

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

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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

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?

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

Dawson Hall Security:

- 📍 Dawson Hall
- ✉️ chsq-security@qmul.ac.uk
- 📞 020 7882 6020

Floyer House Security:

- 📍 Garrod Building
- ✉️ whitechapel-security@qmul.ac.uk
- 📞 020 7882 2599

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

Residential Services



Working together to deliver a quality experience

To find out more about Residential Services, contact:

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

Whitechapel Campus

Educational/Research	Residential	Information
Hospital Buildings	Floyer House 10	Smoking is prohibited on campus.
Royal London Hospital A	Varden Street 11	Electronic cigarettes permitted on College Campus outside spaces only .
Pathology and Pharmacy Building B		These premises are alarmed and monitored by CCTV; please call Security on +44 (0)20 7882 5000 for more information.
The Royal London Dental Hospital C		
College Buildings	Facilities	KEY
Garrod Building 1	Library 2	Library/bookshop
Library 2	Nucleus café 5	Refreshments: Bar/Eatery/Coffee place
Abernethy Building 3	Post Room 3	Bicycle parking
Queen Mary Innovation Centre 4	Security 1	Accessible toilet
Blizard Building and Centre of the Cell 5	The Griff café bar 1	Gender-neutral toilet
Wingate Building 6	Student Union 1	Water fountain
Yvonne Carter Building 7		Fitness suite
64 Turner Street 8		
Empire House 9		



Charterhouse Square Campus

Educational/Research	Residential	Information
John Vane Science Centre 1	Dawson Hall 4	Smoking is prohibited on campus.
Wolfson Institute of Population Health 2		Electronic cigarettes permitted in outside spaces only .
William Harvey Heart Centre 3		These premises are alarmed and monitored by CCTV; please call Security on +44 (0)20 7882 5000 for more information.
Dawson Hall 4	Facilities	KEY
Joseph Rotblat Building 5	The Shield 4	Refreshments: Bar/Eatery/Coffee place
Old Anatomy Building 6	Post Room 1	Staff car park
Dean Rees House 7	Security 4	Bicycle parking
John Langdon Down House 8		Accessible toilet
		Gender-neutral toilet

How to find us



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

