually be issued with a Written Warning by the relevant Manager or a delegated Accommodation Services representative (except in the case of a serious or significant breach in which case notice under paragraph 10.7 may be served).

**10.5** In the event of a further breach of the Accommodation Contract a Student shall be issued with a further Final Written Warning from the Manager.

**10.6** In the event of a further breach of the Accommodation Contract after having received two (2) Written Warnings (whether issued together, for example in the event that there are repeated actions on the same day triggering this part of the Regulations) from the Manager a report shall be submitted to the Head of Department. The Head of Department shall be entitled to terminate the Accommodation Contract by giving not less than twenty-eight (28) calendar days' written notice.

**10.7** Where in the opinion of the Head of Department a Student has committed a serious or significant breach or is posing a significant risk to self or others, the College may terminate the Accommodation Contract by giving not less than seven (7) calendar days' written notice to the Student.

**10.8** Notice will be deemed to have been given by the College if a notice is left inside the Student's Accommodation. If the student will continue to study at the College, after their agreement has been terminated, Accommodation Services will endeavour to provide advice on sourcing alternative accommodation and all efforts will be made to ensure the student's circumstances are assessed in a fair and considerate manner.

**10.9** In the event that the Accommodation Contract is terminated in accordance with this section 10, the Head of Department shall submit immediately a report to a Senior Manager and shall send copies of the report to the student's academic Head(s) of Department.

**10.10** A Student whose Accommodation Contract has been terminated may appeal to a Senior Manager in writing to challenge the decision. The appeal must be made in writing within seven (7) calendar days upon receiving notice to terminate the Accommodation Contract.

**10.11** If the Student is still dissatisfied with the decision reviewed under paragraph 10.10, they may refer the matter to the College's Complaints and Appeals team ([complaints@gold.ac.uk](mailto:complaints@gold.ac.uk)) for a final appeal stage heard by a panel comprising:

- A chair appointed by the Warden
- A Manager, other than that from which the Student has been dismissed
- A member of the student body, or the Students' Union

Any person in any way directly associated with the Student involved or in the circumstances leading to the hearing shall be prohibited from serving on the appeal panel.

**10.12** A Student shall be given notice of not less than fourteen (14) calendar days of a meeting of the appeals panel. Such notice will be sent by recorded delivery to their last known address or by email. The College can take no responsibility if a student has failed to notify it of a change of postal address or email address.

**10.13** 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. A Student unable to attend a meeting of the panel for good reason may seek a postponement of the meeting.

**10.14** If a Student wishes to place documentary evidence before the panel, such evidence must be received by the Complaints and Appeals team no less than seven (7) calendar days before any appeal panel is due to take place.

**10.15** The College shall be represented by the Head of Department responsible for residential accommodation.

**10.16** The Student may give evidence on their own behalf. However, the Student may exercise their right to remain silent. The Student may also be accompanied by a friend (who may be a representative of the Students' Union). At the request of the Student, if the chair and other members so agree, the friend may speak on the Student's behalf.

**10.17** 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 (2) days before the meeting of that panel.

**10.18** 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 Contract.

**10.19** The panel's findings shall be notified to the Student in writing as soon as possible by recorded delivery to their postal and email address.

**10.20** 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.

**10.21** A Student whose Accommodation Contract has been terminated by the College in line with this paragraph 10 will have any fees returned to them less the number of nights in possession of the room and they shall vacate their Accommodation on the date specified in the notice from the College, with the Student:

- (i) leaving it in the condition required by the Accommodation Contract
- (ii) removing all possessions from the Accommodation, and:
- (iii) returning their keys/entry cards or fobs to the appropriate hall office;

and if any possessions are left behind these may only be collected by appointment with Accommodation Services.

**10.22** A Student dismissed from College accommodation shall not be permitted to return to or visit College accommodation without written permission from Accommodation Services.

**10.23** Following the decision of the appeals panel, the **appropriate office of the central administration** shall issue a completion of procedures letter enabling the student to pursue a complaint with the Office of the Independent Adjudicator for Higher Education.

# Data Protection

## 11. Data Protection

**11.1** In line with data protection laws, the College must protect a Student's data in a safe and secure way. In order to manage the tenancy between Accommodation Services and the College partner accommodation, there may be details which must be passed to them. The College will inform a student in their accommodation offer who the landlord is and what data they will receive in order to manage the tenancy effectively.

