

[RESIDENCES.QMUL.AC.UK](http://RESIDENCES.QMUL.AC.UK)

# RESIDENTS' HANDBOOK



Queen Mary  
University of London

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# WELCOME TO RESIDENTIAL SERVICES AND SUPPORT

On behalf of Estates and Facilities, I would like to offer you a very warm welcome to the Residences at Queen Mary University of London (QMUL).

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 through this Handbook, 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 Accommodation Licence Agreement, which you sign, constitute the Halls of Residence Regulations, which are referred to in QMUL Codes and other publications.

The Halls of Residence 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](http://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](http://www.estates.qmul.ac.uk)

Stephen Wells  
Director of Estates and Facilities



# THE RESIDENTIAL SERVICES AND SUPPORT TEAM



We have five teams to look after you and the accommodation that you live in:

HOUSING SERVICES	MAIN RECEPTION AND HELPDESK FRANCE HOUSE	RESIDENTIAL SUPPORT	SITE OFFICE CHARTERHOUSE SQUARE	SITE OFFICE WHITECHAPEL
Halls application, room allocations, residential fees and private sector accommodation.	24 hour reception for all queries relating to your accommodation.	Provides support to all residents regarding any issues with service levels. Also manages discipline and complaints.	Queries relating to day to day issues in Dawson Hall.	Queries relating to day to day issues in Floyer House and Varden St family flats.
<a href="mailto:residences@qmul.ac.uk">residences@qmul.ac.uk</a>	<a href="mailto:estates-helpdesk@qmul.ac.uk">estates-helpdesk@qmul.ac.uk</a>	<a href="mailto:residential-support@qmul.ac.uk">residential-support@qmul.ac.uk</a>	<a href="mailto:residences-dawsonandfloyer@qmul.ac.uk">residences-dawsonandfloyer@qmul.ac.uk</a>	<a href="mailto:residences-dawsonandfloyer@qmul.ac.uk">residences-dawsonandfloyer@qmul.ac.uk</a>
Tel: +44 (0)20 7882 6474	Tel: +44 (0)20 7882 2580	Tel: +44 (0)20 7882 5064	Tel: +44 (0)20 7882 2580	Tel: +44 (0)20 7882 2580
Mon to Fri 9am to 5pm	Open 24 hours a day, 365 days per year	Mon to Fri 9am to 5pm	Mon to Fri 9am to 5pm	Mon to Fri 9am to 5pm

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



# 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 halls.

One of the most rewarding aspects of living in QMUL residences is the opportunity to meet and establish close friendships with people from a variety of backgrounds and 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 QMUL's general regulations governing student conduct.

**i** The regulations can be accessed in full at: [www.arcs.qmul.ac.uk](http://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, QMUL 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 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.

## HELPFUL HINTS TO MAKE IT WORK

### » Communicate

The key to successful relationships is communication. Sit down and talk about habits, preferences, moods and values. If something is bothering you the sooner you talk about it, the sooner it can be resolved

### » Be understanding

Everyone has days when everything seems to go wrong and bad moods can result. Try to be understanding and tolerant

### » Establish some 'Flat Rules'

To avoid misunderstanding, it is important to set ground rules regarding each other's belongings, kitchen cleanliness, visits by guests etc. You will learn where others stand on these matters and avoid possible conflict

### » Give each other some space

Consider others' need for time alone and establish your own quiet time also. All residents are individuals, with particular interests, opinions and habits; you should respect work and rest periods particularly at night

Sometimes no matter how hard you try, you cannot make it work. If, after talking it through with others, you still cannot resolve a conflict talk to someone from Residential Support.

## NOISE AND QUIET HOURS

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 you can contact Residences Reception who can help you and who may call Security staff to assist.

### 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
- » The rooms are reasonably well sound proofed but 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

## SOCIALISING IN HALLS

Coming to university is about having fun and we accept that residents will want to socialise with others. However, we do not endorse parties in halls because they can lead to uncontrollable situations and risk to others. If a gathering you have arranged leads to an incident, which causes disturbance or harm to others, you will be held fully responsible and this could jeopardise your place in halls and affect your academic progress.

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.

## VISITORS AND GUESTS

If you invite friends around, please be aware you must be present at all times and you will be expected to take full responsibility for their actions.

For your own safety and wellbeing of others you are advised not to bring guests into residences unless they are known to you.

## ANTI-SOCIAL BEHAVIOUR

We work closely with students to support them with the transition from home to university however, anti-social behaviour will not be tolerated and when this happens disciplinary procedures in line with the QMUL's Code of Student Discipline will be applied.

**INFORMATION ON THE DISCIPLINARY PROCEDURE CAN BE FOUND ON PAGE 20**

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 QMUL property.

### DRUG USE OR POSSESSION

QMUL will not tolerate drug use or possession within halls.

Cannabis is incorrectly perceived by some as a 'legal drug'; any suspected use of cannabis in halls will be dealt with appropriately, which may involve the Police. We work closely with the local Police and they will issue on the spot penalties for use or possession of cannabis. This can result in a criminal record which impacts on academic progression and will limit international travel. In addition offenders will be issued with a Notice to Quit halls accommodation and the academic departments and Academic Registrar will be informed.

