WELCOME TO
TOWN HALL
CAMBERWELL
**WELCOME**
**HALLS CONTACT NUMBERS**

**Town Hall, Camberwell Reception**
8.30am-7pm, Monday to Friday, and 10am-7pm on Saturday and Sunday
0142 374 0663 (also for 24-hour helpdesk)
townhall@wearehomesforstudents.com

**Onsite Security**
10pm-6am, 7 days a week
07548 708 413

**Resident Student Assistants**
6am-8.30am and 7pm-10pm, Monday to Friday, and 8am-10am and 7pm-10pm on Saturday and Sunday
07860 842 612

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

**Student Centre**
Room 117, Richard Hoggart Building
9am-5pm on Monday, Wednesday, Thursday and Friday, and 10am-5pm on Tuesdays (during term time)
020 7919 7050
studentcentre@gold.ac.uk
gold.ac.uk/student

**Campus Support Officers (CSOs)**
020 7919 7284 (6pm-6am and 24 hours on 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
www.samaritans.org

**New Cross Samaritans**
020 8692 5228

**Nightline**
020 8692 5228

**Download the Goldsmiths Student App**
Our dedicated mobile app is available to download from when you arrive at Goldsmiths. It contains lots of useful information, access to your emails and timetable, and much more. Search for ‘Goldsmiths Students’ in the Apple App Store or Google Play Store.
explore.gold/app
gold.ac.uk/welcome

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Follow us on social media

StudentsAtGold
StudentsAtGold
GoldResLife
On behalf of Goldsmiths and the Accommodation Services team, welcome to your new home! We’re delighted to have you with us.

Our students are the most important part of what we do. We want you to feel as comfortable in your new home as you have anywhere else you’ve lived. That’s why we have a 24 hour security on campus, overnight Campus Support Officers (CSOs) and a Residence Life programme, which is run by fellow students, especially for you.

The academic year 20/21 will be one of the most challenging years that we’ve seen in recent history. I know that the Covid-19 pandemic brings with it worry, stress, anxiety and uncertainty but I’m confident that the measures we’ve put in place across all of our accommodation sites will give you some reassurance that we’re doing all we can to reduce the spread of the virus. You can find out more about what we’re doing in our online induction, on the Goldsmiths website and by regularly checking your email for updates from us, or your accommodation provider, regarding changes to government guidance in your accommodation.

The office at your accommodation site will help with anything you need on a day-to-day basis, but you can also speak to someone on the Accommodation team if you have any questions by phoning or emailing us. We’re on between 8.30am and 5.30pm, and our CSOs are available on campus outside of these times 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 Accreditation Network UK (ANUK) Code of Practice. This means you can be assured that you’ll receive a great standard of service in your accommodation. You can find out more about the Code by visiting: anuk.org.uk.

We hope you have an enjoyable time with us and on your programme!

With best wishes,

Rocchi Acierno
Head of Accommodation Services
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, 7 days a week.

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 an all day on the weekends via phone or email using the contact details below:

gold.ac.uk/students/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.

Ways to connect will be posted on your kitchen notice boards and on your halls Facebook group:

Goldsmiths - Town Hall Camberwell (2020 entry)
facebook.com/groups/701899023698001
Completing your room inventory

When you move in you will be asked to complete a room inventory by your hall. 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 11 of this guide.

Wi-Fi

You can get free access to Wi-Fi via the Ask4 network by creating a free account using your room number.

To connect to Wi-Fi on campus via Eduroam, 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
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
Town Hall Camberwell
31 Peckham Road
London
SE5 8UB

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.

Laundry
Town Hall has a paid-for laundry for students, managed by Circuit.

To use its services, simply visit circuit.co.uk and download the smartphone app. You’ll find full instructions and prices in the laundry. You can also purchase a laundry card from the reception desk.

Insurance
Basic contents insurance cover is provided by Endsleigh Insurance during your time at Town Hall, Camberwell. You can view a list of everything the policy covers and find out more by visiting endsleigh.co.uk/reviewcover.

