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# RESIDENTS' HANDBOOK



Queen Mary  
University of London

# Contents

<b>Welcome to Residential Services and Support</b>	<b>3</b>	<b>A–Z of General Information</b>	<b>18</b>	Privately rented accommodation	<b>23</b>
<b>Residential Services and Support Team</b>	<b>5</b>	Absence	<b>18</b>	Re-applying for accommodation	<b>23</b>
<b>Residential Support</b>	<b>6</b>	Access to rooms and flats	<b>18</b>	Room inspections	<b>23</b>
Helpful hints to make it work	<b>6</b>	Bed linen	<b>18</b>	Room size and features	<b>23</b>
Noise and quiet hours	<b>6</b>	Bicycles	<b>18</b>	Summer accommodation stays	<b>23</b>
Socialising in halls	<b>7</b>	Cleaning	<b>18</b>	Telephones	<b>23</b>
Visitors and guests	<b>7</b>	Confidentiality	<b>19</b>	TV Licensing	<b>23</b>
Anti Social Behaviour	<b>8</b>	Confiscation of items	<b>19</b>	Transfer of room request	<b>23</b>
Other issues	<b>8</b>	Council Tax	<b>19</b>	Under 18's	<b>23</b>
<b>Fire Safety Guidance</b>	<b>10</b>	Damages	<b>19</b>	<b>Disciplinary Procedure</b>	<b>24</b>
In the event of fire	<b>10</b>	Electoral registration	<b>19</b>	Fire Regulations	<b>25</b>
Fire detection	<b>10</b>	Electricity and gas	<b>19</b>	Appeals	<b>25</b>
Fire fighting equipment	<b>10</b>	Emergency	<b>19</b>	<b>Complaints Procedure</b>	<b>26</b>
Fire doors	<b>10</b>	Environmental	<b>19</b>	<b>Financial Information/Regulations</b>	<b>28</b>
Flammable substances	<b>10</b>	Grounds	<b>20</b>	<b>Local Area Information</b>	<b>30</b>
Fire safety in kitchens	<b>11</b>	Guests	<b>20</b>	<b>Useful Contacts and Information</b>	<b>31</b>
Compliance	<b>11</b>	Health and medical arrangements	<b>20</b>	<b>Health and Safety Residents' Checklist</b>	<b>33</b>
<b>Health and Safety</b>	<b>12</b>	Heating	<b>20</b>	<b>List of Indicative Charges</b>	<b>34</b>
Security	<b>12</b>	Insurance	<b>20</b>		
Smoke-free environment	<b>12</b>	Internet access	<b>20</b>		
Electrical appliances	<b>12</b>	Inventories	<b>21</b>		
Window restrictor	<b>12</b>	Ironing	<b>21</b>		
Food safety and kitchen safety	<b>14</b>	Key and cards	<b>21</b>		
Refuse and recycling	<b>14</b>	Kitchens equipment	<b>21</b>		
<b>Licence Agreement</b>	<b>16</b>	Launderettes	<b>21</b>		
Cancelling the licence agreement	<b>16</b>	Maintenance and repairs	<b>21</b>		
Moving in late	<b>16</b>	Moving out instructions	<b>22</b>		
Moving out Early	<b>16</b>	Parking	<b>22</b>		
		Personal contact details	<b>22</b>		
		Pets	<b>22</b>		
		Post	<b>22</b>		
		Postal addresses	<b>23</b>		
		Posters and display materials	<b>23</b>		

# Welcome to Residential Services and Support

On behalf of the Estates and Facilities Directorate, we would like to offer you a very 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 through this Handbook, and refer to it as and when needed during your stay with us. If you have any queries relating to your accommodation, please contact the Residential Services and Support Team.

Please note that this Handbook and the Accommodation Licence Agreement, which you sign, constitute the Halls of Residence Regulations, which are referred to in College Codes and other publications.

The Halls of Residence are managed in accordance with the Universities UK Code of Practice for the Management of Student Housing. For further information visit: [www.uukcode.info](http://www.uukcode.info)

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.estates.qmul.ac.uk](http://www.estates.qmul.ac.uk)

Best Wishes

**Mr Stephen Wells**  
**Director of Estates and Facilities**

**“In everything we do, our ultimate purpose is to promote student well-being.”**





# The Residential Services and Support Team

We have five teams (details below), and work closely with our colleagues in Residential Buildings Management to look after you and the accommodation that you live in:

Housing Services	Residences Reception	Residential Support	Site Managers Office Charterhouse Square	Site Managers Office Whitechapel
Halls application, room allocations, residential fees and private sector accommodation.	24 hour reception for all queries relating to your accommodation.	Provides Support to all students and deals with discipline and complaints	Queries relating to the management of your accommodation.	Queries relating to the management of your accommodation.
E01 Queens' Building Mile End Road London E1 4NS	Residences Reception France House Westfield Way London E1 4QA	Residences Reception France House Westfield Way London E1 4QA	Dawson Hall Charterhouse Square London EC1M 6BQ	Foyer House 60 Philpot Street London E1 2DP
email: residences@qmul.ac.uk	email: residences-reception@qmul.ac.uk	email: residential-support@qmul.ac.uk	email: residences-dawsonandfloyer@qmul.ac.uk	email: residences-dawsonandfloyer@qmul.ac.uk
Tel: +44 (0)20 7882 5522	Tel: +44 (0)20 7882 2610	Tel: +44 (0)20 7882 2610	Tel: +44 (0)20 7882 5854	Tel: +44 (0)20 7882 7215
Mon to Fri 9am to 5pm	Open 24 hours a day 365 days per year	Core hours are Mon – Fri 8.30am – 6pm Emergency support is available 24 hours per day	Mon to Fri 10am to 6pm	Mon to Fri 10am to 6pm

# Residential Support

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 halls.

One of the most rewarding aspects of living in College residences is the opportunity to meet and establish close friendships with people from a variety of backgrounds and Residential Support staff aim 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 them to make decisions for themselves 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. These can be accessed in full at: [www.arcs.qmul.ac.uk](http://www.arcs.qmul.ac.uk)

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, the College 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 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 life long friendship is not established, living together and learning to tolerate each other's differences can be a valuable part of your education.

## Helpful hints to make it work

- **Communicate** – the key to successful relationships is communication. Sit down and talk about habits, preferences, moods and values. If something is bothering you the sooner you talk about it, the sooner it can be resolved
- **Be understanding** – everyone has days when everything seems to go wrong and bad moods can result. Try to be understanding and tolerant
- **Establish some “Flat Rules”** – to avoid misunderstanding, it is important to set ground rules regarding each other's belongings, kitchen cleanliness, visits by guests etc. You will learn where others stand on these matters and avoid possible conflict
- **Give each other some space** – consider others' need for time alone and establish your own quiet time also. All residents are individuals, with particular interests, opinions and habits; you should respect work and rest periods particularly at night.

Sometimes no matter how hard you try, you cannot make it work. If, after talking it through with others, you still cannot resolve a conflict talk to someone from Residential Support. Residential Support run Residences Reception and there are staff on duty 24 hours per day, 7 days per week

## Noise and quiet hours

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.

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 you can contact Residences Reception who can help you and who may call Security staff to assist.



### 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 Skype noise can be especially disturbing particularly to those living next door.
- The rooms are reasonably well sound proofed but 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.

