

QMUL.AC.UK/RESIDENCES

RESIDENTS' HANDBOOK

2020-21



Queen Mary
University of London

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WELCOME

TO RESIDENTIAL SERVICES AND SUPPORT

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

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

To make the most of your time here, please read this Handbook carefully, and refer to it, as and when needed, during your stay with us. If you have any queries relating to your accommodation, please contact the Residential Services and Support Team.

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

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

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

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



THE RESIDENTIAL SERVICES AND SUPPORT TEAM



We have two main residential teams looking after you and the accommodation that you live in. These teams are based at the Mile End Campus, but provide support to all residents on our three campuses and Aspire Point:

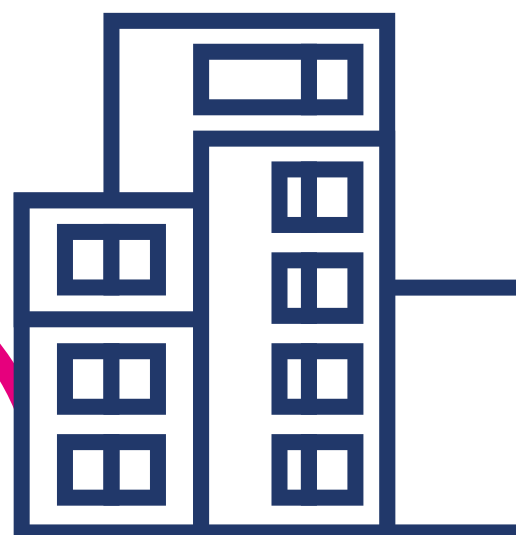
HOUSING SERVICES	RESIDENCES RECEPTION (RESIDENTIAL SUPPORT AND SECURITY)	RESIDENTIAL SUPPORT
Halls applications, room allocations, room transfer requests, summer accommodation, residential fees and alternative housing options	24 hour reception for all queries relating to your accommodation, including reporting of repairs and cleaning issues.	Provides support to all residents regarding any issues with service levels. Also manages discipline and complaints.
residences@qmul.ac.uk	residences-reception@qmul.ac.uk *	residential-support@qmul.ac.uk
Tel: +44 (0)20 7882 6474	Tel: +44 (0)20 7882 6470	Tel: +44 (0)20 7882 6470
Monday to Friday, 09.30 – 16.30	Open 24 hours a day, 365 days per year	Monday to Friday, 09.30 – 16.30

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

Aspire Point residences (Stratford) have their own dedicated on site team for all queries relating to the facilities management of the building, including; reporting of repairs, postal deliveries, cleaning issues and security, 24 hours a day.

Email: aspirehelpdesk@derwentfm.eu
Tel: +44 (0) 7795 043828

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



* This email is monitored 09.00 – 17.00. If the matter is urgent please present in person or call Residences Reception at France House.

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 new home.

One of the most rewarding aspects of living in Queen Mary residences is the opportunity to meet and establish close friendships with people from a variety of backgrounds. 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.

i The regulations can be accessed in full at:
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, Queen Mary or the owners or occupiers of the buildings or adjoining premises, nor may they use their room or building for illegal or improper purposes.

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

HALLS INDUCTIONS

These are mandatory for all residents living in QM accommodation (including Aspire Point).

You can attend an online version or a scheduled session in person.

It's important that you attend one of the sessions as this will provide you with a complete overview of QM Halls of Residence, what we do, what we provide, who we are, what is expected of you and who to contact when you need to.

The Inductions are invaluable in promoting your residential experience and will enable you to gather all the information you need when living in halls.

Please be advised that any resident who fails to complete the Halls Induction within two weeks of arrival, will be called to a meeting with a member of the Residential support Team.

In everything we do, our ultimate purpose is to promote student wellbeing.



FIRE SAFETY GUIDANCE

The Queen Mary Fire Safety Standard and Management Procedures have been developed to minimise the risk of fire and its consequences.

i The policy and procedures are available at: www.hsd.qmul.ac.uk

The following guidance is intended to supplement the Queen Mary 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 or building.

IF THE ALARM SOUNDS

- » Leave the building immediately by the nearest available fire exit
- » Close, but do not lock all doors behind you to prevent the spread of fire
- » Do not use the lift – lifts automatically go to the ground floor and will not operate when the alarm sounds
- » Evacuate **immediately** when the fire alarm sounds. Anyone who fails to evacuate immediately will be dealt with under the Residences Disciplinary Procedure

INFORMATION ON THE DISCIPLINARY PROCEDURE CAN BE FOUND ON PAGE 21

FIRE DETECTION

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

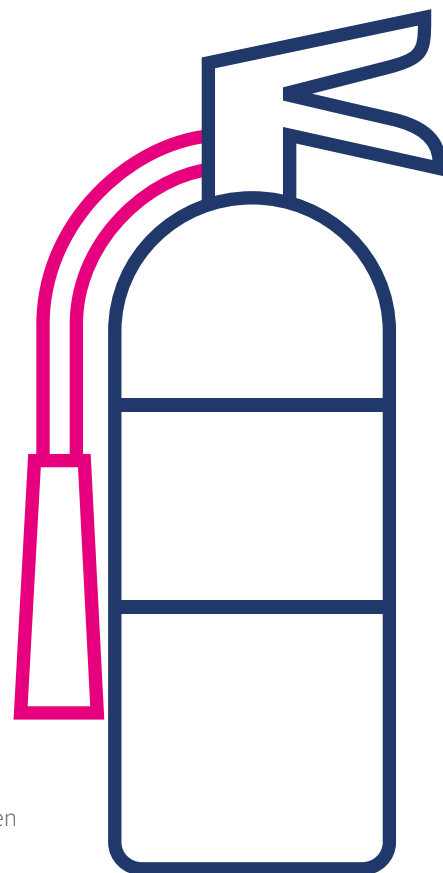
- » Keep the shower door closed when showering in en-suite rooms and communal bathrooms
- » Stay away from the detection device when using aerosols, hairsprays, hair dryers, curling and straightening tongs

FIREFIGHTING EQUIPMENT

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

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

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



FIRE DOORS

Fire doors, including kitchen doors are fitted with door closers and smoke seals to limit the spread of fire and smoke. Kitchen doors are alarmed and the alarm will be activated if the doors are left open. All residents must comply with the following fire safety instructions:

- » Keep all fire doors shut – doors must not be wedged open
- » The use of door stops is strictly prohibited
- » Do not tamper with kitchen door alarms or related fire safety equipment
- » Report all fire door faults to Residences Reception at France House (or to Reception at Aspire Point)

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

FIRE ALARM TESTS

Fire alarm tests will take place weekly and will result in a few seconds of the fire alarm sounding. It is not necessary for residents to evacuate the building during these sound tests.

