Living safely in Queen Mary Halls

Moving away from home for the first time can be daunting even at the best of times, but during these uncertain times, you may be more concerned. You might be spending more time in your residential accommodation at Queen Mary with blended learning including online teaching together with face to face lectures, it is now more important than ever to make sure that you choose a home that feels safe.

Your safety, security and wellbeing are at the heart of everything we do. That is why since the beginning of the global coronavirus pandemic, we have worked to develop a programme that enables you to feel safe and secure in Queen Mary’s Halls, whilst ensuring you have the unique experience of living away from home.

Here’s some information about what to expect when you arrive and what we’ve put in place to help keep you safe and make sure you have a great experience living in Queen Mary’s Halls!
Welcoming you, and keeping you safe.

Your accommodation

Eligible students will receive an offer of housing with a standard contractual start date of Saturday 12 September with complimentary early arrivals on either Thursday 10 or Friday 11 September, using the online booking service.

International students can request to arrive up to 14 days before the start of their residential licence agreement, if they are required to self-isolate in accordance with the current Government guidelines.

Residential deposits paid will reserve the room, without the need for an advance rent payment until 26 September.

If an applicant cannot travel in September due to National travel restrictions (lack of available flights or visa delays), they can contact Housing Services for further advice.

We will reduce the number of flatmates in flats with shared facilities.

The Residential Support Team will host online halls induction seminars and socially-distanced welcome events to help you settle in and meet people.
Coronavirus risk assessments have been carried out for all areas within Queen Mary Halls.

Enhanced cleaning in all communal areas, including shared kitchens and bathrooms to ensure all frequently touched surfaces are as safe and clean as possible.

Hand sanitisers are installed in all building entrances and protective screens are in place at all of our receptions.

Online meetings, as an option, will be available with the Residential Support Team, so you can be confident about speaking with us safely about life in Queen Mary Halls.

We will communicate with you on regular basis to keep you informed of what we are doing to keep you safe.

Your safety and security are at the heart of everything we do.
We’re always here to support you.

**Safety and Security**
The Security Service are on all campuses 24 hours a day, 7 days a week carrying out regular patrols and checks on all areas.

Residential staff are also on call 24 hours a day, 7 days a week to respond to out of hours emergencies.

**Self-Isolation**
We have allocated some of our accommodation for those who need to self-isolate.

A dedicated contact will be available to support you throughout the self-isolation period.

Regular food deliveries to your door can be arranged with Queen Mary Food.

**Supporting your Studies**
Unlimited WiFi is available in all areas of our campuses.

All our halls are on-campus, or a short walk away, so travel between your accommodation and other facilities doesn't have to involve using public transport.

A range of facilities across our campuses including libraries, shops, cafés and restaurants, social and study spaces and a gym open 7 days a week.

**Your Wellbeing**
All our social events will adhere to social distancing guidelines. Online social and community activities allow you to connect, even if you prefer to stay in your room.

Our onsite Queen Mary Food Team offer meal plans and takeaway services.

Mental health First Aiders available 24 hours a day, 7 days a week.

For more Information
Housing Services
residences@qmul.ac.uk
+44(0) 207 882 6474

Your safety and security are at the heart of everything we do. We look forward to welcoming you!

qmul.ac.uk/residences