

Request to withdraw from accommodation

We recommend students submit a request via the [accommodation portal](#). Please ensure you read and understand the information on this document before submitting a Request to withdraw from accommodation.

Information for students seeking to withdraw from halls

Cancellations prior to the contract start date

If you wish to cancel your place in halls you will be able to do so only within 7 calendar days of accepting your offer and you will receive a refund of your £150 pre-payment in full, unless in the meantime your contract has started or you have collected keys or moved into the Accommodation (for residents at the Goldsmiths Student Village, please refer to the [Goldsmiths Student Village FAQs](#), Village Rules and Accommodation Agreement; please see p.3, if you are withdrawing from course).

Should a cancellation request be received more than 7 calendar days after accepting your offer, or with less than 7 calendar days until the start of your agreement, then you will be liable for the accommodation fees for the full period in the accommodation agreement and will need to find a replacement to take over your room in order to be released from the contract. Once a replacement is found you will only be liable for the fees up until the date your replacement moves into the accommodation, and any overpayment you have made will be refunded.

Cancellations after the contract start date

After the contract start date, you will only be able to cancel your place in halls in the following circumstances: your visa has been refused; you have deferred your studies; you have withdrawn from your course; or you have decided to study at another institution. You will need to provide evidence you are no longer planning to study at Goldsmiths and you 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.

Students withdrawing from their academic course

Please complete the form attached to advise Accommodation Services that you will be withdrawing from your academic course. You will need to provide a signed written **'Notification of Intention to Withdraw'**, which you can collect from your Department. Once this is received your application will be progressed to withdraw you from hall and, once your keys are returned, you will be released from your accommodation agreement. Please note it is your responsibility to ensure all relevant documents have been provided and you will be unable to withdraw you until such notification is received and keys have been returned to the hall office. Please refer to [page 3 for information on your departure from halls](#).

Students wishing to withdraw for any other reason

After the contract start date, regardless of whether you have moved in/picked up keys or not, you will be liable for the full period and responsible for finding a suitable replacement. During the first week of term, provided we are given due notice, we will endeavour to find a replacement from within our waiting list, subject to requests, however there is no guarantee a replacement will be found and you will remain liable for the duration of the contract, unless an early withdrawal date is agreed by Accommodation Services.

All other withdrawals will be considered in line with our current withdrawal process and you will only be released from your accommodation agreement if you find a suitable replacement for your place in halls.

- Should there be any vacancies within the halls at the time of your request to withdraw, then Accommodation Services reserve the right to fill any vacancies they may have before assisting you in finding an alternative replacement.
- Although we will endeavour to assist you in finding a replacement from those students placed on our waiting list; ultimately it remains your responsibility to find a replacement; you will remain liable for your accommodation fees until such a time as a replacement is found for your place (not necessarily your room). Please note that you will not be released from your accommodation agreement until a suitable replacement has been found.
- You will need to continue paying your accommodation fees until a replacement is found. It is important that you understand that you could potentially be held responsible for the payment of your accommodation fees for the entire duration of your accommodation agreement (i.e. the full academic year).
- Should you find a replacement, please ensure that this person is a full-time student at Goldsmiths for the duration of your contract and that they are accepted by Accommodation Services as a suitable replacement. An example of a suitable replacement is: if you are residing in an undergraduate hall, then the replacement will

need to be a full time undergraduate student, likewise for postgraduates. If the flat you are residing in is single sex, then your replacement should be of the same sex within your particular flat unless you have received written permission from your co-sharers. Please note that your replacement must NOT currently be living in halls or have been offered another place in halls.

- Accommodation Services reserves the right to refuse a replacement on reasonable grounds if we deem your replacement to be unsuitable. For example, an unsuitable replacement could be that the student does not have adequate finances in place, or if the student has received a final written warning during a previous stay in halls.

You should make arrangements to ensure that you pay off any outstanding arrears and settle your final accommodation account prior to vacating halls. Please read carefully the information about cleaning at the back of this page to avoid additional costs before vacating your room.

Any queries regarding your request should be addressed to accommodation@gold.ac.uk.

Departure information

Please follow the departure procedure below if you have been released from your accommodation agreement before your original end date.

Date

If you are leaving your course, you will be financially liable for your room until your keys and your withdrawal paperwork from your department have **received by** accommodation@gold.ac.uk. Accommodation Services will acknowledge receipt of your withdrawal request and paperwork **and advise you on the next steps**. If you are being replaced, you will be liable for the room until a new resident approved by Accommodation Services as your suitable replacement moves into the room.

Accommodation fees and damages

If an early withdrawal is agreed with Accommodation Services, a credit pro rata will be applied to your accommodation account and any overpayment on your account will be refunded to you. In order for us to refund this to you, where applicable, you will need to complete the relevant refund form. For the Goldsmiths Student Village, any overpayment or security deposit, where applicable, will be returned to the card used for the initial payment. Please contact the Goldsmiths Student Village goldsmiths@clvuk.com for further information. Please allow up to 28 **working** days for any overpaid fees, and where applicable for the security deposit, to be refunded.

Post

Please ensure that you make your own arrangements to re-direct your mail with Royal Mail as we are unable to forward any post on to previous residents.

Keys

The keys, fob or key card to your room should be returned to your hall reception, unless different arrangements have been made with Accommodation Services. Please confirm with your hall office or security where you should return your keys to. Please make sure your room is locked before handing your keys in and do not leave these with friends as you will be responsible for any delay in handing them in. Failure to return your key, **fob** and/or card on the agreed date will result in you being responsible for the cost of a replacement electronic key/fob or lock change, where applicable, and any additional rent pro rata until such a time that we are in a position to change the locks, where you will also be responsible for the cost.

You will be held responsible for the condition of the room at inspection and will be responsible for any damage attributed to your accommodation and for the cost of returning the accommodation to the state it was when you first moved in, if applicable.

Cleaning

You are expected to clean your original room and bathroom (where applicable) before you vacate it.

Bedrooms

- All rubbish should be placed in black bags and removed from the building prior to departure. (Please see refuse/recycling/donation section)
- The underbed storage area should be emptied and vacuumed
- Window sills and skirting boards should be wiped clean
- Your mattress cover should be left on your bed. Please refer to the Accommodation Offer page for details gold.ac.uk/accommodation/offer. For residents at the Goldsmiths Student Village, please refer to the Goldsmiths Student Village FAQs gold.ac.uk/accommodation-faq, Village Rules and Accommodation Agreement
- All posters and blue tack should be removed from walls or pinboards
- All floors should be vacuumed

Bathrooms

- Your bathroom needs to be left clean including taps, hand basin, the shower and toilet

- All limescale must be removed
- Tiles and floors should be clean and free from dirt and grime
- Rubbish removed

Kitchens

- All cooking utensils should be removed from your kitchen
- All store cupboards and kitchen drawers need to be emptied and cleaned

Failure to clean your room to the above standard will result in additional cleaning costs. Please refer to the Accommodation Offer page for details, gold.ac.uk/accommodation/offer. For residents at the Goldsmiths Student Village, please refer to the Goldsmiths Student Village FAQs gold.ac.uk/accommodation-faq, Village Rules and Accommodation Agreement.

Refuse, Recycling and Donation

Residents are encouraged to recycle whenever possible. There are bins located within the grounds of each hall for paper, cardboard, glass, plastic bottles, cans and tins. Should you have any questions regarding refuse, recycling or donations please contact your hall office.

There is also a textile recycling bin located at the bottom of Harefield Road and on the corner of St James and New Cross Road and there are several recycling banks located in the car park of Sainsbury's by New Cross Gate.

Thank you for your cooperation.

Accommodation Services