You can also extend your personal cover after you arrive to protect any other additional items you may have.

Communal Area
So you can get to know your fellow flatmates Town Hall, Camberwell has a common room with a TV area, roof terrace as well as a soft seating area so you can spend time socialising with your new friends. Due to Covid there may be restrictions in place so check your emails or with the reception team for any updates on how to safely use the space.
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 30 seconds
- 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 rules you may face a penalty and/or disciplinary procedures.

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, however generally they are carried out every Wednesday at 12 noon as detailed in your Homes for Students welcome booklet.

During testing the fire alarm will sound for no more than 30 seconds. If the alarm sounds for more than 30 seconds at any time you must evacuate the building.

**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. Staff on site and the Homes for Students telephone helpdesk can answer most urgent enquiries and provide you with an immediate and effective response.

You can report anti-social behaviour to the Resident Student Assistants, overnight security guard or by contacting on the emergency contact number listed at the beginning of this guide.

The reporting of any issues helps us 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 in relation to social distancing measures. 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
- Do not prop doors open
- 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.
Playing your part
It’s important that we work together to stop the spread of the virus. As a student at Goldsmiths living in student accommodation, you should:

– Wash your hands for at least 20 seconds regularly
– Wear a face covering in the communal areas of the accommodation, such as the reception, communal corridors and staircases and the lifts
– Clean the kitchen area after every use
– Self-isolate if you feel unwell and order a home test kit from the NHS website: nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus
– Let us know if you receive a positive test result
– Keep a 2m distance from those who you do not live with in your flat

As a student at Goldsmiths living in student accommodation, you should not:

– Socialise indoors with more than one other household (this means residents from multiple different flats are not permitted to socialise inside your flats, even if they also live in the same building as you)
– Organise any parties or gatherings
– Invite guests into the accommodation
– Break your period of isolation, if you are required to do so upon arrival into the UK or after developing symptoms
– Violate any of the conditions of the Accommodation Agreement

Remember: putting the lives of others at risk by circumventing government guidance could result in termination of your Accommodation Agreement. Help us to keep accommodation as safe as possible.

We are working closely with the Lewisham Borough Council’s local health protection team, as well as with our local GP surgery in order to adapt to any local changes over the next few months. We’ll update you by email with all the important changes if, and when, they happen.
If you need to self-isolate

If you develop symptoms of Covid-19 during your stay, please use the NHS 111 online coronavirus page for advice. It is important you also inform the team at your hall and Campus Support campus-support@gold.ac.uk so they can provide additional advice for you and your flatmates.

Depending on the government guidance at the time, you may need to self-isolate in your bedroom or studio. During this time, you should avoid using the shared kitchen whilst others are present and thoroughly wipe down all touch points in the kitchen.

Students can self-isolate in flats with others who are not self-isolating as long as they avoid contact with each other during the isolation period. We recommend you wear a mask and set up a rota or Whatsapp group to help you coordinate the use of shared areas.
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. We have put extra measures in place to make your safety and health a priority this year.

**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

- 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. If the problem remains unresolved, you can always speak to a member of the Campus Support or Accommodation Services team *(page 2).*
The communal areas outside the flats and in the common areas of the building are regularly cleaned. You and your flatmates are responsible for cleaning the common areas and bedrooms inside the flats.

Regular inspections will be carried out in the flats and in the common areas of Town Hall, Camberwell. If your kitchen, or other communal spaces, are left in an unacceptable state you may be asked to rectify this.

Rubbish and recycling
Bins for rubbish and recycling are provided in the kitchens of your flat, and there are communal waste bins located in the bin store on Havil Street for you to deposit bagged rubbish when your kitchen bins are full.

A bin key is located in your communal kitchen if you are in a shared flat and in your welcome pack if you are in a studio. A spare key is also located at the reception desk if you require one. The general waste is collected on Tuesday and recycling collected on Thursday.