FIRE DRILLS

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

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, incense sticks etc.

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

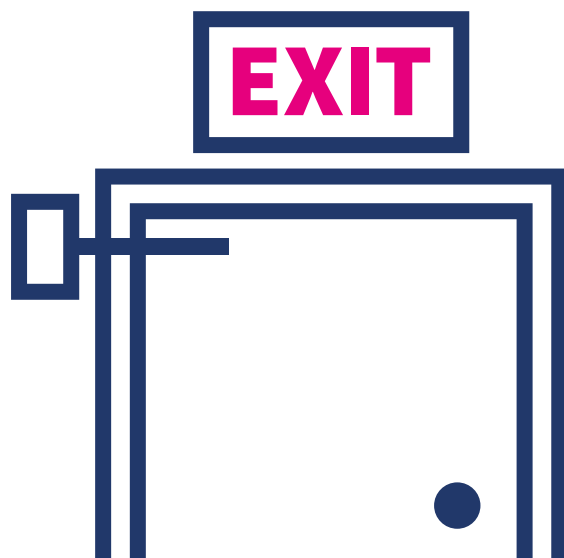
FIRE SAFETY IN KITCHENS

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

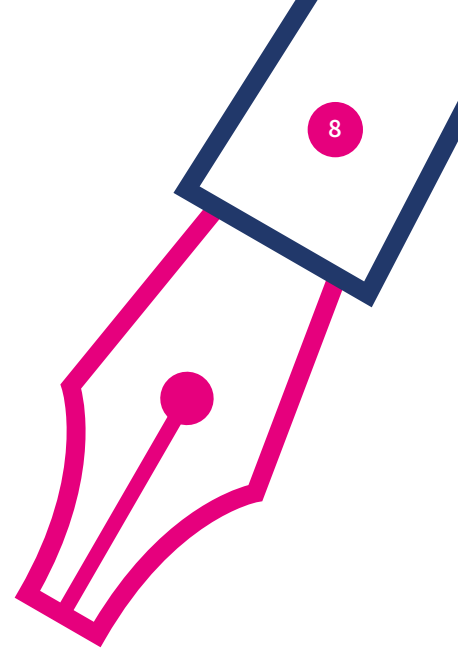
- » Never leave cooking unattended (this includes rice cookers)
- » Keep the oven, grill and hob clear of accumulated grease and ensure they are switched off after use
- » Open the window or run the mechanical extraction to clear cooking smoke
- » Keep the kitchen door closed
- » Chip pans, deep fat fryers, pressure cookers or any appliance holding large quantities of oil are not permitted in any area of Queen Mary accommodation.

COMPLIANCE

The Queen Mary Fire Safety Standard and Management Procedure ensures that arrangements and legal requirements for fire safety are strenuously enforced. Infringements will be dealt with in accordance with the relevant disciplinary or legal procedures. **It is a criminal offence to tamper with any fire alarm or fire safety equipment.** Anyone found to be doing so will be issued with a Notice to Quit halls and police action may be taken.



LICENCE AGREEMENT



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

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

FOR FULL INFORMATION ON RESIDENTIAL FEE PAYMENTS, PLEASE REFER TO PAGE 24

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

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

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

CANCELLATION POLICY

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

- » you have had 'face to face' contact with a member of the Housing Services team (prior to signing the licence)
- » the licence agreement commencement date has begun
- » you have collected the keys, or stayed overnight in the accommodation

MOVING IN LATE

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

If there is a delay in your arrival that will incur residential fees in excess of the £300 deposit paid, a further payment of £300 will be requested. Failure to make this additional payment, when requested, will result in the room booking being cancelled.



MOVING OUT EARLY

If you wish to leave before the expiry of your licence you will remain liable for the full residential fees until the end of your licence agreement, unless the room is re-let to another Queen Mary student, not currently living in halls, who fulfils the housing eligibility criteria. 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

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

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

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

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



A-Z OF GENERAL INFORMATION



ACCESS TO ROOMS AND FLATS

Residents must permit Queen Mary staff, or recognised contract staff of Queen Mary 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 wear uniforms and carry identification. Surveys regularly take place for planned and preventative works.

Residents will be given 7 days' notice of planned maintenance works.

YOU CAN FIND A LIST OF THE PLANNED PREVENTATIVE MAINTENANCE SCHEDULE ON PAGE 30

When you report an issue, you will receive a job reference number and regular updates by email of the progress of the works performed. If you report a maintenance fault you are agreeing to grant access to allow the works to be completed. You do not have to be present for work to be undertaken, however failure to allow reasonable access may result in your request being cancelled and a £50 charge may be applied for a cancelled/subsequent visit.

i The halls access procedure can be found at: www.qmul.ac.uk/residences/currentresidents/policies



ALCOHOL

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

Please remember to drink sensibly.

ANTI-SOCIAL BEHAVIOUR

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

INFORMATION ON THE DISCIPLINARY PROCEDURE CAN BE FOUND ON PAGE 21

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.

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
- » No future offers of Queen Mary accommodation

BED BUGS

Bed bugs are becoming an increasing concern around the world especially in hotels, hostels and environments that house a large number of residents. Bed bugs are very small insects that generally feed on their host, however they can live in folded clothing, bedding, furniture and travel baggage and go un-noticed for some time. Bed bug bites are typically similar to mosquito bites and can appear over the body randomly or in a line of bites.

Queen Mary has procedures in place to quickly manage any reports of bed bug activity. Rooms are checked to ensure they are free of any infestations prior to your arrival. If you experience insect bites whilst staying at Queen Mary please report this **immediately** to residences-reception@qmul.ac.uk or in the case of Aspire Point to aspirehelpdesk@derwentfm.eu so we can implement measures to carry out an inspection and, if required, carry out a treatment to prevent any possible bed bug infestations from spreading to other residents.

Advice and guidance will be provided at the time a resident reports any suspected bed bug activity and we ask that residents adhere strictly to this guidance.

Residential Support will contribute a maximum of £30 towards laundry costs. Any dry cleaning costs are the responsibility of the resident.

