

Who do I contact?

Your guide to the teams who support
residents living in Queen Mary Halls

Housing Services

When should I contact Housing Services?

- For an enquiry about your licence agreement and its terms and conditions
- To apply for a room transfer, to move out early, to cancel your licence agreement or for private sector housing advice
- With an enquiry about your residential fees, or to make a payment plan

How do I contact them?

- 📍 Housing Hub, Feilden House
- ✉️ housingservices@qmul.ac.uk
- 💻 qmul.ac.uk/residences

Who do I contact

in Queen Mary Halls?

Residential Welfare

When should I contact Residential Welfare?

- If you're finding it hard adjusting to life in halls
- For help and support with your physical and mental health
- If you're experiencing any difficulties with flatmates

How do I contact them?

- 📍 France House
- ✉️ residentialwelfare@qmul.ac.uk
- 💻 residentiallife.qmul.ac.uk
- 📞 020 7882 6470

Residential Life

When should I contact Residential Life?

- To get involved in events and activities where you will meet others and find your community at Queen Mary
- To take part in the online induction and to find out more about the residents' rewards card
- To feedback on life in halls so we know what matters to you

How do I contact them?

- 📍 France House
- ✉️ residentiallife@qmul.ac.uk
- 💻 residentiallife.qmul.ac.uk
- 📞 020 7882 6470



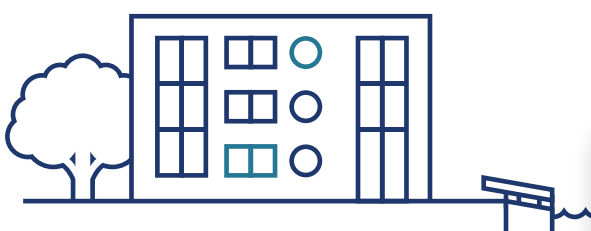
Sherren House Reception

When should I contact Sherren House Reception?

- As a 24/7 first point of contact if you need help or assistance
- For support with maintenance requests reported via the Unite app, or cleaning queries
- In response to communications about 'planned maintenance' or checks on standards within all areas of your hall

How do I contact them?

- 📍 Sherren House entrance
- ✉️ sherrenhouse@team.unitestudents.com
- 💻 residentiallife.qmul.ac.uk
- 📞 020 7790 4325



Sherren House Security

When should I contact Sherren House Security?

- If you need help or support 24/7
- To report anything suspicious
- If you are concerned about something

How do I contact them?

- 📍 Sherren House Reception
- ✉️ sherrenhouse@team.unitestudents.com
- 💻 020 7790 4325
- 📞 0300 303 1611 – in an emergency



Residential Services

Queen Mary
University of London

Working together to deliver a quality experience

To find out more about Residential Services, contact:

- 📍 Sherren House Reception
- ✉️ sherrenhouse@team.unitestudents.com
- 💻 residentiallife.qmul.ac.uk
- 📞 020 7790 4325

Mile End Campus

These premises are alarmed and monitored by CCTV. Visitors who require further information or assistance should go to the Security Office.

Please call Security on **+44 (0)20 7882 5000** for more information.



For building accessibility information, please scan the QR code.



Key

- WC** Accessible toilet
- Bicycle parking/lockers
- Cafés/bars/restaurants
- Campus entrances
- Multi-faith Centre
- Security
- Smoking area/shelter*
- P** Staff parking
- Water fountain

Toilets

All academic buildings have male/female toilet facilities. Gender-neutral toilets can be found in buildings; 13, 14, 17, 24, 29, 31, 33 and 37.

*The smoking of cigarettes or tobacco products is only permitted at designated smoking areas/shelters indicated on this map. Electronic cigarettes permitted on outside spaces only.

Academic/Research buildings

ArtsOne	36
ArtsTwo	34
Bancroft Building	33
Engineering Building	12
Geography Building	23
Graduate Centre	14
G.E. Fogg Building	13
G.O. Jones Building	24
Informatics Teaching Laboratory	5
iQ East Court	59
Joseph Priestley Building	37
Library	31
Lock Keeper's Cottage	57
Law	35
Mathematical Sciences	4
Occupational Health and Safety	9
People's Palace	15
Peter Landin Building	6
Peter Landin Teaching Rooms	10
Queens' Building	17
Scape Canalside Teaching Rooms	47
Temporary Building	20

Facilities

Advice and Counselling Service	21
Canalside	50
Clock Tower	16
Co-op Store	41
The Curve	39
Drapers Bar and Kitchen / The Lounge	8
Ground Café	30
Housing Hub	40
The Hive	25
The Nest	28
Occupational Health / Student Health Service	22
The Octagon	18
Portering and Postal Services	19
Qmotion Sport and Fitness Centre / Sports Hall	7
QM Social	32
Security Office	17
St Benet's Chaplaincy	26
Students' Union Hub / Multi-faith Centre	29
Union Shop and Café	11
Zero Waste and Community Shop	28

Residential buildings

Albert Stern Cottages	3
Albert Stern House	1
Beaumont Court	42
Chapman House	56
Chesney House	54
Creed Court	43
Feilden House	38
France House	49
Ifor Evans Place	2
Lindop House	27
Lodge House	53
Lynden House	45
Maurice Court	44
Maynard House	55
Pooley House	46
Scape Canalside (Residents only)	48
Selincourt House	51
Varey House	52
Reception – REC	49

Under construction

School of Business and Management Building – expected to be completed in 2027	58
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