

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
- 💻 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





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

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
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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
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Mucci's 	29
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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

