Welcome to Unite Students
Welcome
Halls contact numbers

Quantum Court Reception
7am–10pm, 7 days a week
020 7265 9714
quantumcourt@unitestudents.com

Quantum Court Out of Hours Security
and Duty Phone Number
07860 957 038

Ewen Henderson Court Reception
7am–10pm, 7 days a week
020 8694 7531

Ewen Henderson Court Out of Hours
Security and Duty Phone Number
07967 221 656

Unite Emergency Central Control
Helpdesk
030 0303 1611

Loring Management Centre
(Accommodation Services/
Loring Management Centre Security)
020 7919 7192
accommodation@gold.ac.uk

School Hubs
Check online to get the location
and contact details for your hub.

Campus Support Officers (CSOs)
020 7919 7284 (out of hours,
evenings and weekends)
campus-support@gold.ac.uk

Report and Support
reportandsupport.gold.ac.uk

Amersham Vale Medical Practice
020 3049 3600

NHS
111 (non-emergency)
999 (emergency)
nhs.uk

Police
101 (non-emergency)
999 (emergency)

Fire/ambulance
999

Samaritans
116 123
samaritans.org

New Cross Samaritans
020 8692 5228

Nightline
nightline.org.uk

Download the Goldsmiths Student App
Our dedicated mobile app is available to
download when you arrive at Goldsmiths.
It contains useful information, access
to your emails and timetable and more.
Search for ‘Goldsmiths Students’ in the
Apple App Store or Google Play Store.
explore.gold/app
gold.ac.uk/welcome
On behalf of Goldsmiths and the Accommodation Services team, a warm welcome to your new home!

We’re delighted to have you with us and our team, colleagues at Goldsmiths and our accommodation-provider partners have been working hard to get everything ready for your arrival.

We are passionate about supporting our residents and helping them make the most of their student experience. Everything we do is student-focused and we understand how important it is for our students to feel at home and part of their new community.

We appreciate that for those leaving home for the first time some things may be new or difficult, and we want you to feel welcome and comfortable in your new home, and support you through the next months while you look after yourself, make new friends, embrace your new life and make the most of your studies. For those returning to halls, we are really pleased to welcome you back and we would like to thank you for choosing our halls again. Whether you are a new or returning student, an undergraduate or postgraduate student, we are dedicated to helping you during your journey.

To ensure you are supported during your journey we have 24-hour security on campus, overnight Campus Support Officers (CSOs) and a student-led Residence Life programme. Do take a minute to save the Campus Support number in your phone and follow the Residence Life team on Instagram to ensure you do not miss out on their events and campaigns.

The team at your hall will help with anything you need on a day-to-day basis, but, if you have any questions, you are welcome to speak to a member of our Accommodation team by phoning or emailing us. We can also offer dedicated appointments on Teams.
Our CSOs are available on campus out of hours in the evenings and on the weekends. In the meantime, you’ll find lots of information about your halls online at: gold.ac.uk/students/accommodation.

For an extra piece of mind, it’s helpful for you to know that your accommodation is covered by the ANUK/ National Code. This means you can be assured your accommodation is safe and well managed, and that, should any problems arise, there are mechanism to help get them resolved.

You can find out more about the Code by visiting: nationalcode.org

We look forward to meeting you and hope you have an enjoyable time at Goldsmiths!

With best wishes,

Flora Cipullo
Deputy Head of Accommodation Services
Welcome

Loring Management Centre

Loring Management Centre is home to the Accommodation Services and Residence Life teams which includes the Campus Support Officers (CSOs) and the Resident Experience Coordinators (RECs).

Accommodation Services
The Accommodation Services team is here for you for any issue around life in student accommodation. You are welcome to contact us using the details below:

020 7919 7192
accommodation@gold.ac.uk

Campus Support team
We have a dedicated team of Campus Support Officers who are here to support all students at Goldsmiths out-of-hours.

If you could use support with your (or a friend’s) mental health, have a question about your studies, or just need to have a chat with someone then they are your first point of call.

You can contact them out-of-hours via phone or email using the contact details below:

gold.ac.uk/students/wellbeing/cso
020 7919 7284
campus-support@gold.ac.uk

Resident Experience Coordinators (RECs)
Resident Experience Coordinators are specific to halls. They help create a sense of community amongst residents and are here to connect you with Goldsmiths and the local area.