If rubbish has to be removed from the kitchen area of your flat by the Cleaning team, you and your flatmates may be asked 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/about-goldsmiths/gnd/
Reporting a maintenance issue or fault
You can report maintenance issues either to reception or through the free smartphone app MainManager.

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
In order to attend to a maintenance issue the team at Town Hall, Camberwell may require access to your room.

If the team is attending to a fault you or someone in your flat or halls has reported. It may not be possible to give specific appointments for non-urgent jobs.

The team may also enter your accommodation if they deem there to be an emergency situation occurring, there has been any breach of your agreement, or there is a concern for you or a fellow resident.

If the team needs to enter your room for routine maintenance, and unless it is an emergency, they will email you at least 24 hours beforehand, and/or a poster will be displayed on your flat’s noticeboard.
<table>
<thead>
<tr>
<th>PRIORITY</th>
<th>DEFINITION</th>
<th>RESPONSE</th>
<th>RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Priority One</strong></td>
<td><em>Emergency Repairs</em></td>
<td>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.</td>
<td>We aim to deal with these within 4 to 24 hours of becoming aware of the problem.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
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<tr>
<td></td>
<td>Please ensure these are reported in person or over the phone and provide as much information as possible.</td>
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<tr>
<td><strong>Priority Two</strong></td>
<td><em>Urgent Repairs</em></td>
<td>Acknowledgement within 1 working day.</td>
<td>We aim to complete this within 1 to 5 working days of report.</td>
</tr>
<tr>
<td></td>
<td>These would be any repairs which materially affect the comfort or convenience of the residents.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Priority Three</strong></td>
<td><em>Non-Urgent Repairs</em></td>
<td>Acknowledgement within 2 working days.</td>
<td>We aim to complete this within 10 to 28 working days of a report.</td>
</tr>
<tr>
<td></td>
<td>These would be any repairs not falling within the above categories.</td>
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</tbody>
</table>
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 in person, or by telephone, to your halls reception staff.

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 3500
lewishamandgreenwich.nhs.uk/sexual-health-lewisham
The Student Centre

The Student Centre at Goldsmiths supports students by providing confidential and practical advice across a range of areas, including:

- General enquiries
- Registration and fees
- Disabled Student Allowance applications
- Letter requests (Schengen, bank, council tax, proof of enrolment)
- Student financial support queries
- Signposting to other services

The Student Centre is open 9am-5pm on Monday, Wednesday, Thursday and Friday, and 10am-5pm on Tuesdays throughout the year (excluding university holidays). You can reach them by phone or email with the details below, or use the live chat during opening hours.

RHB (Richard Hoggart Building) 117
020 7919 7050
gold.ac.uk/students
studentcentre@gold.ac.uk
**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](http://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](http://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 between the hours of 6pm and 6am and all day on weekends.

020 7919 7284
gold.ac.uk/students/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
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.

[tflix.gov.uk/oyster](tflix.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.

[contactless.tfl.gov.uk](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 19-25 railcard. See the options and choose what’s best for you:

[explore.gold/TravelDiscounts](explore.gold/TravelDiscounts)
Your very own cinema on campus
If you’re looking for some evening or weekend entertainment you can head to our 100-seat cinema. It’s located in the Richard Hoggart Building (opposite the Students’ Union) and is open every night and all day during weekends.

Curzon Goldsmiths is a partnership between independent cinema operator Curzon and the university, bringing the very best films straight to the heart of the university and New Cross.

Check out their website for the latest information and opening times.

curzongoldsmiths.com
Goldsmiths Students’ Union (SU) is a separate organisation to the university and exists to make student life better, by representing, supporting and providing activities that are accessible to all. It is led by a team of full and part-time officers who have been elected by students and are supported by a large team of staff.

As a Goldsmiths student you have automatic, free membership to the Union. They are here for you throughout your student life, offering activities, events, sports and societies, as well as support and advice if you experience any difficulties. They also support a group of student representatives who work to improve your academic experience, and run campaigns to improve the things that matter to you.

