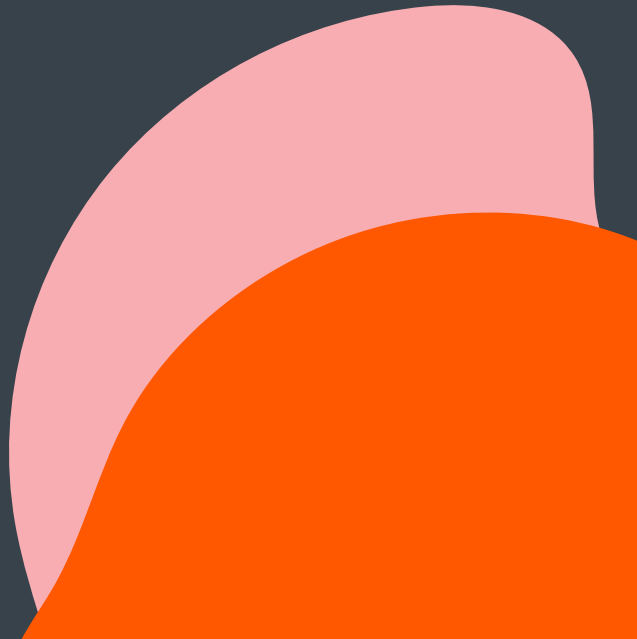


Welcome to Loring Hall



Welcome

Halls contact numbers

Loring Management Centre

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

School Hubs

Check [online](#) to get the location
and contact details for your hub.

Campus Support Officers (CSOs)

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

Estates Team

Report maintenance issues online:
goldcp.micad.systems
020 7919 7121
estates@gold.ac.uk

Report and Support

reportandsupport.gold.ac.uk

Amersham Vale Medical Practice

020 3474 6730

NHS

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

Police

101 (non-emergency)
999 (emergency)

Fire/ambulance

999

Samaritans

116 123
samaritans.org

New Cross Samaritans

020 8692 5228

Nightline

nightline.org.uk

Download the Goldsmiths Student App

Our dedicated mobile app is available
to download when you arrive at
Goldsmiths. It contains useful
information, access to your emails
and timetable and more. Search for
'Goldsmiths Students' in the Apple
App Store or Google Play Store.

explore.gold.ac.uk/app
gold.ac.uk/welcome



StudentsAtGold
StudentsAtGold
GoldResLife

Welcome



On behalf of Goldsmiths and the Accommodation Services team, a warm welcome to your new home!

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

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

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

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

If you have any questions, you are welcome to speak to a member of our Accommodation team by phoning or emailing us. We can also offer dedicated appointments on Teams.

Our CSOs are available on campus out of hours in the evenings and on the weekends. In the meantime, you'll find lots of information about your halls online at: gold.ac.uk/students/accommodation.

For extra peace of mind, it's helpful for you to know that your accommodation is covered by the UniversitiesUK Code of Practice for Student Accommodation. The code sets out your rights to a safe, good quality place to live by outlining everything you should expect from your accommodation, as well as your responsibilities as a tenant. You can find out more about the Code by visiting thesac.org.uk

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

With best wishes,

Flora Cipullo

Deputy Head of Accommodation Services

Welcome



Loring Management Centre

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

Accommodation Services

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

020 7919 7192
accommodation@gold.ac.uk

Campus Support team

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

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

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

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

Resident Experience Coordinators (RECs)

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

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

Follow [@goldreslife](#) on Instagram and look out for our regular email updates.

Welcome



The basics

Completing your room inventory

Completing your room inventory will help us identify any faults and means you won't be held liable for damage that occurred before you moved in. You will have ten days to complete your inventory before it automatically gets accepted. Make a note of any wear and tear and you may also want to take photos for your own record.

If you have any questions about your room feel free to contact the Loring Management Centre. Please bear in mind that the purpose of the inventory is to keep a record of the condition of the room when you moved in. All rooms have been checked prior to your arrival, but if you think there is anything that may need Maintenance's attention, please ensure this is logged with the relevant team (see page 11).

