

# 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

## Aspire Point Helpdesk

### When should I contact the Aspire Point 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?

- ✉️ [aspirehelpdesk@derwentfm.eu](mailto:aspirehelpdesk@derwentfm.eu)
- 📞 07795 043828

## 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
- ✉️ [aspirehelpdesk@derwentfm.eu](mailto:aspirehelpdesk@derwentfm.eu)
- 💻 [residentiallife.qmul.ac.uk](http://residentiallife.qmul.ac.uk)
- 📞 07795 043828

## 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
- ✉️ [aspirehelpdesk@derwentfm.eu](mailto:aspirehelpdesk@derwentfm.eu)
- 📞 07795 043828



## Residential Services

Queen Mary University of London

To find out more about Residential Services, contact:  
Aspire Point Reception, Aspire Point  
aspirehelpdesk@derwentfm.eu  
residentiallife.qmul.ac.uk  
07795 043828  
Working together to deliver a quality experience

# Mile End Campus

## EDUCATIONAL/RESEARCH

ArtsOne	37
ArtsTwo	35
Arts Research Centre	39
Bancroft Building	31
Bancroft Road 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
Informatics Teaching Laboratories	5
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 Building	64
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

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## FACILITIES

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


## INFORMATION













Visitors who require further information  
or assistance should please go to the  
main reception in the Queens' Building.

 The smoking of cigarettes  
or tobacco products are  
**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
-  Refreshment:  
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

