

ACCOMMODATION AGREEMENT 2019-20 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, Chapter Lewisham, Quantum Court and Town Hall, Camberwell. To find out more visit: 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 2019-20 (included in this document)
3. The Accommodation Regulations 2019-20 (included in this document)
4. The Terms and Conditions for externally managed halls (included in this document)
5. The Fees Schedule 2019-20
6. The [Student Code of Conduct](#)
7. The Nomination Hall Provider information 2019-20

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. You are required to notify us at least seven days prior of the contract commencement date if you wish to cancel this Contract and the pre-payment fee will be returned to you in full.
4. If you wish to cancel this Contract less than seven days prior to the contract commencement date and no later than the contract commencement date, you will be refunded the pre-payment fee, less the number of nights the room remains vacant beyond the commencement date until a new resident is found by Accommodation Services, up to, but no more than, £100 GBP, within 28 days.
5. Following the contract commencement date, you may not withdraw from your Contract, unless you leave your course or a replacement has been found.
6. 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.

7. 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.
8. 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.
9. 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.
10. 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.
11. We may terminate this Contract with no less than (7) seven 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.
12. 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 (5) five days' written notice or without notice in the case of an emergency.
13. 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. Generally, we will allow 28-days from the point of course withdrawal to vacating the room.
14. 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.

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 Head of Accommodation Services or nominated delegate able to deal with particular aspects of these Regulations
Manager	means a manager within Accommodation Services designated to deal with particular aspects of these Regulations
Pre-payment Holding Fee	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)
Senior Manager	means a manager more senior than the Head of Department, able to receive and manage appeals under parts of these Regulations

Student 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 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 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), or;
- (8) Where the cancellation is received between day 6 and day 2 within the cancellation period before the commencement of the contract, up to a maximum of £100GBP.

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.

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 of inflammable substances, candles, joss sticks and ionisers is prohibited in all Accommodation. Such items will be removed and may be reclaimed at the end of the period of the Accommodation Contract.

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.

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 will be removed 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 will be removed and may be reclaimed at the end of the Accommodation Contract.

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.

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. Costs arising from any 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, shared facilities or communal areas, any unauthorised and unsafe furniture shall be removed and the College shall not be responsible for replacing such furniture.

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

7.2.7 Students shall be responsible for keeping their Accommodation in a clean, tidy and safe state and shall return the Accommodation at the end of the Accommodation Agreement in this state.

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 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 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).

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 that is causing disturbance or distress to other Students 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 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/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.

7.4.1 The use of inflammable substances, candles, joss sticks and ionisers are prohibited in College accommodation. Such items may be removed without warning and can be reclaimed at the end of the period of the Accommodation Agreement.

7.4.2 Students are not permitted to keep pets, bicycles, motor bikes or vehicle parts in part of the Accommodation. Bicycles left in bicycle racks or on College property are left at the owners' 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.

7.5 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 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, explosive devices, etc. The College reserves the right to pursue disciplinary in accordance with these Regulations and legal action if this is not adhered to.

7.9 Laundry

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

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 18 per Student is permitted to stay no more than three (3) nights in any (7) seven-day period. Guests under the age of 18 are not permitted to stay.

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 may require any guest to leave on immediate notice at any time 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 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 acts that could put at risk the health and wellbeing of Students 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 that 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:

Breach
Use of prohibited items e.g. candles
Failure to evacuate the building during a fire alarm
Propping open a fire door
Activation of fire alarm due to negligence
Smoking inside building
Deliberate fire alarm activation
Tampering with fire alarm/detectors

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 (except in the case of a serious or significant breach in which case notice under paragraph 10.7 may be served) after an accommodation investigation has been carried out.

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 who shall interview the Student. After consultation with the Students' Union, 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, 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 deem to have been given by the College if a notice is left inside the Student's Accommodation.