Wi-Fi

You can get free access to Wi-Fi in Loring Hall via the Eduroam network.

Simply log in using your Goldsmiths username in this format:

USERNAME@campus.goldsmiths.ac.uk

Then enter your Goldsmiths password.

If you need assistance or to report a technical issue, please contact the IT Service Desk.

Opening hours:

Monday-Friday, 9am–10pm

Saturday-Sunday, 9am–5pm

live.hornbill.com/gold
gold.ac.uk/it

Welcome



The basics

Post

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

Your name
Your room number
Loring Hall
St James
London
SE14 6AH

All 'signed for' post and packages will be delivered to, and collected from the Loring Management Centre.

You'll receive an email from the Management Centre in your Goldsmiths email inbox to let you know you've received a package and that it's ready for collection.

Laundry

Loring 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. If you experience issues with the laundry machines, please ensure you report the issue directly to Circuit via circuit.co.uk or the app, then let the team at your hall know.

Insurance

Basic contents insurance cover is provided by Endsleigh Insurance during your time in halls. You'll need to confirm your cover provided by Goldsmiths, University of London to make sure you understand what is and isn't insured – please visit www.endsleigh.co.uk to download the My Endsleigh app and register now.

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

Safe and secure

Fire safety

While Loring Hall has fire alarms, equipment and procedures to deal with fires, it's really important that you follow our guidelines to ensure the safety of yourself and everyone else in the building.

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, air fryers, candles and incense sticks.
- Due to the increased risk of fire caused by lithium batteries, the following items must not be charged or kept in student accommodation: e-bikes, e-scooters or vape batteries. All halls are designated non-smoking buildings by English law

We take fire safety extremely seriously, and 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.

Fire alarm tests will be carried out regularly – posters in your building will tell you when they're due to take place.

During testing the fire alarm will sound for no more than 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

Safe and secure



Halls security

We take your safety seriously in student accommodation. Security officers are regularly on patrol and also on duty at the Loring Management Centre overnight and during weekends, bank holidays and college closures.

If you need support, our security officers and university staff can answer most urgent enquiries and provide you with an immediate and effective response.

You can report anti-social behaviour to our security officers by phone, in person or on the emergency contact number listed at the beginning of this guide.
020 7919 7105

Reporting issues will help 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.


Living in halls

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

Here are a few tips:

- Please look out for updates around our guest policy and the use of common rooms and other facilities, as these may be restricted in the interest of Health and Safety, in response to an incident or due to a planned event.
- Think about whether or not your noise levels might be affecting your flatmates. Not sure? Just ask – they'll appreciate you showing consideration. Be mindful of your hall's quiet hours
- Make an effort to leave communal spaces, especially kitchens, clean and tidy
- Don't smoke anywhere within the halls buildings or close to windows
- Consider how you interact with your flatmates. You might not realise it, but others might find certain behaviours disrespectful, threatening or aggressive, even if unintended
- If someone has done something to bother or upset you, it's often the case that they might not even realise it. That's why it's best to have a friendly discussion with them about the issue first and try to have that conversation face to face, if you can as messaging can easily lead to misunderstandings. If the problem remains unresolved, you can always speak to a member of the Campus Support or Accommodation Services team ([page 2](#)).
- Keep your room key and ID on you and lock your bedroom door
- Report issues with your room or flat to Estates/ maintenance team (scan the QR code)
- Get some fresh air in your room, especially after using the shower
- Check the block's noticeboard for when the weekly fire alarm tests will take place
- Keep the corridors clear of belongings

Living in halls



Inclement weather

In the case of bad weather involving snow and ice, we will keep roads and pathways safe by organising for areas to be gritted regularly.