### ALCOHOL INFLUENCE

Taken to excess, alcohol can endanger your health and the safety of those around you. Residents need to be aware that some residents are under 18 and it is against the law for anyone under the age of 18 to buy or consume alcohol. Anyone over the age of 18 could be seen as 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.

### SMOKING

Smoking in halls is strictly prohibited. This includes the use of E-cigarettes and the use and storage of shisha pipes. Smoking is only permitted within designated smoking shelters.

**i** The location of the smoking designated shelters can be found at: [my.qmul.ac.uk/app/](http://my.qmul.ac.uk/app/)

### 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

# FIRE SAFETY GUIDANCE

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

- ❗ The policy and procedures are available at: [qm-web.ohsd.qmul.ac.uk](http://qm-web.ohsd.qmul.ac.uk)

The following guidance is intended to supplement the QMUL 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, block or hall
- » When 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
- » 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 team (for Varden Street residents please refer to the Notice inside the accommodation)

## FIRE DETECTION

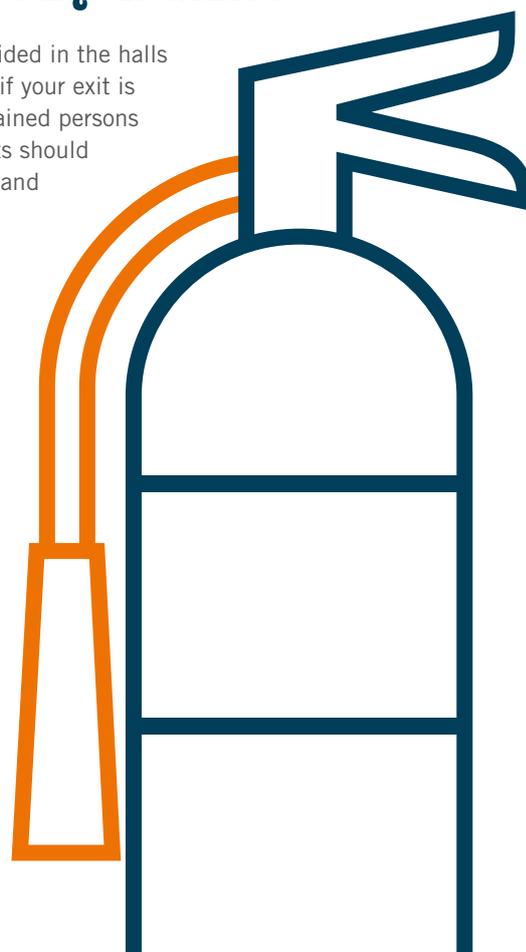
The fire detection devices on the ceilings in the bedrooms and corridors can be activated by heat, steam or other vapours. Residents should take the following precautions to avoid false alarms:

- » 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

## FIRE FIGHTING 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.



# FIRE DOORS

Fire doors, including kitchen doors are fitted with door closers and smoke seals to prevent the spread of fire and smoke. Most 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
- » Do not tamper with kitchen door alarms or related fire safety equipment
- » Report all fire door faults to Reception, France House

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

# 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:

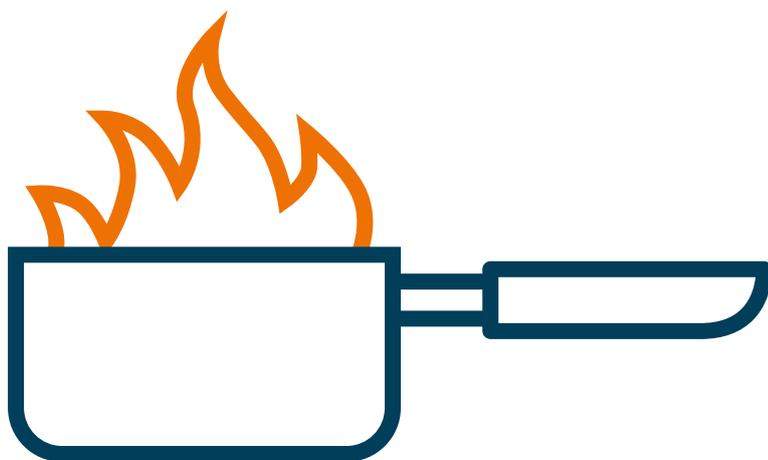
- » Candles, tea lights, hookah/shisha pipes and incense sticks etc

