

RESIDENCES.QMUL.AC.UK

ACCOMMODATION
STAFF
GUIDE



Queen Mary
University of London

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AND CONTACTS

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CONTACTS

ACADEMIC LETS

For bookings and general enquiries

Opening hours 9am – 5pm
Monday to Friday

The Housing Hub
Feilden House
Westfield Way
London, E1 4NP

Tel: +44 (0) 20 7882 8389
Email: academiclets@qmul.ac.uk

RECEPTION FRANCE HOUSE

For general enquiries, issues related to cleaning, equipment maintenance and repairs

Open 24 hours daily

France House
Westfield Way
London, E1 4QA

Tel: +44 (0)20 7882 6470
Email: EAF-helpdesk@qmul.ac.uk

SECURITY

For emergencies 24 hours a day

France House
Westfield Way
London, E1 4QA

Tel: +44 (0)20 7882 5000 or 3333
Email: mile-end-security@qmul.ac.uk

WELCOME

ON BEHALF OF THE ESTATES AND FACILITIES DIRECTORATE, WE WOULD LIKE TO OFFER YOU A WARM WELCOME TO THE RESIDENCES AT QUEEN MARY UNIVERSITY OF LONDON (QMUL).

We aim to provide comfortable, safe accommodation and promote a spirit of community, in which people can learn, work and interact freely without fear of discrimination, prejudice or harassment.

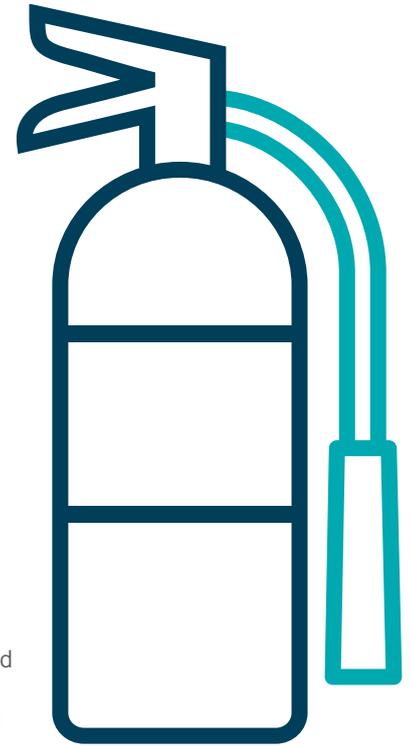
To make your stay as comfortable and enjoyable as possible, please read this Handbook carefully, in conjunction with your booking confirmation as it contains important information to assist you during your stay, and forms the Terms and Conditions of the booking.

We hope your stay in the QMUL staff accommodation will be a happy and rewarding one.

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



FIRE SAFETY GUIDANCE



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 the block
- » When the alarm sounds, leave the building immediately by the nearest available fire exit
- » Close but do not lock all doors behind, to prevent the spread of fire
- » Do not use the lift – lifts automatically go to the ground floor and will not operate when the alarm sounds
- » Report to the assembly point (as stated on the notice on the back of the room door) and remain there until the 'all clear' is given by the Security Service

Residents must leave the building immediately when the fire alarm sounds. Security Officers are authorised to carry out roll calls and check flats to ensure all residents have evacuated. Residents who fail to evacuate or, who re-enter a building before Security Officers have told residents to do so, will be subject to a £50 charge to cover administrative costs. Subsequent offences could lead to a Notice to Quit being issued (long term guests only).

FIRE DETECTION

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

- » Keep the bathroom door closed when showering
- » Stay away from fire detector heads when using aerosols, hairsprays, hair dryers, curling and straightening tongs etc

FIRE FIGHTING EQUIPMENT

The fire extinguishers provided in the flats are for use as a last resort if the 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 instructions on the casing) to smother small cooking fires if it is safe to do so.

FIRE DOORS

Fire doors, including kitchen doors are fitted with door closers and smoke seals to prevent the spread of fire and smoke. All residents must comply with the following fire safety instructions:

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

Regular flat 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 will take place at least once during the academic year and residents MUST evacuate in accordance with the normal procedure.

FLAMMABLE SUBSTANCES

The use and storage of the following flammable items is prohibited in all parts of residences:

- » Candles, tea lights, hookahs, shisha pipes and incense sticks

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

FIRE SAFETY IN THE KITCHENS

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

- » Never leave cooking unattended
- » Keep oven, grill and hob clear of accumulated grease
- » Open the window or run the mechanical extraction to clear cooking smoke
- » Keep the kitchen door closed
- » Chip pans, deep fat fryers or utensils holding large quantities of oil are not permitted

COMPLIANCE

The QMUL Fire Safety Standard and Management Procedure stipulates that, arrangements and legal requirements for fire safety are considered to be a very serious matter. The following are examples of deliberate or reckless actions that will be regarded as non-compliance:

