

QMUL.AC.UK/RESIDENCES

RESIDENTS' HANDBOOK

2026-27



Queen Mary
University of London

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WELCOME ♀ QUEEN MARY ACCOMMODATION

On behalf of Housing and Residential Services (Estates and Facilities), we would like to offer you a warm welcome to the residences at Queen Mary University of London.

Your accommodation is a very important part of your university experience, and we aim to provide a comfortable, safe environment, promoting a spirit of community, in which people can learn, work and interact freely without fear of discrimination, prejudice or harassment.

To make the most of your time here, please read this Handbook carefully, and refer to it, as and when needed, during your stay with us. You should also regularly visit the Residential Services website (residentiallife.qmul.ac.uk) for the most up-to-date information about your residential experience. If you have any queries relating to your accommodation, please contact Residential Services.

Please note that this Handbook and the Licence Agreement, which you sign electronically when accepting your offer of accommodation, constitute the Halls of Residence Regulations, which are referred to in Queen Mary Codes and other publications.

Our residences are managed in accordance with the Universities UK Code of Practice for the Management of Student Housing. For further information visit: www.thesac.org.uk

We hope your stay will be a happy and rewarding one.

For further information about the Estates and Facilities Directorate and the services that we provide visit: www.qmul.ac.uk/estates



THE RESIDENTIAL AND HOUSING SERVICES TEAM



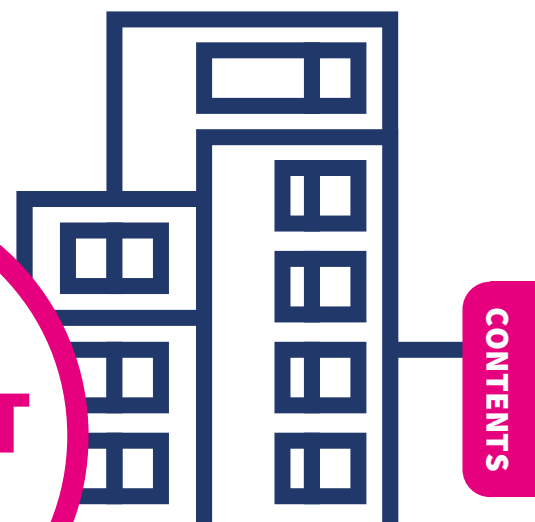
Your accommodation is supported by Housing Services and Residential Services (comprising of Residences Reception, Residential Welfare and Residential Life. These teams are based at the Mile End Campus but provide support to all residents.

HOUSING SERVICES	RESIDENCES RECEPTION	RESIDENTIAL WELFARE
Halls applications, room allocations, room transfer requests, summer accommodation, residential fees and alternative housing options.	24 hour reception for all queries relating to your accommodation, including reporting of repairs and cleaning issues.	Provides support to all residents, also manages discipline and complaints.
housingservices@qmul.ac.uk This email is monitored Monday to Friday (except Bank Holidays) 09.30 – 16.30.	residences-reception@qmul.ac.uk This email is monitored 08.00 – 20.30. If the matter is urgent please present in person or call Residences Reception at France House.	residentialwelfare@qmul.ac.uk This email is monitored 08.00 – 18.00. If the matter is urgent please present in person or call Residences Reception at France House.
Tel: 020 7882 6474	Tel: 020 7882 6470	Tel: 020 7882 6470
Open Monday to Friday, 09.30 – 16.30	Open 24 hours a day, 365 days per year	Available Monday to Sunday, 08.00 – 18.00

The Security Service is also available to respond to emergencies 24 hours a day and can be contacted on 020 7882 5000.

Residential Operations ensures halls remain a safe, well-maintained and welcoming environment by coordinating with colleagues across the Estates and Facilities Directorate and residents themselves to resolve facilities related issues.

Residential Life provides residents with an annual programme of events and initiatives designed to build community and promote student well-being in halls.



Aspire Point and **Sherren House** have their own dedicated onsite team for all queries relating to the facilities management of the building, including reporting of repairs, postal deliveries, cleaning issues and security, 24 hours a day.

ASPIRE POINT	SHERREN HOUSE
Maintenance, cleaning, and other building issues: aspire@qmul.ac.uk	sherrenhouse@team.unitestudents.com
Tel: 07795 043828	Tel: 020 7790 4325
	Security Unite ECC: 0300 303 1611

Where operating practices or procedures differ for **Aspire Point** from other Queen Mary residences, these will be referenced in blue throughout this Handbook.

Where operating practices or procedures differ **Sherren House** from other Queen Mary residences, these will be referenced in green throughout this Handbook.



RESIDENTIAL SERVICES

Coming to university can be both exciting and challenging. We hope to help you make the transition process as smooth as possible when settling into your new home.

One of the most rewarding aspects of living in Queen Mary Halls is the opportunity to meet and establish close friendships with people from a variety of backgrounds. Residential Services aims to provide support for the well-being of students living in halls, encouraging a spirit of community and cooperation that supports success in students' personal and academic lives. Supporting students is about encouraging you to make decisions for yourself by providing a reliable support and guidance service to those who need it.

Student well-being is vitally important to us. We want our students to be equipped with all the skills, knowledge and experience they need to lead fulfilling careers and personal lives. Creating a stimulating and supportive environment helps our students to thrive in every way.

The service we provide coordinates a range of pastoral services, including an agreed approach to the management of behaviour in communal accommodation.

All students are expected to behave in an orderly manner, both on and off the campus. They must abide by both the regulations set out in the licence agreement, this Handbook and Queen Mary's general regulations governing student conduct.

i The regulations can be accessed in full at:
www.qmul.ac.uk/governance-and-legal-services

Residents must not, at any time, use their room or the building in such a way as to cause nuisance or annoyance to any other person in the building, Queen Mary or the owners or occupiers of the buildings or adjoining premises, nor may they use their room or building for illegal or improper purposes.

For many, sharing accommodation is a new experience, and it is not always easy to adapt to. Getting along usually requires work, but the benefits of establishing friendships make that work worthwhile. Even if a lifelong friendship is not established, living together and learning to tolerate each other's differences can be a valuable part of your education.

We are committed to building and maintaining a positive living community within residences which promotes welfare and avoids unnecessary conflict, where disputes arise with or between residents we will seek to resolve these issues by using informal resolution following the principles set out in the Student Discipline Policy.

Natural justice means that all responding students have the benefit of being considered innocent until misconduct is found to have occurred. It also means that all responding students will have the right to see and respond to evidence presented in their case before an outcome is reached.

Anonymous reports will not normally lead to formal investigations or disciplinary action. Where a student making a complaint or report about another student or staff member wishes to remain anonymous, the options available will normally be limited to indirect or informal support. Queen Mary cannot guarantee that a reporting student's identity would be protected during a formal investigation.

i The policy can be accessed in full at:
www.qmul.ac.uk/governance-and-legal-services

HALLS WELCOME

This is a compulsory online induction for all residents living in accommodation at Queen Mary, designed to make you feel at home as quickly as possible after you arrive. It provides you with a complete overview of halls and will introduce you to services available to support you throughout your time with us.

The Halls Welcome is invaluable in promoting your personal residential experience. Once you complete it, you will be eligible to collect your exclusive Residents' Rewards Card, which you will use throughout the year for exclusive giveaways and activities.

In everything we do, our ultimate purpose is to promote student wellbeing. We hope you will agree that the Halls Welcome brings you the essential information you need to enjoy living in our accommodation.

FIRE SAFETY GUIDANCE

The Queen Mary Fire Safety Team have developed a number of policies and procedures designed to keep everyone safe from fire while living in halls.

- i** Additional information can be found at:
www.qmul.ac.uk/residences/media/accommodation-services/college/documents/QMFireSafetyGuidance.pdf

IN THE EVENT OF FIRE

- » If the alarm is not already sounding, raise the alarm by shouting 'FIRE'
- » Leave the building and activate a red break glass – on your way out.
- » If you have discovered a fire, this should be reported to Security who will be in attendance. Security will then call 999
- » Attend the designated fire assembly point

IF THE ALARM SOUNDS

- » Leave the building immediately by the nearest available fire exit
- » Close, but do not lock all doors behind you to prevent the spread of fire
- » Do not use the lift – lifts automatically go to the ground floor and will not operate when the alarm sounds
- » Do not return to the building until authorised to do so by campus security/staff

Anyone who fails to evacuate immediately will be dealt with under the Residences Disciplinary Procedure. The minimum sanction that will apply will be a first written warning and a charge of £43. Subsequent offences could lead to a Notice to Quit being issued.

FIRE DETECTION

The fire detection devices on the ceilings in the bedrooms and corridors can be activated by heat, steam or other vapours. Residents should take the following precautions to avoid false alarms:

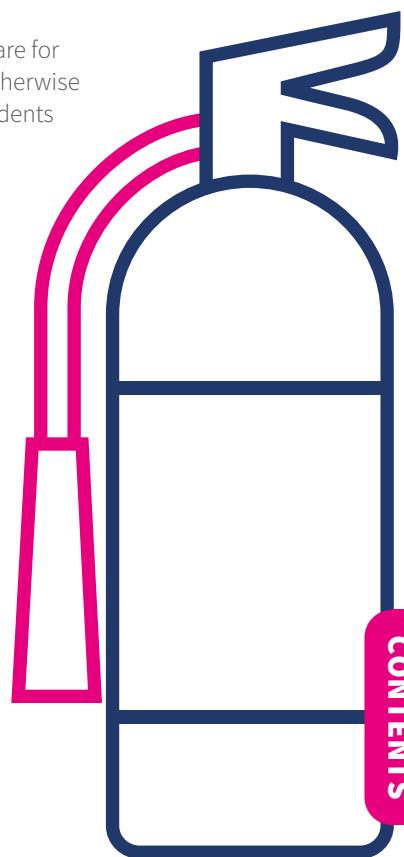
- » Keep the shower door closed when showering in en-suite rooms and communal bathrooms
- » Stay away from the detection device when using aerosols, hairsprays, hair dryers, curling and straightening tongs

FIREFIGHTING EQUIPMENT

The fire extinguishers provided in the halls are for use as a last resort if your exit is blocked. Otherwise only trained persons should use them. Residents should focus on raising the alarm and evacuating the building.

Fire blankets should be used (according to the instructions on the casing) to smother small cooking fires, if it is safe to do so.

There is a **zero tolerance** policy in Queen Mary residences regarding the misuse of, or tampering with, any fire alarm systems or equipment. This includes covering detectors. Any resident who commits this offence (or whose guest commits this offence) will be issued with a Notice to Quit halls, a minimum charge of £100 will be applied and police action may be taken.



FIRE DOORS

Fire doors including bedroom doors, flat entrance doors and kitchen doors are fitted with door closers and smoke seals to limit the spread of fire and smoke.

Kitchen doors are alarmed and the alarm will be activated if the doors are left open. All residents must comply with the following fire safety instructions:



- » Do not tamper with kitchen door alarms, fire door closers or related fire safety equipment
- » Keep all fire doors shut – doors must not be wedged open– this includes kitchen and bedroom doors, as well as the flat entry door
- » Keep corridors and access routes free from obstruction
- » Report all fire door faults to Residences Reception at France House (or [Reception at Aspire Point](#) or [the Reception in Sherren House](#))

Regular room inspections are carried out and any evidence of tampering with equipment will be fully investigated and charges made for repair or replacement.



FIRE ALARM TESTS

Fire alarm tests will take place weekly and will result in the fire alarm sounding for a short period of time. It is not necessary for residents to evacuate the building during these sound tests. Further information can be found on the Residences Life website.

FIRE DRILLS

Fire drills take place at least once during the academic year and any resident who fails to evacuate within the time frame will be issued with a first written warning.

Residents should familiarise themselves with the fire assembly point for their building, which can be found on the fire action notices located on the back of each bedroom door and by every red emergency call point throughout the building.