**11.2** Sensitive data, such as any medical conditions or disability information, will only be shared with our Disability Service or our partner accommodation in accordance with the provisions of the Accommodation Contract and any contracts in force between the College and such partners. The sharing of this information is in order to support a Student's Accommodation application and term and will not be used for any other purpose. Should you want access to your data being shared please contact [accommodation@gold.ac.uk](mailto:accommodation@gold.ac.uk).

**11.3** For Students in College-managed Accommodation, a student's full name and room number will be shared with Endsleigh Insurance Services Ltd for the purpose of providing contents insurance under the online claims function, One Touch and Settle. The College has a secure data sharing agreement in place with Endsleigh and all data is removed following departure from the room. This data will not be used for marketing purposes and a Student can opt-out at any time, although opting out will mean that the use of the One Touch and Settle function will not be available.

## Terms and Conditions for Goldsmiths-managed Halls

### Overview

Each of our Halls of Residence has access to a team of administrative, management and security staff. 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 and the security staff are available out of hours.

Goldsmiths Accommodation Services, including the out-of-hours Campus Support Officers, are based at the Loring Management Centre, St James, New Cross, London, SE14 6AD and can be contacted 24 hours a day on 020 7919 7192.

There are security officers patrolling every hall each night and Loring Management Centre has 24-hour cover including 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 trades people.

## Cleaning

Cleaning in bedrooms, bathrooms and kitchens is the responsibility of the people living within the flat or corridor (“**Residents**”). Residents within the flat or corridor share the responsibility for keeping their accommodation, including all kitchen utensils, equipment and appliances and communal areas, in a tidy state so domestic staff can clean kitchen surface areas and floors effectively.

The cleaning of surface areas and floors in kitchens and other communal areas is carried out weekly by the housekeeping team (except on national holidays or College closure days). Information on the cleaning schedule will be displayed in the accommodation and updated where necessary.

Students are responsible for cleaning their own room and en suite bathrooms throughout the year and for keeping them in a clean and safe condition at all times. All bedrooms are equipped with a mattress protector. We request that Students cover their mattress protectors with a sheet to ensure hygiene standards are maintained.

Study bedroom inspections may be carried out each term. If a room is found to be in unacceptable conditions, the Student will be given twenty-four (24) hours’ notice to clean it to a satisfactory standard. If this is not carried out and the lack of cleanliness is believed to pose a health and safety hazard, we may request that the cleaning team clean your room. The fees for any additional cleaning costs are detailed in the hall costs document that you can find at [www.gold.ac.uk/accommodation/offer](http://www.gold.ac.uk/accommodation/offer).

Residents are responsible for taking bagged rubbish and putting it in the communal waste bins. If rubbish has to be removed from the kitchen area of your flat following an inspection, all Residents will be asked to share the cost of this.

Grease, fat or oil **must not** be disposed of down the sink as this will cause clogged pipes. 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. Cleaning materials and utensils are to be provided by the Residents.

Students are also expected to clean their rooms and shared areas before they leave at the end of their contract. Residents will be asked to cover the cost of any repairs and additional cleaning that may need to be carried out in their room or communal areas of the

flats/corridors at the end of the contract to bring the property back to the original condition in which it was found.

## **Communal areas**

For Health and Safety reasons, all communal areas, particularly corridors and stairways must be kept clear and tidy at all times. Any items that are left in these areas may 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 Goldsmiths.

## **Kitchen facilities**

All of our halls are self-catered and equipped with a kettle, microwave, fridge, freezer and an oven which is adequate for the number of Residents sharing. Deep fat fryers are strictly prohibited. Kitchens are for the use of Students only and may not be used by Students' 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 Accommodation Services/Housekeeper. Cutlery and crockery may also be removed, especially if it has been left unwashed for a period of time. One food cupboard is intended for each Resident, Residents should collectively decide on space allocation.

For guidance on using the appliances safely, please refer to your 'welcome to halls of residence' which are displayed in the kitchen areas of your allocated flat/floor.

## **Recycling**

Students are encouraged to recycle whenever possible. Recycling bags are provided in each kitchen. Items that can be placed in these are:

- Paper
- Cardboard
- Plastic Bottles
- Cans and Tins
- Glass (in a separate container)

Students 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 Sainsbury's supermarket behind New Cross Gate station. Please do not put non-recycling into the recycling waste.

## Laundry facilities

All halls have access to laundry facilities which can be generally paid for using a pre-payment card or smartphone app; please see the section in your Welcome Guide 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 within your bedroom or bathroom, on outside windows or within the laundry.