### Socialising in halls

Coming to university is about having fun and we accept that residents will want to socialise with others. However, we do not endorse parties in halls because they can lead to uncontrollable situations and risk to others. If a gathering you have arranged leads to an incident, which causes disturbance or harm to others, you will be held fully responsible and this could jeopardise your place in halls and affect your academic progress.

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 the Residential Support Manager

### Visitors and guests

If you invite friends around, please be aware you must be present at all times and you will be expected to take full responsibility for their actions.

For your own safety and wellbeing of others you are advised not to bring guests into residences unless they are known to you.

# Residential Support (cont)

## Anti Social Behaviour

Residential Support believes in working closely with students to support them with the transition from home to university however, anti social behaviour will not be tolerated and when this happens disciplinary procedures in line with the College's Code of Student Discipline will be applied (refer to page 24).

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

Some examples of anti social behaviour are:

### • Drug use or possession

Residential Support, supported by the Academic Registrar, will not tolerate drug use or possession within halls.

Cannabis is incorrectly perceived by some as a "legal drug"; any use of cannabis in halls will be dealt with appropriately which will involve the Police. We work closely with the local Police and they will issue on the spot penalties for use or possession of cannabis. This can impact on academic progression and will limit international travel. In addition offenders will be issued with a Notice to Quit halls accommodation and the academic departments and Academic Registrar will be informed.

### • Alcohol influence

Taken to excess, alcohol can endanger your health and the safety of those around you. Residents need to be aware that some residents are under 18 and it is against the law for anyone under the age of 18 to buy or consume alcohol. Anyone over the age of 18 could be seen as 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

### • Noise

Residents should be considerate of flatmates and neighbours and respond positively to requests to reduce noise levels, especially after midnight. Remember that loud voices and bass music can disturb others.

Residents should also be aware that external noise can be equally disturbing to others.

Residents are responsible for the behaviour and conduct of their guests at all times.

### • Smoking

Queen Mary is a smoke free campus and smoking in halls is strictly prohibited. Prohibited items also include the use or storage of shisha pipes.

### Anti-social behaviour can lead to:

- **Disciplinary Action leading to Eviction from halls**
- **Academic Departments being informed**
- **Academic Registry being involved**
- **Police Action**
- **Future References for Private Accommodation being affected**

### Other issues

#### Lock Outs

Residents MUST lock their rooms at all times when they leave, even if they just go to visit a flat mate or the kitchen.

All staff are instructed to lock any door that they find unlocked; if this happens residents are instructed to come to Residences Reception and request to be let into their room. Residents may have to wait up to 2 hours to be let into halls and whilst we accept that the first occasion may be accidental any subsequent lock outs will be charged to the resident at £25.00 per incident. This charge, which will be invoiced to the individual and NOT taken from the damage deposit is to cover the cost of administration and staff time.



# Fire Safety Guidance

The College Fire Safety Standard and Management Procedures have been developed to minimise the risk of fire and its consequences. The policy and procedures are available on the College Operational Health and Safety Directorate website:

[qm-web.safety.qmul.ac.uk/](http://qm-web.safety.qmul.ac.uk/)

The following guidance is intended to supplement the College procedures.

## In the event of fire

- If the alarm is not already sounding, raise the alarm by shouting 'FIRE'
- Activate a red break glass – found at the fire exit from the flat, block or hall
- When 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
- Report to the assembly point (as stated on the notice on the back of the room door) and remain there until the 'all clear' is given by the Security Service team (for Varden Street residents please refer to the Notice inside the accommodation)

## 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

## Fire fighting 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.

## Fire doors

Fire doors, including kitchen doors are fitted with door closers and smoke seals to prevent the spread of fire and smoke. Most 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:

- Keep all fire doors shut – doors must not be wedged open
- Do not tamper with kitchen door alarms or related fire safety equipment
- Report all fire door faults to Residences Reception

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

## Flammable substances

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

- Candles, tea lights, hookah/shisha pipes and incense sticks etc

Residents will be required to remove such items from the accommodation or, if found posing an immediate risk, the item will be confiscated.





### **Fire safety in kitchens**

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

- Never leave cooking unattended
- 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
- Keep the kitchen door closed
- Chip pan, deep fat fryers or utensils holding large quantities of oil are not permitted

### **Compliance**

The College 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. Residential Services and Support will report all such cases to the relevant College authority for disciplinary action to be initiated against the offender(s). The incidents may also be reported to the Police.

The following are examples of deliberate or reckless actions that will be regarded as non-compliance:

- Tampering or interfering with any part of the fire alarm system and fire safety equipment, including:
  - heat/smoke detectors
  - break glass units (call points)
  - fire extinguishers and fire blankets
  - fire alarm panels
  - kitchen door alarms
- obstructing fire exits
- holding fire doors open with wedges or other restraints

# 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 to Residential Services and Support in the first instance; further advice can be obtained from the College's Health and Safety Advisers.

The Policy is available on:  
[qm-web.safety.qmul.ac.uk/](http://qm-web.safety.qmul.ac.uk/)

## Security

The Security Service provides crime prevention advice, assistance and reassurance to students, staff and visitors. Security staff undertake 24/7 foot and cycle patrols throughout the campus supplemented by the appropriate use of CCTV cameras to deter unauthorised access and protect property.

You can help to maintain a secure and safe environment by taking some basic precautions:

- 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

In case of emergency the Security Service can be contacted on: +44 (0)20 7882 3333.

## Smoke-free environment

The College has a Smoke-Free Environment Policy. The Policy prohibits smoking on all College premises. This applies to indoor and outdoor locations including the halls, further information is available at [www.estates.qmul.ac.uk/smoking](http://www.estates.qmul.ac.uk/smoking).

## Electrical appliances

Residents are permitted to bring a number of portable electrical appliances into the halls. However, heaters of any type, toasters, deep fat fryers and microwave ovens are not permitted. The College provides heating and will provide supplementary heaters in cases of necessity. The College provides a toaster and microwave in every kitchen, communal

freezers are also provided, as are fridges (in halls where they are not supplied in the study bedroom). Other kitchen items may be brought into residences for use in kitchens only: kettles, coffee makers, rice cookers, etc.

The resident is responsible for ensuring that any electrical appliance (including extension leads) are maintained in a safe condition with a resilient 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 BS Standard 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 residence as they pose a safety risk.

Some basic precautions can prevent fires and injury:

- Switch off electrical equipment when leaving a room, including items on charge or standby/sleep mode
- Avoid using multi-plug adaptors
- Use suitably fused and BS standard marked extension sockets
- Keep trailing wires off the floor
- Report all electrical defects to Residences Reception

## Window restrictor

A window restrictor is normally a metal tie bar fitted to the window to enhance safety, and security, 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 by Buildings Management and any evidence of tampering or removal will be fully investigated and charges made for repair.

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



# Health and Safety (cont)

## **Food and kitchen safety**

Food preparation areas, storage and cooking facilities are provided in the kitchen. No cooking is permitted elsewhere in the halls and cooking should never be left unattended. Maintaining a good standard of hygiene is very important to avoid potential pest infestation (bugs, mice etc). Please follow these guidelines:

- Report kitchen defects to Residences Reception
- Defrost and clean fridges/freezers regularly
- Keep food preparation areas clean
- Keep all perishable food in sealable containers
- Dispose of waste in bins provided

## **Refuse and recycling**

The College is committed to the principles and practices of environmental protection and sustainability. Residents are required to use the appropriate recycling/waste facilities located in each kitchen. Recycling bins are located close to all residential buildings and residents are requested to take large cardboard boxes, bottles and cans to the recycling bins on a regular basis. The waste is collected by the local authority.