At Sherren House, there will be one annual nighttime drill and one quarterly day time drill.

FLAMMABLE SUBSTANCES AND PROHIBITED ITEMS

The storage and use of any flammable substances or items is prohibited in all areas of the halls, this includes but is not limited to:

- » Barbeques, both internal and external
- » Candles, tea lights, hookah/shisha pipes, incense sticks etc or anything else with a naked flame
- » Chip pans, deep fat fryers, pressure cookers or any appliance holding large quantities of oil are not permitted in any area of Queen Mary accommodation
- » Electric scooters, skateboards, bicycles and related chargers
- » Fan/halogen heaters and heated clothes airers and dryers
- » Fireworks, both internal and external
- » Mains powered decorative lighting
- » Non-UK compliant electrical items and cubed adaptors

Residents will be required to remove such items from the accommodation as they pose an immediate risk.

The drying of clothing/linen/towels is strictly prohibited on any residential heater.

FIRE SAFETY IN KITCHENS

To minimise the risk of fire and avoid unnecessary fire alarm activations, please follow these guidelines:

- » Never leave cooking unattended (this includes rice cookers)
- » Keep the oven, grill and hob clear of accumulated grease and ensure they are switched off after use
- » Open the window or run the mechanical extraction to clear cooking smoke
- » Cooking is only permitted in kitchens, including the use of kettles and microwaves
- » Never heat metal objects in the microwave
- » Keep the kitchen door closed

BREACHES OF FIRE REGULATIONS

A resident who purposely causes a fire alarm activation or breaches the fire regulations will be subject to disciplinary procedures. Depending on the severity of the offence, this could include, but is not limited to:

- » A Notice to Quit being issued
- » A minimum charge of £100 per person to cover administration and maintenance work involved in re-setting and checking the system.
- » Sanctions under the Queen Mary Code of Student Discipline
- » Being reported to the Police for criminal investigation

COMPLIANCE

The Queen Mary Fire Safety Standard and Management Procedure ensures that arrangements and legal requirements for fire safety are strenuously enforced. Infringements will be dealt with in accordance with the relevant disciplinary or legal procedures. **It is a criminal offence to tamper with any fire alarm or fire safety equipment.**

There will be certain times when we need to provide you with information about outstanding actions from fire risk assessments that we have conducted within your halls of residence. Please be assured that whilst we need to provide this information to you, it does not mean that you are at any greater risk of injury, or that the building is unsafe. If you have any questions about this, please send them to: residentialfeedback@qmul.ac.uk

Further training and guidance is available in a dedicated 'Fire Safety Awareness' module within QMPlus, this is available to all students to complete.

FIRE



LICENCE AGREEMENT

The licence agreement, signed electronically via the online accommodation system to accept your room offer, is your contract to reside in halls. The licence agreement is legally binding, and combined with this Handbook outlines the terms and conditions for living in Queen Mary Halls of Residence and constitute the Halls of Residence Regulations.

The licence agreement provides you with your full postal address, the dates you can legally occupy the room, and the residential fees that you are required to pay.

FOR FULL INFORMATION ON RESIDENTIAL FEE PAYMENTS, PLEASE REFER TO PAGE 28

i Additional information can be found at: www.qmul.ac.uk/residences/livingwithus/residentialfeepayments

Queen Mary halls of residence are offered to full-time, enrolled students of Queen Mary only. You are not eligible if: you are a part-time student, re-sitting out of attendance or if you withdraw or interrupt your studies. We do not offer housing on a short-let basis.

Once you have accepted the housing offer, you will be legally bound to pay the full residential fees due until the expiry date of the agreement.

CANCELLATION POLICY

You may cancel the licence agreement up to 2 working days (working days are deemed to be Mondays to Fridays) after the date you accept the offer online. In this case you will be refunded the deposit in full (minus an administration fee of £30 inclusive of VAT for the processing of the refund). Your deposit **will not** be refunded if any of the following apply:

- » you have had 'face to face' contact with a member of the Housing Services team (prior to signing the licence)
- » the date you cancel the agreement is on or after the licence start date
- » you have collected the keys, moved into the room, or stayed overnight in the accommodation.

To cancel the licence agreement you will need to email housingservices@qmul.ac.uk

If you cancel the licence agreement more than 2 working days after you accept the offer online, we will not refund your deposit and you will be liable for all residential fees until the room is re-let.

MOVING IN LATE

If you intend to move into your residence more than seven days after the start of your licence agreement, please inform the Housing Services team by email.

If your visa is refused or you no longer intend to study at Queen Mary you **MUST** inform Housing Services immediately, so that your licence agreement can be cancelled and the room offered to another applicant. Delays in meeting this requirement will result in additional residential charges being generated.

If there is a delay in your arrival that will incur residential fees in excess of the £400 deposit paid, you must pay the remaining fee for the term, which we will confirm to you by email. Failure to make payment in full for the term, when requested, will result in the room booking being cancelled.

MOVING OUT EARLY

If you wish to leave before the expiry of your licence you will remain liable for the full residential fees until the end of your licence agreement, unless the room is re-let (re-licensed) to another Queen Mary student who is not currently living in Queen Mary accommodation, who is a full-time enrolled student at the University and is deemed to be suitable in our reasonable opinion.

If you wish to leave your room you must complete a 'Notice of Intention to Vacate' form (NIV) available in person or by email from Housing Services. We will then seek to re-let your room, considering the following:

- » True voids will always be let first. These are rooms for which no one is currently liable/licenced to pay residential fees for.
- » After 'true voids' are filled, we will re-licence rooms in date order of NIV submission
- » If you are living in a room with particular criteria (i.e. it is in a single sex flat/ corridor or an undergraduate or postgraduate designated building), this may affect the time taken to re-licence your room, depending on the needs of those applying for rooms

NB: There is no guarantee that we will be able to re-let your room, particularly in Term 2 (Spring Semester), the Exam Term or Summer Term.

If you formally withdraw, interrupt or are de-registered from Queen Mary, you must inform Housing Services immediately and provide the necessary paperwork from your department and confirmation from Registry. In these circumstances you will not be eligible to remain in Queen Mary housing. You will be required to complete a 'Notice of Intention to Vacate' form (NIV) giving 28 days written notice of your intention to vacate. You will remain liable for residential fees for the full 28 days, once this period has expired and you have returned your keys, your liability will cease.

If you are issued with a 28 day Notice to Quit your residential accommodation, you will be held liable for residential fees for the full period of the notice, even if you move out earlier than the 28 days.

An early termination fee of £30 (inclusive of VAT) will be charged if a resident leaves a Queen Mary residence before the original expiration date of the licence agreement.



MOVING OUT

A-Z OF GENERAL INFORMATION



ACCESS TO ROOMS AND FLATS

Residents will be given at least 48 hours' notice where access is required to the occupant's room or communal area for purposes other than for a repair or planned maintenance, except where access is required:

- » In the case of an emergency
- » Where entry is lawful and necessary for the purposes of carrying out an arrest
- » To abate a nuisance or when the University has serious concerns about the welfare of a resident

Residents must permit Queen Mary staff, or recognised contract staff of Queen Mary or their partner providers to enter bedrooms at any reasonable time to inspect the room/flat/building and/or carry out works or repairs to rooms, furniture or equipment, subject to the required notice being given. Residents will be given a reasonable opportunity to answer the door before pass keys are used. All staff wear uniforms and/or carry identification. Surveys regularly take place for planned and preventative works.

YOU CAN FIND A LIST OF THE PLANNED PREVENTATIVE MAINTENANCE SCHEDULE ON PAGE 34

At Sherren House these will be displayed within the building.

When you report an issue, you will receive a job reference number and regular updates by email of the progress of the works performed. If you report a maintenance fault you are agreeing to grant access to allow the works to be completed. You do not have to be present for work to be undertaken, however failure to allow reasonable access may result in your request being cancelled and a charge may be applied for a cancelled/subsequent visit.

Works and maintenance repairs will take place on specific days of the week wherever possible called 'halls named days' (except in emergency situations).

- i** The halls named days and access procedure can be found at:
www.qmul.ac.uk/residences/livingwithus

ALCOHOL

Taken in excess, alcohol can endanger your health and the safety of those around you. It is against the law for anyone under the age of 18 to buy or consume alcohol. Anyone over the age of 18 is breaking the law if they supply alcohol to someone under the age of 18 or if they are deemed to encourage a young person to consume alcohol.

Please remember to drink sensibly.

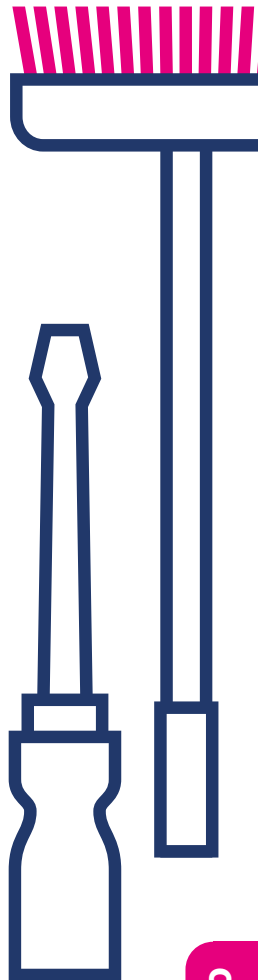
ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour will not be tolerated, when this occurs disciplinary procedures in line with the Queen Mary Code of Student Discipline will be applied.

INFORMATION ON THE DISCIPLINARY PROCEDURE CAN BE FOUND ON PAGE 25

Anti-social behaviour can be construed as any behaviour that affects the general well-being of other residents or staff or behaviour which compromises the health and safety of others or Queen Mary property.

Respect for staff should be shown in all communication whether verbal or written. Abusive language or behaviour may result in disciplinary action being taken.



ANTI-SOCIAL BEHAVIOUR CAN LEAD TO:

- » Disciplinary action leading to eviction from halls
- » Academic departments being informed
- » Appeals, Conduct and Complaints Office (ACCO) being involved
- » Police action
- » Future references for private accommodation being affected
- » No future offers of Queen Mary accommodation

BED LINEN

Residents are required to provide their own bed linen. Residents can purchase bed linen and kitchen packs from us prior to arrival. Information on how to order bed linen and kitchen packs will be sent with your accommodation acceptance confirmation.

BICYCLES

Bicycles must not be kept inside any of the residential buildings. External bicycle storage facilities are provided at all campuses. Bicycles are not covered under the Halls Block Insurance and additional cover must be arranged ([unless you live at Sherren House where cover is included](#)).

BLOCKAGES AND LEAKS

WHAT CAUSES FREQUENT BLOCKAGES AND LEAKS?

- » Flushing wipes, sanitary pads, paper towels and tampons down the toilet.
- » Pouring cooking oil into the kitchen sink.

WHAT DO LEAKS AND BLOCKAGES CAUSE?

- » **Property Damage:** These actions lead to serious leaks, causing significant damage to the property.
- » **Maintenance Delays:** Significant damage slows down the efficiency of our maintenance operations, as leaks are prioritized and treated as emergencies.

RESIDENTS MUST ENSURE:

- » **Proper Waste Disposal:** Wipes, sanitary towels, paper towels and tampons should NOT be flushed into the toilet. Only toilet paper should be flushed; all other products should be disposed of in the bins provided.
- » **Regular Self Maintenance:** Clear shower drains and plug holes frequently.
- » **Avoid Pouring Cooking Oil:** Do not pour cooking oil into the kitchen sink.
- » **No washing of cooking equipment/crockery/cutlery in washbasins/showers occurs.**
- » **Immediate Reporting:** Please report any leaks you observe immediately.

We request your full cooperation in mitigating these damages and preventing these incidents from occurring. Damage caused by improper use of facilities will result in charges being applied.