Students should respect other Residents making use of laundry facilities at all times. When using the washing machines or dryers, you should collect your items when the cycle is finished to ensure that other Residents are able to use the facilities after you. For hygiene reasons, remember to clean the lint from the dryers after use.

Do not remove other Residents' clothing from the machines without their consent. Residents may find this action intrusive and it could cause unnecessary distress. If you feel that there are Residents abusing the use of the laundry facilities, notify Accommodation Services.

Laundry facilities are operated by Circuit, an external provider of laundry facilities. More information can be found at [www.circuit.co.uk](http://www.circuit.co.uk).

## Maintenance and Facilities

The Estates and Facilities team oversees Loring Hall. They ensure that the buildings are safe, secure and properly cleaned and maintained.

How to contact the Estates Help Desk:

<b>Help Desk Opening Hours:</b>	Monday to Friday 8am to 5pm, excluding closure and bank holidays
<b>Telephone:</b>	020 7919 7121
<b>Email:</b>	<a href="mailto:estates@gold.ac.uk">estates@gold.ac.uk</a>
<b>Logging a Maintenance Report:</b>	Visit <a href="https://goldcp.micad.systems/">https://goldcp.micad.systems/</a> or email <a href="mailto:estates@gold.ac.uk">estates@gold.ac.uk</a>
<b>Out-of-Hours Emergencies:</b>	Call Goldsmiths Security on 020 7919 7979

## Response Times

The Estates and Facilities team or their authorised contractors aim to investigate and complete all maintenance jobs as soon as possible. For further information please refer to the [Accommodation Maintenance Issues page](#) or contact the [Estates Help Desk](#).

## Emergency Maintenance Issues

If there is an emergency maintenance issue such as a leak, no electricity, no hot water, or no heating (during winter), please make sure staff are aware by calling the Estates Help Desk, Accommodation Services, Goldsmiths Security or the Campus Support Officers. We ask that you also log a maintenance report as this will ensure you will receive notification when the job is complete, or we can contact you if we need more information.

The Estates and Facilities team, or their authorised contractors, aim to repair or make safe emergency maintenance issues on the same day.

## Pest control

If you have any concerns about pests in your accommodation, please log a maintenance report with the Estates Help Desk. Pest control issues will normally be investigated by the authorised contractor within two (2) working days of a report being made.

## Right of access

Goldsmiths (Accommodation Services and the Estates and Facilities team) 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.
- To secure an unattended room and the occupant is neither in the room or shared kitchen



In all cases, staff will knock on three successive occasions, announce their name, Department/Company and their intent to enter.

## Electrical provision

The UK electrical supply is 230v/240v 50Hz AC, and all appliances, including residents' personal electrical equipment in student accommodation, must be rated for this voltage, suitable for use in the UK and compliant with European requirements for electrical equipment, which means that it should be [CE marked](#).

All electrical equipment must also be fitted with a suitable and fused plug and, where necessary, fitted with suppressors.

All electrical items that are over 12 months old must be safety tested prior to use in student accommodation, and you are encouraged to have your personal electrical equipment Portable Appliance Tested (PAT) and receive a certificate or sticker on the item to verify this. We have a responsibility to make sure that all 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. The item may be removed for safety reasons and the student will be requested to arrange an independent PAT test. Any items failing to comply with the above may be removed without warning and can be reclaimed at the end of the period of the Accommodation Agreement. Any items not reclaimed 28 days after the end of the owner's period of residence will be disposed of.

Please refer to the [Health and Safety Regulations](#) and [gold.ac.uk/students/health-and-safety](http://gold.ac.uk/students/health-and-safety) for full details, however, televisions, computers, lamps and domestic stereo equipment are permitted.

## Heating

The heating across the Goldsmiths campus is controlled by a Boiler Management System (BMS). This system takes readings of the external and internal temperatures and turns the heating on and off to maintain an average ambient room temperature of around 20-22°C. The system is automatic and operates daily, usually from October to May, between the hours of 6am and 11pm. Heating is not provided on a 24-hour basis.

If you have any concerns with the heating in your Hall, please log a maintenance report with the Estates Help Desk. Overnight and on weekends please call Goldsmiths Security or the Campus Support Officers on 020 7191 7192/7284.

