



Welcome to Queen Mary University of London Halls of Residence

With the Residential Welfare Team

**Residential
Welfare**



The Residential Welfare Team

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



Emma Godfrey
Residential Welfare Officer

Tracey Paradise
Residential Welfare Manager

Eliz McGreevy
Residential Welfare Officer

Contact us by email at residentialwelfare@qmul.ac.uk

How we can support you

One-one support
meetings

Wellbeing advice
and support

Tailored approach
to support

Referrals to other
support services

First response
support for issues
faced by students
in accommodation

Wellbeing
initiatives & events

Contact us by email at residentialwelfare@qmul.ac.uk

Communal living – what to expect

Your room – you are responsible for cleaning your own room

Shared kitchen – you will have your own cupboard & drawer, a shared fridge & freezer

Bins are emptied 3 times a week & kitchen is deep cleaned once a week

Residents may have one guest at a time each in your own room/flat

Overnight guests - one guest can stay 2 nights in a row, no more than 6 nights in one month in total

Quiet hours from 11pm – 7am

Kitchen Cleaning Agreement

Residents should:

- **CLEAN AS YOU GO**
- Not use the kitchen when cleaning is taking place
- Leave all surfaces plus the sink and draining board clear
- Ensure that ALL items are stored in the cupboard provided
- Clear any spillages from floors and surfaces
- Empty and wipe down the vacuum cleaner after each use
- Take out refuse and recycling when the bins are full

To facilitate this, we have provided the following

Kitchen Cleaning Kit:

- Mop & bucket
- Broom
- Dustpan & brush
- Vacuum cleaner

Residential Cleaning will:

MONDAYS, WEDNESDAYS & FRIDAYS (EXCLUDING BANK HOLIDAYS)

- Remove all waste

WEEKLY

- Deep clean all appliances (hob, oven, microwave, toaster)
- Clean the outside of the fridge/freezer
- Deep clean all surfaces
- Deep clean the floor
- Check/service the vacuum cleaner

**See your kitchen
for scheduled
cleaning day**

Working together to deliver a quality experience

Who we work with...

- Queen Mary Security
- Housing Services & Residences Finance
- Disability & Dyslexia Services
- Advice & Counselling Service
- Residential Cleaning Services
- Residential Maintenance Team



Campus life – what to expect

24/7 France House Residences Reception

- Contact Reception 24/7 on 020 7882 6470 or at residences-reception@qmul.ac.uk for general enquiries
- Queenie the Campus Cat
- We expect residents to report any maintenance or cleaning issues themselves online but if you are experiencing problems Reception Staff will be happy to help
- You do not need to be home for maintenance staff to access your room and carry out a repair request



Campus life – what to expect

- An exciting social and inclusive event programme and initiatives organised by the Residential Life Team

@qmreslife 

Website - residentiallife.qmul.ac.uk

- Residential Assistants (student staff) at events – meet the team on the website!
- The Village Shop & The Curve
- The Housing Hub



Health & Safety in Halls

- All residents are required to complete an online Induction
- This induction covers Health and Safety and fire alarm activations
- Further information on this is outlined in the Residents' Handbook

Fire Alarms

- If the alarm sounds – you must leave the building immediately
- Do not return to the building until staff tell you it is safe to do so
- Fire alarm tests are weekly on the named maintenance day for your Hall
- During weekly tests, the alarm will sound for a short period of time, and it is not necessary to evacuate

Monday	Tuesday	Wednesday	Thursday	Friday
Albert Stern House	Chapman House	Beaumont Court	Dawson Hall	Pooley House
Albert Stern Cottages	Chesney House	Creed Court	Feilden House	
Ifor Evans Place	Floyer House	Lynden House	France House	
Lindop House	Lodge House	Maurice Court		
Stocks Court	Maynard House			
	Selincourt House			
	Varden Street			
	Varey House			

Do not cover or tamper with any smoke detectors

- It is a criminal offence in the UK to cover fire detection devices
- There is a zero tolerance policy at Queen Mary regarding the misuse of, or tampering with any fire alarm systems or equipment, including covering detectors
- Anyone found to have carried out any of the above will be issued a Notice to Quit and a minimum charge of £100



Smoking – strictly prohibited in halls

- Smoking is prohibited except in the designated smoking shelters
- Smoking in Halls could lead to a Notice to Quit
- Same applies to vaping – classed as smoking



5 Tips for Settling In



Take care of your wellbeing – fresh air, exercise, cook meals you enjoy



Challenge yourself to make new friends - look into which societies, clubs and events you may be interested in



Familiarise yourself with your surroundings - the campus, routes to classes, local area & transport – use the Campus Map!



Make your room a safe space – photographs, home comforts



Make use of the support available to you

Thank you for listening!

**If you have any questions, please contact us
at residentialwelfare@qmul.ac.uk**

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