BUILDING SAFETY ACT

The Building Safety Act 2022 is a piece of legislation enacted in England and Wales to address systematic issues identified in building safety following the Grenfell Tower Fire in 2017. It aims to ensure greater accountability and responsibility for fire and structural safety issues throughout the lifecycle of a building. Key provisions include mandatory safety checks, clearer accountability for building owners and developers and enhanced resident engagement in the safety process.

At Queen Mary we have robust protocols to safeguard residents underpinned by this legislation which mandates regular inspections, prompt resolution of safety concerns and transparent communications with residents. This underscores our commitment to your well-being and peace of mind. If you have any concerns about fire or structural safety in our halls, you should direct them to: residentialfeedback@qmul.ac.uk

CLEANING

Cleaning services are not provided for communal kitchens and studios. Residents are responsible for maintaining kitchens to a satisfactory standard. Kitchens will be checked and graded on a fortnightly basis.

A regular cleaning service is provided for all communal bathrooms at Mile End, Dawson Hall and Floyer House.

Waste and recycling will be collected from kitchens weekly, and communal bathroom bins will be emptied daily from Monday to Friday (excluding Bank Holidays and University closure days). Residents are also responsible for removing waste and recycling from their kitchens and bedrooms and taking them to designated disposal areas between the weekly scheduled removals.

Aspire Point: Kitchens will be checked and graded on a fortnightly basis.

Residents are responsible for removal of all waste and recycling to the appropriate bin storage area.

Sherren House: Kitchens will be checked fortnightly resulting in a pass or fail. Failures will be reinspected within 48 hours. If your kitchen has not improved, we may need to arrange a professional clean, including rubbish removal and pest control – the cost of this will be split amongst you and your flatmates. We want to support you in making sure this doesn't have to happen.

Residents are responsible for removal of all waste and recycling to the appropriate bin storage area.

Only communal areas outside flats are cleaned at Sherren House.

Residents in the **Varden Street flats** are responsible for the cleaning of all internal areas of these premises, including the removal of waste and recycling from the building. The communal corridors and stairs are vacuumed once per week by residential cleaning.

Residents must ensure there are no obstructions or hazards that might affect cleaning within communal areas.

This includes:

- » Keeping floors, corridors and shared spaces clear
- » Maintaining safe access for both residents and staff

Where cleaning is scheduled in bathrooms or circulation areas, access may be temporarily restricted to ensure safety.

Residents are responsible for keeping their accommodation in a safe, clean and presentable condition at all times. Additional charges will be applied to residents and/or flats where additional cleaning is required during your licence agreement.

Vacuum cleaners are provided in each flat and must be returned to the communal kitchen after use. **DO NOT** use vacuum cleaners to clean up liquids. Any damage vacuum cleaners found to be the result of misuse or negligence will incur a charge.

At the end of the licence agreement residents must remove all personal items and carry out a thorough clean of their bedrooms and kitchens. Rooms that are not cleaned at the end of the licence agreement will be charged the cost for cleaning/rubbish removal.

Any concerns about cleaning in halls should be made to:
residences-reception@qmul.ac.uk
 Aspire Point: aspire@qmul.ac.uk
 Sherren House: sherrenhouse@team.uniteststudents.com

i Further information on cleaning provision in halls can be found at:
www.qmul.ac.uk/residences/livingwithus

CONFIDENTIALITY

In compliance with the General Data Protection Regulations (GDPR), we are **not** permitted to discuss any details of your residential agreement with any other person (including parents or guardians), unless you provide written permission to do so or complete the opt in to provide a specific contact within the online housing application.

CONFISCATION OF ITEMS

If any member of staff sees an item, which may affect the health and safety of others, they are obliged to inform management who will contact you requesting that the item is removed by a given date. If the item is not removed within the specified time, it may be confiscated, without further warning and stored for a period of 7 days after which time it will be disposed of. If the item is confiscated you may be charged for the expense of storing the item(s), plus a charge to cover the cost of administration.

COUNCIL TAX

Students are exempt from Council Tax if they are in full time attendance and live in a property that is occupied exclusively by students. Queen Mary accommodation is exempt from this tax, but occasionally you may be requested to submit proof of student status to the local authority. To evidence your student status you can download a Student Status letter from your Gradintelligence account.

DAMAGES

Damage discovered within the communal areas of the building or flat will be addressed as follows:

- » Assigned damage: Represents the cost of damage/loss, which is attributed to a named person(s).
- » Unassigned damage: Represents the cost of damage/loss, which cannot be attributed to a named person(s) and is divided between all the residents of a house/flat/corridor.

Residential Services (acting reasonably) will decide who is to be charged for any damage/loss.

Damages at Aspire Point are assessed and managed by Bellrock, supported by the Residential Services team.

Damages at Sherren House are assessed and managed by the Unite Property team, supported by the Residential Services team.



If damages are applied on departure this will be confirmed in writing and an invoice sent. There will be no face to face meeting with management.

DEPOSITS

You are required to pay a deposit as an integral part of the acceptance process to book your room in halls. The deposit is used to reserve your room and after the start date of your licence agreement will be offset against your first residential fee payment instalment.

All or part of the deposit may be retained by Queen Mary as a contribution towards any loss or costs suffered by Queen Mary, as a result of a cancellation made outside of the licence cancellation period.

REFER TO PAGES 10 AND 11 FOR FURTHER DETAILS ON THE LICENCE AGREEMENT

DRINKING WATER

Drinking water is supplied to all kitchens (including kitchenettes in studio flats) throughout the residential buildings. Drinking water outlets are labelled accordingly.

DRUGS

- » The University does not condone the use of illegal drugs or the misuse of prescription drugs, and such activity is prohibited on its premises including in halls of residence.
- » Minor, first-time incidents that do not impact upon other residents or staff will normally be addressed through a supportive and educational approach rather than immediate progression through disciplinary procedures.
- » Any resident involved with drug activity that results in an impact on other residents or staff may be subject to action under the Residences Disciplinary Procedures and could be referred to the Appeals, Complaints and Conduct Office (ACCO) to be dealt with at University level under the Code of Student Discipline. In severe instances, the resident could be issued with a Notice to Quit.

INFORMATION ON THE DISCIPLINARY PROCEDURE CAN BE FOUND ON PAGE 25

- » We take a **zero-tolerance** approach to anyone involved in the supply of illegal drugs. In these circumstances residents will be referred to (ACCO) to be dealt with at University level under the Code of Student Discipline.
- » Charges will be applied for replacing any fixtures or fittings damage or lingering smell (carpets, curtains, mattress, room re-decorations etc).
- » If you are concerned about your own or other students' drug use, please come and ask us for advice or contact the Advice and Counselling Service at: **Drugs and alcohol – Advice and Counselling Service**

ELECTORAL REGISTRATION

You must register with the relevant local authority to be eligible to vote in UK/EU elections. At the start of the academic year, a list of halls residents (who are eligible to vote in UK/EU elections) is sent to the relevant local authority.

ELECTRICAL APPLIANCES

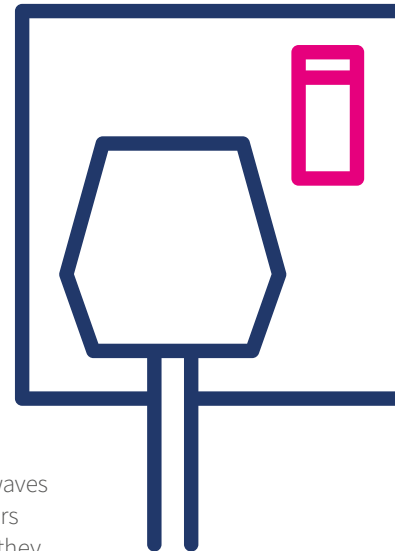
Tampering with electrical appliances or equipment supplied in halls will result in disciplinary action and charges being applied.

To comply with Health and Safety regulations residents are not permitted to bring fan heaters into the residences. Kettles, toasters and microwaves are provided in every kitchen, communal freezers are also provided, as are fridges (in halls where they are not supplied in the study bedroom).

Electrical cooking appliances and irons **are strictly prohibited** from use in bedrooms. This includes, but is not limited to: kettles, toasters, air fryers, deep fat fryers, rice cookers, hot plates, washing machines, electric/ heated blankets and plug-in decorative lights.

Please refer to the 'How To' guide located in your kitchen.

Residents are responsible for ensuring that any personal electrical appliance (e.g. extension leads and charging leads, hair styling equipment, laptops etc) are maintained in a safe condition with a suitably sized fused plug or adaptor marked with the British Safety Standard. The Electrical Safety Council recommends only using electrical equipment purchased in the UK. Any equipment purchased overseas must have a correctly fused and British Standard (BS) marked adaptor and/ or electrical converter (the standard domestic supply in the UK is 240 volts). Any electrical appliances that do not meet these standards may be removed from the accommodation as they pose a safety risk.



PLEASE REFER TO THE USER ELECTRICAL CHECKLIST FOUND ON PAGE 32 TO ENSURE YOUR EQUIPMENT IS SAFE TO USE

Report all electrical defects to:

estates@qmul.ac.uk

For Aspire Point: aspire@qmul.ac.uk

For Sherren House:

sherrenhouse@team.unitestudents.com

ELECTRICITY AND GAS

Residential fees include the cost of both electricity and gas. Residents can help in reducing the carbon footprint of our halls by turning off all appliances and switches wherever possible.

EMERGENCY

In case of emergency call 999 to request the Police, Ambulance Service or Fire Brigade. This service is free. Please ensure you answer their questions clearly and exactly.

Ensure you also contact the Queen Mary Security Service as soon as possible on 020 7882 3333.

For Aspire Point Security [07899 802443](tel:07899802443).

For Sherren the Unite Emergency Contact Centre [0300 303 1611](tel:03003031611).

ENVIRONMENT AND SUSTAINABILITY

Queen Mary is committed to reducing its impact on the environment and continually develops opportunities towards a sustainable future.

Along with Queen Mary Sustainability and the Students' Union, we support several energy saving initiatives in the halls of residence and across Queen Mary. Visit:

www.qmul.ac.uk/about/sustainability

FEEDBACK

During your stay with us, you will be invited to provide feedback on your experience living in halls, this ensures we learn about how we are doing and what we can do to improve your experience. If you have a suggestion or want to provide feedback outside of these formal opportunities, you can email to residentialfeedback@qmul.ac.uk anytime or speak to someone at Residences Reception, France House.

FIRST AID PROVISION

First Aid provision is available on all campuses 24 hours per day from Security and Residences Reception (Mile End) and at the building receptions at [Aspire Point](#) and [Sherren House](#).

FOOD AND KITCHEN SAFETY

Food preparation areas, storage and cooking facilities are provided in every kitchen.

No cooking is permitted elsewhere in the halls.

Cooking should never be left unattended.

Maintaining a good standard of hygiene in shared kitchens is very important and will minimise food hygiene risks and avoid pests (bugs, mice etc).

Residents must follow these guidelines at all times:

- » Defrost and clean fridges/freezers regularly. This should be done once every 3–6 months.
- » Always keep food preparation surfaces and floors clear of debris by removing crumbs and wiping surfaces clean.
- » Keep all food in sealable containers and store it correctly in your cupboards. Food must not be left out on surfaces.
- » Dispose of waste and recycling in the correct bins that have been provided.
- » Residents' personal items and food should be put away and kitchen surfaces and sinks left clear.

Residents are responsible for maintaining their kitchen and communal area to a clean and hygienic standard. Where kitchens are found to be poorly maintained and additional cleaning is required residents may incur charges.

FURNITURE AND FITTINGS

All bedrooms are carpeted and equipped with a bed, wardrobe, desk and chair, as well as storage space and/or bookshelves. Exceptions to this include the limited number of twin rooms, studios and family flats. No items must be removed from the room or kitchen. No additional furniture is permitted without permission.



GROUNDS

To maintain a litter-free environment, students are requested to use the litter bins provided on campus and in accommodation areas.