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 KITCHENS

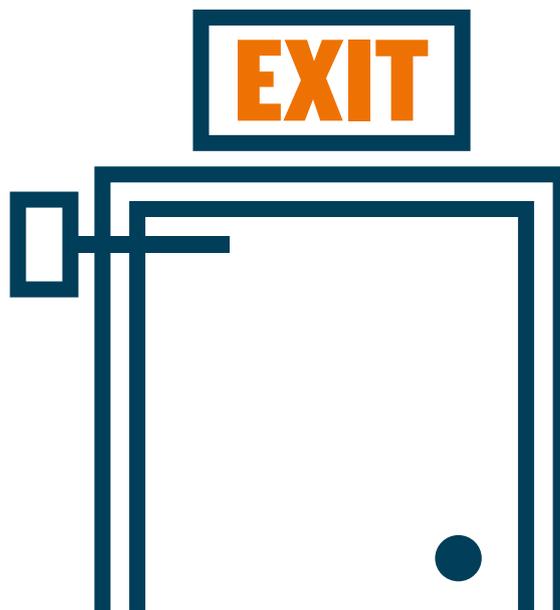
To minimise the risk of fire and avoid unnecessary fire alarm activations, please follow these guidelines:

- » Never leave cooking unattended
- » 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 pan, deep fat fryers or utensils holding large quantities of oil are not permitted



# COMPLIANCE

The QMUL 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.



# 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 Reception, France House.

**i** The QMUL Health and Safety Policy is available at: [qm-web.ohsd.qmul.ac.uk](http://qm-web.ohsd.qmul.ac.uk)

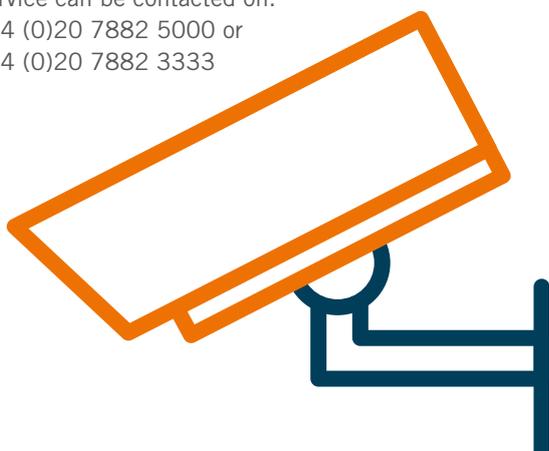
## SECURITY

The Security Service provides crime prevention advice, assistance and reassurance to students, staff and visitors. Security staff undertake 24/7 foot and cycle patrols throughout the campus supplemented by the appropriate use of CCTV cameras to deter unauthorised access and protect property.

You can help to maintain a secure and safe environment by taking some basic precautions:

- » 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

In case of emergency the Security Service can be contacted on:  
+44 (0)20 7882 5000 or  
+44 (0)20 7882 3333



## SMOKING

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

**i** Further information on the smoking policy can be found at: [www.estates.qmul.ac.uk/smoking](http://www.estates.qmul.ac.uk/smoking)

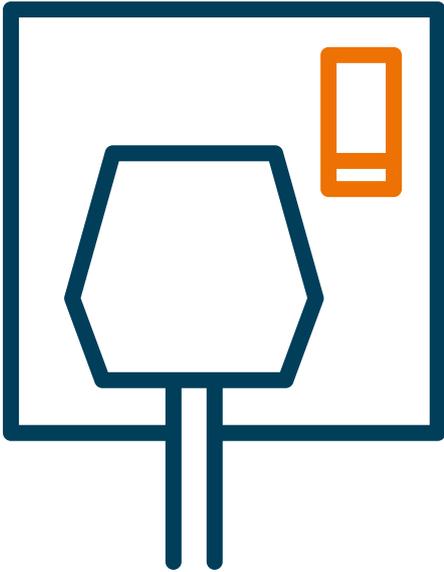
## ELECTRICAL APPLIANCES

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 and microwave 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, 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 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
- » Report all electrical defects to the Reception and Estates Helpdesk



## WINDOW RESTRICTOR

A window restrictor is normally a metal tie bar fitted to the window to enhance safety, and security, 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 fully investigated and charges made for repair.

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



## FOOD AND KITCHEN SAFETY

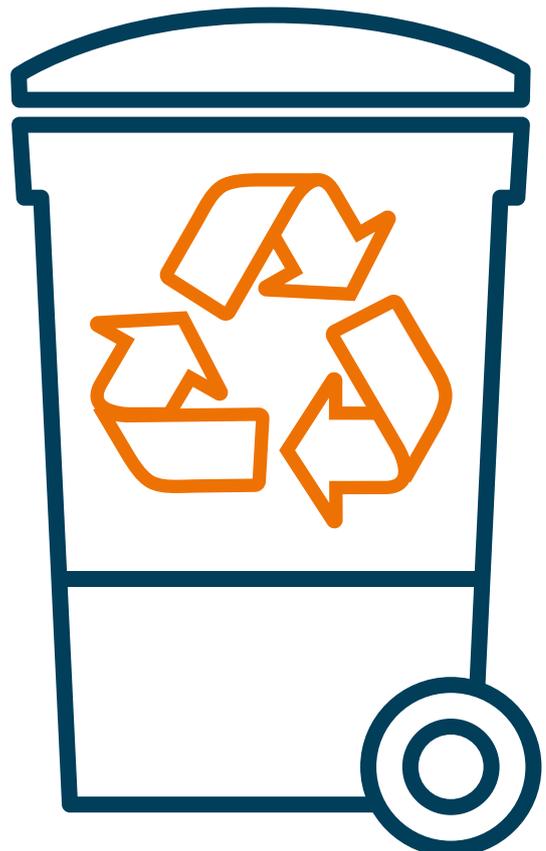
Food preparation areas, storage and cooking facilities are provided in every kitchen. No cooking is permitted elsewhere in the halls. **Cooking should never be left unattended.** Maintaining a good standard of hygiene is very important to avoid pest infestation (bugs, mice etc). Please follow these guidelines:

