Welcome to your new home

The Residential Support Team welcome you to your new home. Come and see us in The Housing Hub if we can help you in any way or if you just want to chat to someone. We are located on the ground floor of Feilden House.

THINGS TO DO BEFORE YOU ARRIVE

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**Pre order your Bedding, Kitchen Pack and Laundry Card**

We offer bedding packs and kitchen packs for sale – it helps if you purchase items in advance but we will have items available to buy when you arrive.

Visit: [http://eshop.qmul.ac.uk/product-catalogue/accommodation/qmul-residences](http://eshop.qmul.ac.uk/product-catalogue/accommodation/qmul-residences) to see the range of items.

If you are at Floyer House, Dawson Hall, Stocks Court, Ifor Evans Place, Lindop House and Albert Stern House and Cottages all pre-ordered items will be placed in your room for arrival.

You can also buy a laundry card with pre-loaded credit which will be ready for your arrival.

For all other buildings (which are on the main campus at Mile End) items will be available for collection from 10am–midnight on Saturday 16 September from The Canal Side study room (next to Santander Bank). You can also buy additional items from here.

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**Pre order your Welcome Events Tickets**

We organise a number of events for residents (see Events Schedule). Many events are free and give you an opportunity to have fun and meet other residents. Access to all events is limited and individual prices are listed on the events schedule. Make sure you don’t miss out by purchasing all your tickets in advance for a **one off price of £5.00 via the Online Shop**. This fantastic offer represents almost a 50% saving and gives you guaranteed access to:

- Jazz and Tea on Saturday 16 September
- One Welcome BBQ (various times)
- Genesis Cinema Ticket (to use anytime from 18–25 September inclusive)
- Welcome ‘all you can eat’ Brunch on Saturday 23 September

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**Let your family and friends have your new halls address**

Make sure that you give friends and family your correct halls address before you leave for university. The full address can be found on your Licence Agreement. Any post or packages should be addressed with your name, flat and room number plus full address and postcode.

We are sorry but, we are unable to accept responsibility for your post or accept parcels on your behalf.

If you have an urgent request please contact us at: residential-support@qmul.ac.uk

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**THINGS TO KNOW WHEN YOU ARRIVE**

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**24 hour Reception at France House**

Reception at France House is open 24 hours per day so do not hesitate to come in and ask if you need anything.

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**Laundries**

There are 7 laundries across the sites – these are in France House, Feilden House, Lindop House, Ifor Evans Place, Stocks Court, Floyer House and Dawson Hall. There is a dispenser at Floyer House where residents can buy a laundry card for £2 and top this up online.

Find out how to use the laundry machines come to one of our ‘Suds Up Laundry Events’ at:

- **Lindop House**: Thursday 21 September from 10.30am–11.30am
- **Stocks Court**: Friday 22 September from 10.30am–11.30am
- **Ifor Evans Place**: Friday 22 September from 2pm–3pm
- **France House**: Saturday 23 September from midday–2pm
- **Floyer House**: Sunday 24 September from 10am–11am
- **Dawson Halls**: Sunday 24 September from 11.30am–12.30pm

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**Need to report an issue with your room or flat?**

We have checked your room and are aware of all minor issues such as chipped paint and marks on walls and carpets so there is no need to report these and we will not charge you when you leave.

If something is urgent e.g. a water leak, an electrical fault, an issue with water supply or a problem with a lock or keys etc. you can report this immediately in person at Reception or by email to: eaf-helpdesk@qmul.ac.uk

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**Not sure what to report?**

Come to one of the Halls Managers Drops in sessions at:

- **Mile End**: Sunday 17 September from 10am–1pm in Canalside study room, next to Reception at France House
- **Dawson Hall**: Sunday 17 September from 4pm–5pm in the foyer
- **Floyer House**: Monday 18 September from 4.30pm–5.30pm in the foyer
Welcome Events for New Residents
September 2017

Tickets for all our events are exclusively for those living in QMUL Halls (inc. Sherren House) they are limited and normally sell out, so pre-order them early to avoid disappointment. Any tickets not pre-sold will be available for purchase at the start of each event.

**JAZZ AND TEA**
6.30pm–8.30pm
Outside of The Curve

Come as a group of four and get afternoon tea for £1 each.

Not met anyone yet? Come alone and be introduced to other residents to form a quartet!

Enjoy live music from a Jazz Band.

**FOOD LOVERS MARKET**
10am–3pm
The Student Village
(open to non-residents)

Taste complimentary food showcased by QMUL food suppliers. Capture your first days at QMUL in our photo booth. Interact with adorable animals at our mobile farm.

**FREE EVENT**

**FOOD LOVERS MARKET**
10am–3pm
The Student Village
(open to non-residents)

Taste complimentary food showcased by QMUL food suppliers. Capture your first days at QMUL in our photo booth. Interact with adorable animals at our mobile farm.

**FREE EVENT**

**WELCOME BBQ**
MILE END
5.30pm–7.30pm
Outside of The Curve

Soak-up the last of summer while enjoying our beach-themed BBQ. QMSU Quest Radio taking your requests. Play crazy golf, air hockey, table tennis or table football.

**TICKETS £2 EACH**

**WELCOME BBQ**
FLOYER HOUSE
5.30pm–7.30pm
Floyer House Garden

Discover Floyer House’s beautiful, enclosed garden and meet other SMD students living in Floyer House at a BBQ especially for residents of the building.

**TICKETS £2 EACH**

**WELCOME BRUNCH**
10am–midday
The Curve

Replenish yourself at our all-you-can-eat brunch.

**TICKETS £3**

**WELCOME BBQ**
DAWSON HALL
1pm–3pm
Charterhouse Square Green

Relax and meet other SMD students living at Dawson Hall at a BBQ on the green.

**TICKETS £2**

**MOVIE NIGHTS AT GENESIS CINEMA!**

Visit the famous, award-winning Genesis Cinema on the Mile End Road (equal distance between the Mile End Campus and Floyer House).

Watch any film, on any day, at any time between Monday 18 September and Monday 25 September.

**TICKETS ONLY £3**
on sale at The Housing Hub Monday–Friday 10am–4pm.