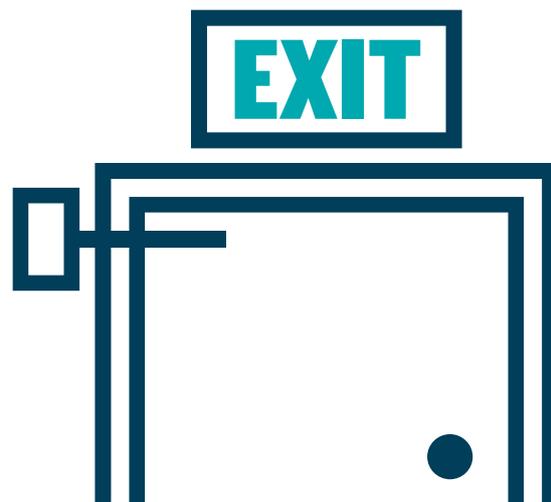
- » Tampering or interfering with any part of the fire alarm system and fire safety equipment, including:
 - » Heat/smoke detectors
 - » Break glass units (call points)
 - » Fire extinguishers and fire blankets
 - » Fire alarm panels
 - » Kitchen door alarm
 - » Obstructing fire exits
 - » Holding open fire doors with wedges or other restraints

DISCIPLINARY PROCEDURE RELATING TO FIRE SAFETY

There is a **zero tolerance** policy in QMUL 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 usually be issued with a Notice to Quit and a charge of up to £100 will be applied.

Depending on the severity of the offence this could include, but is not limited to:

- » A £50 charge to cover administration and maintenance work involved in resetting and checking the system
- » Being required to leave QMUL accommodation
- » Being reported to the Police for criminal investigation



HEALTH AND SAFETY



All safety standards at QMUL must, comply with the law and follow best practice where possible. All members of QMUL, including residents are expected to assist in the achievement of the QMUL Occupational Health, Safety and Well-being Policy Statement.

i The Policy is available on:
www.hsd.qmul.ac.uk

SMOKE-FREE ENVIRONMENT

The Smoking on Campus policy prohibits smoking on all QMUL's premises, except in the designated smoking shelters provided. Smoking is prohibited in all other areas of campus including the staff flats. Prohibited items include, but are not limited to, cigarettes, cigars, pipes, e-cigarettes and the use or storage of shisha pipes.

i For further information, go to:
www.qmul.ac.uk/smokingpolicy

Anyone who is found smoking, or allowing their guests to smoke will be dealt with under the Residences Disciplinary Procedures.

A minimum charge of £50 will be applied and a Final Written Warning issued for a first offence.

A minimum charge of £100 will be applied and a Notice to Quit issued for any subsequent offences



SECURITY SERVICE

The QMUL Security Service provides crime prevention patrols throughout the campus and makes appropriate use of CCTV cameras to deter un-authorized access, protect property and provide reassurance, assistance and advice to residents, staff and visitors. Residents can help to maintain a secure and safe environment by taking some basic precautions:

- » Secure any windows before leaving the flat
- » Keep the flat door locked
- » Be aware of 'tailgaters', that is un-authorized persons following you into the building

Any maintenance issues relating to the security of the accommodation should be reported to Reception France House as soon as possible. In case of emergency the Security Service can be contacted on: +44 (0)20 7882 3333

ELECTRICAL APPLIANCES

To comply with Health and Safety regulations residents are not permitted to bring their own portable heaters or deep fat fryers. We will provide supplementary heaters in cases of necessity. We provide a toaster, microwave and fridge freezer in every kitchen. Electrical cooking appliances and irons are strictly prohibited from use in bedrooms this includes, but is not limited to, toasters, rice cookers and hot plates.

Residents are responsible for ensuring that any personal electrical appliance (e.g. extension and charging leads, hair styling equipment, laptops etc) are maintained in a safe condition with a resilient suitably sized fused plug or adaptor marked with the British Safety Standard. The Electrical Safety Council recommends only using electrical equipment purchased in the UK. Any equipment purchased overseas must have a correctly fused and BS Standard marked adaptor and/or electrical converter (the standard domestic supply in the UK is 240 volts). Any electrical appliances that do not meet these standards may be removed from the residence as they pose a safety risk.