- » Defrost and clean fridges/freezers regularly
- » Keep food preparation areas clean and crumb free
- » Keep all food in sealable containers
- » Dispose of waste in the bins provided

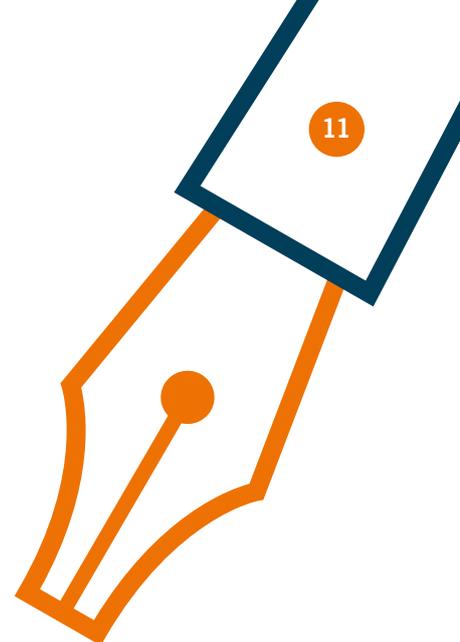
## REFUSE AND RECYCLING

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 residential buildings and residents are requested to take large cardboard boxes, bottles and cans to the recycling bins on a regular basis. The waste is collected by the local authority.

Residents are responsible for emptying the waste bins in bedrooms on a daily basis. Failure to do this regularly can result in pest infestations and other health and safety related issues.



# LICENCE AGREEMENT



The licence agreement that you signed electronically via the online accommodation system 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 QMUL 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 for, and the residential fees that you are required to pay.

**FOR FULL INFORMATION ON RESIDENTIAL FEE PAYMENTS, PLEASE REFER TO PAGE 23**

**i** Additional information can also be found at [www.residences.qmul.ac.uk/currentresidents/residentialfeepayments](http://www.residences.qmul.ac.uk/currentresidents/residentialfeepayments)

Accommodation is only offered to full-time, enrolled students of QMUL. You are not eligible to remain in student housing if you are a part-time student, re-sitting out of attendance or if you withdraw or interrupt your studies. We do not offer student housing on a short-let basis.

Once you have signed your licence agreement, you will be legally bound to pay the rental fee due for your room until the expiry date of the agreement.

## CANCELLING THE LICENCE AGREEMENT

Under the Distance Selling Regulations (2000) you may cancel the agreement up to 7 working days after you accept your housing offer online and will be refunded your full deposit. This regulation does not apply if:

- » you have had 'face to face' contact with a member of the Housing Services team
- » you enact this after the licence agreement commencement date
- » you have collected the keys, or stayed overnight in the accommodation

## MOVING IN LATE

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



# MOVING OUT EARLY

If you wish to leave before the expiry of your licence you will remain liable for the rent until the end date given on your licence agreement, unless the room is re-let to another QMUL 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:

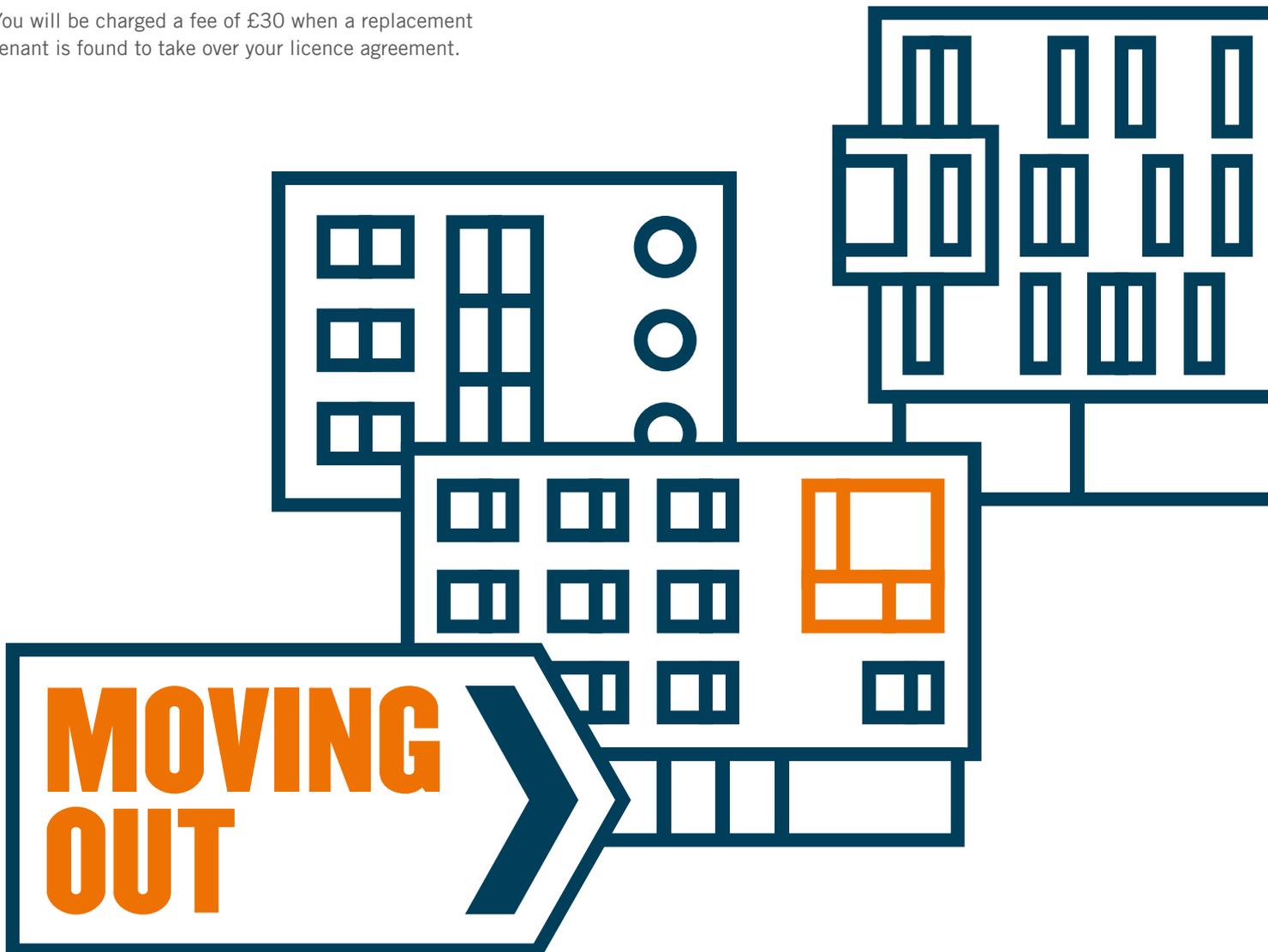
- » True voids will always be let first (i.e. rooms that are not under liability)
- » After 'true voids' are filled, we will re-let rooms in date order of NIV submission
- » If you are living in a room with particular criteria (i.e. it is in a single sex flat/ corridor or an undergraduate or postgraduate designated building), this may affect the time taken to re-let your room, depending on the needs of those applying for rooms

You will be charged a fee of £30 when a replacement tenant is found to take over your licence agreement.

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

If you formally withdraw, interrupt or are de-registered from QMUL, 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 QMUL 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.



# A-Z OF GENERAL INFORMATION



## ACCESS TO ROOMS AND FLATS

Residents must permit QMUL staff, or recognised contract staff of QMUL 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 are also completed regularly for planned and preventative works.

**A LIST OF SURVEYS CAN BE FOUND ON PAGE 29**

Feedback sheets are left in rooms/kitchens (as appropriate) to advise residents of any reactive works which have been conducted. If you report a maintenance fault you are agreeing to grant access to allow the works to be completed. Failure to allow reasonable access may result in your request being cancelled and a charge being levied for a cancelled/subsequent visit.

**i** The halls access procedure can be found at: [www.residences.qmul.ac.uk/currentresidents/policies/index.html](http://www.residences.qmul.ac.uk/currentresidents/policies/index.html)