Report any sign or insect bites, especially if these occur following any international travel or when you have slept anywhere other than in your Queen Mary accommodation.

BED LINEN

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



BICYCLES

Bicycles must **not** be kept inside any of the residential buildings. External bicycle storage facilities are provided at all campuses. Bicycles are not covered under the Halls Block Insurance and additional cover must be arranged.

CLEANING

A regular weekly cleaning service is provided for all communal kitchens, communal bathrooms and shared access areas within the halls.

Waste and recycling will be removed from kitchens and bathrooms daily, Monday to Friday (excluding Bank Holidays and University closure days).

Aspire Point: Kitchens will be checked and graded weekly, using a traffic light system according to the planned schedule and agreed standards which are displayed in each kitchen. Failure to meet the agreed standards will result in cleaning charges being applied, pro-rata for the time taken to bring the kitchen to an acceptable standard.

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

Residents in the Varden Street flats are responsible for the cleaning of all internal areas of these premises, including the removal of waste and recycling.

Residents must ensure there are no obstructions or hazards that might affect the cleaning process. This includes removing personal possessions from floors and surfaces on the dedicated weekly cleaning day. To ensure residents safety, access to communal kitchens, bathroom and corridors may be restricted to enable cleaning to take place for up to 60 minutes each week.

Areas will be cleaned according to the planned schedule and agreed standards which is displayed in each kitchen.

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

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

Any concerns about cleaning in halls should be made to: residential-support@qmul.ac.uk or in the case of Aspire Point to aspirehelpdesk@derwentfm.eu

CONFIDENTIALITY

In compliance with the General Data Protection Regulations (GDPR), we are **not** permitted to discuss any details of your residential agreement with any other person (including parents or guardians), unless you provide written permission to do so.

CONFISCATION OF ITEMS

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

COUNCIL TAX

Students are exempt from Council Tax if they live in a property that is occupied exclusively by students. Queen Mary accommodation is exempt from this tax, but occasionally you may be requested to submit proof of student status to the local authority. A certificate of student attendance can be obtained from the Student Enquiry Centre (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.

DEPOSITS

You are required to pay a deposit as an integral part of the acceptance process to book your room in halls. The deposit is held during the period of licence agreement to offset cleaning charges, lost keys, disciplinary charges and assigned or unassigned damages to, or for the loss of, Queen Mary residential property and residential fee arrears.

The deposit is non-refundable, the payment is reserved and credited against your final instalment of residential fees (minus any deductions or charges).

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

REFER TO PAGES 8 AND 9 FOR FURTHER DETAILS ON THE LICENCE AGREEMENT

DRINKING WATER

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

DRUGS

- » Queen Mary has a **legal responsibility** to ensure that it does not allow its premises to be used for illegal drug activities. Any resident, or guest(s), involved in illegal drug activities will be **reported to the police**. This extends to the use or storage of any New Psychoactive Substance (often referred to as NPS or 'Legal High').
- » We take a **zero tolerance** approach to anyone involved in the supply of illegal drugs. Remember that, despite popular misconceptions, the possession and use of **cannabis is illegal**.
- » Any matter involving illegal drugs will lead to action under the **Residences Disciplinary Procedures and could be referred to Academic Registry to be dealt with at College level under the Code of Student Discipline**.

INFORMATION ON THE DISCIPLINARY PROCEDURE CAN BE FOUND ON PAGE 21

- » The issue will be reported to the police which may result in a criminal record; this could impact on academic progression and international travel.
- » Any resident found to be involved with illegal drug activity will be issued with a Notice to Quit.
- » Charges will be applied for replacing any fixtures or fittings damage or lingering smell (carpets, curtains, mattress, room re-decorations etc).
- » If you are concerned about your own or other students' drug use, please come and ask us for advice or contact the Advice and Counselling Service at: www.welfare.qmul.ac.uk

ELECTORAL REGISTRATION

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

ELECTRICAL APPLIANCES

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

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

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

Residents are responsible for ensuring that any personal electrical appliance (e.g. extension leads and charging leads, hair styling equipment, laptops etc) are maintained in a safe condition with a suitably sized fused plug or adaptor marked with the British Safety Standard. The Electrical Safety Council recommends only using electrical equipment purchased in the UK. Any equipment purchased overseas must have a correctly fused and 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 accommodation 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
- » Plug-in fairy lights are not allowed in any part of the accommodation
- » Report all electrical defects to: helpdesk.qmul.ac.uk/QMULServiceDesk.BridgeIT#/logon or in the case of Aspire Point to aspirehelpdesk@derwentfm.eu

ELECTRICITY AND GAS

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

EMERGENCY

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

Ensure you also contact the Queen Mary Security Service as soon as possible on 020 7882 5000 or [in the case of Aspire Point +44 \(0\) 7795 043828](tel:+44207795043828).

ENVIRONMENT AND SUSTAINABILITY

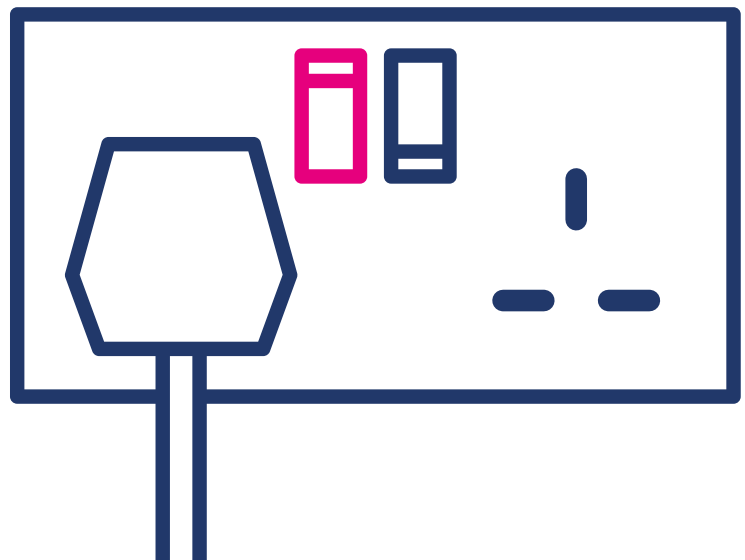
Queen Mary is committed to reducing its impact on the environment and continually develops opportunities towards a sustainable future.