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) for a final appeal stage heard by a panel comprising:

- a Pro-Warden appointed by the Warden, as chair
- A Manager of accommodation other than that from which the Student has been dismissed

- One enrolled student of the College nominated by the Students' Union
Any person in any way directly associated with the Student involved or in the circumstances leading to the hearing shall be prohibited from serving on the 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 his or her 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 his or her 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.

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.

11.3 For the purpose of providing contents insurance, your provider may share a student's full name and room number with Endsleigh Insurance Services Ltd or Cover4students (Chapter Lewisham only). Please check with your provider upon arrival.

Terms and Conditions for Externally-managed Halls

Overview

Each of our Halls of Residence has access to a team of administrative, management and out-of-hours support/security. 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. The security staff and/or resident student assistants, where applicable, can be contacted out of hours, and may be roaming or static.

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.

Cleaning

Cleaning is carried out in the communal areas outside the flats regularly and in the common rooms provided. Cleaning in bedrooms, studios, bathrooms and kitchens/lounge areas is the responsibility of the residents. Residents are also expected to clean their bedrooms and communal areas before they leave at the end of their licence.

Flat and study bedroom inspections may be carried out periodically throughout the year. If a flat/room is found to be unacceptable, the resident/s will be given 24 hours' notice to clean it to a satisfactory standard. If this is not carried out the hall hospitality team may automatically request that the cleaning team clean your room and/or communal area without further notice.

Residents are responsible for taking bagged rubbish from their bedroom and shared areas within the flat and putting it in the communal waste bins provided onsite.

Grease, fats or oil **must not** be disposed of down the sink. Fridges and freezers need to be cleaned and defrosted regularly by the residents of the flat/floor. Vacuum cleaners are available and must be returned after use.

Bedrooms are equipped with a mattress protector. We request that residents cover their mattress protectors with a sheet to ensure hygiene standards are maintained.

Communal areas

For Health and Safety reasons, all communal areas, particularly corridors and stairways must be kept clear at all times. Any items that are left in these areas will be removed and may be disposed of without notice. Any notices displayed within communal areas are for the benefit of all residents and should be left until removed by the hall hospitality team. The charge for removal of belongings or additional cleaning in communal areas is detailed in the schedule of charges, which is available from reception at your hall.

Kitchen facilities

All of our halls are self-catered and equipped with kitchens which are adequate for the numbers sharing. Deep fat fryers are strictly prohibited. Kitchens are for the use of residents only and may not be used by residents' guests.

Recycling

Residents are encouraged to recycle whenever possible. Recycling of items may vary from site to site but receptacles are provided in each kitchen. Generally, items that can be placed in these are:

- Paper
- Cardboard
- Glass
- Plastic bottles
- Cans and tins

Students should check with their on-site team as arrangements may vary across our halls.

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 outside windows or within the laundry.

Maintenance & Facilities

Where available, please log in to the online system to report any maintenance issues. Details of which are available onsite at your hall.

Please ensure any urgent maintenance requests are reported immediately to the hall reception either in person or over the telephone. Non urgent maintenance requests can be made by email by contact the on-site team. When making a maintenance request it is important you provide as much detail as possible.

Pest control

If you have any concerns about pest infestation in the accommodation please report this via the maintenance reporting facility of your specific hall. Pest control issues will be reported to and actioned by the external pest control contractor appointed by the hall provider.

Right of access

Accommodation Services and the Nomination Hall Provider as detailed at gold.ac.uk/accommodation/offer 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 that are causing disturbance or distress to other residents
- If there is a breach of the accommodation agreement

Electrical provision

Please refer to the [Health and Safety Regulations](#) for full details however, televisions, computers, lamps and domestic stereo equipment are permitted. You should have your personal electrical equipment Portable Appliance Tested (PAT) and have a certificate to verify this. We have a responsibility to make sure that electrical equipment is kept in a safe condition. We also have a responsibility to ensure residents do not endanger others by using unsafe electrical equipment. If a member of staff becomes aware of an unsafe electrical item they will label it as unsafe and request the owner to arrange for repairs. If this has not been done within a week the item will be removed by the hall management team and will only be available for retrieval at the end of the owner's period of residence. Any confiscated items not reclaimed after the end of the owner's period of residence will be disposed of.