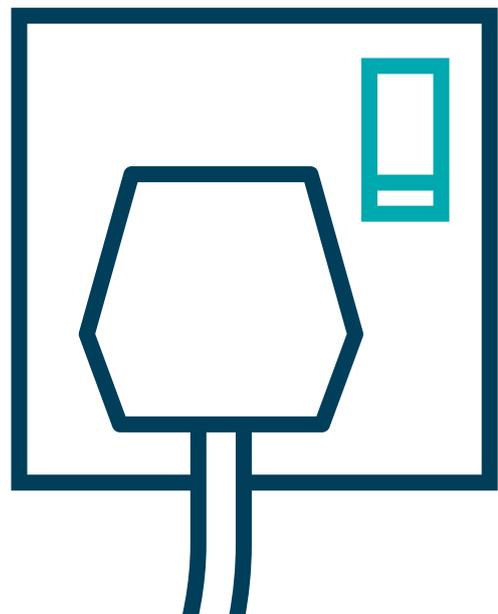
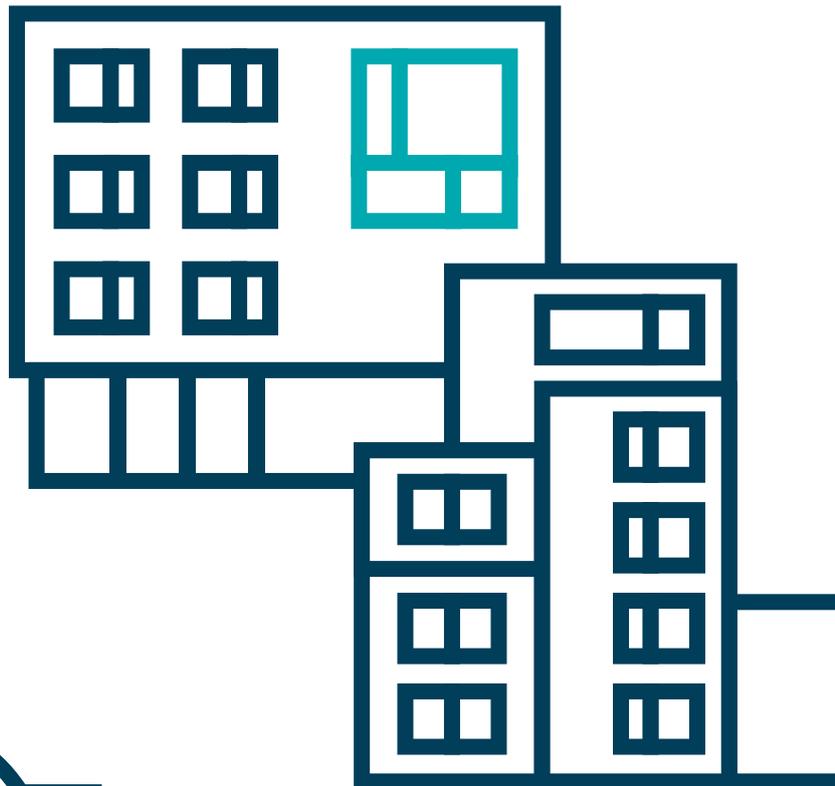
Some basic precautions can prevent fires and injury:

- » Switch off electrical equipment when leaving the flat
- » Avoid using multi-plug adaptors
- » Use suitable extension sockets (with a surge cut-out facility)
- » Keep trailing wires off the floor
- » Report all electrical defects to Reception France House



WINDOW RESTRICTORS

A window restrictor is normally a metal tie bar fitted to the window to enhance safety, security and to allow ventilation by opening the window. The restrictor will stop the window opening beyond the point that has been determined 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 fully investigated and charges made for repair. In high winds extra care must be taken to keep windows closed.



A-Z OF GENERAL INFORMATION

ACCESS TO FLATS

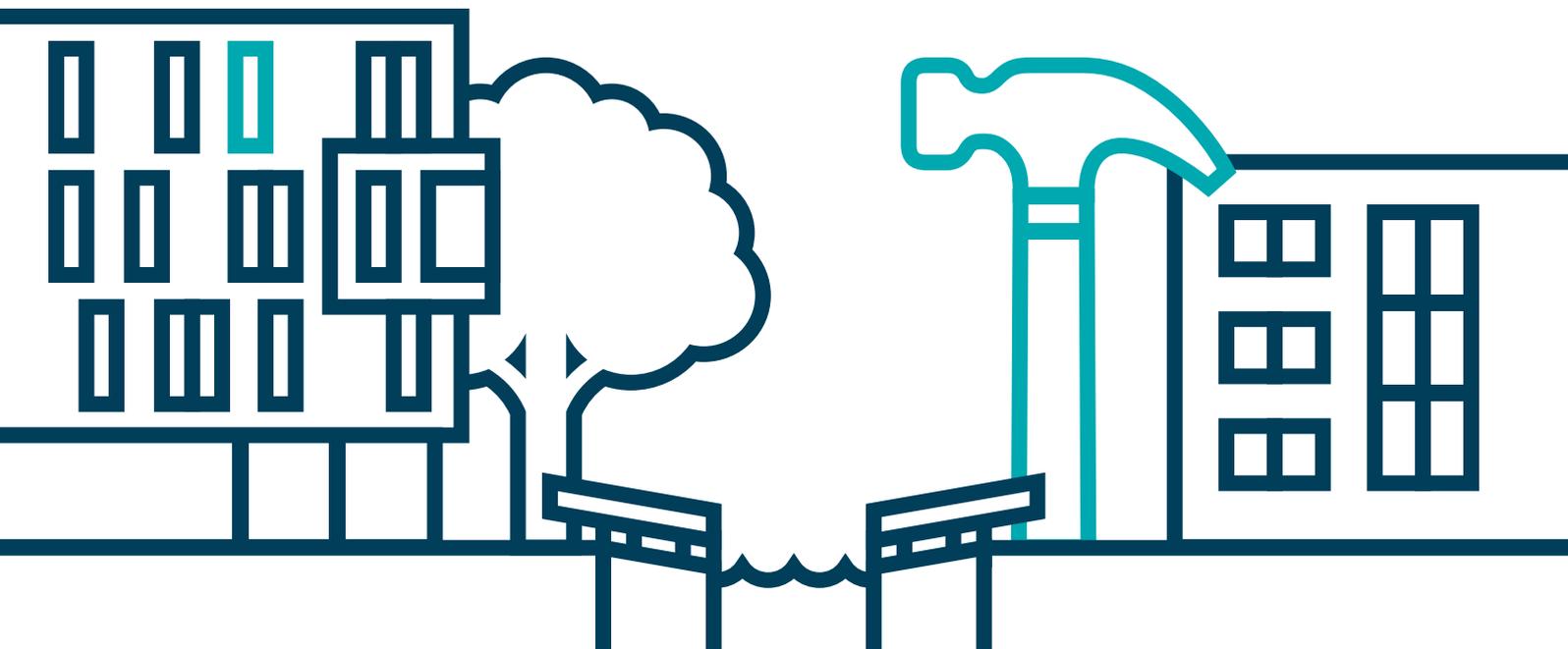
Residents must permit QMUL staff, or QMUL approved contract staff to enter flats at any reasonable time to inspect the room/flat/building and/or carry out works or repairs to the flats, furniture or equipment. All staff wear uniforms and carry identification. Surveys are also completed regularly for planned and preventative works.