Along with Queen Mary Sustainability and the Students' Union, we support a number of energy saving initiatives in the halls of residence and across Queen Mary. Follow Queen Mary sustainability for updates, as well as Twitter [@QMULSustain](https://twitter.com/QMULSustain) to learn more.

i Further information can be found at www.qmsu.org/green

FIRST AID PROVISION

First Aid provision is available on all campuses 24 hours per day. If this is required please call: 020 7882 3333.



FOOD AND KITCHEN SAFETY

Food preparation areas, storage and cooking facilities are provided in every kitchen. No cooking is permitted elsewhere in the halls. **Cooking should never be left unattended.** Maintaining a good standard of hygiene in shared kitchens is very important and will minimise food hygiene risks and avoid pests (bugs, mice etc). Please follow these guidelines at all times:

- » Defrost and clean fridges/freezers regularly. This should be done once every 3–6 months.
- » Always keep food preparation surfaces and floors clear of debris by removing crumbs and wiping surfaces clean.
- » Keep all food in sealable containers and store it correctly in your cupboards. Food must not be left out on surfaces.
- » Dispose of waste and recycling in the correct bins that have been provided.
- » Residents personal items and food should be stored and kitchen surfaces and sinks left clear by 9am on the allocated cleaning day, to enable the housekeepers to thoroughly clean/check the kitchen.

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

FURNITURE AND FITTINGS

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

GROUNDS

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

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

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

GUESTS

As a result of the recent Covid 19 pandemic, currently guests are prohibited from entering any Queen Mary hall of residence. This policy will be revised in accordance with advice from Public Health England and updates provided to residents.

The term 'guest' also applies to any other resident of Queen Mary accommodation.

HEALTH AND MEDICAL ARRANGEMENTS

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

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

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

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

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

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

HEALTH AND SAFETY

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

Any concerns about Health and Safety should be referred immediately to: helpdesk.qmul.ac.uk/QMULServiceDesk.BridgelT#/login or for [Aspire Point](mailto:aspirehelpdesk@derwentfm.eu) to aspirehelpdesk@derwentfm.eu

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



HEATING

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

In buildings where individual control is not available, heating times are set to cover principal times during the day with the aim of optimising energy usage. Residents are not permitted to bring their own heaters into halls (with the exception of oil filled radiators). Any problems or issues with regard to heating should be reported to: helpdesk.qmul.ac.uk/QMULServiceDesk.BridgeIT#/login or for Aspire Point to aspirehelpdesk@derwentfm.eu

INSURANCE

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

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

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.

INTERNET ACCESS

Wi-Fi service in the residences allow residents to connect their computer or laptop to the Queen Mary network and the internet (this is not included in the Varden Street family flats where residents can set up a private wireless connection).

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

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

At Aspire Point the internet service is provided by ASK4, information on how to access the service or report a fault will be provided locally in the building.

IRONING

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

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



KEYS

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

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

Residents should carry their keys and student ID card with them at all times. **Never** give your keys or access card to any other person for whatever reason.

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

Staff will lock any room which they find unlocked. They are not authorised to unlock doors for any individual. Any resident who is locked out must report this to Residences Reception, France House and will have to wait for a key holder to attend and allow re-entry; this may involve a wait of 2–3 hours. Repeated lock outs will result in an invitation to attend a meeting with Residential Support and could result in disciplinary action.

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

KITCHEN EQUIPMENT

Kitchens are equipped with electric cookers, microwave ovens, kettles, toasters, sinks, and storage cupboards. Cold storage and freezers are provided throughout the residences. 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.

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

LAUNDRY FACILITIES

There are laundry facilities at each site. Washing and drying machines are operated via a cashless system by use of a pre-paid card or Circuit Laundry App. Instructions on use are displayed in each laundry.

LAUNDRY LOCATIONS

- » Mile End – Ground floor of France House (open to all Mile End residents) and at Stocks Court, for Evans Place and Lindop House
- » Dawson Hall
- » Floyer House
- » [Aspire Point](#)

LEAVING INSTRUCTIONS

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

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

REFER TO PAGES 8 AND 9 FOR INFORMATION ON YOUR CONTRACTUAL OBLIGATIONS

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

MAINTENANCE

All maintenance faults should be reported to: helpdesk.qmul.ac.uk/QMULServiceDesk.BridgeIT#/logon or in the case of Aspire Point to aspirehelpdesk@derwentfm.eu

- ❗ Expected response times and further information can be found at: www.qmul.ac.uk/residences/currentresidents/maintenance

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

NOISE

One of the most important things to consider when living with others is noise levels. In large communities, there will be unavoidable levels of background noise

but consideration for your fellow residents will make residences a more enjoyable place to live for all.

If you are disturbed by noise levels, in the first instance you should talk to those who you think are responsible. You should do this before you become so distressed that you are liable to become unreasonable! If you continue to be disturbed by noise out of hours you can contact Security who can help you.

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

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

PARKING

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

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

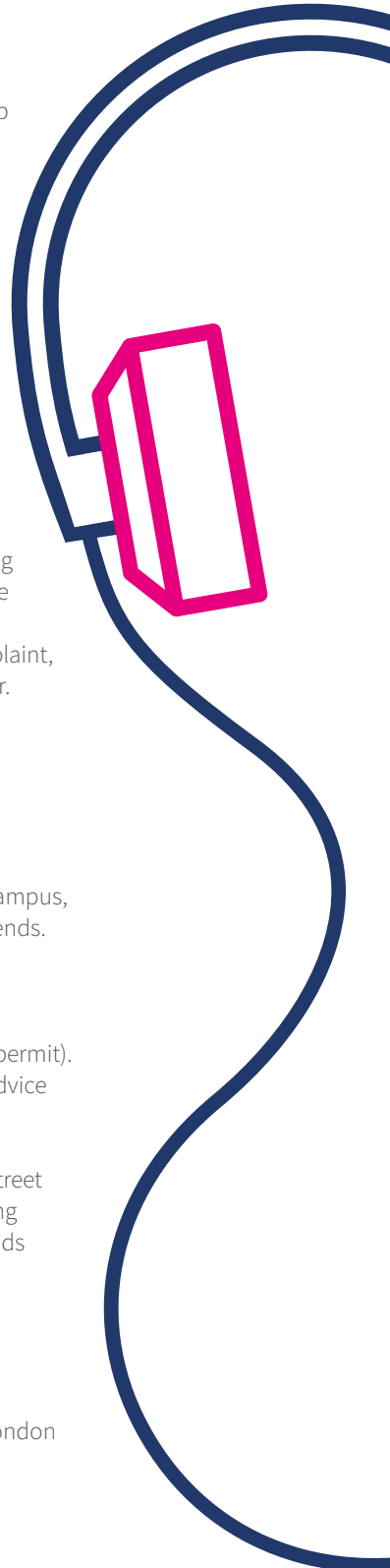
Residents at Mile End, Floyer House or Varden Street can apply for a Tower Hamlets Resident's Parking Permit. This will allow you to park on public roads within the borough of Tower Hamlets.