# Licence Agreement

The licence agreement that you signed electronically via the online accommodation system is your contract to reside in halls. The licence agreement is legally binding, and combined with this Handbook outlines the terms and conditions which you and the College have agreed to adhere to whilst living in Queen Mary Halls of Residence.

The licence agreement provides you with your full postal address, the dates you can legally occupy the room for, and the residential fees that you are required to pay. For full information on Residential Fee Payments, please refer to page 28 of this Handbook or [www.residences.qmul.ac.uk/currentresidents/residentialfeepayments](http://www.residences.qmul.ac.uk/currentresidents/residentialfeepayments)

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

Once you have signed your licence agreement, you will be legally bound to pay the rental fee due for your room until the expiry date of the agreement.

## cancelling the licence agreement

Under the Distance Selling Regulations (2000) you may cancel the agreement up to 7 working days after you accept your housing offer online and will be refunded your full deposit. This regulation does not apply if:

- a) you have had 'face to face' contact with a member of the Housing Services team
- b) you enact this after the licence agreement commencement date
- c) you have collected the keys, or stayed overnight in the accommodation

## Moving in late

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

## Moving out early

If you wish to leave before the expiry of your licence you will remain liable for the rent until the end date given on your licence agreement, unless the room is re-let to another Queen Mary student not currently living in halls.

If you wish to leave your room during the licence period 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 (i.e. rooms that are not under liability)
- After 'true voids' are filled, we will re-let 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-let your room, depending on the needs of those applying for rooms

You will be charged a fee of £30 when a replacement tenant is found to take over your licence agreement.

**NB:** There is no guarantee that we will be able to re-let your room, particularly in the Spring or Exam 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 College 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.

Medical students undertaking an elective may be allowed to sublet their room for the duration of their elective. Please contact Housing Services for further details.



# A–Z of General Information

## Absence

If you are going to be away for a period of one week or more, or any period which results in you interrupting your studies please inform Residences Reception. This must be done in advance of the absence. This procedure is to assist us in the event that your hall is evacuated, to prevent us reporting you missing to the Fire Brigade. It also means you will not be held responsible for any unassigned damages that occur while you are away.

## Access to rooms and flats

Residents must permit College staff, or recognised contract staff of the College 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. All staff will wear uniforms and carry identification, Surveys are also completed regularly for planned and preventative works. Feedback sheets are left in rooms/kitchens (as appropriate) to advise residents of any reactive works which have been conducted and when. Failure to grant access may result in the request being cancelled from the system and a charge being levied for an abortive/subsequent visit. For full details of the halls access procedure can be found at [www.residences.qmul.ac.uk/currentresidents/policies/index.html](http://www.residences.qmul.ac.uk/currentresidents/policies/index.html)

## Bed linen

All residents are required to provide their own bed linen. Residents can purchase bed linen and kitchen equipment directly from us in advance. If you order a bedding pack, your bed will be made up for you. You will be sent information of how to order bed linen and kitchen equipment after you accept your offer of housing. Payment must be made prior to your arrival. All pre-ordered equipment will be in your room when you arrive.

## Bicycles

Bicycles should be parked in designated areas only. Bicycles must not be kept inside any of the buildings. Bicycles left in hazardous positions will be removed without notice and repeat offenders will be subject to disciplinary action/charges. Residential Services and Support does not accept responsibility for any damage, loss or theft and recommends that students ensure they have adequate insurance for their bicycles. In conjunction

with the Police (Safer Neighbourhood Team) cycle marking days are organised on campus, we recommend all bicycles are marked and registered with the scheme.

## Cleaning

With the exception of College closure periods, a daily cleaning service (Monday to Friday) is provided for communal areas within the halls, and a fortnightly cleaning service for bedrooms. Schedules for cleaning are displayed in each flat/kitchen. Residents in the Varden Street flats are responsible for their own cleaning.

A dust pan and brush is provided for every kitchen. Residents can borrow a vacuum cleaner from Residences Reception at no charge.

Residents are required to allow access to the Housekeeping Assistants and ensure there are no obstructions or hazards that might impede their work. In all areas, this includes removing personal possessions from floors and surfaces when cleaning is due; for example, dirty pans in the kitchen or toiletries on bathroom surfaces. If Housekeeping Assistants cannot gain access to undertake their work, residents will be notified of the corrective action they need to take.

Housekeeping Assistants will clean areas according to the schedules and agreed standard. However residents are responsible for keeping their accommodation in a safe, clean and presentable condition at all times.

Any requests or complaints about cleanliness in the halls should be directed to the Residences Reception.

## Student Responsibilities: Housekeeping

### Kitchen

1. Wipe up any spillages on tables, work surfaces, appliances or floor as they occur
2. Wipe up any spillages on cookers when it is safe to do so
3. Put all rubbish in the bin or recycling bin as appropriate
4. Put away all jars and packets of food in cupboards, fridges or freezers as appropriate when finished to ensure all work surfaces are clear

5. Wash up and put away all items of crockery, cutlery, pots, pans and utensils after use. Do not leave dirty dishes in the sink
6. Wipe down sink after use and ensure plug hole is not blocked with debris
7. Defrost the freezers each semester

### Washroom Area

1. Rinse bath, shower and wash basins after use, ensuring plug holes are free from hair etc
2. Ensure that personal toiletries are not left in the communal bathing facilities and that the facilities are kept clean and tidy
3. Mop up any spillages that occur

### Bedroom

1. Empty bedroom bins into larger bins provided for the purpose, weekly or as required
2. Keep floor tidy and sweep/mop any spill in between bedroom cleans
3. Wipe wash basin immediately after use
4. Ensure the mattress cover is used correctly and kept in a clean condition
5. Always maintain the room in a clean and tidy state, where clothing and trailing wires do not present trip hazards or a danger to staff
6. Defrost fridge each semester, being careful not to puncture the walls by chipping off the ice or cause water spillage in the room
7. Dust the room weekly

### Corridors, Stairs, Lifts and Common Rooms

1. Pick up any litter found and dispose of in the bins provided
2. Clear up all spills or mishaps immediately
3. Keep the corridors free from all obstructions to allow safe access and egress and prevent any fire hazards
4. All furniture must be placed back to its original position after use

### Confidentiality

In order to protect you and deal with your concerns confidentially, under the terms of the Data Protection Act, we are not permitted to discuss details of your accommodation, contract, Licence Fee payments or complaints, with a 3rd party, unless you give us signed written permission to do so.

### 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 Residential Services 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 provided they live in a property that is occupied exclusively by students. College halls are exempt from this tax, but occasionally you may be requested to submit proof of student status to the local authority. A certificate of student attendance can be obtained from the Student Enquiry Centre CB02, Queens' Building (or The Student Office in the case of School of Medicine and Dentistry students). The certificate is only valid if you are in full-time attendance.

### Damages

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

### Electoral registration

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. If you move into halls after 30th October you must register directly with the local authority.

### 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.

The College works in conjunction with Student Switch Off to encourage students to save energy when living in halls by encouraging pro-environmental behavioural change. Information on Student Switch off can be found at [www.studentswitchoff.org](http://www.studentswitchoff.org)

### 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 Residences Reception or the Security Service as soon as possible. After any incident you will be asked to complete a report form that is available at the Residences Reception.

