

**17.09.2015**

**Goldsmiths enters accommodation partnership with Campus Living Villages – FAQs**

We are entering into partnership with student accommodation specialists Campus Living Villages (CLV) to operate three halls of residence.

The agreement will see CLV take on the day-to-day running of Chesterman House, Raymont Hall and Surrey House and Annexe from the beginning of this academic year.

Here is a set of FAQs to answer any queries you may have over the partnership.

**Will students have to do anything differently with CLV running the halls?**

No. From the moment on the first day when they pick up the keys to their new home, everything will stay the same.

**Will rents go up?**

**Rents will not increase in the academic year 2015/2016.** Going forward, a significant proportion of rents are to be maintained at well-below market rates with the bulk set around mid-market rates for halls of residence in London. The Goldsmiths Students' Union has been part of these consultations from the very beginning and has worked with us to ensure the halls are affordable for students. Any future rent rises will be in line with halls across the Goldsmiths' portfolio.

**What provision is in place to support pastoral care?**

CLV's record of student support is one of the reasons we selected them as our partner. They have a full support team in place to provide services and activities as well as provide advice and support for residents when needed.

The CLV team is working in close partnership with the Goldsmiths Student Services team, and between us we provide 24-hour professional support for students in all halls. We have worked alongside CLV and the Students' Union to ensure that first-rate pastoral services will continue to be delivered under the new agreement.

**How have students been involved in this project?**

A working group was set up two years ago to review student accommodation – made up two Student Union officers and three Council members. This working group reported to Council (where there is additional student representation from the chair of the Student Assembly) and students are formal members of the steering group.

**What is CLV going to do?**

CLV will deliver all aspects of the halls' day-to-day operation under the partnership. This includes 24-hour security as well as cleaning and other pastoral services. The provision of such services was raised as a key issue by Goldsmiths Students' Union.

We have worked alongside CLV and the SU to ensure that first-rate pastoral services will continue to be delivered under the new agreement. CLV also plans to undertake a series of refurbishments this academic year to improve the quality and value for money of the accommodation. Wherever possible the works will take place out of term-time to minimise disruption.

**Why have you entered into a partnership with CLV?**

Entering into partnership with CLV allows us to deliver high-quality accommodation quickly, with our students the principal beneficiary of the agreement.

CLV is a world-leader in delivering student accommodation partnerships and has the experience and capacity to deliver the project. As part of the agreement CLV will undertake a series of renovations including introducing new social learning spaces and the renovation of rooms.

The partnership will also help support our Estates Masterplan, beginning with the construction of a landmark property at 1 St James. This will provide more teaching space and establish a stand-out gateway to the university. It will also put into motion a domino effect of works across the campus to help improve the student experience. Students will be kept informed of these exciting plans.

**What improvements are being made to the halls?**

Our students have called for more social learning spaces – which will be delivered by CLV through the partnership. The works will see simple refurbishments to communal areas to provide students with more space to live, work and socialise.

Combining good design with practicality, the areas will improve the student experience by helping create a home from home where people will be able to study and spend time with friends. A second planned phase of work will see rooms modernised to improve the accommodation further and help provide more room options.

**Why are the improvements being made?**

For two reasons: the accommodation is not good enough and there isn't enough of it. The accommodation in question has been placed in the bottom quartile for quality of student halls, with unacceptable scoring from students in surveys by the Times Higher Education and iGrasp. We also want to be able to guarantee halls accommodation for more first year and international students.

**When will improvements work take place?**

The refurbishments will take place wherever possible out of term-time to minimise disruption to residents.