## **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 Campus Support Officer on duty.

## **Keys and cards**

Keep keys and entry fobs/cards safe at all times. Losses must be reported immediately to Loring Management Centre. If you have misplaced your key/card and would like access to your room the team will be able to do this for you once, following this you will be required to purchase a replacement key fob/card. If the loss occurs out of office hours, please contact the Campus Support Officers based in Loring Management Centre or a Security Officer for access to your room. At the end of the period of residence, keys and fobs/cards must be returned by the Student. Students who fail to comply will be treated as still in residence and charged accordingly.

For Students at Loring Hall, any ID Card loss will be chargeable as per the university's ID Card loss system and relevant charges will be applied to your student account.

## **Key Refund Policy**

We understand that sometimes you may leave your key or fob at your permanent home address and arrive at halls without it. Having confirmed your personal details during administration hours (9am–5pm Monday to Friday), where available, we are able to issue a temporary replacement key at a cost of £20 for a key and £10 for an entry card. If you then return the temporary key/entry card to Loring Management Centre within seven (7) days of issue, we will credit your rental account for these costs.

For security reasons, this does not apply for ID Card losses at Loring Hall, which need to be obtained via Campus Security.

In the event that a replacement card or key is temporarily not available, we will arrange for staff to escort you to your room as soon as a member of staff is available to do so.

If your key has been lost or stolen, we will need to arrange a lock change.

## **Fire**

All Students 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, you must immediately 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 numerous legal requirements. We also have some simple rules in place to protect Residents:

- A number of items are prohibited from rooms (for example candles, incense);
- Smoking is not allowed anywhere within the buildings, including balconies (this includes the use of e-cigarettes and shisha pipes);
- 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.

Any Student not complying with these requirements will receive a formal written warning as detailed in the Student Accommodation Regulations and may be issued with a penalty by the fire service. 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 firefighting 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 that 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 and advanced notice will be given. All Students must evacuate during fire evacuation practices. A member of the team will come to check your room and we reserve the right to enter should a fire alarm be activated.

## **Fire alarm tests**

Every week, as advertised within the entrance of your hall/block, 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. If you hear the alarm sound for more than 30 seconds, you must evacuate the building immediately.

## **Emergencies and calling the emergency services**

In a life-threatening emergency you should call 999, and then let a member of on-site staff know as soon as possible. For example, if there is need to call an ambulance outside of office hours you should inform the Security Officer on duty or the Campus Support Officers. We encourage you of course, to call the emergency services yourself but it makes their arrival much easier if the Security Officers are kept informed and not taken by surprise by the sudden appearance of an ambulance, police car or fire engine. To call emergency services in the UK, you should call 999.

## **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. Students must not congregate in the garden or grounds after 11.00pm for the benefit of other Residents and neighbours.

## **Snow and ice**

Every effort will be made to clear snow and ice from paths and access routes within the grounds of the halls as soon as circumstances allow. High risk areas (eg steps and slopes) will be prioritised for attention. Persons with mobility difficulties or who anticipate particular problems should make themselves known to Accommodation Services.

Please refer to our snow and ice policy in the [online induction information](#).

## 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. 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.

It is also important to note that if you live in a flat where there are problems, such as 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 Accommodation Services will be kept in strictest confidence. Please remember that the Accommodation Agreement is with you as the resident and we are not able to discuss any aspect of your contract with other parties without your consent. If anti-social behaviour is reported quickly, we can take steps to address the problem earlier. 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 Campus Support Officer;
- Make a complaint to Accommodation Services;
- If you have exhausted the above routes and the behaviour persists then you may want to consider making a formal complaint to Goldsmiths under the [Student Conduct regulations](#);
- You can also apply for a room move (dependent on the availability of rooms).

All Students must familiarise themselves with Goldsmiths' [Good Neighbour Policy](#).

## Security

Students are able to contact Security out of hours by phone or in person.

Security officers patrol the Halls of Residence regularly and they will make patrols of the sites throughout the night and will deal with anything that is brought to their attention.

You can report anti-social behaviour to the Security Officers and 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.

A security officer or other member of staff will respond to your complaint promptly and will in most cases provide the most immediate and effective response.

- Don't let strangers into the building, all visitors may only be admitted by the person they have come to see
- Never loan your keys or access cards to another person (this will be considered a deliberate security breach).
- If you lose or misplace your room keys please notify Loring Management Centre immediately or if out of hours by phone/in person/ to the Campus Support Officers or security officers. Never leave doors unlocked because of lost keys, either staff can lock doors for you or you will be provided with replacement keys.
- If you see someone in the building who you believe should not be there, or someone attempting to force entry to a building, please contact a security officer or Loring Management Centre.