### Environmental

The College aims to be environmentally responsible in all activities. Please support our efforts and:

- Recycle and reuse items whenever possible
- Switch off lights if they are not needed
- Turn stereos, televisions, phone chargers and laptops off when not in use. A television in standby mode still uses up to half of the electricity it would while it is switched on
- Only boil the kettle with the required amount of water
- Cooking – Remember to cover saucepans with lids to ensure the heat is kept in
- Turn off the tap when brushing your teeth. A running tap uses 6 litres of water per minute
- Report leaking taps to Residences Reception as soon as possible. A dripping tap can waste up to 140 litres a week

These things may appear small, but if all residents make these changes, the result will be significant for the environment.



# A–Z of General Information (cont)

## Grounds

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

During cold weather students are advised to take extra care, as surfaces may become slippery. The College regularly reviews MET Office forecasts during winter months. If there is a risk of snow or ice, main walk-ways, 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

Residents are limited to one overnight guest at any time; guests are allowed to stay on one occasion per calendar month for a maximum of two nights. Residents are responsible for the conduct and behaviour of their guests at all times. No guest should ever be left unattended within the halls or given a resident's keys and/or ID card. Residents should consult their flatmates before having an overnight guest. To comply with fire regulations, residents are required to notify the Residences Reception in writing in advance of the name of any overnight guest, and date of stay.

We reserve the right to refuse access to any non-resident, if we feel that individual poses a threat to the welfare of other residents, staff and/or the fabric of the building/fixtures and fittings.

## Health and medical arrangements

All residents living in College 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](http://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 in College 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) will receive information about a local doctor on arrival.

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

For further information, please visit NHS website: [www.nhs.uk/Service-Search](http://www.nhs.uk/Service-Search)

Residents who are experiencing emotional or psychological problems may seek professional support from the College's Advice and Counselling Service, please refer to their website at: [www.welfare.qmul.ac.uk](http://www.welfare.qmul.ac.uk)

## Heating

Heating systems vary, but are normally timed to be on between October and May:

Monday to Friday 6am to 10am and 4pm to 12midnight

Saturday, Sunday and Bank Holidays 10am to 12midnight

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. Any problems or issues with regard to heating should be reported to Residences Reception.

## Insurance

The residential fees include the cost of a basic cover insurance policy, arranged through Endsleigh Insurance. Details of the cover are available on the website at [www.endsleigh.co.uk/Student/pages/blockhallsinsurance.aspx](http://www.endsleigh.co.uk/Student/pages/blockhallsinsurance.aspx)

Please read the details of the policy carefully before arrival to ensure it is adequate for your needs. Additional cover can be arranged with Endsleigh if required.

If you wish to take out cover on a full reinstatement basis or to cover 'All Risks', you will need to make your own arrangements with Endsleigh or another insurance company.

## Internet access

Network connection points in the halls and Wi-Fi service allow residents to connect their computer or laptop to the College network and the internet (This is not included in the Varden Street family flats where residents can set up a private wireless connection. Please seek permission from the Site Manager).

If you experience difficulty with the Internet connection, please report the problem to the College's IT Services department.

Please note that to use the College wireless network you will need your IT Services login and password which you obtained during the College enrolment.

### Inventories

The halls management will check the furniture, equipment and fabric of each room on a regular basis throughout the year and at the beginning and at the end of the licence period.

An inventory form will be issued to you, either when you collect your keys if you move in during a main arrival period, or it will be delivered to your room if you move in mid term. Please complete the form in accordance with the instructions supplied and return to Residences Reception within 3 days of arrival. You will receive a checked and annotated copy back within 7 days, which you are advised to keep safe until your deposit refund is returned to you following the termination of your licence agreement.

Completed inventories of communal areas will be displayed in each kitchen. Please check and report any items that are missing, damaged or not recorded accurately to Residences Reception within 3 days of your arrival.

Any faults, damage or missing items/malfunctioning equipment associated with the bedroom or communal areas must be reported to Residences Reception immediately.

Residents are responsible for the condition and cleanliness of their rooms and all other communal areas including furniture, equipment and fittings. You will be charged the cost of replacement or repair for any loss or damage, which is considered to be caused other than by wear and tear and not noted on the inventory forms.

### Ironing

Ironing boards are provided in all halls.

Irons are available to borrow from the Residences Reception at no charge.

### Key and cards

Your licence agreement will show the date 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 will be available online.

Residents should carry their keys and student ID card with them at all times, and should take great care not to leave them lying around, even within the communal areas of the halls. Rooms should be locked at all times. In the interest of safety and security, all Residences staff are obliged to lock all room doors behind them, even if they find them unlocked.

Loss or mis-shaping of keys and cards must be reported to Residences Reception. A charge including an administration fee of £15 per lost key and £10 per access card (£12 for Dawson Hall) will be made for each replacement issued.

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.

You must lock your door when you leave even if you are just going into the kitchen or visiting a friend. Members of staff are instructed to lock any room which they find unlocked and are not authorised to unlock doors for any individual. Any resident who is locked out will have to come to Residences Reception (or Site Manager's Office at Foyer House and Dawson Hall) and will have to wait for a key holder to attend and allow re-entry; this could mean a wait of up to 2 hours. In addition, whilst there is no charge for a first lock out subsequent lock outs will be charged at £25.00 per incident.

If you are locked out of your room or your keys have been lost or stolen, you will be required to complete the relevant form and on the following conditions:

1. Production of photo ID – preferably your Student Card. If this is not available, it must be something with your full name on.
2. You must report to Residences Reception the next day to discuss replacement keys.
3. You take full responsibility for the possessions in your room if you leave it unlocked until you sort out replacement keys.

### Kitchen equipment

Kitchens are equipped with electric cookers, microwave ovens, freezers, kettles, toasters, sink units, and storage cupboards. Fridges are provided either in bedrooms or kitchens. Residents must provide their own crockery, cooking utensils, detergents, cleaning and drying cloths.

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

### Launderettes

There are launderette facilities at each site. The machines are operated by cards that can be purchased from card dispensing machines which are located in France House, Dawson Hall and Foyer House launderettes. Once purchased, the cards can be topped up on-line at [www.circuitcardtopup.com](http://www.circuitcardtopup.com) and activated in top up machines which are in each launderette using a code emailed from Circuit Laundry.

Any faults should be reported direct to Circuit Managed Laundry Systems on freephone 0800 092 4068

### Launderette locations:

- Mile End Campus – Ground floor of France House and Feilden House (open to all Mile End residents) Stocks Court, Ifor Evans Place and Lindop House (open to specific residents only)
- Charterhouse Campus – Basement of Dawson Hall
- Whitechapel Campus – Basement of Foyer House

### Maintenance and repairs

All Maintenance faults should be reported to:

Residences Reception  
Sir Christopher France House  
Westfield Way  
London E1 4QA

Tel: 020 7882 2610

Email: [residences-reception@qmul.ac.uk](mailto:residences-reception@qmul.ac.uk)

Reports can be made either in person, by phone or by email. They are immediately logged and a job request number given.

# A–Z of General Information (cont)

Please ensure you obtain and retain a unique reference request number for any reports.

If you require an update to any job request, please contact Residences Reception.