During cold weather students are advised to take extra care, as surfaces may become slippery. Queen Mary regularly reviews MET Office forecasts during winter months. If there is a risk of snow or ice, main walkways, entrances and steps will be gritted. Following snow fall these areas will be cleared (as soon as practically possible) and regularly checked.

In high winds, extra care must be taken to keep windows closed.

GUESTS

You are permitted to invite a guest into your room, flat and communal areas of halls – however, they must always be accompanied in these areas by yourself.

A guest will be allowed to stay overnight for 2 nights a week, up to a maximum of 6 nights in any one month.

The term 'guest' also applies to any other resident living in a different flat/building within Queen Mary accommodation.

Residents are responsible for the behaviour of any guest they invite or allow to enter Queen Mary accommodation.

If a guest has at any time received a 'Notice To Quit' from Queen Mary accommodation, they will not be allowed to enter.

**DISCIPLINARY SANCTIONS
MAY APPLY AND CAN BE
FOUND ON PAGE 25**

HEALTH AND MEDICAL ARRANGEMENTS

All residents living in Queen Mary accommodation at the Mile End or Whitechapel campuses must register with the Student Health Service. This can be done online at www.studenthealth.qmul.ac.uk, within the first 2 weeks of their arrival. International students are eligible for full, free NHS treatment, if they are on a course in the UK that lasts for six months or more. Those who are resident for less than six months may still be eligible for some NHS services and full details are available in the Pre-Arrival Guide for International Students, or from the GP surgery staff at the Student Health Centre.

Residents at Dawson Hall (Charterhouse Campus), [Aspire Point](#) and [Sherren House](#) will need to register with a local GP practice on arrival.

The NHS operates a number of 'no appointment needed' walk-in centres throughout London.

i For further information on NHS walk-in centres, go to: www.nhs.uk/Service-Search

Residents who are experiencing emotional or psychological problems may seek professional support from the Queen Mary Advice and Counselling Service, please refer to: www.welfare.qmul.ac.uk

It is a residents' responsibility to advise Housing Services if during the period of occupation a new medical condition is diagnosed, or an existing medical condition deteriorates to the extent that a Disability and Dyslexia Service (DDS) assessment needs to be completed/ revised or a personal emergency evacuation plan (PEEP) needs to be set up.

Residents who become pregnant while residing in halls must inform Housing Services immediately so the necessary health and safety precautions and related risk assessment can be initiated.

HEALTH AND SAFETY

Health and safety ensures the necessary precautions are taken in the halls to provide a safe and secure environment for residents and staff to live, study and work.

Any concerns about Health and Safety should be referred immediately to: estates@qmul.ac.uk
For Aspire Point: aspire@qmul.ac.uk
For Sherren House:
sherrenhouse@team.unitestudents.com

i The Queen Mary Health and Safety Policy is available at: www.hsd.qmul.ac.uk

HEATING

Heating times will vary depending on the time of year and the weather conditions, but are normally timed to be on between October and May.

In buildings where individual control is not available, heating times are set to cover principal times during the day with the aim of optimising energy usage. Residents are not permitted to bring their own heaters into halls (with the exception of oil filled radiators). Any problems or issues with regard to heating should be reported to: estates@qmul.ac.uk
For Aspire Point: aspire@qmul.ac.uk
For Sherren House:
sherrenhouse@team.unitestudents.com

INSURANCE

The residential fee includes basic insurance, which is provided by Howdens Insurance.

i The policy and details of the cover can be found at: www.qmul.ac.uk/residences/livingwithus/insurance-cover

Please read the details of the policy carefully before arrival to ensure it is adequate for your needs. We advise extra cover is taken out for bicycles, lap-tops and any other high value items.

INTERNET ACCESS

Wi-Fi service in the halls allows residents to connect their devices to the Queen Mary network and the internet and is included in your residential fee (this is not included in the Varden Street family flats where residents can set up a private wireless connection).

If you experience difficulty with the Internet connection, please report the problem to the Queen Mary IT Services Helpdesk at helpdesk@qmul.ac.uk or call 020 7882 8888.

Please note that to use the Queen Mary wireless network you will need your IT Services login and password which you obtained during pre-enrolment/enrolment.

At Aspire Point the internet service is provided by Glide, information on how to access the service or report a fault will be provided locally in the building.

At Sherren House the internet service is provided by Glide, information on how to access the service or report a fault will be provided locally in the building.

IRONING

Ironing boards are provided in all halls of residence. Irons are not provided. Please ensure irons are switched off at the socket and unplugged when not in use.

The use of ironing boards and irons is prohibited in bedrooms.

At Sherren House irons and ironing boards can be provided on request.

KEYS

Your licence agreement will show the date your licence period commences and you can move into the halls. You can collect keys, and move your belongings into the room, on this day or any day after this date; instructions for key collection can be found at: www.qmul.ac.uk/residences/college/arrival

Each resident will be issued a full set of keys/access card on arrival (including a post box key where applicable). It is a resident's responsibility to check that they have a full set and report any discrepancies immediately.

Residents should carry their keys and student ID card with them at all times. **Never** give your keys or access card to any other person for whatever reason (including throwing them out of a window to guests below). Residents are responsible for any incidents/damage in their room if left unlocked.

Under no circumstances are residents permitted to obtain duplicate copies of the keys or cards issued, or to change or install additional locks to their flat or room.

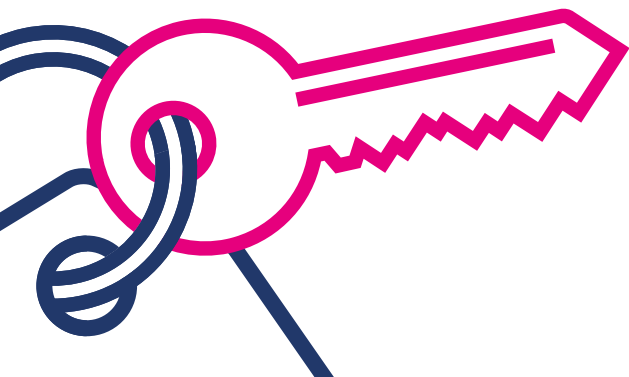
Staff will lock any room which they find unlocked. They are not authorised to unlock doors for any individual. Any resident who is locked out must report this to Residences Reception, France House (or Security personnel at the Garrod Building/ Dawson Hall, [Reception at Aspire Point](#) or [Sherren House](#)) and will have to wait for a key holder to attend and allow re-entry; this may involve a wait of 2–3 hours. There is no charge for the 1st lockout, subsequent lockouts are chargeable. Repeated lockouts and incidences of lost keys/ access cards will result in an invitation to attend a meeting with Residential Welfare and could result in disciplinary action.

If keys have been lost or stolen, this must be reported immediately to Residences Reception, France House (or [Reception at Aspire Point](#) or [Reception at Sherren House](#)).

Replacement keys will be provided between 09.00–18.00, this may involve a wait of 2–3 hours. Any resident who present between 18.00–09.00 will be provided with access to their room and instructed to return the following day to collect a replacement key set.

All replacement keys must be returned within 48 hours or charges will be applied, this will include a non-refundable administration charge of £21.50 regardless of whether they are returned within the 48 hours.

Charges will be applied for each item lost or not returned upon departure.



KITCHEN EQUIPMENT MAINTENANCE

Kitchens are equipped with electric cookers, microwave ovens, kettles, toasters, vacuum cleaners, sinks, and storage cupboards. Residents must not bring their own kettles or toasters into residences. Personal kitchen appliances may only be used in kitchens. Fridges and freezers are provided throughout the residences. Residents are responsible for cleaning this equipment and reporting any faults or damage immediately. Residents must provide their own crockery, cooking utensils, detergents, cleaning and drying cloths.

Please use your designated kitchen storage cupboard, denoted by the room letter. If you use a non-designated cupboard we are not responsible for lost/discarded items.

Kitchen equipment and crockery can be purchased from the QM online shop prior to your arrival.

i Further information can be found at:
www.qmul.ac.uk/residences/college/arrival

LAUNDRY FACILITIES

There are laundry facilities at each site. Washing and drying machines are operated via a cashless system by use of a contactless payment card or Circuit Laundry App. Instructions on how to use the laundry are displayed in each facility.

Information on how to report a fault can be found in each laundry facility.

The laundering of clothing in any residential sinks/showers is not permitted.

The drying of clothing/linen/towels is strictly prohibited on any residential heater.

LEAVING INSTRUCTIONS

Detailed guidance and procedures can be found at:
www.qmul.ac.uk/residences/livingwithus/leavinginstructions

Residents planning to leave halls before the end of the licence agreement must be aware of their contractual obligations.

**REFER TO PAGES 10 AND 11
FOR INFORMATION ON YOUR
CONTRACTUAL OBLIGATIONS**

On departure, rooms must be left clean, clear of all personal possessions and rubbish removed and a full set of keys returned.

All maintenance faults should be reported to:

estates@qmul.ac.uk

Aspire Point: aspire@qmul.ac.uk

Sherren House: sherrenhouse@team.unitestudents.com

Alternatively you can use the UniteStudents app.

Planned maintenance will usually take place on a named day for your building.

i Additional information can be found at:
www.qmul.ac.uk/residences/livingwithus/maintenance

In the unlikely event of a serious maintenance issue affecting your accommodation, we may offer a room transfer, either on a temporary or permanent basis, depending on the severity of the issue and the anticipated timeframe for resolution. Every reasonable effort will be made to provide suitable alternative accommodation of a similar location and style. However this will be subject to availability at the time. Residents are expected to cooperate with any such arrangements to help ensure safety and minimize disruption.

If you are not satisfied with the service provided or you do not feel faults are rectified in a timely fashion, please contact: residences-reception@qmul.ac.uk

MOULD

Residents have a responsibility to take steps to prevent mould growth within their accommodation.

Please ensure you ventilate rooms regularly, avoid drying wet clothes indoors, and maintain regular cleaning routines.

If you notice mould act promptly and clean mould in accessible areas (e.g., near windows and in bathrooms) using an appropriate cleaner and ensuring good ventilation.

If mould persists, is extensive, or cannot be safely reached, report it immediately to the Estates Helpdesk at estates@qmul.ac.uk
For Aspire Point: aspire@qmul.ac.uk
For Sherren House: sherrenhouse@team.unitestudents.com

Cleaning for inaccessible areas will be arranged; however, failure to report mould that worsens over time may result in charges. There is a two-week grace period from your move-in date during which mould cleaning will be attended to by staff, free of charge to residents.

Residents at Dawson Hall and Floyer House should report mould immediately, and the Residential Operations team will evaluate whether a mould clean by the cleaning team is required.



NOISE

One of the most important things to consider when living with others is noise levels. In large communities, there will be unavoidable levels of background noise but consideration for your fellow residents will make residences a more enjoyable place to live for all.

We ask that residents keep noise to a minimum between 23.00–07.00.

If you are disturbed by noise levels, in the first instance you should talk to those who you think are responsible. You should do this before you become so distressed that you are liable to become unreasonable! If you continue to be disturbed by noise out of hours you should contact Security who can help you [or in the case of Sherren the Unite Emergency Contact Centre on 0300 303 1611 or in the case of Aspire Point you should speak to the staff on Reception which is staffed 24 hours a day.](#)

TIPS FOR REDUCING NOISE

Your flatmates may be trying to work or sleep so please keep voice/music to a reasonable level at all times. Bass notes on audio equipment as well as mobiles and video call noise can be especially disturbing particularly to those living next door

- » Noise does travel, especially at night and through open windows
- » Avoid slamming doors and running down corridors
- » Use headphones late at night/early in the morning
- » Always be considerate and avoid congregating in communal areas whether inside or outside

If Security attend the flat following a noise complaint, please ensure you respond in a positive manner. Failure to do so will result in disciplinary action.

