

Goldsmiths Operated Halls Terms and Conditions 2017 - 2018

Each of our Halls of Residence has access to a team of administrative, management and security staff. Administrative and management staff are on site or in a nearby building and help to deal with the day to day running of the accommodation and the security staff are available out of hours.

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

There are security officers patrolling every hall each night and Loring Management Centre has 24 hour cover including weekends, Bank Holidays and periods of College closure. They are located near the entrance of certain halls and regularly patrol the halls and grounds. They will answer any urgent queries, or help with emergencies by calling emergency services or out-of-hours tradesmen.

Cleaning

Kitchens and other communal areas are cleaned regularly within the week (except on national holidays or College closure days). Residents are expected to keep halls in a tidy state so domestic staff can clean effectively. Residents are responsible for cleaning their own rooms/studios throughout the year and their en suite bathrooms where applicable. Residents are also expected to clean their rooms before they leave to a satisfactory standard. Any additional cleaning that needs to be carried out in the communal areas of the flats/corridors and/or the residents bedrooms when they are vacated will be recharged to the residents in question.

Study bedroom inspections may be carried out each term. If a room is found to be unacceptable, the resident will be given 24 hours notice to clean it to a satisfactory standard. If this is not carried out we will automatically request that the cleaning team clean your room without further notice. The charge for additional cleaning is detailed in the hall charges document <http://www.gold.ac.uk/accommodation/offer/>.

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

Please take bagged rubbish and put it in the communal waste bins. If rubbish has to be removed from the kitchen area of your flat, all residents will share the cost of this.

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. Windows are cleaned inside and out periodically and advance notice of this will be given wherever possible.

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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 Housekeeping/Facilities team. The charge for removal of belongings or additional cleaning in communal areas is detailed in the schedule of fees.

Kitchen facilities

All of our halls are self-catered and equipped with a: kettle, microwave, fridge, freezer and oven which is adequate for the number of residents sharing. Deep fat fryers are strictly prohibited. Kitchens are for the use of residents only and may not be used by residents' guests. Personal possessions should not be left in the kitchen; this includes clothing etc. In the event that items are left in the kitchen/common areas, they may be removed by the Residence Manager/Housekeeper. Cutlery and crockery will also be removed, especially if it has been left unwashed for a period of time. One food cupboard is allocated for each resident.

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

Recycling

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

- Paper
- Cardboard
- Glass
- Plastic Bottles
- Cans and Tins

Residents may also place any of the above in the large green recycling bins sited at all Halls or in the black and white bins on St. James outside Loring Hall where you can find a separate bin for textiles. There are more recycle bins outside the big Sainsbury's behind New Cross Gate station. Please do not put non-recycling into the recycling waste.

Laundry facilities

All halls have access to coin or smart phone operated laundry facilities; please see the section on your hall 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.

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Maintenance & Facilities

The Estates team oversee Batavia Mews, Dean House and Loring Hall. They ensure that the buildings are safe, secure and properly cleaned and maintained.

How to contact the Estates Help Desk:

Help Desk Opening Hours	Monday to Friday 8am to 6pm
In Person	9 Dixon Road New Cross, London SE14 6NL (next to the Student Union building)
Telephone	020 7919 7121
Email	estates@gold.ac.uk
Logging a Maintenance Report in FootPrints	Visit numara.gold.ac.uk or email estates@gold.ac.uk
Out of Hours Emergency	Call Goldsmiths Security on 020 7919 7979

Response Times

The Estates team or their authorised contractors aim to investigate and complete all maintenance jobs as soon as possible. For further information please refer to the Estates & Facilities pages at www.gold.ac.uk or contact the Estates Help Desk.

Emergency Maintenance Issues

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

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

Pest control

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

Right of access

Goldsmiths (Accommodation Services and the Estates & Facilities Department) 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:

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- In response to a maintenance report request
- In the case of an emergency (particularly if it is felt that the residents or property are in danger).
- If activities are reported at the address which is causing disturbance or distress to other residents.
- If there is a breach of the accommodation agreement.