## Moving out instructions

All rooms must be vacated and cleared of personal possessions by 10.00am on the last day of the licence agreement. Leaving instructions will also be sent to residents prior to departure. Any personal belongings left in the property after this time may, at the discretion of the College, be disposed of.

The following procedures should be followed:

1. Remove all personal belongings/items from the room and common areas
2. Leave the room and common areas in a clean and tidy condition
3. Dispose of unwanted food from cupboards, fridges and freezers
4. Put rubbish in room or kitchen bins. Take excess rubbish to the outdoor bin area
5. Leave all items in your room in accordance with the inventory
6. Turn off lights and taps
7. Close the curtains/blinds
8. Lock all doors and windows securely
9. Return all keys and electronic access cards (where applicable) to the designated location as advised before departure. Please ask for a key receipt as proof of return. Residents of Dawson Hall or Floyer House should return their keys to the relevant Site Managers Office or Security Lodge. Late/non-return of keys will lead to extra rent charges or deductions from your deposit
10. Make advance arrangements for the re-direction of mail. It will not be possible to collect any post after you have moved out. All post received after you leave your room will automatically be returned to sender

## Parking

There are no student parking facilities at the Mile End, Charterhouse or Whitechapel Campuses, except on moving-in and moving out weekends.

Exceptions are made for students displaying an authorised blue disabled sticker (who have applied for and received a College parking permit). Contact the Disability and Dyslexia Service for advice on +44 (0)20 7882 2756.

Students who are residents in Tower Hamlets can apply for a Resident's Parking Permit. This will not permit you to park on the College campus, but will allow you to park on public highways in the surrounding area. Students living at the Mile End campus and at the Whitechapel campus become residents of Tower Hamlets for the period of their contract in the College accommodation. To obtain further information, please go to [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)

Students who are residents in Islington (i.e. those residing at Charterhouse Square) should contact the London Borough of Islington Permits Department. To obtain further information go to [www.islington.gov.uk](http://www.islington.gov.uk)

## Personal contact details

Residents are requested to notify Housing Services of any changes to their contact details (i.e. email address or mobile phone number).

## 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.

## Post

All post and parcels will be delivered direct to your hall by Royal Mail or to your post box (Dawson Hall and Floyer House). The College is under no legal obligation to sign for any mail on a student's behalf. Staff will not sign for courier deliveries or be responsible for any items left by couriers.

Mail will be 'returned to sender' if addressed incorrectly or if received after you have moved out.

### Postal addresses

In order to ensure that your postal deliveries are not subject to unnecessary delays, all incoming mail should be addressed as follows:

Name of resident  
Flat number (if applicable)  
Room letter

### Followed by your address:

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

Beaumont Court, Westfield Way, E1 4NX

Chapman House, Westfield Way, E1 4PD

Creed Court, Westfield Way, E1 4NX

Dawson Hall, Charterhouse Sq, EC1M 6BQ

Floyer House, 60 Philpot St, E1 2DP

Hatton House, Westfield Way, E1 4PD

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

Sir Christopher France House, Westfield Way,  
E1 4QA

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

Varden Street, E1 2AW

Varey House, Westfield Way, E1 4PD

### Posters and display materials

Posters, photographs, decorations, etc must be confined to the pin boards supplied. This applies to both bedroom 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.

### Privately rented accommodation

Housing Services provide support and advice on preparing to move into the private sector. Comprehensive notes and video guides, as

well as an online property search can be found online on the residences website: [www.residences.qmul.ac.uk/alternative](http://www.residences.qmul.ac.uk/alternative)

### Re-applying for accommodation

Most students are only eligible to spend their first year in halls. Applications for College accommodation open in the spring semester each year. Please check the website for full details of the Housing Allocations Policy: [www.residences.qmul.ac.uk/college/application](http://www.residences.qmul.ac.uk/college/application)

### Room inspections

Residential Services and Support reserves the right to enter individual rooms on a regular basis to check for general cleanliness, maintenance issues and Health and Safety compliance. When routine checks are being carried out, we will email you in advance to let you know that we will be carrying out the check. Please respond by making sure you leave your room in a reasonable state so the checks can be completed quickly and with minimal intrusion. You will be informed of any non compliance as soon as possible after the inspections.

### Room size and features

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. All bedrooms are carpeted and are equipped with a single bed, wardrobe, desk, desk chair, bookshelves, storage space and central heating. Virtual tours for each hall can be found by visiting: [www.residences.qmul.ac.uk](http://www.residences.qmul.ac.uk)

### Summer accommodation stays

Residents requiring accommodation during the summer vacation period will be required to complete an application via Housing Services. Postgraduate students, who have lived in halls during the academic year and whose courses run on until September, will be contacted directly by Housing Services in March. Priority for summer accommodation goes to applicants who require it for academic purposes. Places will be allocated subject to availability, and a satisfactory payment and disciplinary record. There are no guarantees regarding the style or location of accommodation. Current residents may be required to move residences due to planned refurbishment / change in use of residences.

### Telephones

A Payphone is located in the Student Village, outside the Village Shop at the Mile End Campus. There are no payphones within Dawson Hall or Floyer House.

There are no land telephone lines in bedrooms except for France House for internal college calls. 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. A licence is obtainable online or by post (for further information visit [www.tvlicensing.co.uk](http://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. Study 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 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 fee.

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

### Under 18's

Residential Services and Support cannot 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 him or her self in all practical matters. For further information on the Under 18's policy visit [www.residences.qmul.ac.uk/support/policies/index.html](http://www.residences.qmul.ac.uk/support/policies/index.html)

# Disciplinary Procedure

The halls disciplinary procedures are 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 College property. 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 our aim is:

- To be fair and consistent
- To allow the resident to present their case
- To ensure the resident has access to support throughout the process by informing them of their right to be represented
- To allow all the right to appeal against any decisions made

This Disciplinary Procedure, part of the Halls of Residence Regulations, is in operation at all times and is referred to in the College's Code of Student Discipline (at paragraph 34). A copy of the code can be found online at: [www.arcs.qmul.ac.uk/student\\_complaints](http://www.arcs.qmul.ac.uk/student_complaints)

The Residential Support team is responsible for the general discipline of the residents. This responsibility extends to the discipline of any student, if the situation involves a resident.

Depending on the severity of the incident, one or more of the following penalties may be issued:

## • Verbal warning

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

A verbal warning is appropriate for minor infringements of the Halls of Residence Regulations, e.g. unclean room, minor flatmate disagreement etc.

## • Written warning

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

A written warning is appropriate for an infringement of the Halls of Residence Regulations, e.g. smoking in an individual room, noise disturbance, or two or more minor infringements.

## • Final written warning

Will be placed on the resident's file and a copy may be sent to the Academic Head of Department. A final written warning will be taken into account in any further incidents.

A final written warning is appropriate for a major infringement of the Halls of Residence Regulations, e.g. smoking in a kitchen or other communal area, damage to Residences property or two or more infringements.

## • Notice to Quit

The resident will be required to leave halls and a copy of the Notice to Quit will be sent to their Academic Head of Department and the Academic Registry and Council Secretariat for investigation under the College's Code of Student Discipline.

A Notice to Quit will be issued where there is behaviour that endangers the welfare of other residents, staff or visitors, e.g. physical assault, arson, tampering with the fire alarm system or any fire safety related equipment or fittings, or when a criminal offence has occurred, e.g. possession of illegal substances, or continued infringement of the Halls of Residence Regulations after receiving a final written warning.

