

# 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

## 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](mailto:eaf-helpdesk@qmul.ac.uk)
- 💻 [eaf-helpdesk.qmul.ac.uk](http://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](mailto:residences-reception@qmul.ac.uk)
- 💻 [residentiallife.qmul.ac.uk](http://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?

- 💻 [security.qmul.ac.uk](http://security.qmul.ac.uk)
- 📞 020 7882 3333 – in an emergency

#### Dawson Hall Security:

- 📍 Dawson Hall
- ✉️ [chs-security@qmul.ac.uk](mailto:chs-security@qmul.ac.uk)
- 📞 020 7882 6020

#### Floyer House Security:

- 📍 Garrod Building
- ✉️ [whitechapel-security@qmul.ac.uk](mailto:whitechapel-security@qmul.ac.uk)
- 📞 020 7882 2599



Residential Services

Queen Mary University of London

To find out more about Residential Services, contact:  
Residences Reception, France House  
[residences-reception@qmul.ac.uk](mailto:residences-reception@qmul.ac.uk)  
[residentiallife.qmul.ac.uk](http://residentiallife.qmul.ac.uk)  
020 7882 6470

Working together to deliver a quality experience

# Whitechapel Campus

## EDUCATIONAL/RESEARCH

### Hospital Buildings

Royal London Hospital	<b>A</b>
Pathology and Pharmacy Building	<b>B</b>
The Royal London Dental Hospital	<b>C</b>

### College Buildings

Garrod Building	<b>1</b>
Library	<b>2</b>
Students' Union	<b>3</b>
Abernethy Building	<b>4</b>
Queen Mary Innovation Centre	<b>5</b>
Blizard Building and Centre of the Cell	<b>6</b>
Wingate Building	<b>7</b>
Yvonne Carter Building	<b>8</b>
64 Turner Street	<b>9</b>
Empire House	<b>12</b>

## RESIDENTIAL

Floyer House	<b>10</b>
Varden Street	<b>11</b>

## FACILITIES

Garrod Pantry (R)	<b>1</b>
Library (B)	<b>2</b>
Nucleus (R)	<b>6</b>
Post Room	<b>4</b>
Security	<b>1</b>
Students' Union Griff Inn (R)	<b>3</b>

## INFORMATION

- Smoking is prohibited on campus.
- Electronic cigarettes permitted on College Campus 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
- Refreshment: Bar/Eatery/Coffee place
- Bicycle parking
- Accessible toilet
- Gender-neutral toilet



# Charterhouse Square Campus

## EDUCATIONAL/RESEARCH

John Vane Science Centre	<b>1</b>
Wolfson Institute of Population Health	<b>2</b>
William Harvey Heart Centre	<b>3</b>
Dawson Hall	<b>4</b>
Joseph Rotblat Building	<b>5</b>
Old Anatomy Building	<b>6</b>
Dean Rees House	<b>7</b>
Lodge House	<b>8</b>

## RESIDENTIAL

Dawson Hall	<b>4</b>
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## FACILITIES

The Shield (R)	<b>4</b>
Gym (B)	<b>4</b>
Post Room	<b>1</b>
Security	<b>4</b>

## INFORMATION

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- Electronic cigarettes permitted in outside spaces **only**.
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### KEY

- Fitness centre
- Refreshment: Bar/Eatery/Coffee place
- Staff car park
- Bicycle parking
- Accessible toilet
- Gender-neutral toilet

## How to Find Us



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