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

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

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

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



PARTIES

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

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

PERSONAL CONTACT DETAILS

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

mysis.qmul.ac.uk/urd/sits.urd/run/siw_lgn

PESTS

During your stay should you experience any concerns regarding pests experience (mice, insects etc) a pest control service is provided across all Queen Mary properties to help control and eliminate these unwanted visitors. Pest sightings should be reported to Residences Reception, France House or to EAF-helpdesk@qmul.ac.uk immediately or in the case of Aspire Point to aspirehelpdesk@derwentfm.eu

Depending on the type of pest we aim to have a pest control technician attend to all call-outs within 24 hours of receiving the report, with the exception insect bites where we aim to attend to these within 6–8 working hours.

Good housekeeping practices will help prevent pests, such as cleaning up food waste from kitchen and bedroom surfaces immediately and by disposing of food packaging and waste in the correct bins. When eating outside of buildings please also remember to dispose of all food waste in a litter bin to avoid attracting pests such as rats and squirrels.

PETS

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

POST

Queen Mary is under no legal obligation to sign for or accept post/parcels on behalf of any student. Queen Mary will accept no liability for postal items left unattended in communal areas by courier staff. Residents can, and should, make alternative arrangements with courier companies, the majority of whom operate parcel 'drop off/pick up' points at local commercial outlets.

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

Name of resident
Flat number (if applicable)
Room letter

Followed by your hall address and postcode:

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

Aspire Point, 210 High Street, E15 2ZL

Beaumont Court, Westfield Way, E1 4NX

Chapman House, Westfield Way, E1 4PD

Chesney House, Westfield Way, E1 4PD

Creed Court, Westfield Way, E1 4NY

Dawson Hall, Charterhouse Sq, EC1M 6BQ

Floyer House, 60 Philpot St, E1 2DP

Ifor Evans Place, Mile End Road, E1 4BL

Lindop House, 432 Mile End Road, E1 4PE

Lodge House, Westfield Way, E1 4PD

Lynden House, Westfield Way, E1 4PR

Maurice Court, Westfield Way, E1 4PL

Maynard House, Westfield Way, E1 4PD

Pooley House, Westfield Way, E1 4PU

Richard Feilden House, Westfield Way, E1 4NP

Selincourt House, Westfield Way, E1 4PD

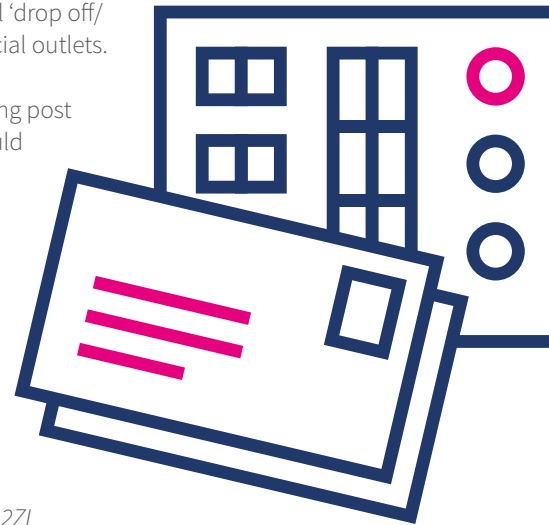
Sir Christopher France House (known as France House),
Westfield Way, E1 4QA

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

Varden Street, E1 2AW

Varey House, Westfield Way, E1 4PD

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



POSTERS AND DISPLAY MATERIALS

Posters, photographs, decorations, etc must be confined to the pin boards where 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 from halls into the private sector. Comprehensive notes, video guides, an online property search and student share message board as well as other forms of alternative housing can be found at: www.qmul.ac.uk/residences/alternative

RE-APPLYING FOR QUEEN MARY HOUSING

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

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

REFUSE AND RECYCLING

Queen Mary is committed to the principles and practices of environmental protection and sustainability. Residents are asked to dispose of their waste in the correct waste containers and not to contaminate any recycling containers with food or other non-recyclable waste. Recycling and general waste bins are located in all kitchens. Larger wheelie bins are located close to all residential buildings and residents are responsible for taking their waste to these bins over weekends. Large cardboard boxes must be broken down and placed into the large external recycling bins.

Residents are responsible for removing and disposing of bottles and glass from kitchens and placing them into the green glass recycling wheelie bins provided in the bin areas. Residents should not place glass in the kitchen bins. Additional charges will be applied to residents (or flats) in cases where glass removal from kitchens is required.

KITCHEN AND BATHROOM WASTE

Residents are required to use the appropriate waste and recycling containers provided in each kitchen. There is a bin for mixed recycling and a bin for general waste.

What should go into the kitchen recycling bin:

- » Mixed Recycling
- » Metal cans and tins
- » Paper and card
- » Plastic containers (where applicable)
- » Cartons

All waste put into the Mixed Recycling bin should be rinsed out and any liquids tipped down the sink, to prevent contamination within the bin.

What should go into the kitchen waste bin:

- » General Waste
- » Food waste
- » Contaminated food packaging
- » Polystyrene
- » Used tissues
- » Coffee/teabags
- » Anything else not on the mixed recycling list

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

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

RESIDENT BEDROOM WASTE

Residents are responsible for removing their own waste from their rooms and placing it in an external general waste or recycling container.

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

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



ROOM CHECKS

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

helpdesk.qmul.ac.uk/QMULServiceDesk.BridgeIT#/login
or in the case of Aspire Point to
aspirehelpdesk@derwentfm.eu

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

Room checks will be carried out on a regular basis to check for general cleanliness, maintenance issues and Health and Safety compliance. Residents will be notified in advance. Rooms must be in a reasonable condition so the checks can be completed quickly and with minimal intrusion. Following the inspection, residents will be informed of any non-compliance and action required.