A charge of £50.00 may also be applied to cover administration costs

Any student who causes a fire alarm activation or who 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 £50 charge to cover administration and maintenance work involved in resetting and checking the system,
- being required to leave the halls,
- being dealt with under the College's Code of Student Discipline (a copy of the code can be found online at: [www.arcs.qmul.ac.uk/student\\_complaints](http://www.arcs.qmul.ac.uk/student_complaints)),
- being reported to the Police for criminal investigation.



You are advised that there is a zero tolerance policy at Queen Mary, University of London in relation to the misuse or tampering with any part of the fire alarm system (including heat/smoke detectors and break glass units), or any fire safety equipment.

This also constitutes a criminal offence and anyone found guilty of such an offence will be required to leave College accommodation and may be suspended or expelled from Queen Mary, and could be liable to a fine levied by a criminal court and/ or imprisonment.

#### **Fire regulations**

Residents must leave the building immediately when the fire alarm sounds. Security Officers are authorised to carry out roll calls and check rooms to ensure all residents have evacuated. Residents who fail to evacuate within a reasonable time frame set by the College Fire Officers or who re-enter a building before the Security Officers have told residents to do so will be subject to disciplinary procedures, which will result in a written warning and a £50 charge to cover administrative costs. Subsequent offences could lead to a Notice to Quit being issued.

Fire Drills take place at least once during the academic year and any resident who fails to evacuate within a reasonable time frame will be dealt with at the scene by a College Fire Safety Adviser. This will result in a written warning and a £50 charge.

An immediate Notice to Quit will be issued to any resident who covers a detector head or tampers with any fire safety equipment.

In addition to the above, a charge for damage to the property or to cover administration costs may also be issued.

Where a resident has breached the College's fire safety regulations, Residential Services and Support reserves the right to take the following action; refuse requests for further College housing, pass a disciplinary matter to the Academic Registry and Council Secretariat for investigation under the College's Code of Student Discipline, involve an external organisation, e.g. the Police or Environmental Health.

It is possible for a resident to be given a Notice to Quit because they failed adequately to control the conduct of their guest(s). The Residential Support Manager can require a non-resident to withdraw immediately from any hall and may request the Security Service to escort the individual(s) off-campus and, in certain circumstances, refuse access to those who are deemed to be a risk to others.

All Queen Mary students are also subject to the Code of Student Discipline when they are in the halls, at College, involved in College affairs, or dealing with other members of the College.

Residents who are dealt with under the Disciplinary Procedures need to be aware that this could:

- Lead to them being evicted from halls
- Result in academic departments being involved which could impact on academic progression
- Affect future references for private accommodation

#### **Appeals**

Any student of Queen Mary, University of London subject to these sanctions has the right to appeal against any decision using the College's Appeal Regulations. A copy of the appeals regulations can be found online at: [www.arcs.qmul.ac.uk/student\\_complaints](http://www.arcs.qmul.ac.uk/student_complaints)

# Complaints

We are committed to providing a high quality service to all our guests. When something goes wrong we would like to hear from you; this will help us improve our standards.

## What is a complaint?

We are confident that most issues involving our services will be relatively minor, everyday matters which can be resolved informally and immediately with the person(s) directly concerned. Where a problem is not resolved by informal means or is too serious to be dealt with informally, then a formal procedure is available.

We keep a record of all complaints registered with us as this enables us to identify areas of weaknesses so we can put things right and improve the service provided. All complaints are registered, monitored and reviewed by the relevant Senior Manager.

Our aim is to ensure that:

1. Making a complaint is as easy as possible
2. We deal with complaints promptly, politely and in an appropriate manner
3. We treat as a complaint any clear expression of dissatisfaction with our service, which calls for a response
4. We take all complaints we receive seriously whether made in person, by telephone, by letter or by e-mail
5. We learn from complaints and use them to improve our service that we provide to you

## How can I complain?

If you are unhappy about the service we provide then you can, in the first instance, contact our Reception team in France House to see if your complaint can be quickly resolved. If you don't feel the issue has been resolved by our Reception team, please e-mail us at [residential-support@qmul.ac.uk](mailto:residential-support@qmul.ac.uk)

Alternatively, you can complete a Complaints Form (from Residences Reception) and hand this in at the Reception at France House; please address this for the attention of the Residential Support Officer. Formal written complaints must be received within 10 days of the incident.

What should my formal complaint include?

- Your name, building, flat and room number:
- Your student number if you are a registered QMUL student:
- Any other contact details which would speed up a response e.g. mobile phone number
- A clear and concise explanation of what you found unsatisfactory and why you feel that it is unacceptable
- Any relevant facts including dates
- A statement of how you feel the situation could be resolved to your satisfaction.

## What will happen next?

1. We will send you an email acknowledging your complaint and setting out our understanding of the issues you are concerned about. In the response we will ask you to confirm our understanding of the nature of your complaint. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive an acknowledgement to your complaint within 48 hours of us receiving it.
2. We will record your complaint in our central register and keep a file of all correspondence.
3. We will then start to investigate your complaint. This will normally involve asking the Senior Manager responsible for the service, to provide their response to your complaint. A response will be provided within five working days.
4. We may invite you in to discuss the complaint where possible and appropriate; otherwise we will respond to you in writing.
5. If you are not satisfied with the outcome you can request for your complaint to be referred to the Residential Support Manager at [s.p.cantelo@qmul.ac.uk](mailto:s.p.cantelo@qmul.ac.uk) this must be done within 10 working days.
6. If you are still not satisfied with the response received you can submit a request for the decision to be reviewed by a more senior level of management. This must be done within 10 working days.



**Notes:**

1) If your complaint relates to the service or treatment you have received from an office or department outside of the Residential Sector, please refer to the University Complaints procedure available at: [www.arcs.qmul.ac.uk/student\\_complaints](http://www.arcs.qmul.ac.uk/student_complaints)

2) In order to investigate your complaint fully, any member of staff mentioned in the complaint, or who is responsible for a service that you have complained about, will be made aware of the issues you have raised and will be given an opportunity to comment on them.

3) Queen Mary University of London owned and managed residences comply with the regulations set by Universities UK (UUK) codes of practice. For more information regarding the UUK code of standards for university halls of residence (covering England and Wales only) visit: [www.universitiesuk.ac.uk/acop](http://www.universitiesuk.ac.uk/acop) or [www.uukcode.info](http://www.uukcode.info)

# Financial Information/ Regulations

## 1) When are my residential fees due for payment?

Your licence agreement is your residential fee confirmation. You will also receive an invoice, reminders and statements to your Queen Mary email address; it is essential that you regularly check this account. You can also check your financial status on your MySIS account.

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

## 2) When is payment due for the deposit?

The deposit payment is due by the deadline date on your online accommodation offer. You will be required to pay, by credit or debit card, at the same time that you accept your housing offer online. See section 10 for further information. 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](http://www.qmul.ac.uk/epay) You will need to use your Queen Mary applicant/ID number to use this method. You will also need a valid email address to receive confirmation of your payment. There is no fee charged using this method.

### b) CREDIT CARD:

The College Cashier accepts payment by MASTERCARD or VISA only. A 2% charge is made for this service which is in addition to the amount due (non UK cardholders only). Your card statement will show a sum inclusive of the 2%.