In periods of inclement weather you should exercise caution when leaving your flat, as it is not possible to guarantee that all areas will remain clear at all times. We advise that you stick to the cleared pathways. Check the 'Maintenance' section on how to get in touch if you need to report an issue. We aim to resolve any emergency issues reported within 4 hours of initial contact.

Cleaning and Recycling

You and your flatmates are responsible for cleaning the common areas and bedrooms inside the flats. Kitchens and other communal areas of your halls are maintenance-cleaned by the Goldsmiths Cleaning team (except on national holidays, college closure days, or if someone is isolating in your flat).

Please ensure you keep your halls tidy so the Cleaning team can easily clean the communal areas. And remember, you need to wash your own dishes and keep your kitchen and surfaces clean and clutter-free. More information can be found in your Accommodation Agreement at gold.ac.uk/accommodation/offer.

Vacuum cleaners are available in each accommodation but should be returned after use.

If your bedroom or a communal area in your flat is found to be untidy or unclean, you and your flatmates will be expected to promptly rectify this, or we may need to arrange for someone to take care of this, and you will all be expected to share the cost.

Looking after your room

It's important you look after your room and en suite on a regular basis. Please ensure you keep the accommodation adequately ventilated and heated so as to prevent damage from condensation, particularly in rooms with en suite facilities.

Check that the extractor fan is always working and wipe down surfaces after you have had a shower.

Room Inspections

To ensure the quality of your room remains up to the standards set in your Accommodation Agreement, termly flat inspections may be carried out. You will be notified ahead of time when these are to take place. Where deemed necessary in the interest of Health and Safety, additional inspections and/or deep cleans may be carried out over the Christmas and Easter closure period.

Rubbish and recycling

Bins for rubbish and recycling are provided in the kitchens of your flat, and there are communal waste bins outside for you to deposit bagged rubbish when your kitchen bins are full.

Please ensure you regularly take out any rubbish and/or recycling to the bins provided.

If we find any bins in your kitchen that are overflowing or rubbish bags left in communal areas, you and your flatmates will be expected to promptly rectify this, or we may need to arrange for someone to take care of this, and you will all be expected to share the cost.

Greening Goldsmiths

Please remember that protecting the environment is a responsibility we all share. By making mindful choices—such as reducing water and energy consumption, recycling effectively, and minimizing waste—you contribute to a greener campus. Find out more:

www.gold.ac.uk/greening
www.gold.ac.uk/about/gnd/

Maintenance

Reporting a maintenance issue or fault

If something is broken or damaged in your halls building, in the communal areas of your flat, or in your bedroom or bathroom, you should report as soon as possible it by completing a maintenance report on the Estates Helpdesk System:

- Go to goldcp.micad.systems
- Log in to the site with your Goldsmiths username and password
- Click on 'Log a new job' and enter the location of the problem, your contact information and a description of the fault

The Estates & Facilities Helpdesk is open Monday to Friday, 8am to 4pm, excluding bank holidays and College closure. For emergency issues overnight and at weekends/bank holidays, please call Goldsmiths Security on [020 7919 7105](tel:02079197105).

We'll always aim to investigate all faults as quickly as possible and provide you with updates. The following guidance is based on the performance standards set out in the Repairs and Maintenance section in the National Code nationalcode.org. To ensure a consistent service is offered across all our halls of residence we aim to respond to maintenance requests according to the following schedule:



Priority	Definition	Response	Resolution
Priority One	<p>Emergency Repairs</p> <p>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.</p> <p>Please ensure these are reported in person or over the phone and provide as much information as possible.</p>	<p>Acknowledgement within 2 hours and attendance within 6 hours. The site will be made safe within 6 hours depending on the issue.</p> <p>Subsequent repairs will be undertaken as soon as possible.</p>	<p>We aim to deal with these within 4 to 24 hours of becoming aware of the problem.</p>
Priority Two	<p>Urgent Repairs</p> <p>These would be any repairs which materially affect the comfort or convenience of the residents.</p>	<p>Acknowledgement within 1 working day.</p>	<p>We aim to complete this within 1 to 5 working days of report.</p>
Priority Three	<p>Non-Urgent Repairs</p> <p>These would be any repairs not falling within the above categories.</p>	<p>Acknowledgement within 2 working days.</p>	<p>We aim to complete this within 10 to 28 working days of a report.</p>

Complaints

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.