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 unnoticed 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.

Anyone who travels frequently and shares living and sleeping quarters where other people have previously slept has a higher risk of being bitten and/or spreading a bed bug infestation, especially those who travel to international destinations such as North and South America, Asia, Africa and parts of Europe. Bed bugs and their bites do not usually pose a medical threat to people and will not normally require medical attention however they can be upsetting and concerning for anyone affected.

QMUL has procedures in place to quickly manage any reports of bed bug activity. All QMUL accommodation is monitored for bed bug activity and your flat will be free of any infestations at the time you move in. If you experience insect bites whilst staying at QMUL please report this immediately to the Reception France House or email EAF-helpdesk@qmul.ac.uk, 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 and carry out their responsibilities which will normally involve:

- » preparing the room for access and treatment by a professional Pest Control Technician
- » laundering of all bedding and clothing as recommended.

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

Please help us keep QMUL free from bed bug infestations by reporting any sign or insect bites, and especially when these occur following any international travel or when you have slept anywhere other than in your QMUL accommodation.

BED LINEN

Two sets of bed-linen will be supplied for the duration of the stay and must be laundered by the resident. A charge to cover replacements will be raised if these are not left in a re-usable condition at the end of the stay.

BICYCLES

Bicycles should be parked in designated areas only. Bicycles must not be stored in common hallways of flats, as these are fire escape routes. We do not accept responsibility for any damage, loss or theft and recommends that residents ensure they have adequate insurance for their bicycles.

BOOKING CONFIRMATION

Receipt of the booking confirmation email confirms you will become liable for the residential fees for the whole booking, UNLESS you follow the cancellation procedure outlined below:

CANCELLATIONS, NON-ARRIVALS AND RESERVATION CHANGES

SHORT STAYS (LESS THAN 7 DAYS)

- » 48 hours prior to expected arrival
– no cancellation fee
- » 24 hours prior to expected arrival
– 50% cancellation fee
- » Less than 24 hours prior to expected arrival
– 100% cancellation fee

LONG STAYS (7 DAYS OR LONGER)