ROOM SIZE

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

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

SECURITY

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

- » Mile End (Reception, France House)
- » Whitechapel (the Garrod Building)
- » Charterhouse Square (Dawson Hall)
- » [Aspire Point have their own dedicated security team on site](#)

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

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

Further advice can be obtained from security staff in person or by email to: mile-end-security@qmul.ac.uk
or in the case of Aspire Point to
aspirehelpdesk@derwentfm.eu

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

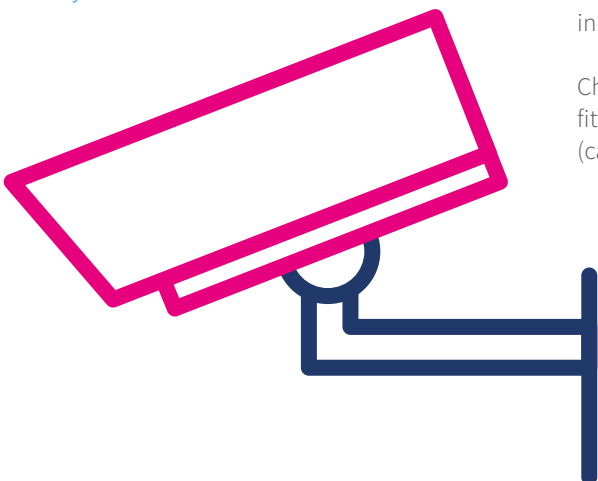
In case of emergency the Security Service can be contacted on: 020 7882 5000 or 020 7882 3333. [Aspire Point will provide emergency phone numbers on site.](#)

SMOKING

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

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

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



SNOW AND ICE CLEARANCE

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

SUBLETTING

The subletting of rooms is **strictly prohibited**. It is a serious breach of Section 4.4 (a) and (c) of the residential licence agreement and will result in an immediate Notice to Quit. Instances will be dealt with under the Residences Disciplinary Procedure and Queen Mary Code of Student Discipline.

SUMMER ACCOMMODATION

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

TELEPHONES

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

TV LICENSING

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

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

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

TRANSFER OF ROOM REQUEST

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

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

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

UNDER 18'S

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

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

WINDOW RESTRICTOR

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

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

DISCIPLINARY PROCEDURE

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

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

i A copy of the Queen Mary Code of Student Discipline can be found online at:
www.arcs.qmul.ac.uk/students/student-appeals

The Residences Disciplinary Procedure is managed by the Residential Support Team and is based on the principle that good conduct by residents is essential to maintain a good quality living environment for all. Residents are expected to show courtesy and consideration to staff and other residents at all times and to respect Queen Mary property. It is hoped, therefore, that the need for disciplinary action will be a last resort as our aim is to offer support and guidance in the first instance.

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

- » To be fair and consistent
- » To allow the resident to present their case in person
- » To ensure the resident has access to support throughout the process by informing them of their right to be represented
- » To allow the resident to request a review of any decision made

Failure to attend a scheduled meeting with the Residential Support Department without advising us of this in advance could result in a decision being made in your absence, which could include disciplinary action and charges (should a notice to quit be issued).

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

INFORMAL WARNING

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

WRITTEN WARNING

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

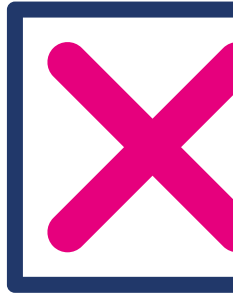
A written warning is appropriate for an infringement of the Halls of Residence Regulations (examples include, but are not limited to; continued noise disturbance, accidental damage, failure to evacuate during a fire alarm, or two or more minor infringements).

FINAL WRITTEN WARNING

Will be placed on the resident's file and a copy 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 (examples include, but are not limited to; smoking in any part of a residential building, reckless damage, bullying and/or harassment or two or more previous infringements).

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



NOTICE TO QUIT

A Notice to Quit will be issued where there is a serious breach of the residential licence agreement, behaviour that endangers the welfare of other residents, staff or visitors or where a criminal offence has occurred, examples include, but are not limited to:

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

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

A copy of the Notice to Quit will be sent to the Academic Head of Department and the Academic Registry and Council Secretariat. In addition future requests for Queen Mary housing will be denied and the information declared in any private landlord reference requests.

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

It is possible for a resident to be given a Notice to Quit if they fail to control the conduct of their guest(s). In this situation, guests may be asked to leave a hall of residence immediately by the Security Service and/or the Police may be contacted to escort the individual(s) off-campus.

FIRE REGULATIONS

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

- » a minimum charge of £100 per person to cover administration and maintenance work involved in resetting and checking the system
- » a Notice to Quit being issued
- » sanctions under the Queen Mary Code of Student Discipline
- » being reported to the Police, for criminal investigation

There is a zero tolerance policy at Queen Mary in relation to the misuse or tampering with any part of the fire alarm system or fire safety equipment, which includes covering fire detector heads. This constitutes a criminal offence and poses a serious risk to individuals and Queen Mary property.

FIRE EVACUATION PROCEDURES

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 the time frame set by the Queen Mary Occupational Health and Safety Directorate or who re-enter a building before the Security Officers have told residents to do so, will be dealt with under the disciplinary procedures. This will result in a written warning and a minimum charge of £50 to cover administrative costs. Subsequent offences could lead to a Notice to Quit being issued.

RESIDENCES DISCIPLINARY PROCEDURE REVIEW PROCESS

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

A review request should be sent by email, within 14 days of the original decision to: residential-support@qmul.ac.uk with the word 'appeal' in the subject header.

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

APPEALS

Following the Review Process a resident has the right to appeal against any decision using the Queen Mary Appeal Regulations.

i A copy can be found online at: www.arcs.qmul.ac.uk/students/student-appeals



COMPLAINTS PROCEDURE

Residential Services and Support are committed to providing a quality service to all our guests. When something goes wrong we want to know as this will help us improve the service we provide.

WHAT IS A COMPLAINT?

We are confident that most issues will be relatively routine which can be resolved quickly by staff, with the person(s) directly concerned. Where a problem is not resolved or is too serious to be dealt with informally and you wish to escalate the matter, please contact Residential Support at: residential-support@qmul.ac.uk

We keep a record of all complaints as this enables us to identify areas of concern and help improve the service provided. All complaints are registered, monitored and reviewed by the Senior Residential Support Officer.

Our aim is to ensure that:

- » Making a complaint is as easy as possible
- » We deal with complaints promptly, politely and in an appropriate manner

HOW CAN YOU COMPLAIN?