There are lots of ways to get involved, meet new people and enrich your time at university.

Follow @goldreslife on Instagram and look out for our regular email updates.
Completing your room inventory
Residents will receive an email inventory following check in, anything not noted needs to be reported to reception. Doing so will help us to identify any faults and means you will not be held liable for damage that occurred before you moved in.

If there is a maintenance fault you should report this online. Details on how to do this are contained on page 12 of this guide.

Wi-Fi
To get online with Glide you just need to search for uS-Glide on your device and register to get full access to Wi-Fi.

Once you’ve logged in for the first time, you may be asked to log in again if you’re ever disconnected from the internet for a longer period of time. This helps keep your account secure and ensures that no one else is benefiting from the services that you have paid for without your knowledge. You can choose to upgrade your Glide account at any time.

Need help? Contact Glide:

Call 0333 1230198
Email studentsupport@glide.co.uk
Tweet @GlideStudentHelp

Glide’s service desk is available 24 hours a day, 7 days a week.

On campus you can get free access to Wi-Fi via the Eduroam network. Simply log in using your Goldsmiths username in this format:

USERNAME@campus.goldsmiths.ac.uk

Then enter your Goldsmiths password.

If you need assistance you can contact the IT Service Desk.

Opening hours:
Monday-Friday, 9am–10pm
Saturday-Sunday, 9am–5pm

020 7919 7555
servicedesk@gold.ac.uk
gold.ac.uk/it
Welcome

The basics

Post
If you’d like something sent to you in the post, all you need to do is ensure your postal address is written in the following format:

Your name
Your room number
Ewen Henderson Court
40 Goodwood Road
London
SE14 6BL

Your name
Your room number
Quantum Court
10 King David Lane
London
E1 0DY

All ‘signed for’ post and packages will be delivered to, and collected from the reception desk at your halls. You will be notified that you have received a package and that it is ready for collection. Unfortunately we are unable to accept food or grocery items delivered by couriers on your behalf.

Laundry
Unite Students has a paid-for laundry for students, managed by Circuit. To use its service, simply follow the instructions on the back of the Circuit laundry card purchased from the reception by visiting circuit.co.uk

At Quantum Court the Circuit service provided by the company is designated to be used only via the app. The machines in the laundry room on Level 1 will display prices.

Insurance
Basic contents insurance cover is provided by Endsleigh Insurance during your time at Quantum Court or Ewen Henderson Court. You’ll need to confirm your cover to make sure you understand what is and isn’t insured – visit endsleigh.co.uk/student/confirm-your-student-cover to download the My Endsleigh app and register now. You can also extend your personal cover after you arrive to protect any other additional items you may have.

Communal Areas
So you can get to know your fellow flatmates, Quantum Court has a large communal space with a TV area and soft seating area, plus additional outside space so you can spend time socialising with your new friends.
Fire safety is a priority in all university halls. While all Goldsmiths halls have fire alarms and equipment and procedures to deal with emergencies it is vital that student residents follow our guidelines to ensure the safety of everyone there.

**Fire safety rules:**

- Ensure you are familiar with fire safety instructions detailed on notices in your halls.
- Keep fire doors closed at all times as they can help to contain a fire and prevent the spread of smoke.
- Always evacuate your halls when the fire alarm sounds. The only exception is during the weekly system test in which the alarm will sound for no more than 2 minutes.
- Never interfere with fire safety equipment such as smoke detectors and fire extinguishers – it is a criminal offence to do so.
- Do not block corridors and stairwells with rubbish or personal possessions.
- Smoking, including e-cigarettes and shisha pipes, is strictly prohibited in your halls, as are chip pans, deep fat fryers, candles and incense sticks.
- All halls are designated non-smoking buildings by English law.

If you fail to comply with these fire safety rules set in your Accommodation Agreement, you may be issued a written warning by the relevant manager after an accommodation investigation has been carried out.

You can view all of the student accommodation regulations online at [gold.ac.uk/accommodation/offer](http://gold.ac.uk/accommodation/offer).

Fire alarm tests will be carried out regularly – posters in your building will tell you when they’re due to take place. During testing the fire alarm will sound for no more than 2 minutes. If the alarm sounds for more than 2 minutes at any time you must evacuate the building. Please ensure to check with the reception team where the designated evacuation points are located for each property.