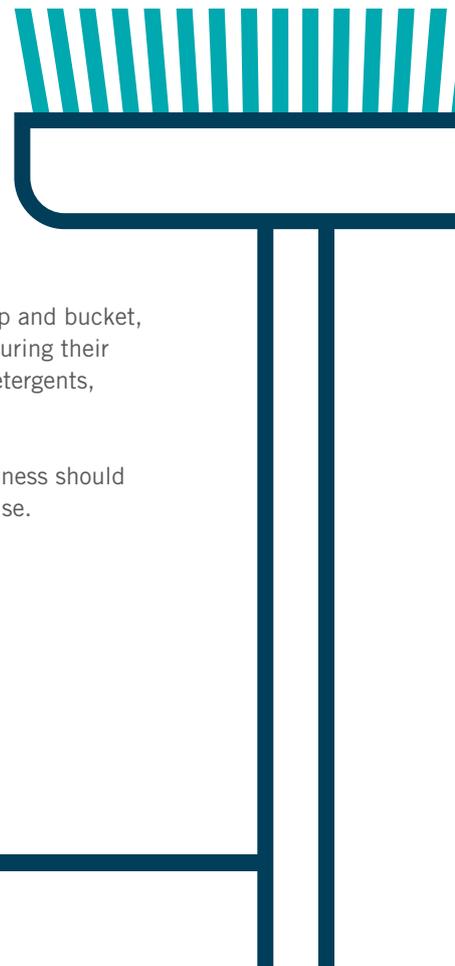
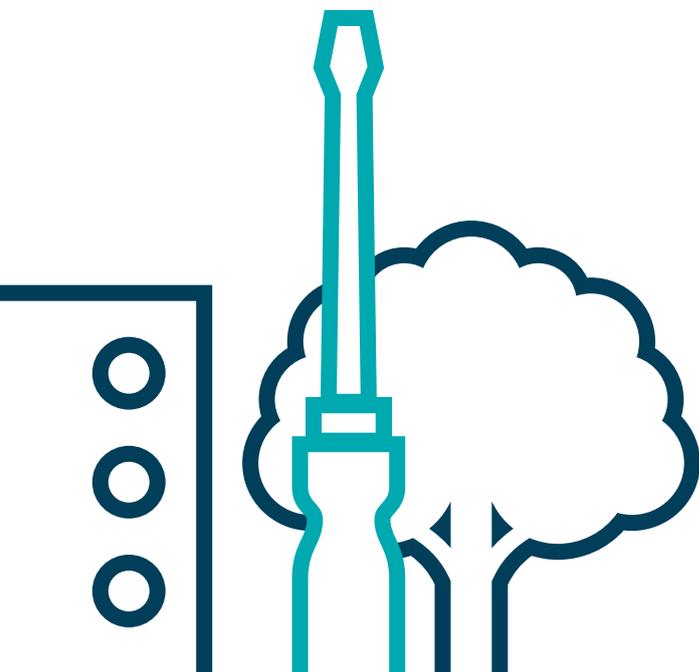
- » 1 week prior to expected arrival
– no cancellation fee
- » 48 hours prior to expected arrival
– 50% cancellation fee
- » Less than 48 hours prior to expected arrival
– 100% cancellation fee

CLEANING

Residents will receive clean accommodation on arrival. No cleaning service will be provided during the remainder of the booking.

QMUL will supply a vacuum cleaner, mop and bucket, dustpan and brush for residents to use during their stay. Residents must supply their own detergents, cleaning and drying cloth.

Any requests or complaints about cleanliness should be directed to the Reception France House.



COMPLAINTS PROCEDURE

We are confident that most issues will be relatively minor routine concerns which can be resolved quickly by staff at Reception France House, 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 who aim to resolve all issues relating to QMUL housing at: residential-support@qmul.ac.uk

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

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

WHAT SHOULD MY FORMAL COMPLAINT INCLUDE?

- » your name, building, flat
- » booking reference 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 a response to your complaint within 14 days (this may be longer over the Christmas closure).

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 the Reception and Estates Helpdesk, France House who will contact the resident and request that it is removed. If the item is not removed within the time given, it may be removed and stored until the end of the booking or disposed of if not collected. There will be a charge to cover the cost of administration.

COUNCIL TAX

Council Tax is included in the rent.

DRINKING WATER

Drinking water is supplied to all kitchens. Drinking water outlets are labelled.

DRUGS

QMUL adopts a zero tolerance policy to drug use and possession. Failure to comply may lead to Police action.

ELECTORAL REGISTRATION

Long term residents will need to make their own arrangements regarding electoral registration.

EMERGENCY

In case of emergency, call 999 and ask for the Ambulance, Police or Fire Service. Emergency calls are free of charge.

Ensure Reception France House or the QMUL Security Service are informed as soon as possible. After any incident a resident will be asked to complete a report form.



ENVIRONMENTAL

QMUL is committed to addressing its environmental, social and economic impacts and opportunities in order to build a sustainable future. We strive to address our impacts in all aspects of our operations and work to eliminate or minimise these impacts as much as possible. We have an active Sustainability Committee and Student Society, Green Mary, who are working hard to drive the sustainability message across QMUL through the implementation of the QMUL Environmental Policy, Sustainability Action Plan and Carbon Management Implementation Plan.

i Further information can be found at: www.qmul.ac.uk/about/sustainability

FIRST AID PROVISION

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

FLAT CHECKS

The furniture, equipment and fabric of each flat, will be checked prior to arrival, on a regular basis throughout the year and at the end of each stay. Any faults or damage must be reported immediately to: EAF-helpdesk@qmul.ac.uk

Residents are responsible for the condition and cleanliness of flat including furniture, equipment and fittings.

GROUNDS

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

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

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

GUESTS

Residents are limited to one guest at any time. The flats are only suitable for a maximum of two occupants, sharing a double bed.

Please make us aware of any guest who will be joining the main tenant when making the booking. Residents are responsible for the conduct of their guest at all times.