Heating

Each hall will operate their heating slightly differently, so please check with the hall provider for details on how to operate your heating.

Gas

If you smell gas in any building, never turn on any electrical appliances or lights. Report the incident immediately to your hall office, telephone help desk or to Security.

Keys and cards

Keep keys and entry fobs/cards safe at all times. Losses must be reported immediately to your halls hospitality team. 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/card (please check with your hall provider for specific costs). If the loss occurs out of office hours, please contact your security guard for access to your room. Please refer to the schedule of charges for details of any lock out charges, where applicable, which would apply in the event of a member of staff has to attend site to allow access to your room outside of office hours. At the end of the period of residence, keys and fobs/cards must be handed in by the resident. Residents who fail to comply will be treated as still in residence and charged accordingly.

Fire

All residents should make themselves familiar with the fire notices and exits around the buildings and follow all local instructions. Each building is equipped with a fire alarm system. Anyone detecting a fire should raise the alarm immediately and call 999. On hearing the fire alarm, you must 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 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 when in the oven or on the hob

Any resident not complying with these requirements will receive a formal written warning as detailed in the Student Accommodation Regulations. 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 ensure the fan has been activated. 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. All residents must evacuate during fire evacuation practices, failure to do so may result in written warnings as detailed in the Student Accommodation Regulations.

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. These tests should last for no more than a couple of minutes. Fire evacuation practices will involve the alarm sounding for much longer and you should then evacuate.

Emergencies and calling the emergency services

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 a need to call an ambulance outside of office hours you should inform the security guard on duty, if available. The guard can then call 999 on your behalf, instruct the emergency services, and direct them when they arrive. You can, of course, call the emergency services yourself but it makes their arrival much easier if the security guards are kept informed and not taken by surprise by the sudden appearance of an ambulance, police car or fire engine. To call emergency services in the UK, you should call 999.

Gardens, grounds or other outdoor areas

Barbeques, fires and open flames in general are not permitted in any part of the halls or grounds. No hall furniture or equipment may be taken into the garden or grounds. Residents must not congregate in the garden, grounds or other outdoor areas 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 (e.g. steps and slopes) will be prioritised for attention. Persons with mobility difficulties or who anticipate particular problems should make themselves known to the on-site team.

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.

See the [Specific Hall Information \(gold.ac.uk/accommodation/halls\)](http://gold.ac.uk/accommodation/halls). It is 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 the on-site team, the sooner attempts to rectify the situation can be made and the sooner you will have disassociated yourself with whatever is going on. Where appropriate all contact with your individual hall provider team 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. The sooner you report anti-social behaviour, the sooner it can be dealt with. 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
- Speak to the hall provider Management Team
- Make a complaint to the hall provider
- If you have exhausted the above routes and the behaviour persists, where applicable, you may want to consider making a formal complaint to Goldsmiths Accommodation Services under the student conduct regulations gold.ac.uk/governance/generalregulations/studentconduct
- You can also apply for a room move (dependent on the availability of rooms)

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

Security and out-of-hours support

Residents are able to contact the hall help desk or Security out of hours. Emergency contact numbers are detailed on the noticeboards in your hall and provided on arrival. You can also report anti-social behaviour to Security 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 guard or other member of staff will respond to your report 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
- If you lose or misplace your room keys please notify your hall office immediately or, if out of hours, use the emergency contact information as detailed on the noticeboards in your hall. 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 Security or a member of halls staff immediately

Campus Support Team

A team of **Campus Support Officers** based in the Loring Management Centre are also available seven days a week. An experienced team of officers work early evening and overnight to provide out-of-hours pastoral care and support to residents and to engage with the student community.