PARKING

There are no student parking facilities on any campus, except during moving-in and moving out weekends.

Exceptions are made for students displaying an authorised blue disabled badge (who have also applied for and received a Queen Mary parking permit). Contact the Disability and Dyslexia Service for advice on 020 7882 2756.

Residents at Mile End, Floyer House or Varden Street can apply for a Tower Hamlets Resident's Parking Permit. This will allow you to park on public roads within the borough of Tower Hamlets.

i Further information can be found at: www.towerhamlets.gov.uk

Residents at Dawson Hall should contact the London Borough of Islington Permits Department.

i Further information can be found at: www.islington.gov.uk

Residents at Aspire Point (Stratford) should note there is no parking at the building (or on surrounding streets) with the exception of Blue Badge holders, in this instance there are two dedicated spaces at the premises.

PARTIES

Coming to university is about having fun and we accept that residents will want to socialise with others. However, we do not permit parties in halls because they can lead to uncontrollable situations, risk to others and damage to property. If a gathering you have arranged leads to an incident, which causes disturbance or harm to others, you will be held fully responsible. This could lead to a Notice to Quit your residence being issued, substantial and consequences for your academic progression.

Security Officers have full authorisation to shut down any social situation they consider to be getting out of hand or causing a major nuisance. They will also report any such cases to Residential Welfare, who will deal with the issue according to the Residences Disciplinary Procedures.

PERSONAL CONTACT DETAILS

Any changes in your personal details (address, email addresses or mobile phone numbers) should be made via MySIS to ensure all Queen Mary administration departments have the correct up to date details at: mysis.qmul.ac.uk

PESTS

During your stay, should you experience any concerns regarding pests (such as mice or insects), a pest control service is available across all Queen Mary properties to help control and eliminate these unwanted visitors. Any pest sightings must be reported immediately to Residences Reception at France House, or via email to estates@qmul.ac.uk

If you are a resident in Aspire Point or Sherren House, please report directly using the following contacts:
Aspire Point: aspire@qmul.ac.uk
Sherren House: sherrrenhouse@team.unitestudents.com

Maintaining good housekeeping practices is essential in preventing pests. Residents are expected to clean up food waste from kitchen and bedroom surfaces

promptly, dispose of food packaging and waste in the appropriate bins, and dry worktops and draining boards after use.

When eating outside of buildings, please ensure all food waste is disposed of in designated litter bins to avoid attracting pests such as rats and squirrels.

BED BUG GUIDANCE

Bed bugs are a common occurrence, especially in environments that house large numbers of residents. They are very small insects that can live in folded clothing, bedding, furniture, and travel baggage, and may go unnoticed for some time. Bed bug bites are typically similar in appearance to mosquito bites and may appear randomly across the body or in a line.

Queen Mary has procedures in place to quickly manage any reports of bed bug activity. If you experience insect bites while staying in halls, please report this immediately. This will allow us to arrange an inspection and, if necessary, carry out treatment to prevent any potential infestation from spreading. Please note that guidance recommends that residents do **not** move to alternative accommodation if bed bugs are found.

Advice and guidance will be provided when a report is made, and residents are expected to follow this guidance strictly.

Residential Services will provide laundry discount codes to cover six super washes and six standard dryer cycles for residents at Aspire Point, Charterhouse Square, Mile End and Whitechapel locations if pests are found in your room. Any dry-cleaning costs are the responsibility of the resident.

Residents at Sherren House should work directly with their building reception.

PETS

Under no circumstances are pets to be kept in bedrooms or any other part of the residence. Guide dogs and hearing dogs are permitted by prior agreement. Only assistance animals that are trained by a body registered with Assistance Dogs (UK) www.assistancedogs.org.uk are considered.

POST

Queen Mary is under no legal obligation to sign for or accept post/parcels on behalf of any student. Queen Mary will accept no liability for postal items left unattended in communal areas or outside building entrances by courier staff.

For the convenience of residents in halls at Mile End, parcel lockers are provided close to France House which couriers are encouraged to use for deliveries.

Residents can also make alternative arrangements with courier companies, the majority of whom operate parcel 'drop off/pick up' points at local commercial outlets.

This is applicable to parcels that exceed the size of the parcel locker or perishable food items.

You will be notified to your Queen Mary email if you have a parcel to collect, with the subject Parcel Pending. Uncollected parcels will be donated to charity at the end of December and June. Parcel locker enquiries must be directed to Residences Reception, France House provided the parcel has a tracking number and has been marked as delivered.

Residents should ensure incoming post is correctly addressed. Post should be addressed as follows:

Name of resident (as shown on your licence agreement)
Flat number (if applicable)
Room letter

Followed by your hall address and postcode:

Albert Stern House and Cottages,
253 Mile End Road, E1 4BJ

Aspire Point, 210 High Street, E15 2ZL

Beaumont Court, Westfield Way, E1 4NX

Chapman House, Westfield Way, E1 4PD

Chesney House, Westfield Way, E1 4PD

Creed Court, Westfield Way, E1 4NY

Dawson Hall, Charterhouse Sq, EC1M 6BQ

Floyer House, 60 Philpot St, E1 2DP

Ifor Evans Place, Mile End Road, E1 4BL

Lindop House, 432 Mile End Road, E1 4PE

Lodge House, Westfield Way, E1 4PD

Lynden House, Westfield Way, E1 4PR

Maurice Court, Westfield Way, E1 4PL

Maynard House, Westfield Way, E1 4PD

Pooley House, Westfield Way, E1 4PU

Richard Feilden House, Westfield Way, E1 4NP

Selincourt House, Westfield Way, E1 4PD

Sherren House, 16 Nicholas Road, E1 4AF

Sir Christopher France House (known as France House),
Westfield Way, E1 4QA

Stocks Court, 4-54 Stayners Road, E1 4AH

Varden Street, E1 2AW

Varey House, Westfield Way, E1 4PD

Post received after your departure from halls will be 'returned to sender'.



POSTERS AND DISPLAY MATERIALS

Posters, photographs, battery-operated lights or other decorations should not be attached to any doors as this compromises fire safety. These items must be confined to the noticeboards where supplied. Nothing should be displayed in windows. This applies to bedrooms and common areas. Failure to comply will result in cleaning and redecoration charges being levied. No alterations or additions to the decoration or fittings of the room are allowed. Seasonal decorations must be removed in a timely fashion. Please note stick on LED strip lighting is NOT permitted.

PRIVATELY RENTED ACCOMMODATION

Housing Services provide support and advice on preparing to move from halls into the private sector. Comprehensive notes, video guides, an online property search and student share message board as well as other forms of alternative housing can be found at: www.qmul.ac.uk/residences/alternative

RE-APPLYING FOR QUEEN MARY HOUSING

Most students are only eligible to spend their first year in halls.

- Full details of the current Housing Policy can be found at: www.qmul.ac.uk/residences/college/application

REFUSE AND RECYCLING

Queen Mary is committed to the principles and practices of environmental protection and sustainability. Residents are asked to dispose of their waste in the correct bins and not to contaminate any recycling containers with food or other non-recyclable waste.

- For further information on recycling in halls, visit www.qmul.ac.uk/residences/livingwithus/recycling

There is no cleaning service at weekends and residents are responsible for the removal of their waste to the bin areas. Waste must not be allowed to accumulate in the kitchens. Additional spare waste and recycling bags will be provided at weekends (including Bank Holidays). When bags are full residents are expected to place them in an external waste container.

Please do not allow bins to overflow as this may cause a safety hazard to others and can attract unwanted pests.

RESIDENT BEDROOM WASTE

Residents are responsible for removing waste from their rooms and placing it in an external general waste or dry mixed recycling bin.

Large boxes should be broken down flat before placing in the mixed recycling bins.

Additional charges will be applied for the removal of room waste placed in kitchens or communal areas.

Proper care should be taken when disposing of 'Sharps' and other hazardous waste.



RESIDENT ENGAGEMENT STRATEGY

We have a Resident Engagement Strategy, which has been developed to deliver three key aims:

- » To engage with our residents on matters around building and fire safety
- » To give our residents relevant information on staying safe
- » To empower our residents to be proactive and help us keep everyone safe

You will be provided with a digital copy of this document at the beginning of your licence agreement. A copy of the Resident Engagement Strategy can also be found at: www.qmul.ac.uk/residences/livingwithus/buildingsafety

ROOM CHECKS AND INVENTORIES

The furniture, equipment and fabric of each room, will be checked prior to arrival, on a regular basis throughout the year and at the end of the licence period. Any faults or damage must be reported immediately to:

estates@qmul.ac.uk

For Aspire Point: aspire@qmul.ac.uk

For Sherren House:

sherrenhouse@team.unitestudents.com

INVENTORIES

Residents are required to complete a Room Inventory Form to record the condition of their room and furnishings within seven days of arrival. This form serves as an official record of the room condition at the start of the licence agreement and helps protect against charges for damage, missing items, or issues that existed



prior to arrival, including normal wear and tear. If the form is not submitted within the required timeframe, the room will be considered to be in good condition.

Residents are responsible for maintaining the condition and cleanliness of their rooms and all communal areas including furniture, equipment and fittings.

Room checks will be carried out on a regular basis to check for general cleanliness, maintenance issues and Health and Safety compliance. Residents will be notified in advance. Rooms must be in a reasonable condition so the checks can be completed quickly and with minimal intrusion.

Please be aware that photographs may be taken of issues within your accommodation or room during your stay in halls, if it is deemed necessary for the duties that Queen Mary staff undertake. We will not take pictures of personal belongings unless they are prohibited or illegal.

Examples of reasons for photographs being taken:

- » Breach of the licence agreement
- » Health and safety concerns where we believe a crime may have been committed
- » Damage
- » Maintenance or cleaning issues

ROOM SIZE

Due to the varied nature and age of our housing stock, it is difficult to give a standard room size but generally the rooms have ten square metres of space. Exceptions to this include adapted rooms, twin rooms, studios and family flats.

- ❶ Virtual tours for each hall can be found at: www.qmul.ac.uk/residences

SECURITY

The Queen Mary Security teams are available 24/7 and located at the three main campuses:

- » Mile End (Queens Building)
- » Whitechapel (Garrod Building)
- » Charterhouse Square (Dawson Hall Reception)

- » [Aspire Point have their own dedicated security team on site](#)
- » [Sherren House have their own dedicated security team](#)

Their main function is to maintain the safety and security of all campus users. Staff undertake regular patrols and their presence is augmented by other measures such as CCTV and access control. Residents and their guests can minimise their exposure to potential criminal activity by taking adequate steps to protect their own safety and wellbeing and that of their personal effects and valuables. All campuses by their nature are 'open' environments therefore all campus users should be alert to who may be present on campus and report any suspicious activity/person(s). Care should also be taken regarding leaving any item unsecured and/or unattended anywhere on campus. Please ensure that you:

- » Secure any ground floor windows before leaving your flat
- » Keep your bedroom, flat and hall doors locked
- » Be aware of 'tailgaters' – unauthorised persons following you into your hall or flat

Further advice can be obtained from security staff in person or by email to: mile-end-security@qmul.ac.uk
For Aspire Point: aspire@qmul.ac.uk
For Sherren House: sherrenhouse@team.unitestudents.com

- ❶ The following links also provide useful information and crime prevention advice.
www.security.qmul.ac.uk
www.immobilise.com

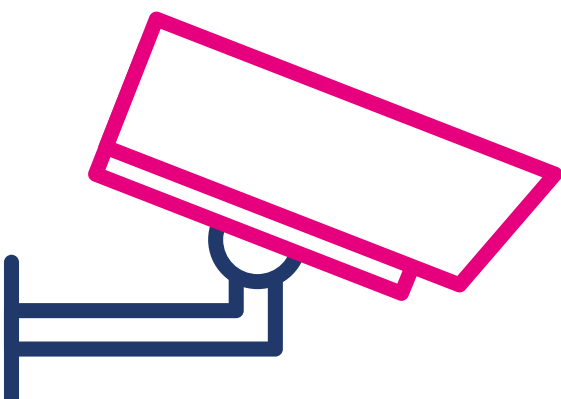
In case of emergency the Security Service can be contacted on: 020 7882 5000 or 020 7882 3333.
[Aspire Point will provide emergency phone numbers on site.](#)
For Sherren use the Unite Emergency Contact Centre 0300 303 1611.