Extra beds or bedding such as duvet, linen, pillow and towels will not be provided for the guest.

To comply with fire regulations residents are required to notify Academic Lets, in advance of the name of any guest, and the dates of their stay.

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

HEALTH AND MEDICAL ARRANGEMENTS

Residents are required to make their own health care arrangements during their stay.

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

i For further information, go to: www.nhs.uk/Service-Search

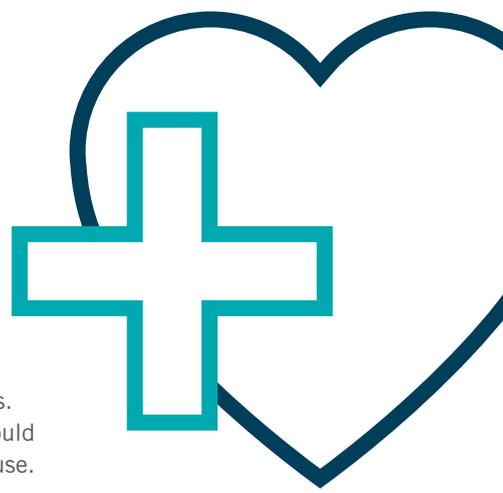
HEATING

This is controlled by the resident to achieve satisfactory heating levels. Any questions regarding heating should be referred to Reception France House.

INSPECTIONS

Flats will be inspected on a regular basis to check for general cleanliness, maintenance issues and Health and Safety compliance. Flat inspections form an essential part of our efforts to maintain flats at the required standard.

Residents are responsible for the condition and cleanliness of their flat, including furniture, equipment and fittings, and will be charged the cost of replacement /repair of any loss/damage, which is not fair wear and tear.



INSURANCE

The residential fees include the cost of a basic cover insurance policy, arranged through Endsleigh Insurance.

i Details of the cover are available on the website at www.endsleigh.co.uk/reviewcover

Please read the details of the policy carefully before arrival to ensure it is adequate. Additional cover can be arranged with Endsleigh or independently with another insurer.

Any losses must be reported immediately. The QMUL block policy number is HH1001. If theft is suspected, the Police must be called before an insurance claim can be made. To process any claim Endsleigh will require a crime report number, which only the Police can provide.



INTERNET/INTRANET ACCESS

Wi-Fi (eduroam) services are provided in the flats allowing residents to connect their computer or laptop to the College network and the Internet. Internet login will be issued by your host.

IRONING BOARDS AND IRONS

These are provided in each flat.

KEYS

Instructions on where to collect the keys will be sent with the booking confirmation. Keys will be available **from 2pm** on the day of arrival.

A copy of the booking confirmation, payment confirmation (if applicable) and a valid form of Id will need to be shown before keys are released.

Residents should carry their keys with them at all times. Flats should be locked at all times.

Loss or the mis-shaping of keys and cards must be reported to Reception France House where duplicate keys and cards may be obtained. A charge of £25 per key or card will be made for each replacement issued.

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

Residents who are locked out of their flat or if keys are lost or stolen, must report to Reception France House for further instructions.

KITCHEN EQUIPMENT

Kitchens are equipped with electric cookers, fridge/freezers, kettles, microwaves, toasters, sink units, and storage cupboards. Basic crockery and cooking utensils are provided. Residents must supply their own detergents, etc.

LAUNDRY FACILITIES

There is a launderette located in France House for residents occupying the studio flats. The machines are operated by cards that can be purchased from Reception France House. Once purchased, the cards can be topped up on-line at: www.circuit.co.uk and activated in top-up machines using a code emailed from Circuit Laundry.

Any faults should be reported directly to Circuit Management Laundry Systems on freephone: 0800 092 4068

The one bedroom flats have their own washing machines.

LENGTHS OF STAY

Studio Flats

Minimum stay: *1 night*
Maximum stay: *3 months*

One Bed Flats

Minimum stay: *1 month*
Maximum stay: *3 months*

Due to the high demand for staff accommodation, it will not be possible to exceed the maximum period of stay. This is to ensure a fair and equitable policy to all potential guests.

Long term residents; if residents have a change in circumstances and wish to leave early, please contact Housing Services. 28 days written notice is normally required.

MAINTENANCE AND REPAIRS

All maintenance faults should be reported by email to: EAF-helpdesk@qmul.ac.uk

Or in person to Reception France House

Or by telephone: 020 7882 2580

Any tenant not satisfied with the service provided or if faults are not rectified in a timely fashion, should contact: residential-support@qmul.ac.uk

We will ensure that all staff and contractors give a minimum of 24 hours' notice whenever we need to access to the accommodation; except in the case of emergencies, to fix a reported maintenance request or routine inspections (or repairs arising from routine inspections). For planned maintenance normally 7 days notice will be given.

