

# Who do I contact?

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

# Who do I contact 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 or to cancel your licence agreement
- 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](mailto:housingservices@qmul.ac.uk)
- 💻 [qmul.ac.uk/residences](http://qmul.ac.uk/residences)

## 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](mailto:residentialwelfare@qmul.ac.uk)
- 💻 [residentiallife.qmul.ac.uk](http://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](mailto:residentiallife@qmul.ac.uk)
- 💻 [residentiallife.qmul.ac.uk](http://residentiallife.qmul.ac.uk)
- 📞 020 7882 6470

## Estates Helpdesk

### When should I contact the Estates Helpdesk?

- To report any maintenance issues in your halls – this could be within your room, kitchen, bathroom or flat – but also in the communal areas around it
- To report cleaning issues in areas which Queen Mary cleans
- Any queries relating to maintenance or cleaning issues that you've reported

### How do I contact them?

- ✉️ [eaf-helpdesk@qmul.ac.uk](mailto:eaf-helpdesk@qmul.ac.uk)
- 💻 [eaf-helpdesk.qmul.ac.uk](http://eaf-helpdesk.qmul.ac.uk)
- 📞 020 7882 2580

## Residences Reception

### When should I contact Residences Reception?

- As a 24/7 first point of contact if you need help or assistance
- For support with maintenance 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?

- 📍 France House
- ✉️ [residences-reception@qmul.ac.uk](mailto:residences-reception@qmul.ac.uk)
- 💻 [residentiallife.qmul.ac.uk](http://residentiallife.qmul.ac.uk)
- 📞 020 7882 6470

## Queen Mary Security

### When should I contact Queen Mary Security?

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

### How do I contact them?

- 📍 Queens' Building
- ✉️ [mile-end-security@qmul.ac.uk](mailto:mile-end-security@qmul.ac.uk)
- 💻 [security.qmul.ac.uk](http://security.qmul.ac.uk)
- 📞 020 7882 5000
- 📞 020 7882 3333 – in an emergency

## Residential Services

Queen Mary University of London

To find out more about Residential Services, contact:  
Residences Reception, France House  
✉️ [residences-reception@qmul.ac.uk](mailto:residences-reception@qmul.ac.uk)  
residentiallife.qmul.ac.uk  
📞 020 7882 6470  
Working together to deliver a quality experience

# Mile End Campus

## EDUCATIONAL/RESEARCH

|                                            |    |
|--------------------------------------------|----|
| ArtsOne                                    | 37 |
| ArtsTwo                                    | 35 |
| Arts Research Centre                       | 39 |
| Bancroft Building                          | 31 |
| Peter Landin Teaching Rooms                | 10 |
| Peter Landin Building (Computer Science)   | 6  |
| Engineering Building                       | 15 |
| G.E. Fogg Building                         | 13 |
| G.O. Jones Building                        | 25 |
| Geography                                  | 26 |
| Graduate Centre                            | 18 |
| iQ East Court                              | 64 |
| Joseph Priestley Building                  | 41 |
| Library                                    | 32 |
| Law                                        | 36 |
| Lock-keeper's Cottage                      | 42 |
| Mathematical Sciences                      | 4  |
| Occupational Health and Safety Directorate | 12 |
| People's Palace / Great Hall               | 16 |
| Queens' Building                           | 19 |
| Scape Canalside Teaching Rooms             | 65 |
| Temporary Building                         | 61 |

## RESIDENTIAL

|                                  |    |
|----------------------------------|----|
| Albert Stern Cottages            | 3  |
| Albert Stern House               | 1  |
| Beaumont Court                   | 53 |
| Chapman House                    | 43 |
| Chesney House                    | 45 |
| Creed Court                      | 57 |
| France House                     | 55 |
| Feilden House                    | 46 |
| Hatton House                     | 40 |
| Ifor Evans Place                 | 2  |
| Lindop House                     | 21 |
| Lodge House                      | 50 |
| Lynden House                     | 59 |
| Maurice Court                    | 58 |
| Maynard House                    | 44 |
| Pooley House                     | 60 |
| Selincourt House                 | 51 |
| Scape Canalside (Residents only) | 66 |
| Varey House                      | 49 |
| Reception                        | 54 |

Building closed for major refurbishment 40

## FACILITIES

|                                                      |     |
|------------------------------------------------------|-----|
| Advice and Counselling Service                       | 27  |
| Canalside                                            | 63  |
| Careers and Enterprise                               | 64  |
| Clock Tower                                          | 20  |
| CopyShop                                             | 56  |
| The Curve                                            | 47  |
| Disability and Dyslexia Service                      | 31  |
| Drapers' Bar and Kitchen                             | 8   |
| Grad Café                                            | 18  |
| Ground Café                                          | 33  |
| The Nest                                             | 24  |
| Housing Hub                                          | 48  |
| IT Services                                          | 31  |
| QM Social                                            | 29  |
| Occupational Health Service / Student Health Service | 28  |
| Octagon                                              | 19a |
| Portering and Postal Services                        | 17  |
| Qmotion Sport & Fitness Centre Sports Hall           | 7   |
| Security                                             | 38  |
| St Benet's Chaplaincy                                | 23  |
| Student Enquiry Centre                               | 64  |
| Student's Union Hub and Multi Faith Centre           | 34  |
| Union Shop                                           | 9   |
| Village Shop                                         | 52  |
| Westfield Nursery                                    | 11  |

## INFORMATION

Visitors who require further information or assistance should please go to the Security Office.

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**.

These premises are alarmed and monitored by CCTV; please call Security on +44 (0)20 7882 5000 for more information.

### KEY

- Library/bookshop
- Fitness centre
- Refreshments: Bar/Eatery/Coffee place
- Staff car park
- Bicycle parking
- Bicycle lockers
- Cash machine
- Water fountain
- Smoking area / shelter
- Gender-neutral toilet

## How to Find Us



To access campus maps for other Queen Mary locations, scan the QR code