SMOKING

Smoking is prohibited on all Queen Mary campuses, except in the designated smoking shelters. **Smoking in halls is strictly prohibited.** Prohibited items include, but are not limited to, cigarettes, cigars, pipes, e-cigarettes, HEET cigarettes, vapes and the use or storage of shisha pipes.

Anyone who is found smoking or allowing their guests to smoke in halls will be dealt with under the Residences Disciplinary Procedures, which could result in a Notice to Quit.

Charges will be applied for replacing any fixtures or fittings affected by smoke damage or lingering smell (carpets, curtains, mattress, room re-decorations etc).



SNOW AND ICE CLEARANCE

During the winter months we actively monitor weather conditions and have systems in place to prepare our external areas in the event that snow and ice conditions are forecast. Snow and ice warnings will be displayed in building entrances when applicable and we would ask all residents to take care when moving around campus where snow and ice is present.

A copy of the Adverse Weather Policy can be found at: www.qmul.ac.uk/residences/livingwithus/policies

SUBLETTING

The subletting of rooms is **strictly prohibited and may result in our immediate termination of the licence agreement**. Instances will be dealt with under the Residences Disciplinary Procedure and Queen Mary Code of Student Discipline.

SUMMER ACCOMMODATION

Residents requiring housing during the summer vacation period will be required to complete a new application via Housing Services. Priority for summer housing goes to applicants who require it for academic purposes or have extenuating circumstances. Places will be allocated subject to availability, and a satisfactory payment and disciplinary record. There are no guarantees regarding the style, cost or location that will be offered. Current residents may be required to move residences due to planned refurbishment / change in use of residences.

Please note the cost of relocating for the summer vacation must be met by the resident. Queen Mary will not be responsible for any costs incurred.

TELEPHONES

Residents are not permitted to have individual telephone lines installed in their rooms.

TV LICENSING

Residents who have a television or watch television through a computer are required by law to have a valid TV licence.

i A licence is obtainable online at: www.tvlicensing.co.uk

Failure to have a licence may result in you being fined and/or taken to court by the TV Licensing Authority. Bedrooms do not have television aerials.

TRANSFER OF ROOM REQUEST

If you feel, for any reason, that your allocated room is unsuitable, you will be required to complete a 'Transfer Request Form' (TRF) outlining the reasons why. Forms are available from Housing Services. Room transfers will be made subject to availability and the payment of a £30.00 administration fee.

From time to time we may offer a room transfer to resolve repair or flat mate issues if you have raised the issue as a complaint. Should you decline this offer, you will have no recourse for compensation or contractual release, if in all cases the University has acted reasonably.

The waiting list for room transfer requests opens on the first Monday in October each year. Transfers will not be considered before this date.

Room transfer prioritisation will be given to requests that are supported by Residential Welfare.

UNDER 18'S

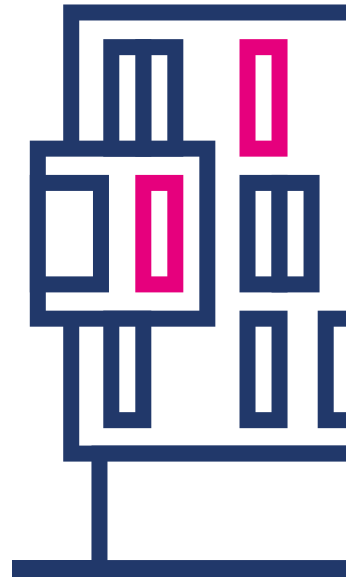
We are unable to assume parental responsibility for a student under the age of 18. All students living in halls are expected to behave like adults and to assume adult levels of responsibility. Places in halls are offered on the understanding that the student will be able to adapt to living away from home and to look after themselves in all practical matters.

i Further information can be found at: www.qmul.ac.uk/residences/livingwithus/policies

WINDOW RESTRICTORS

Window restrictors are fitted to all windows to enhance safety, whilst allowing for ventilation. The restrictor will stop the window opening beyond the point that has been determined as the maximum safe opening distance. This safety device must not be removed. Regular inspections are carried out and any evidence of tampering or removal will be dealt with under the Residences Disciplinary Procedures and could result in a Notice to Quit.

In high winds, extra care must be taken to keep windows closed.



DISCIPLINARY PROCEDURE

The Residents' Handbook and the Licence Agreement constitute the Halls of Residence Regulations, which are referred to in Queen Mary Codes and other publications.

This Disciplinary Procedure, part of the Halls of Residence Regulations, is in operation at all times and is referred to in the Queen Mary Code of Student Discipline.

i A copy of the Queen Mary Code of Student Discipline can be found online at: www.qmul.ac.uk/governance-and-legal-services/student-appeals/misconduct

The Residences Disciplinary Procedure is managed by the Residential Welfare team and is based on the principle that good conduct by residents is essential to maintain a good quality living environment for all. Residents are expected to show courtesy and consideration to staff and other residents at all times and to respect Queen Mary property. Abuse of staff in any form (in person, via email or social media) will not be tolerated and will lead to a Notice to Quit and may lead to University disciplinary procedures. It is hoped, therefore, that the need for disciplinary action will be a last resort as our aim is to offer support and guidance in the first instance.

Where it is necessary to take disciplinary action the aim is:

- » To be fair and consistent
- » To allow the resident to present their case in person
- » To ensure the resident has access to support throughout the process by informing them of their right to be represented (this does not include legal representation). Any representative is there in a support capacity and not able to speak on your behalf
- » To allow the resident to request a review of any decision made
- » We will provide 72 hours notice for a meeting to take place, except where there is significant risk to any individual or Queen Mary property

Failure to attend a scheduled meeting with the Residential Welfare team without advising us of this in advance could result in a decision being made in your absence.

Recording of meetings is prohibited, unless permission is sought in writing prior to the commencement of the meeting.

Depending on the incident, one or more of the following actions may be taken, please note one level of sanction need not follow another. The sanction applied will depend on the gravity/severity of the offence:

REFLECTIVE REVIEW OF ACTION

The Reflective Review of Action process is an education-based alternative to formal disciplinary action designed to remind residents of their responsibility to themselves and to others living in halls. It guides residents through the relevant sections of the Residents' Handbook to remind them of halls regulations and reinforce the importance of taking responsibility for their behaviour and its impact.

As part of this process, residents are required to complete a written reflective exercise. This will ask them to consider how their actions have affected others within the residential community and to outline the steps they will take to avoid similar situations in the future.

To complete the process, the reflective piece must be submitted for review and formally accepted. Once completed, this will be recorded on the resident's file and will be taken into account in any further incidents.

INFORMAL WARNING

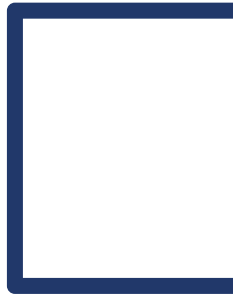
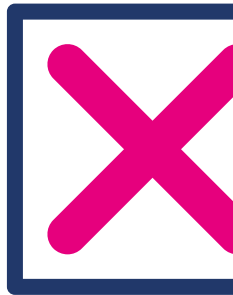
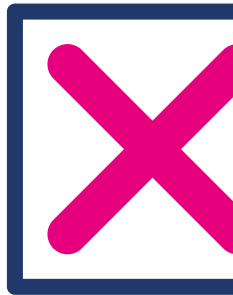
Will be noted on the resident's file and be taken into account in any further incidents.

WRITTEN WARNING

Will be placed on the resident's file and will be taken into account in any further incidents. A charge of £43 is applicable to part cover the cost of dealing with the issue.

DETAILS OF STAFF HOURLY RATES CAN BE FOUND ON PAGE 33

A written warning is appropriate for an infringement of the Halls of Residence Regulations (examples include, but are not limited to; continued noise disturbance, accidental damage, failure to evacuate during a fire alarm, or two or more minor infringements).



FINAL WRITTEN WARNING

Will be placed on the resident's file and a copy will be sent to the Academic School. A final written warning will be taken into account in any further incidents. A charge of £64.50 is applicable to part cover the cost of dealing with the issue (based on the staff hourly rate).

DETAILS OF STAFF HOURLY RATES CAN BE FOUND ON PAGE 33

A final written warning is appropriate for a major infringement of the Halls of Residence Regulations (examples include, but are not limited to; smoking in any part of a residential building, reckless damage, bullying and/or harassment or two or more previous infringements).

If you are issued with a final written warning, you will not be eligible to apply for Queen Mary halls in the future.

NOTICE TO QUIT

A Notice to Quit will be issued where there is a serious breach of the residential licence agreement, behaviour that endangers the welfare of other residents, staff or visitors or where a criminal offence has occurred.

Examples of when Queen Mary may issue you with a 28 day Notice to Quit include, but are not limited to:

- » tampering with the fire alarm system or any fire safety related equipment or fittings, including covering detectors
- » threatening behaviour, which includes both verbal and physical actions
- » use or possession of illegal substances
- » subletting
- » continued infringement of the Halls of Residence Regulations after receiving a final written warning
- » action which poses significant risk to individuals or Queen Mary property

When a Notice to Quit is issued the resident will be given 28 days' notice to leave halls. The named resident will be held liable for residential fees for the full period of the notice, even if departure is earlier than the 28 days.

A copy of the Notice to Quit will be sent to the Academic School and ACCO.

If you are issued with a Notice to Quit you will not be eligible to apply for Queen Mary halls in the future or a guest of a resident and this will be reflected in any private landlord reference requests. Further action may be taken under the Student Code of Conduct.

A minimum charge of £100.00 will also be applied to cover administration costs.

Residents are responsible for the behaviour of any guest they invite or allow to enter Queen Mary accommodation. A resident may face disciplinary procedures if they fail to control the conduct of their guests. If any guest(s) contravene halls regulations they will be asked to leave halls immediately and the resident will be called to a disciplinary meeting to discuss their guest(s) behaviour. This could result in disciplinary sanctions and charges. For serious breaches this could result in a Notice to Quit.

DISCIPLINARY REVIEW PROCESS

Whatever the reason for disciplinary action, every individual has the right to be treated fairly and with dignity and respect. A resident who feels they have not been treated fairly, or who wishes to challenge a decision, can request for the original decision to be reviewed.

A review request should be sent by email, within 14 days of the original decision to: residentialfeedback@qmul.ac.uk with the words 'Review Request' in the subject header.

A request for a review should clearly state the reasons for the request. The review will be undertaken by a senior manager, who was not involved in the original decision. A response will be provided within 14 days.

FEEDBACK

We continually work to improve our processes and whilst disciplinary matters are not a pleasant experience for any one of us, we value resident's feedback on the procedures. Our aim is to always be fair, consistent and treat all individuals with dignity and respect. Your feedback will ensure these values are applied.

Following any disciplinary meeting and the resulting sanction you will be sent an email from Residential Services asking for your feedback. The email will come from residentialfeedback@qmul.ac.uk and will be managed by a team who had no involvement in any initial decisions. Any feedback given will have no impact on the review of appeal process.

APPEALS

Following a review outcome a resident has the right to appeal any decision made during the review process. This appeal should be submitted to ACCO by email within 14 days of the review decision via AskQM.

- i** A copy of the Queen Mary appeal regulations can be found online at: www.qmul.ac.uk/governance-and-legal-services/student-appeals/appeals

COMPLAINTS PROCEDURE

Residential Services are committed to providing a quality service to all our guests. If something does go wrong we want to know, as this will help us improve the service we provide.