Feedback sheets are left in flats to advise residents of any reactive works which have been conducted and when. Approved trades people also access various areas of the building in order to carry out numerous planned and preventative works. Feedback sheets are not left for this. All staff will wear uniforms and carry identification. Residents must permit QMUL staff, or QMUL approved contract staff to enter flats at any reasonable time to inspect the flat and/or carry out works or repairs to rooms, furniture or equipment. Failure to allow reasonable access may result in the request being cancelled from the system and a charge being levied for an abortive/subsequent visit.

MOVING OUT

All flats must be vacated and cleared of personal possessions **by 10am** on the last day of the booking. Any personal belongings left in the property after this time may, at our discretion, be disposed of.

The following procedures should be followed:

- » Remove all personal belongings/items from the flat
- » Dispose of unwanted food, empty all bins and remove rubbish
- » Leave all items designated to the flat, in the flat
- » Lock the window(s) and doors securely
- » Arrange for the re-direction of mail
- » Return the keys and electronic access card to Reception France House (staffed 24 hours daily). Please ask for a key receipt as proof of return. Late/non return of keys may lead to extra rent charges being applied

NOISE

One of the most important things to consider 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 persistently disturbed by noise levels especially after 23:00hrs, call the Security Service on +44 (0)20 7882 5000.

As we are located in a large city, occasionally there are noise issues over which QMUL does not have complete control. These can include building works and noise from individuals. We will try to resolve noise issues, however QMUL cannot be held liable for the actions of others.

NOTICE TO QUIT

A Notice to Quit may be issued where behaviour endangers the welfare of other residents, staff or visitors e.g. physical assault, arson, tampering with the fire alarm system or any fire safety-related equipment or fittings, or when a criminal offence has occurred e.g. possession of an illegal substance. Notice may also be given for non-payment of residential fees.



OCCUPANCY

The flats are suitable for a maximum of two occupants, sharing a double bed.

PARKING

There are no parking facilities at the Mile End campus.

Exceptions are made for residents displaying an authorised blue disabled sticker (who have applied for and received a QMUL parking permit. Contact the Security Service on +44 (0)20 7882 5000. Please note parking restrictions are NOT lifted during the vacations.

PAYMENT INFORMATION

WHEN ARE THE RESIDENTIAL FEES DUE FOR PAYMENT?

- » Short stay residents (one month or less) will be required to pay the full rent in advance in order to collect the keys.
- » Long term residents (over one month) will be given further information regarding payment arrangements with the booking confirmation.

METHODS OF PAYMENT FOR RESIDENTIAL FEES AND OTHER CHARGES

a) Online Payment

- » Go to www.qmul.ac.uk/epay
- » Select option B 'Other Payments'
- » Quote the 5 digit Booking Reference Number
- » An email confirmation of this payment will be sent

If for any reasons a payment cannot be made online, please email academiclets@qmul.ac.uk

b) Direct Bank Transfer

Please email a scanned copy of any bank transfer documents to academiclets@qmul.ac.uk, as proof of payment, to enable the payment to be credited to the correct account. Ensure that the bank quotes the 5 digit booking reference number in the transfer details. Please note, for international transfers both the sending and receiving bank will charge for this service, please add at least £15 per transaction to cover these fees. To avoid late receipt of the payment, bank transfers should be sent from your bank 7 days before the due date for UK transfers, and 14 days for overseas transfers.

NB: QMUL cannot receive money by Western Union Transfer.

Residences Bank Account Details

Account name: *Queen Mary, University of London*
Sort Code: *20 – 57 – 06*
Account Number: *70211729*

Bank and Address:
Barclays, Mile End Branch, 240 Whitechapel Road, London, E1 1BS, U.K.

Some banks, not all, will need the following information:

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

c) Departmental Transfer

If the department is paying for the booking, this will be arranged directly with the Department.

PROOF OF PAYMENT REQUIRED?

- a) Online payments will automatically provide a receipt
- b) If an official receipt is required for any other method of payment, please email academiclets@qmul.ac.uk

WHAT ARE THE PENALTIES FOR LATE OR NON-PAYMENT OF RESIDENCE FEES?

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

Non-payment of residential fees could 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. Debt collection agencies will be used to recover any outstanding debt (additional costs to QMUL will be passed onto the debtor).

LATE PAYMENT ARRANGEMENTS – LONG TERM GUEST (OR LATE PAYMENT PLAN)

You can arrange to pay your residential fees on a variable instalment plan in agreement with Academic Lets. You will be required to countersign the payment plan.

WHAT SHOULD I DO IF I HAVE DIFFICULTY MAKING PAYMENTS?

Contact Academic Lets before you miss any payment deadlines.



PERSONAL CONTACT DETAILS

Residents are requested to notify academiclets@qmul.ac.uk of any changes to their contact details during their stay.

PEST CONTROL

During your stay should you experience any concerns regarding pests(mice, insects etc), a pest control service is provided across all QMUL properties to help control and eliminate these unwanted visitors and all pest sightings should be reported to Reception France House. 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 help will prevent pests such as cleaning up food waste from kitchen and bedroom surfaces immediately and by disposing of food packaging in the correct bin. 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 flats or any other part of the residence. Guide dogs and hearing dogs are permitted by prior agreement.