Electrical provision

Please refer to section 6 of 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 receive a certificate or sticker on the item to verify this. We have a responsibility to make sure that all electrical equipment is kept in a safe condition. We also have a responsibility to ensure residents do not endanger others by using unsafe electrical equipment. If a member of staff becomes aware of an unsafe electrical item they will label it as unsafe and request the owner to arrange for repairs. The item may be removed for safety reasons and the student will be requested to arrange an independent PAT test. Failure to arrange a PAT test will result in the appliance being removed. Any items not reclaimed a month after the end of the owner's period of residence will be disposed of.

Heating

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

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

Gas

If you smell gas in any building, never turn on any electrical appliances or lights. Report the incident immediately to your hall office, the Security Officer or the Campus Support Officer on duty.

Keys and cards

Keep keys and entry fobs/cards safe at all times. Losses must be reported immediately to your halls management centre. If you have misplaced your key/card and would like access to your room the team will be able to do this for you once, following this you will be required to purchase a replacement key fob/card. If the loss occurs out of office hours please contact the Campus Support Team based at the Loring Management Centre or security officer for access to your room. 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.

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Key Refund Policy

We understand that sometimes you may leave your key or fob at your permanent home address and arrive at halls without it. Having confirmed your personal details during administration hours (9-5 Monday to Friday) we are able to issue a temporary replacement key/entry fob chargeable at £20 for a key, £10 for a fob. If you then return the temporary key/card/fob to the hall office within 7 days of issue, we will credit your rental account for half the cost of the key/card/fob.

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 immediately evacuate the building in an orderly fashion. You should then meet at the assembly points outside your hall. Do not re-enter the building until it has been deemed safe to do so by the fire brigade or a member of college staff. If you know that you have set off the fire alarm, whether by accident or because of a real fire, contact a member of staff once outside.

Fire safety

Fire safety is a major concern in any hall of residence. For the halls of residence to stay open we must comply with numerous legal requirements. We also have some simple rules in place to protect residents:

- A number of items are prohibited from rooms (for example candles, incense)
- Smoking is not allowed anywhere within the buildings, including balconies (this includes the use of e-cigarettes and shisha pipes);
- Fire equipment must not be tampered with;
- Fire alarm tests are carried out every week;
- Fire evacuations will be carried out at least twice a year.
- Cooking must never be left unsupervised when in the oven or on the hob.

Any resident not complying with these requirements will receive a formal written warning and may be issued with a penalty 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.

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Also, taking the smoke detector apart is easily identifiable as the system reports it to us as a fault. Again this is very easily traced back to the responsible resident. The fire alarm can be activated by steam. Therefore, in en-suite rooms, you must close the bathroom door when showering and activate the fan. Individuals/flats/floors that persistently activate the fire alarm by burning food, not closing shower doors or other such careless action will be charged for the resulting fire brigade call-outs which may be in the region of several hundred pounds.

Fire drills

Fire drills are carried out at least twice a year. All residents must evacuate during fire evacuation practices.

Fire 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

If there is an emergency on site you should let a member of staff know immediately. For example, if there is need to call an ambulance out-of-office hours you should inform the security guard on duty. The guard can then call 999 on your behalf, instruct the emergency services, direct them and when they arrive and provide them with a copy of emergency details card for the person concerned. 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.

Gardens and grounds

Barbeques, fires and open flames in general are not permitted in any part of the halls or grounds. No hall furniture or equipment may be taken into the garden or grounds. Residents must not congregate in the garden or grounds after 11.00pm for the benefit of other residents and neighbours.

Snow and ice

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

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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 as well as collectively for noise or damage in communal areas. Given that the upkeep of your room/flat/corridor is your responsibility it is in your interest to report maintenance concerns as soon as they happen.

It is also important to note that if you live in a flat where there are problems, such as other flatmates are disturbing other people or they are mistreating the flat and causing damage, if you do not tell us

a) We cannot do anything about it and

b) You will have implicitly consented to their behaviour and will still be held responsible.

The sooner you tell us the sooner we can attempt to rectify the situation and the sooner you will have disassociated yourself with whatever is going on. Where appropriate all contact with the Accommodation Services 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. Within the Department there are a number of routes you can take to deal with anti-social behaviour from your neighbours depending on the nature of the behaviour. You can:

- Call Security;
- Call a Campus Support Officer
- Make a complaint to Accommodation Services;
- If you have exhausted the above routes and the behaviour persists then you may want to consider making a formal complaint to Goldsmiths under the student conduct regulations <http://www.gold.ac.uk/governance/generalregulations/studentconduct/>
- You can also apply for a room move. (dependant on the availability of rooms).