**In the event of an emergency dial 999 – the UK emergency number for police, ambulance and fire services.**
We want you to feel safe in our halls. Security officers are on duty overnight and during weekends, bank holidays and college closures. The hall team and overnight security guard can answer most urgent enquiries and provide you with an immediate and effective response.

You can report anti-social behaviour by phone using the emergency contact number on page 2. Reporting issues will help the on-site team to log and deal with them, and identify any recurring situations.

To ensure your own and your fellow students’ safety we advise the following:

– Do not allow strangers into the building

– Check your emails regularly for updates to the guest policy. If guests are allowed, they may only be admitted by the resident they are visiting and need to be signed in at reception

– Never lend your keys or access cards to another person

– If you lose or misplace your room keys notify your halls office immediately by calling your hall (contact details on page 2)

– Do not prop doors open

– If something is broken or damaged please report it (see page 12 for more details.)

– If you see someone in the building who you think should not be there, or if someone is trying to force entry to a halls building, contact the helpdesk or emergency services immediately (note that staff and contractors wear ID at all times)

In the event of an emergency please dial 999 – the UK emergency number for police, ambulance and fire services.
Living in halls

University halls might be your first experience of living away from home. Your wellbeing and quality of life in halls are very important parts of the overall Goldsmiths experience.

Here are a few tips:

- Please look out for updates around our guest policy and large gatherings as we will adhere to the latest government guidance

- Think about whether or not your noise levels might be affecting your flatmates. Not sure? Just ask – they’ll appreciate you showing consideration. Be mindful of your hall’s quiet hours

- Make an effort to leave communal spaces, especially kitchens, clean and tidy

- Don’t smoke anywhere within the halls buildings or close to windows

- Consider how you interact with your flatmates. You might not realise it, but others might find certain behaviours disrespectful, threatening or aggressive, even if unintended

- If someone has done something to bother or upset you, it’s often the case that they might not even realise it. That’s why it’s best to have a friendly discussion with them about the issue first and try to have that conversation face to face, if you can as messaging can easily lead to misunderstandings. If the problem remains unresolved, you can always speak to a member of the Campus Support or Accommodation Services team (page 2).

- Keep your room key and ID on you and lock your bedroom door

- Report issues to the team on site as soon as you notice them

- If you have an en suite, get some fresh air in your room, especially after using the shower

- If you are sharing with others, keep the kitchen clean by clearing up after yourself
Cleaning and Recycling

Cleaning of your room, bathroom and kitchen and taking out the rubbish/recycling is your own responsibility. Each shared kitchen will have access to basic equipment to do this, however you will need to buy all relevant cleaning products.

The housekeeping team will carry out regular kitchen inspections to ensure the flat shared areas are kept clean, tidy and clutter-free.

You are responsible for doing your own washing up and keeping kitchens tidy. Floors need to be clear of personal possessions if they are to be vacuumed or mopped. We expect all residents to cooperate with housekeeping staff and not to behave in a way that prevents them doing their job properly.

**Rubbish and recycling bins**

Rubbish and recycling are provided in the kitchens of your flat and there are communal waste bins outside for you to deposit bagged rubbish when your kitchen bins are full. If rubbish has to be removed from the kitchen area of your flat by the housekeeping team, you and your flatmates will be expected to rectify this.

**Greening Goldsmiths**

The climate crisis is one of the biggest threats our society faces. Goldsmiths has a responsibility to reduce its own impact on the environment and is taking action to address this. Find out more: gold.ac.uk/about/gnd
Reporting a maintenance issue or fault
If something is broken or damaged please report it by completing a maintenance report on the Unite Students maintenance system. If the issue is urgent please either report it to reception or call the designated phone numbers for each hall.

If you notice a fault in a communal area of your halls please do not assume it will have been reported by someone else - please report it. It’s better to receive the same report multiple times than not at all.