## 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.

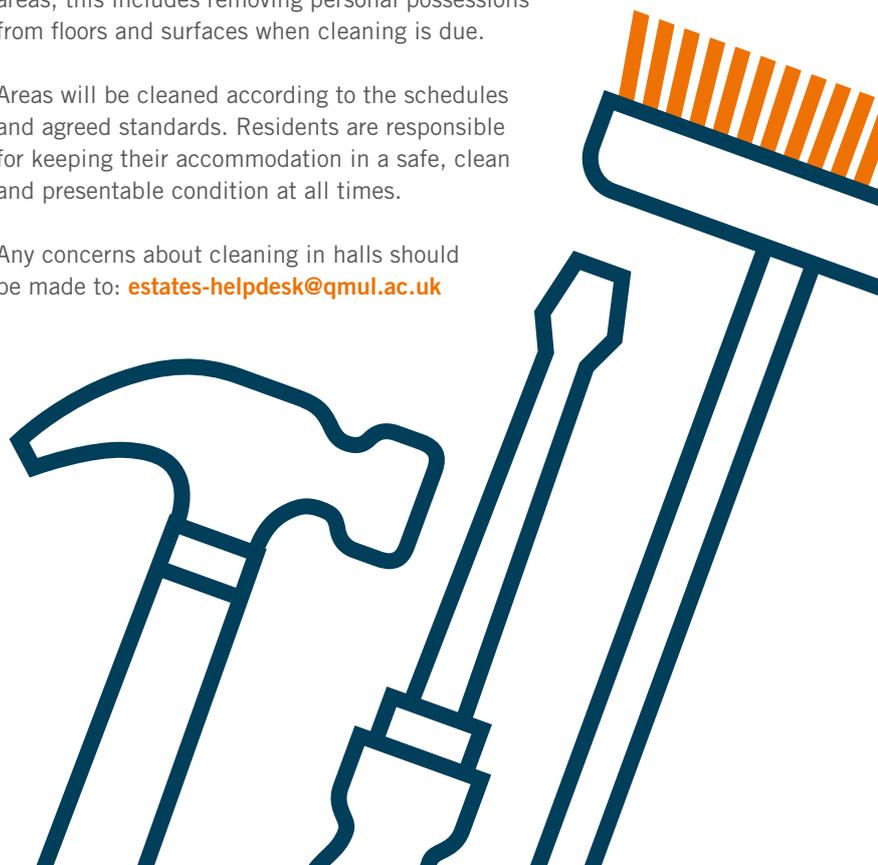
## CLEANING

A regular cleaning service is provided for all communal areas within the halls. Residents in the Varden Street flats are responsible for the cleaning of all internal areas of these premises.

Residents must ensure there are no obstructions or hazards that might affect the cleaning process. In all areas, this includes removing personal possessions from floors and surfaces when cleaning is due.

Areas will be cleaned according to the schedules and agreed standards. Residents are responsible for keeping their accommodation in a safe, clean and presentable condition at all times.

Any concerns about cleaning in halls should be made to: [estates-helpdesk@qmul.ac.uk](mailto:estates-helpdesk@qmul.ac.uk)



## RESIDENTS CLEANING RESPONSIBILITIES:

### Kitchen

1. Keep all work surfaces and sinks clear
2. Wipe up any spillages on tables, work surfaces, appliances or floor as they occur
3. Wipe up any spillages on the hob or oven, when it is safe to do so
4. Put all rubbish in the appropriate bin
5. Store all food items in cupboards, fridges and freezers as appropriate ensuring all surfaces are left clear
6. Wash up and put away all crockery, cutlery, pots, pans, utensils etc after use. Do not leave dirty dishes in the sink

### Bathrooms

1. Rinse bath, shower and wash basins after use, ensuring plug holes are free from hair etc
2. Ensure that personal toiletries are not left in the communal bathing facilities and that the facilities are kept clean and tidy
3. Mop up any spillages that occur

### Bedroom

1. Empty bedroom bins daily
2. Keep floor tidy and vacuumed, sweep/mop any spills
3. Wipe wash basin immediately after use
4. Ensure the mattress cover is used correctly and kept in a clean condition
5. Always maintain the room in a clean and tidy state, where clothing and trailing wires do not present trip hazards or a danger to staff
6. Defrost fridge each semester
7. Dust the room weekly

### Corridors, Stairs and Lifts

1. Pick up any litter found and dispose of in the bins provided
2. Clear up all spills or mishaps immediately
3. Keep the corridors free from all obstructions to comply with health and safety regulations

## CONFIDENTIALITY

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

## CONFISCATION OF ITEMS

14

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 will 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 provided they live in a property that is occupied exclusively by students. QMUL 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).

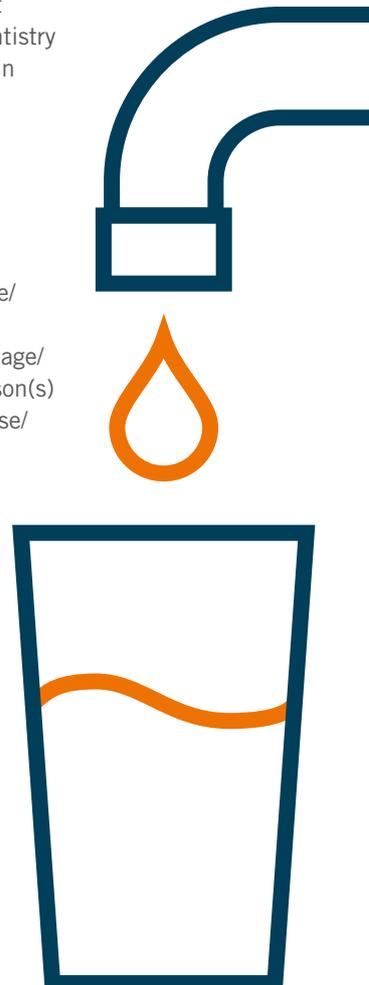
Unassigned damage: Represents the cost of damage/loss, which cannot be attributed to a named person(s) and is divided between all the residents of a house/flat/corridor. Residential Services and Support (acting reasonably) will decide who is to be charged for any damage/loss.

## DRINKING WATER

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

## 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.



## 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.

QMUL works in conjunction with Student Switch Off to encourage students to save energy when living in halls by encouraging pro-environmental behavioural change.

