

# 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](mailto:housingservices@qmul.ac.uk)
- 💻 [qmul.ac.uk/residences](http://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](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

## Aspire Point Helpdesk

### When should I contact the Aspire Point Helpdesk?

- To report any maintenance issues in Aspire Point – 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 Aspire Point cleans
- Any queries relating to maintenance or cleaning issues that you've reported

### How do I contact them?

- ✉️ [aspire@qmul.ac.uk](mailto:aspire@qmul.ac.uk)
- 📞 07899 802443

## Aspire Point Reception

### When should I contact Aspire Point 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?

- 📍 Aspire Point Entrance
- ✉️ [aspire@qmul.ac.uk](mailto:aspire@qmul.ac.uk)
- 💻 [residentiallife.qmul.ac.uk](http://residentiallife.qmul.ac.uk)
- 📞 07899 802443

## Aspire Point Security

### When should I contact Aspire Point Security?

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

### How do I contact them?

- 📍 Aspire Point Reception
- ✉️ [aspire@qmul.ac.uk](mailto:aspire@qmul.ac.uk)
- 📞 07899 802443

## Residential Services

Queen Mary  
University of London

To find out more about Residential Services, contact:  
Aspire Point Reception, Aspire Point  
[aspire@qmul.ac.uk](mailto:aspire@qmul.ac.uk)  
[residentiallife.qmul.ac.uk](http://residentiallife.qmul.ac.uk)  
07899 802443  
Working together to deliver a quality experience

# 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

- Accessible toilet
- Bicycle parking/lockers
- Cafés/bars/restaurants
- Campus entrances
- Multi-faith Centre
- Security
- Smoking area/shelter\*
- 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 |