The Campus Support Team are on hand to provide 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.

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: 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

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](#).

Room moves or withdraw 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 up to seven calendar days before the contract start date and they will receive a full refund of their £100 pre-payment/holding deposit.

Should a cancellation request be received less than seven days before the commencement of the contract (day 6 to day 2 before the contract start date), we will cancel their contract, but the student will be responsible for the number of nights the room remains vacant following the commencement date (i.e. however long it takes us to get another student into the vacant room), up to £100.

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 your hall provider and/or Goldsmiths Accommodation Services. Formal written warnings are the most common. If you receive a written warning, in most cases we will not offer you halls accommodation in the future and will not provide you with a private landlord reference. Although this may not sound too serious it is worth bearing in mind what kind of accommodation you will be able to find if you need to find a landlord that does not require a reference from your previous accommodation.

Also many returning residents find it useful to apply for halls accommodation in their final year so that they do not need to worry about residence-related matters and can concentrate on their academic work; if you have received a formal written warning this option will not be open to you. If you receive a number of formal written warnings, or are responsible for some particularly serious act of anti-social behaviour, your agreement may be terminated and you could be asked to leave university accommodation. Receiving a formal 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 Security. If matters get as far as a formal complaint to Goldsmiths 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 formal written warning it will have serious ramifications for your prospects of finding private accommodation when you leave halls. Contact Security and Hall Management Team if you are suffering from anti-social behaviour. Their involvement is invaluable if a situation progresses to the formal complaint stage

If you make a complaint about a fellow resident to Goldsmiths Accommodation Services, you will have taken the situation forward to a process that will usually end in some kind of formal disciplinary action. 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.

Art work

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

Furniture

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

Inventories and 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 also be chargeable. The resulting costs are determined by the individual hall provider and a list of costs should be available from the hospitality team.

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. Never let strangers into the building and never give your keys, entry cards or entry codes to any other person. Always ensure that you close the window and lock the door on leaving your room. If you live on the ground floor, curtains should be closed if you are away or leaving your room for any period. In the event of any security problems, residents should immediately contact

the hall office, out-of-hours support/security, or in an emergency, the police on telephone number 999. Residents who contravene hall regulations on security, by admitting strangers into the building will face disciplinary action.

Visitors

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

Guests are required to inform and sign in at reception. We understand that sometimes you may have friends or family come over to stay who live a considerable distance from the halls and a three-day trip is not always feasible. If this is the case, please consult 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.

Absence

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

Extending your stay

Usually those residents who are attending a study abroad programme for one or two terms will have the opportunity to extend their stay in student accommodation. However, the time available to extend will vary depending on the time of year. Those residents who are undertaking a full undergraduate or postgraduate programme will not be able to extend their stay in their room but can look to book a room through the Conference Services. For further details please view [their website](#).

If you are a postgraduate resident in student accommodation generally your contract will last for 51 weeks. If you are successful in receiving an offer of accommodation for the next academic session, we will contact you to advise you on extending your stay to cover the periods that your current agreement ends and new agreement begins.

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

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.

Each hall operates differently, however large packages are generally left with the reception teams on site and residents are notified to collect this.

Change of contact details

Residents 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
- 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 (depending on the hall)

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 the desk. Cleaning materials, washing powder and toilet paper 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 residents 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 will always inform you of any planned refurbishment works that may affect you.

Complaints and concerns

Complaints of any nature should be expressed in writing in the first instance to your hall provider.

If you are unable to reach a satisfactory conclusion, you may forward your complaint to Goldsmiths Accommodation Services. Further information is available on gold.ac.uk/accommodation/contact/complaints-form. You will also find details of our complaints policy.

If you have any queries or concerns about living in halls please get in contact with Goldsmiths Accommodation Services on 020 7919 7192 or accommodation@gold.ac.uk.