Please refer to our Policies and Procedures webpage at: www.qmul.ac.uk/residences/currentresidents/policies

Complete a Stage 1 Complaint Form and return this to us at: residential-support@qmul.ac.uk

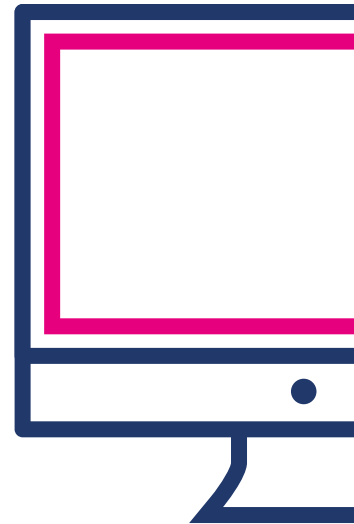
WHAT SHOULD MY FORMAL COMPLAINT INCLUDE?

- » Your name, building, flat and room number
- » Your student ID 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 within 72 hours of receiving it. We will also let you know the name of the person who will be dealing with your complaint.
2. We will record your complaint in our central register and keep a file of all correspondence.
3. We will then investigate your complaint.
4. We may invite you in to discuss the complaint where possible and appropriate; otherwise we will respond to you in writing.
5. You will receive an initial response to your complaint within 14 days (this may be longer over the Christmas closure).
6. If you are not satisfied with the outcome, you can progress to Stage 2 of the College's Complaints Procedure.

i A copy can be found online at: www.arcs.qmul.ac.uk/students/student-appeals



FINANCIAL INFORMATION / REGULATIONS

1. WHEN ARE MY RESIDENTIAL FEES DUE FOR PAYMENT?

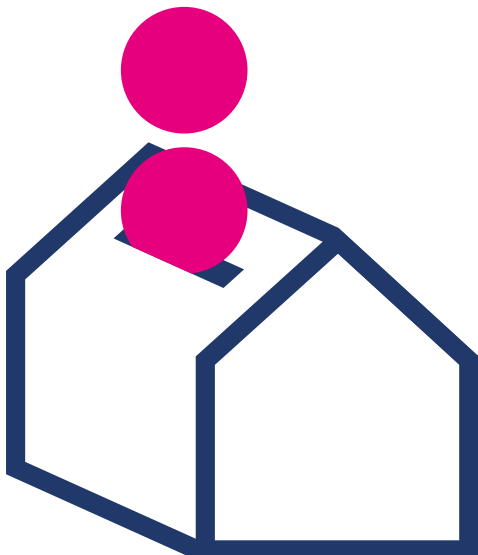
Your licence agreement is your residential fee confirmation. You will also receive, by email, an invoice for the full period of the licence agreement, on or near the commencement date of the licence agreement. We cannot issue invoices before the start date of the licence agreement. Residential fee reminders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

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

Residents of Sherren House please not – all financial arrangements will be handled directly with Unite Students.

2. WHEN IS PAYMENT DUE FOR THE DEPOSIT?

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



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

a) ONLINE PAYMENT

Go to www.qmul.ac.uk/epay

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

d) DIRECT BANK TRANSFER

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

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

QUEEN MARY RESIDENTIAL FEES – BANK ACCOUNT DETAILS

Account name: *Queen Mary University of London.*

Sort Code: 20 – 57 – 30

Account Number: 70211729

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

Non UK banks will need the following information:

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

4. LATE PAYMENT ARRANGEMENTS (OR LATE PAYMENT PLAN)

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

- a) Undergraduate students **in receipt** of a Student Maintenance Loan can arrange to pay in 3 equal instalments (in line with their student loan payments).
- b) Undergraduate students **not in receipt** of a Student Maintenance Loan, who are self-funded (family or sponsor pays) can arrange to pay in 8 equal instalments (usually October to May).
- c) Postgraduate students who have a residential licence agreement for 51 weeks can arrange to pay in 12 instalments (usually September to August).

You may be asked to provide documentary evidence to support your request for a payment plan. Payment plans are at the discretion of the Residences Finance Manager. If you do not have an authorised payment plan, you will be expected to pay the full termly residential fees by the deadline on the residential licence agreement. An administration fee of £30 (inclusive of VAT) will be charged for failure to adhere to the agreed payment arrangement, because the request was a waiver to the original terms of the licence agreement.

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

- a) Online payments or payments in person at the Cashier's Office will automatically generate a receipt. 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, 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 Queen Mary accommodation in advance, a maximum of £1265 of this can be shown on your Confirmation of Acceptance of Studies (CAS), even if you have paid more than £1265. This means that a maximum of £1265 in accommodation fees can be offset against the amount of money that you have to show for maintenance to the UK Visas and Immigration department as part of your Tier 4 immigration application.

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

6. ARE THERE ANY ADMINISTRATION OR HANDLING CHARGES?

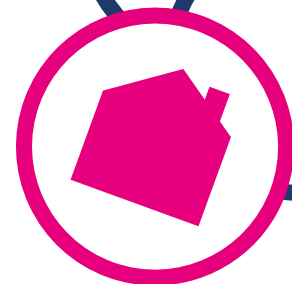
An administration fee of £30 (inclusive of VAT) will be charged for credit/debit card payments/refunds that are not authorised, the issuing of a Notice to Quit and the failure to adhere to any agreed payment arrangement.

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

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

Contact Residences Finance before you miss any payment deadlines.

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



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

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

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

9. WHAT HAPPENS TO THE DEPOSIT PAYMENT?

The deposit is held against non-payment of residential fees, cleaning charges, lost keys, disciplinary charges and assigned or unassigned damages to, or for the loss/ replacement of, Queen Mary 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 ON PAGE 29

All damage charges will be added to your residential account and an invoice sent via email to inform you of the charge. Small charges will be deducted from your damage deposit. Any damage charge(s) of more than £50 will not deducted from your deposit, you will be required to pay this amount immediately.

The deposit, in most cases, will be credited against your final instalment of residential fees. Once the credit to your residential fee account has been made, you will receive email confirmation of this.

There will be some exceptions to this procedure: residents who have incurred damage or disciplinary charges or whose home institution have paid their deposit. In these cases the deposit or balance remaining will be refunded after the licence has expired, room vacated, room check completed, all keys returned and all necessary deductions made (including the cost of any extra cleaning and building related repairs). The balance of the deposit will be returned 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.