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

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

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

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

explore.gold/complaints-procedure

Your wellbeing

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.

The surgery is based in the Waldron Health Centre, Amersham Vale, London, SE14 6LD, opposite New Cross railway station.

020 3474 6730

www.amershamvale.co.uk/goldsmiths

Sexual health clinic

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

020 3049 3400

www.amershamvale.co.uk



General student enquiries

The School Hubs

Contact your school hub for support with general and departmental enquiries. [Check online](#) to get the location and contact details for your hub.

Arts and Humanities School Hub

Art
Design
English and Creative Writing
Music
Theatre and Performance
Visual Cultures

Culture and Society School Hub

Anthropology
History
Law
Media, Communications and Cultural Studies
Politics and International Relations
Sociology

PSST School Hub

Computing
Educational Studies
Institute for Creative and Cultural Entrepreneurship
Institute of Management Studies
Psychology
Social, Therapeutic and Community Studies



Your wellbeing

Wellbeing and Counselling Services

The Wellbeing and Counselling teams at Goldsmiths are here for you if you need to talk to someone about how you're adapting to life at university or anything you might be struggling with.

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

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

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

gold.ac.uk/wellbeing

Disability Service

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

gold.ac.uk/disability

Your wellbeing

Multi-faith chaplaincy

Goldsmiths is proud of its multicultural community and recognises the importance that faith and spirituality play in the lives of many people.

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

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

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

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

Campus Support Officers

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

020 7919 7284
[explore.gold/cso](https://explore.gold.ac.uk/cso)
campus-support@gold.ac.uk

Report and Support

We believe that sexual violence, sexual harassment, domestic violence, stalking and sexual misconduct are never okay. You can report something either anonymously or with contact details so you will get a response. Reports can be about an individual, a group of people or cultures.

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

Travelling around London

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

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

Oyster cards

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

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

tfl.gov.uk/oyster

Contactless payment cards

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

contactless.tfl.gov.uk

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

Travel discounts

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

explore.gold/TravelDiscounts

Goldsmiths Student Union

Goldsmiths SU is the heart and voice of the Goldsmiths student body.

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

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

goldsmithssu.org/



Student Leaders

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



**Gammorah
Britton-Gibson**
Education Officer

[education.officer@
goldsmithssu.org](mailto:education.officer@goldsmithssu.org)



Isabelle Tarran
Campaigns and
Activities Officer

[campaigns.officer@
goldsmithssu.org](mailto:campaigns.officer@goldsmithssu.org)



Victoria Chwa
Union President

[president@
goldsmithssu.org](mailto:president@goldsmithssu.org)



Islam Alkhatib
Welfare and
Liberation Officer

[welfare.officer@
goldsmithssu.org](mailto:welfare.officer@goldsmithssu.org)

Beyond Goldsmiths

University of London

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

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

[london.ac.uk](https://www.london.ac.uk)

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

University of London Housing Services

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

housing.lon.ac.uk

Senate House Library

Senate House
University of London
Malet Street
London
WC1E 7HU

020 7862 8500

senatehouselibrary.ac.uk

Beyond Goldsmiths

University of London Clubs and Societies

Find out more about its sports teams and societies, and how to join them, online:

clubs-societies.london.ac.uk

The Society of College, National and University Libraries (SCONUL)

SCONUL access is a national scheme which allows you to borrow or use books and journals at other libraries. This means that if you're back home or visiting friends at other universities, you may be able to access their libraries and facilities.

sconul.ac.uk



**Loring
Management Centre
St. James
London SE14 6AH**

**Goldsmiths,
University of London**

gold.ac.uk