### c) DEBIT CARD:

There is no charge for payments made by UK debit cards and a 2% charge for non-UK debit cards. The College can accept VISA DELTA and MAESTRO. We also accept VISA ELECTRON but only for payments made in person at the Cashier's Office.

If you wish to pay by credit/debit card over the telephone, you can do so by calling Housing Services on +44 (0)20 7882 3112 or 3109 (during office hours). You are recommended to contact your card company in advance to alert them of the amount you wish to authorise (particularly if you are paying from overseas).

### d) CASH:

Cash payments for residential fees can only be made in person at the Cashiers' Office, Room W118, Queens' Building, Mile End Campus. Do not send cash through the post under any circumstances.

### e) CHEQUES:

Cheques must be made payable to Queen Mary, University of London or QMUL, in pounds sterling. Non-sterling cheques will not be accepted. All cheques paid for Residential Fees are given 10 full working days to clear. If paying at the Cashiers' office, please have all cheques written out in advance with your student ID or applicant number and name on the back of the cheque.

### f) DIRECT BANK TRANSFER:

You must email a copy of your bank transfer remittance to Housing Services immediately, as proof of payment, to enable the payment to be credited to your account. Ensure that the bank quotes your surname and your student ID or applicant number in the transfer details. Please note, for international transfers both the sending and receiving bank will charge you for this service, you must add at least £15 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 due 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:** The College cannot receive money by Western Union Transfer.

## RESIDENCES OFFICE BANK ACCOUNT DETAILS

Account name:

Queen Mary, University of London.

Sort Code: 20 – 57 – 06

Account Number: 70211729

Bank and Address:

BARCLAYS, Mile End Branch,  
240 Whitechapel Road, London,  
E1 1BS, U.K.

Some banks, not all, will need this next piece of information:

IBAN GB 90 BARC 205706 70211729  
and/or SWIFT NUMBER BARCGB22

#### 4) Alternative payment arrangements (or late payment arrangement)

You can arrange to pay your residential fees by:

- 3 equal instalments in October, January and May (for self-payers in receipt of student loans)
- 8 equal instalments between October and May (suitable for bursaries or for third party payments)

Please contact Residences Finance to arrange this. Please note you may be asked to provide documentary evidence to support your application. Payment plans are at the discretion of the Residences Finance Manager.

#### 5) What should I do if I need a receipt?

- a) Online payments or payments in person at the Cashier's Office will automatically provide a receipt. If you send a cheque in the post or pay by credit/debit card over the telephone and require a receipt, please put this request in writing to Residences Finance. Bank transfer payments will be confirmed by email receipt, once funds are received.
- b) 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](mailto:casrequest@qmul.ac.uk), please quote Visa Letter Required in the subject line.
- c) Please note, if you are applying for Tier 4 (General) Student immigration permission, and you would like to pay money for your QM accommodation in advance, a maximum of £1000 of this can be shown on your Confirmation of Acceptance of Studies (CAS) from QM, even if you have paid more than £1000. This means that a maximum of £1000 in accommodation fees can be offset against the amount of money that you have to show for maintenance to the UK Border Agency as part of your Tier 4 immigration application. For more information, please read the Advice and Counselling Service leaflet

Applying for Tier 4 (General) Student immigration permission:  
[www.welfare.qmul.ac.uk/documents/leaflets/immigration/29744.pdf](http://www.welfare.qmul.ac.uk/documents/leaflets/immigration/29744.pdf)

#### 6) Are there any administration or handling charges?

An administration charge of £25 will be levied for: Cheques not honoured by your bank and credit/debit card payments that are not authorised. Payment handling charges incurred by, or charged to the College, 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 the College's Advice and Counselling Service ([www.welfare.qmul.ac.uk](http://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?

You will not be able to accept an offer of accommodation, or move into your accommodation until you have paid your deposit. Non-payment of residential fees could result in you being required to leave your accommodation. Failure to pay residential fees by the payment deadlines for any period, may incur interest charges of 2% above the Barclays Bank base rate, per week for each week or part week that payment is delayed. An unsatisfactory payment record will jeopardise any future eligibility for the College housing and private sector references. Debt collection agencies will be used to recover any outstanding debt. Please note that additional charges will be made if this is necessary.

#### 9) When will my deposit be refunded?

The deposit is held against non-payment of residential fees and assigned or unassigned damages to, or for the loss of, the College's residential property. 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 and Support (acting reasonably) will decide who is to be charged for any damage/loss. A list of standard charges can be found at the end of this Handbook.

Any damage charge of £50 and above will be separately invoiced, not deducted from your deposit.

Deposits (or the balance remaining) will be refunded after your licence has expired and room vacated, a room check/inventory completed, all keys returned as instructed and all necessary deductions made (including the cost of any extra cleaning and building related repairs). The balance of the deposit will be returned to the student as soon as it is practicably possible. This will usually take four weeks in the majority of cases, unless there are extenuating circumstances. Please note, **refunds cannot be made in cash**, or on the day of departure. Deposit refunds will in most cases, be refunded directly back onto the card that was used to make the room deposit payment. If the card used to make a deposit payment has expired, you will need to contact Residences Finance to make alternative arrangements.

In the event of a student cancelling his/her licence agreement outside the cooling-off period (see offer letter and licence for details), all or part of the deposit may be retained by the College as a contribution towards any losses or costs suffered by the College as a result of the cancellation.

#### 10) How can I contact the Residences Finance Office?

Residences Finance Office  
Room E01, Queens' Building  
Queen Mary, University of London  
Mile End Road  
London E1 4NS  
UK

Tel: +44 (0)20 7882 3109 or 3112

Email: [residences-finance@qmul.ac.uk](mailto:residences-finance@qmul.ac.uk)



# Local Area Information

## Mile End Campus

The closest underground stations to the Mile End Campus are either Mile End (Central, Hammersmith and City and District Line) or Stepney Green (District and Hammersmith and City Lines).

Both are a five-minute walk from the Campus.

There are easy links from Stansted, Gatwick and Heathrow Airports and all major British Rail stations to both of these underground lines.

Closest bus routes are No 25 and No 205.

## Charterhouse Campus

The closest underground station to the Charterhouse Campus is Barbican (Hammersmith and City, Metropolitan and Circle Lines), only a two-minute walk from the Campus.

There are easy links from Stansted, Gatwick and Heathrow Airports and all major British Rail stations to this underground line.

Closest bus routes are No 25 or No 55.

## Whitechapel Campus

The closest underground station to the Whitechapel Campus is Whitechapel (District and Hammersmith and City Lines and London Overground), only a two minute walk from the Campus.

There are easy links from Stansted, Gatwick and Heathrow Airports and all major British Rail stations to these underground lines.

Closest bus routes are No 25, 205, 106 and 252.