We are committed to building and maintaining a positive living community within halls which promotes welfare and avoids unnecessary conflict, where disputes arise with or between residents we will seek to resolve these issues with informal resolution following the principles set out in the Student Discipline Policy.

Natural justice means that all responding students have the benefit of being considered innocent until misconduct is found to have occurred. It also means that all responding students will have the right to see and respond to evidence presented in their case before an outcome is reached.

Anonymous reports will not normally lead to formal investigations or disciplinary action. Where a student making a complaint or report about another student or staff member wishes to remain anonymous, the options available will normally be limited to indirect or informal support. Queen Mary cannot guarantee that a reporting student's identity would be protected during a formal investigation.

i The policy can be accessed in full at:
www.qmul.ac.uk/governance-and-legal-services

We are confident that most issues will be relatively routine which can be resolved quickly by staff, with the person(s) directly concerned. Where a problem is not resolved or is too serious to be dealt with informally and you wish to escalate the matter details on how to do so, can be found below:

i Residential Services Complaints Policy and complaint form can be downloaded at:
www.qmul.ac.uk/residences/acc-contact-us

Any compensation awarded will be deducted from outstanding residential fees, unless your residential fee account has already been cleared.



FINANCIAL INFORMATION / REGULATIONS

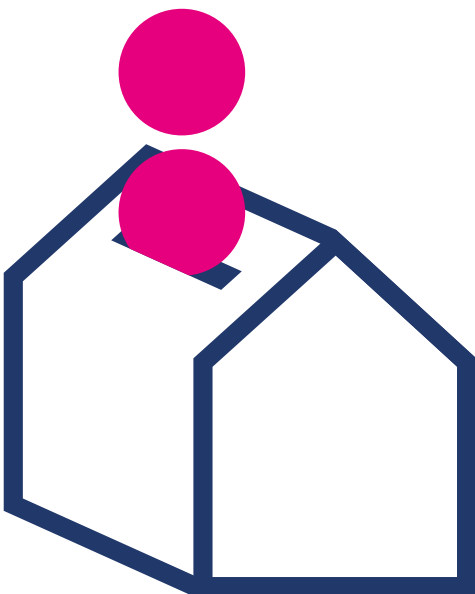
1. WHEN ARE MY RESIDENTIAL FEES DUE FOR PAYMENT?

Your licence agreement is your residential fee confirmation. You will also receive, by email, an invoice for the full period of the licence agreement, on or near the commencement date of the licence agreement. We cannot issue invoices before the start date of the licence agreement. Residential fee reminders will be sent by email.

Residential fees should be paid each term in full on, or within 14 days from, the commencement date of each period on the licence.

2. WHEN IS PAYMENT DUE FOR THE DEPOSIT?

The deposit payment is due by the deadline date to accept your online accommodation offer, it is an integral part of the acceptance process. You will need to enable a '3D Secure Code' for Mastercard payments and a 'Verified By Visa Code' for VISA card payments. If you are unable to do this, please contact Housing Services for further instructions.



3. METHODS OF PAYMENT FOR RESIDENTIAL FEES AND OTHER CHARGES (NOT ROOM DEPOSIT PAYMENTS)

a) ONLINE PAYMENT

Go to www.qmul.ac.uk/epay

There are no fees for online payments. You will receive an automated email receipt as proof of payment. You will need to enable a '3D Secure Code' for Mastercard payments and a 'Verified By Visa Code' for VISA card payments.

b) DIRECT BANK TRANSFER

You must email a copy of your bank transfer remittance advice to residences-finance@qmul.ac.uk immediately, as proof of payment to enable the payment to be credited to your account. The bank must quote your surname and your student ID or applicant number in the transfer details. Please note, for international transfers (Non EU) both the sending and receiving bank will charge you for this service, you must add at least £25 per transaction to cover these fees. To avoid late receipt of the payment, bank transfers should be sent from your bank 7 days before the residential fee deadline date for UK transfers, and 14 days for overseas transfers. Once the transfer is received we will send you confirmation in the form of an email.

NB: Queen Mary **cannot** receive money in cash, cheque or by Western Union Transfer

QUEEN MARY RESIDENTIAL FEES – BANK ACCOUNT DETAILS

Account name: *Queen Mary University of London*

Sort Code: *20 – 57 – 30*

Account Number: *70211729*

Bank and Address: *Barclays Bank plc
1 Churchill Place, London E14 5HP*

Non UK banks will need the following information:

*IBAN GB 79 BARC 205730 70211729
and/or SWIFT NUMBER BARCGB22*

c) PAY IN YOUR LOCAL CURRENCY

Queen Mary has partnered with **Transfermate/Barclays** and **Flywire** to offer international payers additional cost-effective ways to pay in their local currency. For example, Indian Rupees in India; Euro in Europe etc. Both facilities offer a similar service and, depending on the country of the payer, different payment options will be presented. This includes local currency card payment or bank transfer to an in-country bank. Both payment facilities offer multilingual support and assistance.

Queen Mary will receive the full value in Pound Sterling (GBP). You will need your Applicant/Student number to make the payment which can be found on any correspondence from Queen Mary University of London.

Pay via Transfermate/Barclays

Transfermate/Barclays payments via the Transfermate portal. International payers will be presented with payment options in their local currency for both card payments and bank transfers.

Pay via Flywire

Flywire payments via the Queen Mary, University of London online payment portal. International payers will be presented with payment options in their local currency for both card payments and bank transfers.

4. LATE PAYMENT ARRANGEMENTS (OR LATE PAYMENT PLAN)

You can arrange to pay your residential fees on a variable instalment plan in agreement with Residences Finance, after your arrival. You will be required to countersign the payment plan. Payments plans are available to the following groups:

- Undergraduate students **in receipt** of a Student Maintenance Loan can arrange to pay in 3 equal instalments (in line with their student loan payments).
- Undergraduate students **not in receipt** of a Student Maintenance Loan, who are self-funded (family or sponsor pays) can arrange to pay in 7 equal instalments (usually October to April).
- Postgraduate students who have a residential licence agreement for 51 weeks can arrange to pay in 11 instalments (usually September to July).

You may be asked to provide documentary evidence to support your request for a payment plan. Payment plans are at the discretion of the Residences Finance team. If you do not have an authorised payment plan, you will be expected to pay the full termly residential fees by the deadline on the residential licence agreement. An administration fee of £330 inclusive of VAT will be charged for failure to adhere to the agreed payment arrangement, because the request was a waiver to the original terms of the licence agreement.

5. WHAT SHOULD I DO IF I NEED A RECEIPT?

- Online payments will automatically generate a receipt. Bank transfer payments will be confirmed by email receipt, once funds are received.
- If you require an official receipt to obtain a visa to study in the UK, please contact the Student Enquiry Unit. An official receipt will be issued for advance residential fees only (not deposit payments). Please allow 14 days to receive this, prior to applying for your visa. You need to make this request by email to casrequest@qmul.ac.uk, please quote Visa Letter Required in the subject line.
- If you are applying for **Student immigration permission**, check which payments for Queen Mary accommodation can be deducted from the money you need to show: www.qmul.ac.uk/welfare/visas-international-advice/student-visas/preparing-to-apply/student-funds/#funds-howmuchmoney

i For more information go to: www.welfare.qmul.ac.uk/international/immigration

6. ARE THERE ANY ADMINISTRATION OR HANDLING CHARGES?

An administration fee of £30 inclusive of VAT will be charged for credit/debit card payments/refunds that are not authorised, the issuing of a Notice to Quit and the failure to adhere to any agreed payment arrangement.

Bank handling charges incurred by, or charged to Queen Mary, will be passed on to you for reimbursement.

7. WHAT SHOULD I DO IF I HAVE DIFFICULTY MAKING PAYMENTS?

Contact Residences Finance before you miss any payment deadlines.

For confidential financial advice contact Queen Mary's Advice and Counselling Service (www.welfare.qmul.ac.uk). You are also advised to make the Advice and Counselling Service and your Academic department, aware of any financial difficulties or delays you may be experiencing. They can offer you advice, and in some cases financial assistance.

8. WHAT ARE THE PENALTIES FOR LATE OR NON-PAYMENT OF RESIDENTIAL FEES?

Late payment of residential fees (without an agreed payment plan) may incur a £30 administration fee.

Non-payment of residential fees may result in you being required to leave your accommodation. An administration fee of £30 *inclusive of VAT* will be charged if a Notice to Quit is issued. An unsatisfactory payment record will jeopardise any future eligibility for the Queen Mary housing and private sector references. Debt collection agencies will be used to recover any outstanding debt (additional costs to Queen Mary will be passed onto the debtor).

9. SANCTIONS FOR LEAVING ACCOMMODATION WITH RESIDENTIAL DEBT

If you leave accommodation without paying your residential fees in full or have an agreed payment plan, the following sanctions will apply:

- a) You will be flagged as a debtor to the University.
- b) A 'Do Not Re-House' flag will be added to your record, which will prevent you from applying for Queen Mary accommodation in future.
- c) Landlord reference requests will reflect your bad payment record.
- d) Your residential debt will be referred to a debt collection agency, which will generate additional costs to the amount due.
- e) Your residential debt will prevent your attendance at the graduation ceremony.

10. WHAT HAPPENS TO THE DEPOSIT PAYMENT?

The deposit is used to reserve your room and after the start date of your licence agreement will be offset against your first residential fee payment instalment.

All or part of the deposit may be retained by Queen Mary as a contribution towards any loss or costs suffered by Queen Mary for cancellations made outside of the licence cancellation period or for no-shows.

REFER TO PAGES 10 AND 11 FOR FURTHER DETAILS ON THE LICENCE AGREEMENT

All charges (e.g. for administration, discipline, cleaning, lost keys and assigned or unassigned damage) will be added to your residential account and an invoice sent via email to inform you of the charge. All charges **must** be paid immediately.

Assigned damage represents the cost of damage/loss, which is attributed to a named person(s).

Unassigned damage: Represents the cost of damage/loss beyond normal wear and tear, which cannot be attributed to a named person(s). The cost is divided between all the residents of a house/flat/ corridor where the damage occurs in communal spaces. Residential Services (acting reasonably) will decide who is to be charged for any damage/loss.

A LIST OF STANDARD CHARGES CAN BE FOUND ON PAGE 33

Deposit refunds resulting from a cancellation made within the residential licence cancellation period will be returned directly back onto the card used to make the initial payment in accordance with UK Financial Regulations. If a deposit is paid by a third party on your behalf, the refund will be made back to their card, so it is important that you remain in contact with them. If the card used to make the deposit payment has expired or is no longer active, you will need to contact Residences Finance to make alternative arrangements. In these cases the refund can either be made onto another card that has been used to pay advance residential or tuition fees or by bank transfer. Refunds into overseas bank account will incur a charge of £25.00 to cover Queen Mary's costs.

10. OVERPAYMENT OF RESIDENTIAL FEES

Residential fee credits will be attributed towards the next instalment of residential fees.

Any credit balance remaining after the last instalment of residential fees has been paid will be refunded within 28 days, following the expiry of the licence agreement.

We will contact you if any credit is unable to be refunded, failure to respond to our correspondence will result in any unclaimed credits being retained.

11. HOW CAN I CONTACT THE RESIDENCES FINANCE TEAM?

Email: residences-finance@qmul.ac.uk



USEFUL CONTACTS AND INFORMATION

Queen Mary has a mobile app to support current students. The app has features such as live timetables, library access – such as renew and reserve books, campus maps, information about our student services and much more.