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

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

REFER TO PAGES 8 AND 9 FOR FURTHER DETAILS ON THE LICENCE AGREEMENT

10. HOW CAN I CONTACT THE RESIDENCES FINANCE TEAM?

Email: residences-finance@qmul.ac.uk



USEFUL CONTACTS AND INFORMATION

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

- i** Students can find out more about the app and how to download it here: my.qmul.ac.uk/online-resources/qmul-mobile-app

Registered students will receive Queen Mary Student, the monthly e-newsletter, featuring lots of news, events, updates and profiles of our student societies, volunteering and much more.

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

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

- i** More information can be found at: mysis.qmul.ac.uk/urd/sits.urd/run/siw_lgn

Queen Mary students going through a tough time can now access free online support with Big White Wall. Whether you're struggling to sleep, feeling low, stressed or unable to cope. You will have access to a 24/7 online community and professional support from trained counsellors. Big White Wall provides a safe space online to get things off your chest, explore your feelings, get creative and learn how to self-manage your mental health and wellbeing. Big White Wall is totally anonymous.

To join Big White Wall, simply go to www.bigwhitewall.com and sign up under Queen Mary University of London with your university e-mail address.

Admissions and Registry

Admissions:

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

Registry (The Student Enquiry Centre)

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

Advice and Counselling Service

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

Alumni Relations and Events Office

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

Careers

careers@qmul.ac.uk
www.careers.qmul.ac.uk

Chaplaincy (St Benet's)

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

IT Services Help Desk

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

Disability and Dyslexia Service

dds@qmul.ac.uk
www.dds.qmul.ac.uk

Fees Office

fees@qmul.ac.uk
www.qmul.ac.uk/tuitionfees

International Office

internationaloffice@qmul.ac.uk
www.qmul.ac.uk/international

Library Services

All Sites
www.library.qmul.ac.uk

Nursery

nursery@qmul.ac.uk
www.nursery.qmul.ac.uk

Occupational Health Service

(Medical and Dental Students only)

occhealth@qmul.ac.uk
www.hr.qmul.ac.uk

Security Service (24hrs)

Emergency

+44 (0)20 7882 3333

Security Mile End

+44 (0)20 7882 5000

mile-end-security@qmul.ac.uk

Security Charterhouse Square

+44 (0)20 7882 6020

chs-security@qmul.ac.uk

Security Whitechapel

+44 (0)20 7882 2599

whitechapel-security@qmul.ac.uk

www.security.qmul.ac.uk

Student Health Service

www.studenthealth.qmul.ac.uk

The Student Office

(School of Medicine and Dentistry)

www.smd.qmul.ac.uk/undergraduate/london/support

Students' Union/Association

Queen Mary Students' Union (QMSU)

www.qmsu.org

Barts and The London Student Association

www.bartslondon.com

Switchboard

+44 (0)20 7882 5555

Information on Queen Mary Policies and Codes of Practice including:

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

Can be found at:

www.arcs.qmul.ac.uk/policy

ELECTRICAL

USER CHECKLIST

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

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

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

LIST OF DAMAGE AND REPLACEMENT CHARGES

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

Where the damage is accidental or where residents report the incident quickly to the Residential Support team, this can reduce the time spent investigating the cause of the damage. This can lead to a reduction in the charge; any reduction is always at the discretion of the Residential Support Team.

Item	Cost inc. VAT (£)
REDECORATION	
Redecorate window sill or frame	150.00
Redecorate door, one side, includes hook removal	150.00
Redecorate average size room/kitchen – one wall	250.00
Redecorate average size room/kitchen ceiling	250.00
FLOORING	
Replacement of carpet tile (per square metre)	40.00
Replacement of room carpet (whole room)	485.00
CARPENTRY/GLAZING	
Replacement of flat, room, bathroom or kitchen door	762.00
Replace a window pane	200.00 – 5000.00
FURNITURE AND FITTINGS	
Replacement of wardrobe door	157.00
Replacement of kitchen table	230.00
Replacement of standard mirror	90.00
Replacement of desk chair or kitchen chair	120.00
Replacement of notice board	72.00
Replacement of shower curtain	19.00
Replacement of desk lamp in bedroom	32.00
Bathroom vanity shelf	70.00
Mattress	140.00
Curtains	From 180.00
Toilet seat	50.00
Waste bin (room)	10.00
Waste bin (kitchen)	100.00
Ironing board	50.00
Mattress cover	20.00
Toilet brush	10.00

Item	Cost inc. VAT (£)
ELECTRICAL APPLIANCES	
Replacement of room mini fridge	150.00
Replacement of large upright fridge/freezer	500.00
Replacement microwave	150.00
Replacement kettle	40.00
Replacement toaster	40.00
Replacement hob	226.00
Replacement oven	350.00
FIRE AND SAFETY EQUIPMENT	
Replacement of fire extinguisher or fire blanket	120.00
Replacement of window restrictor	60.00
Fire alarm engineer call out (minimum per hour)	120.00
KEYS/ACCESS CARDS	
Replacement key (room or post box)	25.00
Replacement access control residential access card	10.00
HOURLY CHARGES	
Hourly charge to investigate damage	43.00
Hourly charge for additional cleaning + supervision	43.00
Hourly charge for a maintenance technician	43.00
Hourly charge for a security officer	43.00



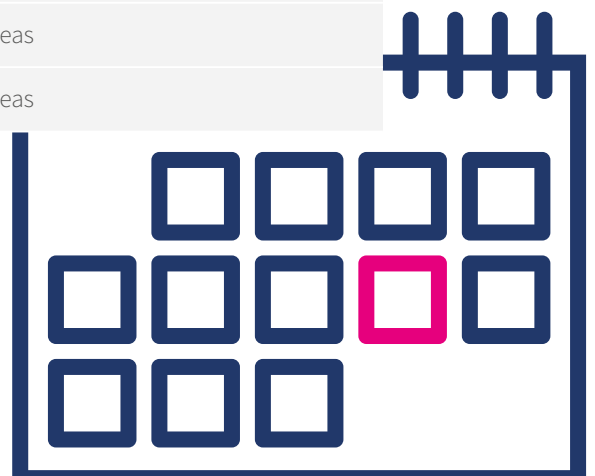
MAINTENANCE SCHEDULE

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

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

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

Should you require any further information please email:
EAF-helpdesk@qmul.ac.uk



Residential Services and Support

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



Queen Mary
University of London

www.qmul.ac.uk/residences

 twitter.com/qmhousing



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