Maintenance access
If the team are attending to a fault you or someone in your flat or halls has reported it may not always be possible to arrange a time in advance with you to visit your room.
<table>
<thead>
<tr>
<th>Priority</th>
<th>Definition</th>
<th>Response</th>
<th>Resolution</th>
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</thead>
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| Priority One | **Emergency Repairs**  
These would be any repairs required to avoid a danger to health, a risk to the safety of residents or serious damage to buildings or residents’ belongings.  
Please ensure these are reported in person or over the phone and provide as much information as possible. | Acknowledgement within 2 hours and attendance within 6 hours. The site will be made safe within 6 hours depending on the issue. Subsequent repairs will be undertaken as soon as possible. | We aim to deal with these within 4 to 24 hours of becoming aware of the problem. |
| Priority Two | **Urgent Repairs**  
These would be any repairs which materially affect the comfort or convenience of the residents. | Acknowledgement within 1 working day. | We aim to complete this within 1 to 5 working days of report. |
| Priority Three | **Non-Urgent Repairs**  
These would be any repairs not falling within the above categories. | Acknowledgement within 2 working days. | We aim to complete this within 10 to 28 working days of a report. |
Accommodation Services is committed to providing an efficient, effective and courteous service to all our students and customers. We endeavour to provide this at all times but recognise that occasionally things may go wrong.

We have procedures in place to provide those who are not satisfied with the quality of our service with an easy and effective means of rectifying any problems you may have. Complaints of any nature should in the first instance be made to your halls reception staff.

The complaints procedure is not intended to deal with maintenance requests. If you wish to report a problem in your room, studio or flat, please ensure this is logged via the Unite Students maintenance system. This will ensure your problem can be dealt as quickly as possible. If we have already completed a repair and you are still dissatisfied with the way this has been dealt with, we would welcome your feedback as this will help us improve our service.

If you are concerned about the behaviour of another resident and you would like the issue to be looked into immediately (such as excessive noise or smoking) please contact a member of staff in the first instance, by phone or in person at the reception desk.

The sooner you report anti-social behaviour; the sooner it can be dealt with. If it is an ongoing issue and you would like Accommodation Services to provide further support you can also email us at accommodation@gold.ac.uk and we will get back to you in three working days.

If after raising concerns with the hall staff you want to make a formal complaint you can find information about the process at:

explore.gold/complaints-procedure
Registering with a local doctor
We recommend that you register with a local doctor in the New Cross area or close to your halls.
Aim to do this as soon as you can to avoid any delays in being able to receive medical treatment should you need it.

Recommended doctors surgery
Goldsmiths has partnered with the Amersham Vale Medical Practice to provide medical services to students close to campus.

020 3049 3600
amershamvale.co.uk

Sexual health clinic
The Waldron Health Centre also provides a sexual health service, including the provision of contraception. You can phone them for advice or to make an appointment.

020 3049 3400
amershamvale.co.uk
General student enquiries

The School Hubs
Contact your school hub for support with general and departmental enquiries. Check online to get the location and contact details for your hub.

Arts and Humanities School Hub
Art
Design
English and Creative Writing
Music
Theatre and Performance
Visual Cultures

Culture and Society School Hub
Anthropology
History
Law
Media, Communications and Cultural Studies
Politics and International Relations
Sociology

PSST School Hub
Computing
Educational Studies
Institute for Creative and Cultural Entrepreneurship
Institute of Management Studies
Psychology
Social, Therapeutic and Community Studies
Wellbeing and Counselling Services
The Wellbeing and Counselling teams at Goldsmiths are here for you if you need to talk to someone about how you’re adapting to life at university or anything you might be struggling with.

Wellbeing staff can offer confidential and practical advice on a variety of issues such as goal setting and planning, mental health and extenuating circumstances. They can also refer you to other sources of help, if needed.

Short-term counselling services are available at Goldsmiths and can help if you’re experiencing anxiety, depression or emotional difficulties.

The first step is to fill out a form at the link below. A Wellbeing advisor will contact you to arrange an initial confidential discussion. This can be facilitated by various remote platforms including Microsoft Teams, telephone and email.

gold.ac.uk/wellbeing

Disability Service
If you have a disability and require additional support or adjustments, including with exams, you can contact the university’s Disability service. The team can discuss available options and support with you. At Goldsmiths we have an inclusive approach to disability and it’s our job to make arrangements to help you. Find out more and register with the service by completing the online registration form:

gold.ac.uk/disability
Multi-faith chaplaincy
Goldsmiths is proud of its multicultural community and recognises the importance that faith and spirituality play in the lives of many people.

Through our multi-faith chaplaincy service we offer pastoral care – a confidential listening and spiritual support service to anyone in the university community, irrespective of whether or not you consider yourself to be religious.

The multi-faith chaplaincy represents a range of different faiths with an Anglian Priest and our Muslim Chaplain working on different days of the week.