**i** Information on Student Switch off can be found at [www.studentswitchoff.org](http://www.studentswitchoff.org)

## 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 QMUL Security Service as soon as possible. After any incident you will be asked to complete a report form.

## ENVIRONMENTAL AND SUSTAINABILITY

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.

**i** 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.

## GROUNDS

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

During cold weather students 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 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

Residents are limited to one overnight guest at any time; guests are allowed to stay on one occasion per calendar month for a maximum of two nights. Residents are responsible for the conduct and behaviour of their guests at all times. No guest should ever be left unattended within the halls or given a resident's keys and/or ID card. Residents should consult their flatmates before having an overnight guest.

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/fixtures and fittings.

## HEALTH AND MEDICAL ARRANGEMENTS

All residents living in QMUL 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](http://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) will receive information about a local doctor 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](http://www.nhs.uk/Service-Search)

Residents who are experiencing emotional or psychological problems may seek professional support from the QMUL Advice and Counselling Service. Please refer to: [www.welfare.qmul.ac.uk](http://www.welfare.qmul.ac.uk)

## HEATING

Heating systems vary, but are normally timed to be on between October and May:

*Monday to Friday 6am to 10am and 4pm to midnight*

*Saturday, Sunday and Bank Holidays 10am to midnight*

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. Any problems or issues with regard to heating should be reported to: [estates-helpdesk@qmul.ac.uk](mailto:estates-helpdesk@qmul.ac.uk)

## INSURANCE

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

**i** Details of the cover are available on the website at [www.endsleigh.co.uk/reviewcover](http://www.endsleigh.co.uk/reviewcover)

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

Network connection points in the halls and Wi-Fi service allow residents to connect their computer or laptop to the QMUL network and the internet (this is not included in the Varden Street family flats where residents can set up a private wireless connection. Please seek permission from the Site Manager).

If you experience difficulty with the internet connection, please report the problem to the QMUL IT Services Helpdesk at [helpdesk@qmul.ac.uk](mailto:helpdesk@qmul.ac.uk) or call 020 7882 8888.

Please note that to use the QMUL wireless network you will need your IT Services login and password which you obtained during enrolment.

## INVENTORIES

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: [estates-helpdesk@qmul.ac.uk](mailto:estates-helpdesk@qmul.ac.uk)

Residents are responsible for the condition and cleanliness of their rooms and all other communal areas including furniture, equipment and fittings. You will be charged the cost of replacement or repair for any loss or damage, which is considered to be caused other than by wear and tear and not noted on the inventory forms.

## IRONING

Ironing boards are provided in all halls. Irons are not provided.

## 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.residences.qmul.ac.uk/college/arrival/](http://www.residences.qmul.ac.uk/college/arrival/)

Each resident will be issued a full set of keys/ access card on arrival (including a postbox key where applicable).

Residents should carry their keys and student ID card with them at all times.

Lost or damaged keys and cards must be reported to Reception, France House immediately. A charge, including an administration fee, of £15 per item will be applied.

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 Reception, France House and will have to wait for a key holder to attend and allow re-entry; this could mean a wait of up to 4 hours. In addition, whilst there is no charge for a first lock out, subsequent lock outs will be charged at £25.00 per incident to cover the cost of administration.



If you are locked out of your room or your keys have been lost or stolen, you will be required to complete the relevant form and on the following conditions:

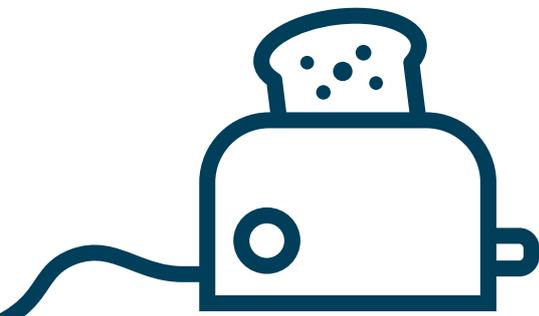
1. Production of photo ID – preferably your Student Card. If this is not available, it must be something with your full name on.
2. You must report to Reception, France House the next day if replacement keys are required.
3. You take full responsibility for the possessions in your room if you leave it unlocked, until you obtain replacement keys.

## KITCHEN EQUIPMENT

Kitchens are equipped with electric cookers, microwave ovens, freezers, kettles, toasters, sink units, and storage cupboards. Fridges are provided either in bedrooms or kitchens. 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.residences.qmul.ac.uk/college/arrival/](http://www.residences.qmul.ac.uk/college/arrival/)



## LAUNDRY FACILITIES

There are laundry facilities at each site. Washing and drying machines are a pre-paid card system. Cards can be purchased from card dispensing machines which are located in France House, Dawson Hall and Floyer House laundries. Once purchased, the cards can be topped up on-line at [www.circuit.co.uk](http://www.circuit.co.uk)

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

### LAUNDRY LOCATIONS:

- » Mile End – Ground floor of France House and Feilden House (open to all Mile End residents) and at Stocks Court, Ifor Evans Place and Lindop House
- » Dawson Hall
- » Floyer House

## LEAVING INSTRUCTIONS

Detailed guidance and procedures can be found at:  
[www.residences.qmul.ac.uk/currentresidents/leavinginstructions](http://www.residences.qmul.ac.uk/currentresidents/leavinginstructions)

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

**REFER TO PAGE 11 FOR INFORMATION ON YOUR CONTRACTUAL OBLIGATIONS**

On departure rooms must be clean, clear of all personal possessions and rubbish and left in the same standard as found.