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Security

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

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

You can report anti-social behaviour to the Security Officers and this means that not only has the immediate problem hopefully been dealt with but an independent log has been made of it. This log can be very useful if problems are recurring.

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

- Don't let strangers into the building, all visitors may only be admitted by the person they have come to see
- Never loan your keys or access cards to another person.
- If you lose or misplace your room keys please notify your Hall Office immediately or if out of hours by phone/in person/ to the Campus Support Team or Security Officers. Never leave doors unlocked because of lost keys, either staff can lock doors for you or you will be provided with replacement keys
- If you see someone in the building who you believe should not be there, or someone attempting to force entry to a building, please contact a Security Officer or a member of the Halls staff immediately.
- Please see the Stay Safe At Goldsmiths web pages, for more information about personal safety in and around Goldsmiths: www.gold.ac.uk/student/stay-safe

Campus Support Team

A team of **Campus Support Officers** based in the Loring Management Centre are also available 7 days a week. An experienced team of officers work early evening and overnight to provide out of hours pastoral care & 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

The Campus Support Team can speak to other members of the flat on your behalf or, more usually, they can arrange a flat meeting so that everyone has the chance to sort out problems. As with the Security officers, by involving the Campus Support Team your problem will be recorded by a third, impartial, party. This can be useful if a situation deteriorates.

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If you make a formal complaint about a fellow resident to the Campus Support Team; then you will have taken the situation forward to a process which will usually end in some kind of formal disciplinary action. In most cases we will expect you to have first attempted to resolve a situation via Security or the Campus Support Team. By the time your complaint comes to Accommodation Services we would expect to be able to track the history of your problem through security logs and the reports filled in by the Campus Support Team.

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:

<http://www.gold.ac.uk/equality-diversity/>

Room moves

There will be an opportunity for students to apply for a room move from one room/hall to another. There is an administration charge of £50 applicable for room moves and any move is dependent on there being a suitable room available for you to move in to.

Disciplinary measures

The Halls of Residence are not simply accommodation. They are specifically student accommodation to facilitate studying at Goldsmiths. That means that the Accommodation Services department 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 the Accommodation Services department. 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 halls. Receiving a formal written warning may prevent you from finding private accommodation once you leave halls.

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

Art work

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

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 charges

During the period of residence, regular inspections of halls will be made and any losses or damages found at these times will result in an invoice being raised for which immediate payment will be required. Any losses or damages found between previous inspections and the end of the period of residence will be deducted from the deposit at the end of the period of residence. Charges are determined by the cost to the Estates department of returning accommodation to standards set by the Department, using the contractors preferred by the Department or College. The completion of the inventory given at the beginning of the period of residence is very important. The condition of the room on leaving will be checked against this inventory and the cost of repairing any losses or damage to the room not included on the inventory will be deducted from the deposit. 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 to the deposit accordingly.

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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 Loring Management Centre, Security Officer, Campus Support Team, 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 halls.

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 the Loring Management Centre 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 halls. 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 Summer Conference Office. For further details please view their website <http://www.gold.ac.uk/conference-services/conferenceaccommodationbooking/> .

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

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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 hall of residence before your arrival, please ensure that items are clearly marked "NEW RESIDENT" and that it is as near to 22nd September 2017 as possible. We cannot guarantee that post will not be returned to sender. Due to the volume of post received, halls staff cannot redirect mail. Please ensure that on departure, you make your own arrangements for the re-direction of mail.

Most post will be delivered directly to your flat by Royal Mail. Packages that are bigger than the letter box are generally left with the reception team 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](https://mygoldsmiths.gold.ac.uk/)' (gold.ac.uk/mygoldsmiths) 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

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- irons and ironing boards

All the rooms are equipped with:

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

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

Conferences and summer schools

A lot of our halls are used extensively outside of 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

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

Please remember that unless you have made the Accommodation or Estates Teams formally aware of a problem either during a meeting or in writing then there will not be an official record of your problem and it may not get resolved.

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

<http://www.gold.ac.uk/accommodation/contact/complaints-form/>