A multi-faith prayer room is available in RHB (Richard Hoggart Building) 206, and a multi-faith chaplaincy centre and yurt are located in Laurie Grove Gardens, offering a space to relax, meditate or pray. Please visit the link below for an up-to-date timetable of events.

gold.ac.uk/chaplaincy
chaplaincy@gold.ac.uk

Campus Support Officers
If you need out-of-hours support, our team of friendly Campus Support Officers are on hand to help with anything and everything on evenings and weekends. Please visit explore.gold/cso for the most up-to-date information on their timetable.

020 7919 7284
explore.gold/cso
campus-support@gold.ac.uk

Report and Support
We believe that sexual violence, sexual harassment, domestic violence, stalking and sexual misconduct are never okay. You 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.

To make a report, visit:
reportandsupport.gold.ac.uk
Travelling around London

Goldsmiths is well-connected to the public transport network and is located close to both New Cross and New Cross Gate railway stations. The city is split into nine fare zones (1–9) – most of central London is in zone 1, and both Goldsmiths is in zone 2.

To help plan your way around London you can use the official TfL journey planner on tfl.gov.uk or the CityMapper app on your mobile or online at citymapper.com. Google Maps can help you plan from outside of London.

Oyster cards
Using an Oyster card makes it really easy to travel around London. It’s a smartcard that can hold pay-as-you-go/pre-pay credit and season tickets, as well as any student railcard you choose to purchase.

Make sure you register your Oyster card using the website printed on the reverse of your card. It will mean you can easily replace any lost cards and season tickets at a minimal cost.

[link]
tfl.gov.uk/oyster

Contactless payment cards
If your bank account issues you with a contactless credit or debit card it can also be used to pay for travel in London if you register it with TfL. This is often the cheapest payment method if you don’t want to purchase a season ticket.

[link]
contactless.tfl.gov.uk

Buses in London do not accept cash for travel – use either an Oyster or a contactless payment card.

Travel discounts
As a full-time student you can apply for discounted travel with a student Oyster card or a 16–25 railcard. See the options and choose what’s best for you:

[link]
explore.gold/TravelDiscounts
Goldsmiths SU is the heart and voice of the Goldsmiths student body.

Every single one of the 10,000 students at Goldsmiths is a member of Goldsmiths SU. Through the SU, students organise campaigns, run dozens of clubs and societies, and learn how to speak up for themselves on issues academic, social, political, environmental and economic.

The SU Building is your space on campus. There’s a Bar, Cafe, Shop and Venue - and every penny of profit is invested back into the Union’s services and activities. The also host a packed events programme throughout the year so check your email inbox each week for the SU e-newsletter and keep an eye on their website:

goldsmithssu.org
The SU is led by four full-time officers, also known as Sabbs - students who have been elected by their peers to take a year out of their studies to take a paid, full-time role advocating for you.

**Student Leaders**

- **Hafsa Haji**
  President
  hafsa@goldsmithssu.org

- **Tor Ayrton**
  Campaigns and Activities Officer
  tor@goldsmithssu.org

- **Victoria Chwa**
  Education Officer
  victoria@goldsmithssu.org

- **Islam Alkhatib**
  Welfare and Liberation Officer
  islam@goldsmithssu.org
Beyond Goldsmiths

University of London
Goldsmiths is an independent constituent college of the federal University of London (UoL) – a collection of some of the best colleges and research institutes in the UK with a student community of more than 170,000.

So while Goldsmiths and New Cross will quickly become the centre of your world, you are welcome and encouraged to take full advantage of your status as a University of London student and explore the rest of the capital whenever you choose.

london.ac.uk

University of London students benefit from free membership to Senate House Library and to Student Central, as well as access to a wide variety of UoL sports teams and societies.

University of London Housing Services
University of London Housing Services offers help and support if you’re looking for, or living, in private accommodation. This includes contract checking, legal advice and housing events.

housing.lon.ac.uk

Senate House Library
Senate House
University of London
Malet Street
London
WC1E 7HU

020 7862 8500
senatehouselibrary.ac.uk
Beyond Goldsmiths

University of London Clubs and Societies
Find out more about its sports teams and societies, and how to join them, online:
clubs-societies.london.ac.uk

The Society of College, National and University Libraries (SCONUL)
SCONUL access is a national scheme which allows you to borrow or use books and journals at other libraries. This means that if you’re back home or visiting friends at other universities, you may be able to access their libraries and facilities.
sconul.ac.uk