

Welcome to Town Hall Camberwell



Welcome

Halls contact numbers

Town Hall, Camberwell Reception

Monday to Friday 8.30am–7pm
 Saturday and Sunday 10am–7pm
[0142 374 0663](tel:01423740663)
 (also for 24-hour telephone helpdesk)
townhall@wearehomesforstudents.com

Onsite Security

10pm–6am, 7 days a week
[07548 708 413](tel:07548708413)

Resident Student Assistants

Monday to Friday
 6am–8.30am and 7pm–10pm
 Saturday and Sunday
 8am–10am and 7pm–10pm on
[07860 842 612](tel:07860842612)

Loring Management Centre

(Accommodation Services/
 Loring Management Centre Security)
[020 7919 7192](tel:02079197192)
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](tel:02079197284) (out of hours,
 evenings and weekends)
campus-support@gold.ac.uk

Report and Support

reportandsupport.gold.ac.uk

Amersham Vale Medical Practice

[020 3474 6730](tel:02034746730)

NHS

[111](tel:111) (non-emergency)
[999](tel:999) (emergency)
nhs.uk

Police

[101](tel:101) (non-emergency)
[999](tel:999) (emergency)

Fire/ambulance

[999](tel:999)

Samaritans

[116 123](tel:116123)
samaritans.org

New Cross Samaritans

[020 8692 5228](tel:02086925228)

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/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.

The team at your hall will help with anything you need on a day-to-day basis, but, 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 an extra piece of mind, it's helpful for you to know that your accommodation is covered by the [ANUK/ National Code](#). This means you can be assured your accommodation is safe and well managed, and that, should any problems arise, there are mechanisms to help get them resolved.

You can find out more about the Code by visiting: nationalcode.org

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

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](tel:02079197192)
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 the weekends via phone or email using the contact details below:

gold.ac.uk/students/wellbeing/cso
[020 7919 7284](tel:02079197284)
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

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 10 of this guide](#).

Wi-Fi

You can get free access to Wi-Fi via Glide (glide.co.uk) by creating a free account, which will also allow you to add more than one device.

For any assistance you can contact Glide's service helpdesk either on 0333 123 0115 or studentsupport@glide.co.uk

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

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

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 Camberwell has a paid-for laundry for students, managed by Circuit.

To use its service, simply download the Circuit Laundry Plus App and follow the instructions.

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.

The machines in the laundry room on Level 0 are located

Insurance

Basic contents insurance cover is provided by Endsleigh Insurance during your time at Town Hall, Camberwell. You'll need to confirm your cover provided by Homes for Students to make sure you understand what is and isn't insured – please visit 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.

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.

Safe and secure

Fire safety

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, 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

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, 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.

Safe and secure

Halls security

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.

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
- Do not tamper with the window restrictors
- 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 to the team on site as soon as you notice them
- If you have an en suite, get some fresh air in your room, especially after using the shower
- If you are sharing with others, keep the kitchen clean by clearing up after yourself

Cleaning and Recycling

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 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.

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 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**

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.



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. Complaints of any nature should in the first instance be made to your halls reception staff.

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 MainManager app. 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

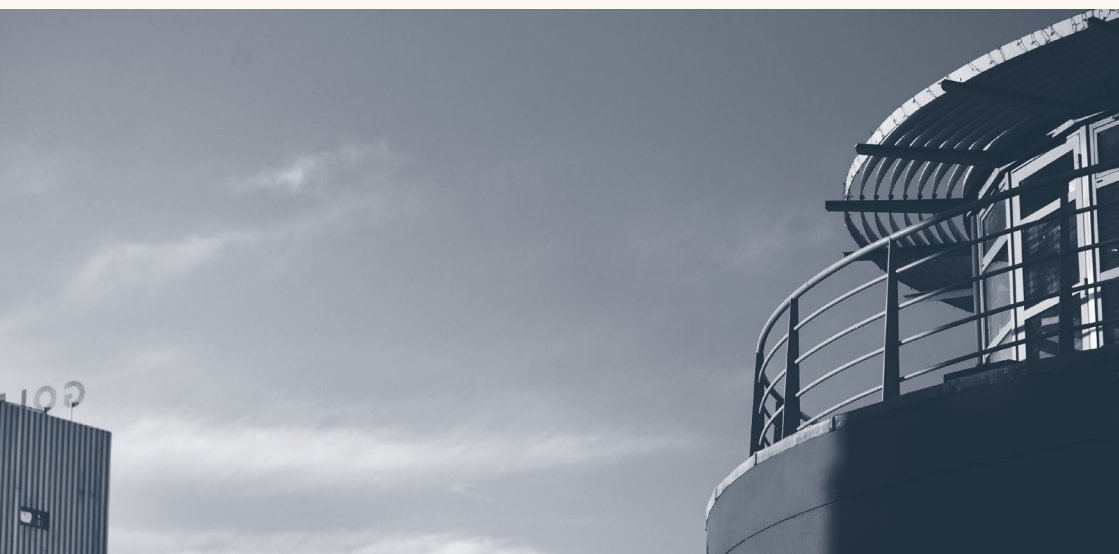
Goldsmiths Students' Union

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**

President

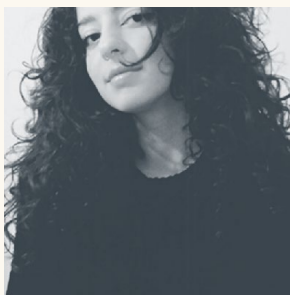
[president@
goldsmithssu.org](mailto:president@goldsmithssu.org)



Luca Di Mambro-Moor

Education Officer

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



Shada Abdalqader

Campaigns &
Activities Officer

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



Nour Matar

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

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