POST

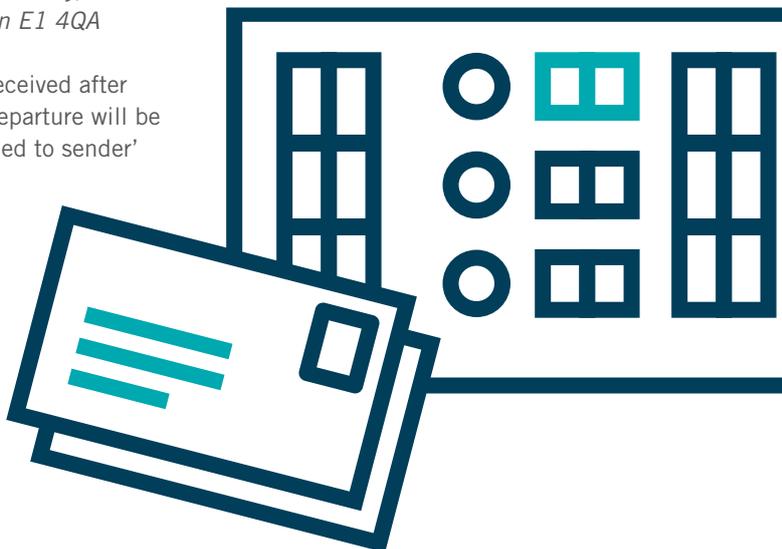
QMUL is under no legal obligation to sign for or accept post/parcels on behalf of any resident. QMUL will accept no liability for postal items left unattended in communal areas by courier staff. Residents can, and should, make alternative arrangements with courier companies, the majority of whom operate 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

Followed by the flat address:
Sir Christopher France House,
Westfield Way,
London E1 4QA

Post received after your departure will be 'returned to sender'



POSTERS AND DISPLAY MATERIALS

Posters, photographs, decorations etc must be confined to the pin boards supplied.

Failure to comply may result in cleaning and redecoration charges being levied. No alterations or additions to the decoration or fittings of the flat are allowed.

PRIVATELY RENTED ACCOMMODATION

We can provide support and advice on preparing to move from staff accommodation into the private sector.

i 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.residences.qmul.ac.uk/alternative

REFUSE AND RECYCLING

QMUL is committed to the principles and practices of environmental protection and sustainability. Residents are required to use the appropriate recycling/waste facilities located in each kitchen. Recycling bins are located close to all the buildings and residents are requested to take large cardboard boxes, bottles and cans to the recycling bins themselves. The recycling bins are located between Beaumont Court and Creed Court. The disposal bins are located between Maynard and Varey House.

KITCHEN AND BATHROOM WASTE

- » residents are required to use the appropriate waste and recycling containers provided in each kitchen
- » there is no housekeeping service provided for the duration of your stay
- » please do not allow bins to overflow as this may cause a safety hazard and can attract unwanted pests

BEDROOM WASTE

- » residents are responsible for removing their own waste and placing it in an external general waste or recycling container. Proper care should be taken when disposing of 'Sharps' and other hazardous waste



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 condition 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 when snow and ice is present.

TELEPHONES

Telephones are provided for incoming calls only.

TOWELS

One set of towels will be supplied for the duration of each stay and must be laundered by the tenant. A charge to cover replacements will be raised if these are not left in a reusable condition at the end of the stay.

TELEVISIONS

Televisions are not provided.

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

 For further information visit www.tvlicensing.co.uk

UTILITIES

Residential fees include the cost of gas, electricity and water. Residents should keep such costs to a minimum by turning off all appliances, switches and taps wherever possible.

RECYCLING

USEFUL INFORMATION



MILE END CAMPUS

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

Both are a five-minute walk from the Campus. There are easy links from Stansted, Gatwick and Heathrow Airports and all major British Rail stations to both of these underground lines.

i Information on all forms of public transport in London (including route maps, journey planner and online ticket sales) can be viewed on the Transport for London website: www.tfl.gov.uk

USEFUL QUEEN MARY CONTACTS

Chaplaincy (St Benet's)
+44 (0)20 7882 3179
stbenets@qmul.ac.uk
www.faith.qmul.ac.uk

IT Services Help Desk
Room W209
Queens' Building
+44 (0)20 7882 8888
its-helpdesk@qmul.ac.uk
www.css.qmul.ac.uk

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

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

QMotion Health and Fitness Centre
Bancroft Road
London E1 4DH
www.qmsu.org/qmotion

Switchboard
+44 (0)20 7882 5555

MILE END

STEPNEY
GREEN

CONTACTS

Estates and Facilities

Queen Mary University of London
Mile End Road
London E1 4NS

www.residences.qmul.ac.uk



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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