AskQM manages student enquiries via a self-service tool to find the answers to your questions submit enquiries and track progress until your question is answered.

i More information can be found at: www.qmul.ac.uk/registry-services/askqm

i Up to date news, events and services at Queen Mary can be found on my.qmul, the student portal: my.qmul.ac.uk

MySIS is the Queen Mary student records system and can be used to: re-enrol, register for modules, view and maintain personal and financial details, view exam timetables, amongst other things.

i More information can be found at: mysis.qmul.ac.uk

Queen Mary students going through a tough time can now access free online support. Whether you're struggling to sleep, feeling low, stressed or unable to cope. You will have access to a 24/7 online community and professional support from trained counsellors. The Well Being Helpline provides a safe space online to get things off your chest, explore your feelings, get creative and learn how to self- manage your mental health and wellbeing. Their phone number is 0800 028 3766.

i Further information can be found at: www.qmul.ac.uk/student-experience/student-wellbeing-hub/support-for-students-when-the-university-is-closed

Admissions and Registry

Admissions:

admissions@qmul.ac.uk
www.qmul.ac.uk/undergraduate

pgtadmissions@qmul.ac.uk
www.qmul.ac.uk/postgraduate

Registry (Ask the QM Frontline Enquiry Response Team)

reply@qmul.ac.uk
www.arcs.qmul.ac.uk/students

Advice and Counselling Service

welfare@qmul.ac.uk
www.welfare.qmul.ac.uk

Alumni Relations and Events Office

alumni@qmul.ac.uk
www.qmul.ac.uk/alumni

Careers

www.careers.qmul.ac.uk

Chaplaincy (St Benet's)

stbenets@qmul.ac.uk
www.faith.qmul.ac.uk

IT Services Help Desk

its-helpdesk@qmul.ac.uk
www.its.qmul.ac.uk

Disability and Dyslexia Service

www.dds.qmul.ac.uk

Fees Office

www.qmul.ac.uk/tuitionfees

Global Engagement

globalengagement@qmul.ac.uk
www.qmul.ac.uk/global

Library Services

All Sites
www.library.qmul.ac.uk

Occupational Health Service

(Medical and Dental Students only)
occhealth@qmul.ac.uk

Security Service (24hrs)

Emergency

020 7882 3333

Security Mile End

020 7882 5000

mile-end-security@qmul.ac.uk

Security Charterhouse Square

020 7882 6020

chs-security@qmul.ac.uk

Security Whitechapel

020 7882 2599

whitechapel-security@qmul.ac.uk

www.security.qmul.ac.uk

Student Health Service

www.studenthealth.qmul.ac.uk

The Student Office

(Faculty of Medicine and Dentistry)

www.qmul.ac.uk/fmd/contact

Students' Union/Association

Queen Mary Students' Union (QMSU)

www.qmsu.org

Barts and The London Student Association

www.bartslondon.com

Switchboard

020 7882 5555

Information on Queen Mary Policies and Codes of Practice including:

- » Alcohol and drugs
- » Complaints
- » Freedom of speech
- » Information technology
- » Race equality statement
- » Safety
- » Sexual and racial harassment
- » Student discipline
- » Web policy

Can be found at:

www.arcs.qmul.ac.uk/policy

ELECTRICAL

USER CHECKLIST

We undertake an annual test of all portable electrical appliances supplied by the university within the residential buildings. We can provide a copy of our 'Portable Appliance Testing Policy' upon request if you would like further information.

However, this testing does not cover items owned by residents as it is **your** responsibility to ensure that these are safe to use. The user guide below provides advice on how to check your own electrical items.

PLUG	<input type="checkbox"/> Not loose in socket-outlet and can be removed from socket-outlet without difficulty <input type="checkbox"/> Free from cracks or damage <input type="checkbox"/> Flexible cable secure in its anchorage	<input type="checkbox"/> If the plug is of the non-rewireable type or moulded-on type, the cable grip should be checked by firmly pulling or twisting the cable. No movement should be apparent <input type="checkbox"/> Pins not bent	<input type="checkbox"/> Pins preferably sleeved, particularly where young children may touch the plug <input type="checkbox"/> No cardboard label on the bottom <input type="checkbox"/> Plug does not rattle
FLEX OR CABLE	<input type="checkbox"/> Good condition <input type="checkbox"/> Free from cuts, fraying and damage <input type="checkbox"/> Not in a location where it could be damaged <input type="checkbox"/> Not too long, too short or in any other way unsatisfactory	<input type="checkbox"/> No joints or connections that may render it unsuitable for use, such as taped joints <input type="checkbox"/> Only one flex connected into one plug (a 13A plug is designed for one cable only – not two) <input type="checkbox"/> Not too tightly bent at any place	<input type="checkbox"/> Not run under a carpet <input type="checkbox"/> Not a trip hazard <input type="checkbox"/> An extension lead should be inspected throughout its length. This will mean uncoiling coiled-type extension leads
SOCKET-OUTLET OR FLEX OUTLET	<input type="checkbox"/> Free from cracks or other damage <input type="checkbox"/> No sign of overheating	<input type="checkbox"/> Shutter mechanism of socket-outlet functioning <input type="checkbox"/> Not loose (ie. properly secured)	<input type="checkbox"/> Switch, if fitted, operates correctly
ADAPTOR OR EXTENSION LEAD FITTED WITH AN RCD	<input type="checkbox"/> Inspect device and verify it has a rated residual operating current not exceeding 30mA	<input type="checkbox"/> Check device by plugging it in, switching it on and then pushing the test button. The RCD should operate and disconnect the supply from the socket-outlet(s)	
APPLIANCE OR ITEM OF EQUIPMENT	<input type="checkbox"/> Free from cracks, chemical or corrosion damage to the case, or damage that could result in access to live parts <input type="checkbox"/> Equipment is operated with protective covers in place and doors closed <input type="checkbox"/> Able to be used safely	<input type="checkbox"/> Switches on and off correctly <input type="checkbox"/> Works properly <input type="checkbox"/> Sufficient space to permit cooling. Not positioned so close to walls and partitions that there is inadequate spacing for ventilation and cooling <input type="checkbox"/> No sign of overheating	<input type="checkbox"/> Not likely to overheat. No books or files on top of a computer or towels over a convector heater. 100W lamps should not be fitted in a 60W luminaire <input type="checkbox"/> Cups and plants are not placed where their contents could spill into equipment
ENVIRONMENT	<input type="checkbox"/> Equipment suitable for its environment	<input type="checkbox"/> No indiscriminate use of extension leads or multiway adaptors	<input type="checkbox"/> Equipment normally not left on overnight
SUITABILITY	<input type="checkbox"/> Equipment suitable for the work it is required to carry out		

LIST OF DAMAGE AND REPLACEMENT CHARGES

Where there is loss or damage to Queen Mary University of London property, which is not due to 'fair wear and tear', a charge will be raised to the resident(s) concerned. Charges will reflect the cost of the repair or replacement, the disposal of the old item, plus a reasonable administration charge. Repairs to electrical, mechanical or plant equipment will be charged at standard external contractor rates.

Where damage is accidental or where residents report the incident quickly to Residential Services, this can reduce the time spent investigating the cause of the damage. This can

lead to a reduction in the charge; any reduction is always at the discretion of Residential Services.

In instances where costs beyond normal wear and tear, cannot be attributed to a named person(s). The cost will be divided between all the residents of a house/flat/ corridor where the damage occurs in communal spaces.

Charges at [Aspire Point](#) and [Sherren House](#) may vary due to the fact these residences are managed by a third party FM provider.

Item	Cost inc. VAT (£)
REDECORATION	
Redecorate window sill or frame	150.00
Redecorate door, one side, includes hook removal	150.00
Replacement of fire door if it can't be redecorated due to damage	2000.00
Redecorate average size room/kitchen – one wall	250.00
Redecorate average size room/kitchen ceiling	250.00
FLOORING	
Replacement of carpet (per square metre)	60.00
Replacement of laminate flooring (per square metre)	60.00
CARPENTRY/GLAZING	
Replacement of flat, riser, room, bathroom or kitchen door	762.00 – 4000.00
Replace a window pane	200.00 – 5000.00
FURNITURE AND FITTINGS	
Wardrobe door	450.00
Kitchen table	500.00
Standard mirror	90.00
Desk chair or kitchen chair	120.00
Notice board	75.00
Shower curtain	20.00
Desk lamp in bedroom	35.00
Bathroom vanity shelf	70.00
Mattress (single)	150.00
Mattress (double)	250.00
Curtains/blinds	250.00+
Toilet seat	50.00
Waste bin (room)	10.00
Waste bin (kitchen)	100.00
Ironing board	50.00
Mattress cover	20.00
Toilet brush	10.00

Item	Cost inc. VAT (£)
ELECTRICAL APPLIANCES	
Room mini fridge	200.00
Large upright fridge/freezer	750.00
Microwave	150.00
Kettle	40.00
Toaster	40.00
Hob	300.00 – 500.00
Oven	500.00 – 800.00
Vacuum cleaner	Maximum 150.00
FIRE AND SAFETY EQUIPMENT	
Fire extinguisher or fire blanket	200.00
Window restrictor	60.00
Fire alarm engineer call out (minimum per hour)	120.00
KEYS/ACCESS CARDS	
Keys (room/post box)	35.00
Residential access card	35.00
Administration charge	21.50
HOURLY CHARGES	
The hourly charge is based on the circumstance, complexity, and specific requirements of the situation.	
Hourly charge for an engineer inspection after power disruption caused by non-compliant electrical items	120.00
Hourly charge for a kitchen deep clean	60.00
Hourly charge to investigate damage or casework	43.00
Hourly charge for additional cleaning + supervision	43.00
Hourly charge for a maintenance technician	43.00
Hourly charge for a security officer	43.00



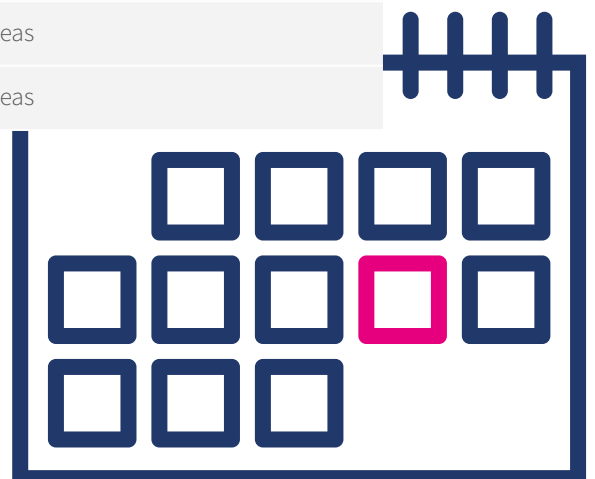
MAINTENANCE SCHEDULE

There are a number of regular operations and checks that we undertake to ensure your safety and to comply with legislation.

The following list is a summary of some of these operations and checks which may require our trades people or technicians to enter your room or flat at the predetermined intervals.

TYPE OF CHECK	FREQUENCY	WHERE
Fire Alarm Testing	Weekly	Common Areas
Lift Alarms	Weekly	All Areas Where Fitted
Emergency Lighting Test	Monthly & Annually	Common Areas Only
Fire Doors	Quarterly	All Areas Except Bathrooms and Toilets
Fire Extinguishers and Blankets	Bi-Annually	All Common Areas
Lighting Operation Checks	Monthly	Common Areas
Water Temperature Checks/tests	Monthly	Kitchen and Bathroom/En-Suite
Distress Alarms	Quarterly	Where Fitted
Extractor Fan cleans	Quarterly	All Areas
Fire Alarm Service	Quarterly	All Areas
Window Restrictor Test	Quarterly	All Areas Where Fitted
Window Fastenings	Quarterly	All Areas Where Fitted
Shower Descalers	Quarterly	Bathroom/En-Suite
Condition Surveys	Annually	All Areas
Electrical Equipment Testing	Annually	All Areas

Should you require any further information please email:
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Any section of this publication is available upon request in accessible formats (large print, audio, etc.). For further information and assistance, please contact: Diversity Specialist, hr-equality@qmul.ac.uk, 020 7882 5585