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USEFUL INFORMATION

CONTACT HOUSING SERVICES
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

CONTACT THE RECEPTION AND
ESTATES HELPDESK, 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 2580
Email: estates-helpdesk@qmul.ac.uk
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 as it contains important information to assist you during your stay with us.

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

Best wishes

Stephen Wells
Director of Estate and Facilities
**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 halls 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

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

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

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

An immediate Notice To Quit will be issued to any resident who covers a detector head or tampers with any fire-fighting equipment.
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.

The Policy is available on: qm-web.safety.qmul.ac.uk

SECURITY SERVICE

The QMUL Security Service provides crime prevention patrols throughout the campus and makes appropriate use of CCTV cameras to deter un-authorised 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-authorised persons following you into the building

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

SMOKE-FREE ENVIRONMENT

QMUL has a Smoke-Free Environment Policy. The policy prohibits smoking in all QMUL premises (except for in a number of smoking shelters). This applies to indoor and outdoor locations and QMUL accommodation.

The full policy is available on: www.estates.qmul.ac.uk/smoking

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 the Reception and Estates Helpdesk Reception

**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.

**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.
MAINTENANCE
AND REPAIRS

All maintenance faults should be reported by email to: estates-helpdesk@qmul.ac.uk
Or in person to Reception, France House (Mile End campus)
Or by telephone 020 7882 2580 (outside office hours 020 7882 5000)

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

ACCESS TO FLATS

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.

Please note residents must permit QMUL staff, or authorised contract staff of QMUL 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.
**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.

**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 and Estates Helpdesk.

**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**

**COMPLAINTS PROCEDURE**

Complaints should be made in writing and sent to Residential Support, who will acknowledge receipt of the complaint and forward to the appropriate manager for response.

**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.

**COUNCIL TAX**

Council Tax is included in the rent.
**DRINKING WATER**

Water should only be consumed from taps marked as ‘drinking water’. These will predominately be the cold water taps in kitchens.

**DRUGS**

QMUL adopts a zero tolerance policy to drug use and possession. Use of, possession of, or having any participation in illegal substances 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 the Reception and Estates Helpdesk, 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, available from the Reception and Estates Helpdesk.

**ENVIRONMENTAL**

QMUL recognises that we have a significant impact on natural resources, the economy and our community (both internally and externally). 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.

Further information can be found at: [www.qmul.ac.uk/about/sustainability](http://www.qmul.ac.uk/about/sustainability)

**FIRST AID PROVISION IN HALLS**

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

**FIREARMS AND OTHER PROHIBITED ITEMS**

Firearms or any other item which is likely to cause harm or intimidate others are prohibited. Any prohibited item will be immediately confiscated and the Police may be informed.

**GUESTS**

Residents are limited to one guest at any time. 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 Housing Services in writing, 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.

For further information on NHS walk-in centres, go to: [www.nhs.uk/Service-Search](http://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 the Reception and Estates Helpdesk, 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.

INSURANCE

The residential fees include the cost of a basic cover insurance policy, arranged through Endsleigh Insurance. 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 services are provided in the flats allowing residents to connect their computer or laptop to the QMUL network and the Internet. Internet login details will be issued by IT Services via the residents department.

INVENTORIES

We will check the furniture, equipment and fabric of each flat at the beginning and end of each stay.

Any faults, damage or missing items/ malfunctioning equipment associated with the flats must be reported to the Estates Helpdesk immediately at: estates-helpdesk@qmul.ac.uk

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.

The flat must be vacated and left clear of all personal belongings and rubbish by 10am on the day of departure. Any additional cleaning will be charged for.

IRONING BOARDS

AND IRONS

These are provided in each flat.

KEY COLLECTION

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 be need to be shown before keys are released.

KEYS

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 the Reception and Estates Helpdesk, France House where duplicate keys and cards may be obtained. A charge of £15 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.

KEYS LOST

Residents who are locked out of their flat or if keys are lost or stolen, must report to the Reception and Estates Helpdesk, 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.
LAUNDERETTES

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 card dispensing machines. 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

<table>
<thead>
<tr>
<th>Studio Flats</th>
<th>Minimum stay</th>
<th>Maximum stay</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 night</td>
<td>3 months</td>
<td></td>
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<table>
<thead>
<tr>
<th>One Bed Flats</th>
<th>Minimum stay</th>
<th>Maximum stay</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 month</td>
<td>3 months</td>
<td></td>
</tr>
</tbody>
</table>

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.

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:

- Make arrangements for the re-direction of mail (long term guests)
- Return the keys and electronic access card to the Reception and Estates Helpdesk, 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

Residents should be considerate of others when playing music and respond positively to requests to turn down loud music, especially after midnight. If a tenant experiences persistent noise disturbance, 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.

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.

PERSONAL CONTACT DETAILS

Residents are requested to notify Housing Services of any changes to their contact details during their stay.
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

All post and parcels will be delivered directly to the residence by Royal Mail/Courier. QMUL is under no legal obligation to sign for any mail on a resident’s behalf. Mail will be ‘returned to sender’ if addressed incorrectly or received after the resident has departed.

POSTAL ADDRESSES

In order to ensure that postal deliveries are not subject to unnecessary delays, all incoming mail should be addressed as follows:

Name of resident
Flat number
Followed by the flat address:
Sir Christopher France House, Westfield Way, London E1 4QA

PRIVATELY RENTED ACCOMMODATION

Residents may be planning to permanently re-locate to London, if so guidance and advice can be sought from Housing Services. They also offer a contract reading and arbitration service.

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.

SMOKING

The Smoking on Campus policy prohibits smoking in every area of QMUL’s premises, except in the designated smoking shelters provided.

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.

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.
1. 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.

2. 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.

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

3. PROOF OF PAYMENT?

   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

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

   Non-payment of residential fees could result in a tenant being required to leave the accommodation.

   Debt collection agencies will be used to recover any outstanding debt. Please note that additional charges will be made if this is necessary.

Residences Office 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
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.

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

Security Service (24hrs)
Emergency
+44 (0)20 7882 3333

Security Service – Mile End
+44 (0)20 7882 5000