## **Campus Support Team**

Students in halls have access to a team of Campus Support Officers based in the Loring Management Centre. The Campus Support Officers provide out-of-hours pastoral care and support to Students and engage the student community at Goldsmiths.

The Campus Support Team can offer advice, information and guidance on your halls and anything to do with residence life. They run a series of events and activities throughout the academic year for you to get involved in on campus. You can drop in to see them or you contact them on 020 7919 7284 or email [campus-support@gold.ac.uk](mailto:campus-support@gold.ac.uk). The [Campus Support timetable is available online](#) (NB it may be subject to change over the course of the academic year).

The Campus Support Team 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. As with the security officers, by involving the Campus Support Team your problem will be recorded by a third, impartial, party. This can be useful if a situation deteriorates.

If you make a formal complaint about a fellow Resident to the Campus Support Team; then you will have taken the situation forward to a process which will usually end in some kind of formal disciplinary action. In most cases we will expect you to have first attempted to resolve a situation via Security or the Campus Support Team. By the time your complaint

comes to Accommodation Services we would expect to be able to track the history of your problem through security logs and the reports filled in by the Campus Support Officers.

[www.gold.ac.uk/students/wellbeing/cso/](http://www.gold.ac.uk/students/wellbeing/cso/)

## **Bullying and harassment**

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:

[www.gold.ac.uk/equality-diversity](http://www.gold.ac.uk/equality-diversity)

## **Report and Support**

We believe that sexual violence, sexual harassment, domestic violence, stalking and sexual misconduct are never ok. All staff, students and visitors to our campus can report something either anonymously or with contact details so you will get a response. Reports can be about an individual, a group of people or cultures.

[reportandsupport.gold.ac.uk](http://reportandsupport.gold.ac.uk)

## **Hate Crime**

The College hosts an official third party hate crime reporting centre which is open to students and the public. The centre is one of a number within the London Borough of Lewisham. If you experience or witness a hate crime, you may report this via the Student Centre, the Students' Union or via the website.

[www.gold.ac.uk/hate-crime-reporting](http://www.gold.ac.uk/hate-crime-reporting)

## **Room moves or withdrawal from accommodation**

There will be an opportunity for Students to apply for a room move from one room/hall to another. Any move is subject to availability of a suitable room being available.

Those who wish to cancel their place in halls without any penalty will be able to do so within seven (7) days of accepting our offer of Accommodation, and will receive a full refund of the pre-payment fee (unless in the meantime you have moved into the Accommodation.)

## **Cancellations after the contract start date**

After the contract start date, the only students who will be able to cancel their place in halls will be the following:

- Those whose visa has not been granted;
- Those who have deferred their studies at Goldsmiths;
- Those who have decided to study at another institution.

Students in the above three categories will need to provide evidence they are no longer planning to study at Goldsmiths and they will only be liable for the accommodation for the period between the contract start date and the date we are formally notified of their visa refusal/deferral/transfer to another institution.

## **Withdrawal from the accommodation contract**

After the contract commencement date, regardless of whether a student has moved in/picked up keys or not, they will be liable for the full period and responsible for finding a suitable replacement.

## **Disciplinary measures**

The Halls of Residence are not simply accommodation. They are specifically student accommodation to facilitate studying at Goldsmiths. That means that Accommodation Services 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 Accommodation Services. Formal written warnings are the most common. If you receive a Final 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 Students 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 on their academic work; if you have received a Final 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 university accommodation. Receiving a Final Written Warning may prevent you from finding private accommodation once you leave halls.



## **Key points:**

- 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.
- You are responsible for both your room and, to the extent that the law permits, the communal areas.
- The sooner you report a problem the sooner it can be dealt with.
- If you have a problem, it is your responsibility to use the services of the security officers. If matters get as far as a formal complaint to Accommodation Services, in most cases we will expect you to have already made use of Security and staff available on site.
- If you receive a Final Written Warning it will have serious ramifications for your prospects of finding private accommodation when you leave halls. Use the Campus Support Team and Security if you are suffering from anti-social behaviour. Their involvement is invaluable if a situation progresses to the formal complaint stage.

## **Art work**

Students may not paint or carry out other art work in halls. Accommodation Services is at liberty to remove any item that contravenes this rule.

