

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, 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

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

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
-  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
-  residentiallife.qmul.ac.uk
-  020 7882 6470

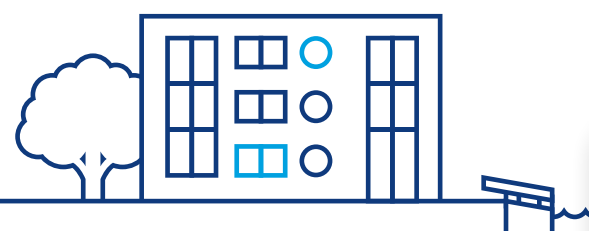
Queen Mary Security

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
-  security.qmul.ac.uk
-  020 7882 5000
-  020 7882 3333 – in an emergency



Residential Services

Queen Mary University of London

Working together to deliver a quality experience

Residences Reception, France House
residences-reception@qmul.ac.uk
residentiallife.qmul.ac.uk
020 7882 6470

To find out more about Residential Services, contact:

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