# Useful Contacts and Information

## Admissions and Registry

(The Student Enquiry Centre)  
Room CB02  
Queens' Building  
+44 (0)20 7882 5005  
admissions@qmul.ac.uk  
stuadmin@qmul.ac.uk  
www.studentadmin.qmul.ac.uk

## Advice and Counselling Service

Ground Floor  
Geography Building  
+44 (0)20 7882 8717  
welfare@qmul.ac.uk  
www.welfare.qmul.ac.uk

## Alumni Relations and Events Office

Room E116  
Queens' Building  
+44 (0)20 7882 7790  
alumni@qmul.ac.uk  
www.qmul.ac.uk/alumni

## Careers

Room WG3  
Queens' Building  
+44 (0)20 7882 8533  
careers@qmul.ac.uk  
www.careers.qmul.ac.uk

## Chaplaincy (St Benet's)

+44 (0)20 7882 3179  
stbenets@qmul.ac.uk  
www.faith.qmul.ac.uk

## IT Services Help Desk

Room W209  
Queens' Building  
+44 (0)20 7882 8888  
helpdesk@qmul.ac.uk

## Disability and Dyslexia Service

Room 2.06  
Francis Bancroft Building  
+44 (0)20 7882 2756  
dds@qmul.ac.uk  
www.dds.qmul.ac.uk

## Fees Office

Room W117  
Queens' Building  
+44 (0)20 7882 3087  
fees@qmul.ac.uk  
www.qmul.ac.uk/tuitionfees

## International Office

Room CB105  
Queens' Building  
+44 (0)20 7882 3066  
international-office@qmul.ac.uk  
www.qmul.ac.uk/international

## Library Services

All Sites  
Mile End  
+44 (0)20 7882 8800  
www.library.qmul.ac.uk

## Nursery

+44 (0)20 7882 2782/2790  
nursery@qmul.ac.uk  
www.nursery.qmul.ac.uk

## Occupational Health Service

(Medical and Dental Students)  
Ground Floor  
Geography Building  
+44 (0)20 7882 8700  
occhealth@qmul.ac.uk

## Security Service (24hrs)

Emergency  
+44 (0)20 7882 3333  
Security Mile End  
+44 (0)20 7882 5000  
Security Charterhouse Square  
+44 (0)20 7882 6020  
Security Whitechapel  
+44 (0)20 7882 2599  
www.security.qmul.ac.uk

## Student Health Service

(GP Practice – Globetown Surgery)  
Ground Floor  
Geography Building  
+44 (0)20 7882 8710  
www.studenthealth.qmul.ac.uk

## The Student Office

(School of Medicine and Dentistry)  
Garrod Building  
Turner St  
Whitechapel  
www.smd-edu.qmul.ac.uk

## Students' Union/Association

For information on Queen Mary Students' Union (QMSU) please visit [www.qmsu.org](http://www.qmsu.org)

For information on Barts and The London Student Association please visit [www.bartslondon.com](http://www.bartslondon.com)

## Switchboard

+44 (0)20 7882 5555

## Information on College 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\\_zone](http://www.arcs.qmul.ac.uk/policy_zone)



# Health and Safety Resident's Checklist



<b>Plug</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Not loose in socket-outlet and can be removed from socket-outlet without difficulty</li> <li><input type="checkbox"/> Free from cracks or damage</li> <li><input type="checkbox"/> Flexible cable secure in its anchorage</li> <li><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.</li> <li><input type="checkbox"/> Pins not bent</li> <li><input type="checkbox"/> Pins preferably sleeved, particularly where young children may touch the plug</li> <li><input type="checkbox"/> No cardboard label on the bottom</li> <li><input type="checkbox"/> Plug does not rattle</li> </ul>
<b>Flex or cable</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Good condition</li> <li><input type="checkbox"/> Free from cuts, fraying and damage</li> <li><input type="checkbox"/> Not in a location where it could be damaged</li> <li><input type="checkbox"/> Not too long, too short or in any other way unsatisfactory</li> <li><input type="checkbox"/> No joints or connections that may render it unsuitable for use, such as taped joints</li> <li><input type="checkbox"/> Only one flex connected into one plug (a 13A plug is designed for one cable only – not two)</li> <li><input type="checkbox"/> Not too tightly bent at any place</li> <li><input type="checkbox"/> Not run under a carpet</li> <li><input type="checkbox"/> Not a trip hazard</li> <li><input type="checkbox"/> An extension lead should be inspected throughout its length. This will mean uncoiling coiled-type extension leads</li> </ul>
<b>Socket-outlet or flex outlet</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Free from cracks or other damage</li> <li><input type="checkbox"/> No sign of overheating</li> <li><input type="checkbox"/> Shutter mechanism of socket-outlet functioning</li> <li><input type="checkbox"/> Not loose (ie properly secured)</li> <li><input type="checkbox"/> Switch, if fitted, operates correctly</li> </ul>
<b>Appliance or item of equipment</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Free from cracks, chemical or corrosion damage to the case, or damage that could result in access to live parts</li> <li><input type="checkbox"/> Equipment is operated with protective covers in place and doors closed</li> <li><input type="checkbox"/> Able to use safely</li> <li><input type="checkbox"/> Switches on and off correctly</li> <li><input type="checkbox"/> Works properly</li> <li><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</li> <li><input type="checkbox"/> No sign of overheating</li> <li><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</li> <li><input type="checkbox"/> Cups and plants are not placed where their contents could spill into equipment.</li> </ul>

# List of Indicative Charges

Where loss or damage occurs to College 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 plus reasonable administration fees. We cannot foresee the extent of all damages or predict price rises, but the following list is intended to provide a guide price for most eventualities. (Prices include VAT)

Item	Cost (£)	Item	Cost (£)
<b>REDECORATION</b>		<b>CARPENTRY/GLAZING</b>	
Redecorate window sill	16.00	Replacement of flat, room or kitchen door	762.00
Redecorate window frame	32.00	Replacement of bathroom, w/c or en-suite door	101.00
Redecorate door, one side, includes hook removal	48.00	Replace typical window pane	100–200
Redecorate average size room/ kitchen – one wall	32.00		
Minor making good to decorations (poster damage)	27.00	<b>FIRE SAFETY</b>	
Redecorate average size room/ kitchen ceiling	50.00	Replacement of water fire extinguisher	58.00
		Replacement of CO2 fire extinguisher	47.00
<b>FLOORING</b>		Replacement of powder kitchen fire extinguisher	26.00
Replacement of room carpet	432.00	Replacement of fire blanket	26.00
		Fire alarm engineer call out (minimum)	56.00
<b>WHITE GOODS/KITCHEN EQUIPMENT</b>		<b>KEYS/ACCESS CARDS</b>	
Replacement of room mini fridge	112.00	Replacement key (room or post box)	15.00
Replacement of large upright fridge/freezer	363.00	Replacement access control residential access card (12.00 Dawson)	10.00
Replacement microwave	80.00		
Replacement kettle	21.00	<b>HOURLY CHARGES</b>	
Replacement toaster	22.00	Hourly charge for additional cleaning	20.00
Replacement hob	186.00	Hourly charge for trade engineer	27.00
Replacement oven	176.00		
<b>FURNITURE/FURNISHINGS</b>			
Replacement of wardrobe door	57.00		
Replacement of kitchen table	180.00		
Replacement of standard mirror	20.00		
Replacement of desk chair	82.00		
Replacement of kitchen chair	70.00		
Replacement of room/kitchen notice board	41.00		
Replacement of shower curtain	8.00		
Replacement of desk lamp in bedroom	18.00		





Queen Mary  
University of London

### Housing Services

Estates and Facilities Directorate  
Queen Mary, University of London  
Mile End Road, London E1 4NS

Tel: +44 (0)20 7882 5522  
email: [residences@qmul.ac.uk](mailto:residences@qmul.ac.uk)  
[www.residences.qmul.ac.uk](http://www.residences.qmul.ac.uk)

This publication has been printed on environmentally friendly material from well-managed sources

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](mailto:hr-equality@qmul.ac.uk), 020 7882 5585