## **Furniture**

For health and safety reasons, additional furniture and bulky items or artwork 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 damages**

During the period of residence, regular inspections of halls will be made and any damages found at these times will result in an invoice being raised for which immediate payment will be required. Any losses or damages found at the end of the period of residence will be chargeable. Charges are determined by the cost to Estates and Facilities 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 charged to your account. 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 accordingly.

## **Your security**

It is the responsibility of every Resident to ensure that all doors are kept locked at all times. 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 when you are not in the 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, Students should immediately contact the Loring Management Centre, security officer, Campus Support Team, or in an emergency, the police on telephone number 999. Students who contravene the accommodation regulations on security, by admitting strangers into the building will face disciplinary action.

## **Visitors and overnight guests**

Students may have one overnight guest (over the age of eighteen (18)) for a maximum of three (3) nights in any seven (7) days, on the understanding that they do not cause annoyance or inconvenience to other members of the flat/corridor or hall. You are responsible for your guest and must accompany them at all times. Your guest must sleep within your room, not in any other areas of the flat/hall. Students will be held liable for any damage caused by or misconduct of their guest. Guests who cause annoyance or inconvenience, or who fail to comply with reasonable requests from staff, will be asked to leave and may be banned from the accommodation.

Students who are planning on inviting a guest are required to inform the team on site and sign in their guest at reception. All guests will need to provide ID and sign in/sign out 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 Accommodation Services 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.

Only one guest per Student is allowed at any time.

## **Absence**

If you intend to be absent from the residence for more than one week, please notify the staff in the Loring Management Centre 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 the Loring Management Centre.

## **Summer accommodation and applications for the next academic year**

Information on accommodation over the summer or for your next year will be available on [gold.ac.uk/students/accommodation/moving-on](http://gold.ac.uk/students/accommodation/moving-on) in the Summer term. No Student with a poor payment record or final written warning will be eligible for accommodation over the summer or the following year. For further details please contact [accommodation@gold.ac.uk](mailto:accommodation@gold.ac.uk).

## **Post**

If it is essential that you have mail sent to your accommodation before your arrival, please ensure that items are clearly marked “NEW RESIDENT” and that it is as near to your move-in date as possible. We cannot guarantee that post will not be returned to sender.

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

Most post will be delivered directly to your flat by Royal Mail. Packages that are bigger than the letter box are generally left with the reception team at Loring Management Centre and Students are notified to collect this.

Large packages may be refused if there is not enough space to store them. You should speak to your course leader if you wish to order large items for your course, so that they can be sent to your department instead of the Loring Management Centre.

## **Change of contact details**

Students are requested to ensure that they have valid and up to date contact information registered with Goldsmiths. You can do this by logging in to your [‘My Goldsmiths’](#) account and updating your contact information.

## **What to bring**

- duvet/blankets
- pillows
- sheets/duvet covers
- pillowcases
- towels
- crockery
- cutlery
- saucepans that are compatible with induction hobs

- general cooking utensils
- tin openers

We strongly encourage students to wait until they arrive in halls to purchase those essential items, as it is often the case that students arrive with the same items and storage is limited in the communal kitchens.

We provide the following items in the communal kitchens:

- cookers
- refrigerators
- freezers
- kettles
- microwave ovens
- irons and ironing boards

All the rooms are equipped with:

- a bed
- a desk
- a wardrobe
- drawers
- a study chair

We don't provide small electrical items such as bedside lamps. Some rooms do, however, have built-in lights above desk. Cleaning materials, washing powder and toilet paper (in en suite accommodation) are not provided.

## **Conferences and summer schools**

Many of our halls are used extensively outside of term-time and occasionally during term-time for conference business. During the summer vacations, halls are let for conference groups, language schools and holiday lets.

During term-time, some public areas are used for teaching, training days and other functions and, therefore, are not available for use by Students at those times. Income generated from conference activity is reinvested within Goldsmiths to both support and enhance the student experience.

## **Refurbishment**

Refurbishment work may be carried out during term-time. We aim to keep any disruption to a minimum and to inform you of any planned refurbishment or responsive work that may affect you.

## Complaints and concerns

If you do have any queries or concerns about living in student accommodation, please get in contact with Accommodation Services on 020 7919 7192 or [accommodation@gold.ac.uk](mailto:accommodation@gold.ac.uk)

Please remember that unless you have made Accommodation Services or Estates and Facilities 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.

Complaints can be expressed in writing to Accommodation Services. Where you will also find details of our [complaints policy](#).