Find out more about the SU and how to get involved at goldsmithssu.org.
UNION STAFF

Lauren Corelli
President
lauren@goldsmithssu.org

Niquella Simpson-West
Campaigns and Activities Officer
niquella@goldsmithssu.org

Fowsia Kadiye
Education Officer
fowsia@goldsmithssu.org

Sara Bafo
Welfare and Liberation Officer
sara@goldsmithssu.org
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
Student Central
Your free Student Central membership grants you access to its bars, cafes, student facilities and club nights, as well as discounted fees for its gym and swimming pool in the heart of central London. Find out more about its sports teams and societies online or by visiting in person.

Student Central
Malet Street
London
WC1E 7HY

020 7664 2000
studentcentral.london

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
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<tr>
<th>Date</th>
<th>Event</th>
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<td><strong>SEPTEMBER</strong></td>
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<tr>
<td>Friday 18</td>
<td>September move-ins begin</td>
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<td><strong>OCTOBER</strong></td>
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<tr>
<td>Monday 5</td>
<td>Term begins</td>
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<tr>
<td><strong>DECEMBER</strong></td>
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<tr>
<td>Friday 11</td>
<td>End of term</td>
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<tr>
<td>Thursday 24</td>
<td>Christmas closure</td>
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<tr>
<td>Friday 25</td>
<td>Christmas Day</td>
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<tr>
<td>Saturday 26</td>
<td>Boxing Day</td>
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<tr>
<td><strong>JANUARY</strong></td>
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<tr>
<td>Friday 1</td>
<td>New Year’s Day</td>
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<tr>
<td>Monday 11</td>
<td>Term 2 begins</td>
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<tr>
<td><strong>FEBRUARY</strong></td>
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<tr>
<td>Friday 12</td>
<td>Chinese New Year</td>
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<tr>
<td>Monday 15</td>
<td>Reading Week (check with your department)</td>
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<tr>
<td><strong>MARCH</strong></td>
<td></td>
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<tr>
<td>Friday 26</td>
<td>Term 2 ends</td>
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<tr>
<td><strong>APRIL</strong></td>
<td></td>
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<tr>
<td>Thursday 1</td>
<td>Easter closure</td>
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<tr>
<td>Tuesday 6</td>
<td>University reopens</td>
</tr>
<tr>
<td>Monday 12</td>
<td>Ramadan begins</td>
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<tr>
<td>Monday 26</td>
<td>Term 3 begins</td>
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<tr>
<td><strong>MAY</strong></td>
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<tr>
<td>Monday 3</td>
<td>Bank Holiday</td>
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<tr>
<td>Monday 31</td>
<td>Bank Holiday</td>
</tr>
<tr>
<td><strong>JUNE</strong></td>
<td></td>
</tr>
<tr>
<td>Friday 18</td>
<td>Term 3 ends (undergraduates)</td>
</tr>
</tbody>
</table>

Some programmes, particularly postgraduate courses, have different term dates. You can find a full list at: [gold.ac.uk/term-dates](http://gold.ac.uk/term-dates)
Now that you’ve arrived there are a few things you can do straight away that will help you settle in and make the start of your time in student accommodation as stress-free as possible:

☐ Complete and return your inventory form (page 3)
☐ Connect to your halls Wi-Fi (page 3)
☐ Make sure you have our useful contact numbers saved in your phone (page 1)
☐ Make a note of your room number and postal address (page 4)
☐ Familiarise yourself with our safety information (pages 5-8)
☐ Register with a doctor (page 14)
☐ Check what’s covered in your contents insurance (page 4)
☐ Sign up for a TV Licence (if you’re going to be watching TV and/or BBC iPlayer): tvlicensing.co.uk
☐ Familiarise yourself with the Campus Support team (page 2)
☐ Join your halls social media channels to meet your Resident Experience Coordinators and to find out about events happening in your hall