

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

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?

- ✉️ estates@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

To find out more about Residential Services, contact:

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

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

- 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