## MAINTENANCE AND REPAIRS

All maintenance faults should be reported by email to:  
[estates-helpdesk@qmul.ac.uk](mailto:estates-helpdesk@qmul.ac.uk)

Or in person to Reception, France House (Mile End campus)

Or by telephone: 020 7882 2580/5000

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](mailto:residential-support@qmul.ac.uk)

## 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 sticker (who have also applied for and received a QMUL parking permit). Contact the Disability and Dyslexia Service for advice on +44 (0)20 7882 2756.

Residents at Mile End residences, 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.

- i** Further information can be found at:  
[www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk)

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

- i** Further information can be found at:  
[www.islington.gov.uk](http://www.islington.gov.uk)

## 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 QMUL administration departments have the correct up to date details at:

<https://mysis.qmul.ac.uk>

## 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.

## POST

QMUL is under no legal obligation to sign for any mail on a student's behalf. Staff will not sign for any post or courier deliveries, or be responsible for any items left by couriers.

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*  
*Beaumont Court, Westfield Way, E1 4NX*  
*Chapman House, Westfield Way, E1 4PD*  
*Creed Court, Westfield Way, E1 4NY*  
*Dawson Hall, Charterhouse Sq, EC1M 6BQ*  
*Floyer House, 60 Philpot St, E1 2DP*  
*Hatton House, Westfield Way, E1 4PD*  
*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, 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 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.residences.qmul.ac.uk/alternative](http://www.residences.qmul.ac.uk/alternative)

## RE-APPLYING FOR COLLEGE HOUSING

Most students are only eligible to spend their first year in halls. Applications for QMUL housing open in Spring each year.

**i** Full details of the current Housing Policy can be found at: [www.residences.qmul.ac.uk/college/application](http://www.residences.qmul.ac.uk/college/application)



## ROOM INSPECTIONS

Room inspections 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 state 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 AND FEATURES

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. All bedrooms are carpeted and are equipped with a single bed, wardrobe, desk, desk chair, bookshelves, storage space and central heating. Exceptions to this include the limited number of twin rooms and family flats.

 Virtual tours for each hall can be found at: [www.residences.qmul.ac.uk](http://www.residences.qmul.ac.uk)



## SUMMER ACCOMMODATION

Residents requiring housing during the summer vacation period will be required to complete a new application via Housing Services. Postgraduate students, who have lived in halls during the academic year and whose courses run on until September, will be contacted directly by Housing Services in March. Priority for summer housing goes to applicants who require it for academic purposes. 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

A Payphone is located in the Student Village, outside the Village Shop at the Mile End Campus. 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.

A licence is obtainable online at: [www.tvlicensing.co.uk](http://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. Study 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 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.

## 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 him or her self in all practical matters. Further information can be found at: [www.residences.qmul.ac.uk/support/policies/index.html](http://www.residences.qmul.ac.uk/support/policies/index.html)

# DISCIPLINARY PROCEDURE

The Residents Handbook and the Licence Agreement constitute the Halls of Residence Regulations, which are referred to in QMUL 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 QMUL Code of Student Discipline.

**i** A copy of the QMUL Code of Student Discipline can be found online at: [www.arcs.qmul.ac.uk/student\\_complaints](http://www.arcs.qmul.ac.uk/student_complaints)

The halls disciplinary procedures are 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 QMUL 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
- » To ensure the resident has access to support throughout the process by informing them of their right to be represented
- » To allow the right to appeal against any decisions made

The Residential Support team manages disciplinary issues within the halls.

Depending on the incident, one or more of the following penalties may be issued:

## VERBAL WARNING

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

A verbal warning is appropriate for minor infringements of the Halls of Residence Regulations, e.g. unclean room, minor flatmate disagreement etc.

A charge of £50.00 may also be applied to cover administration costs.

## 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, e.g. smoking in an individual room, noise disturbance, or two or more minor infringements.

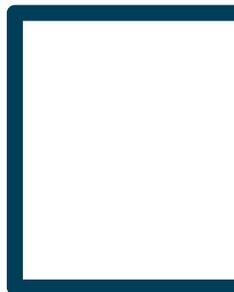
A charge of £50.00 may also be applied to cover administration costs.

## 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, e.g. smoking in a kitchen or other communal area, damage to Residences property, inappropriate, discriminatory or threatening behaviour or two or more previous infringements.

A charge of £50.00 may also be applied to cover administration costs.



## NOTICE TO QUIT

A Notice to Quit will be issued where there is behaviour that 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 illegal substances, or 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. A copy of the Notice to Quit will be sent to the Academic Head of Department and the Academic Registry and Council Secretariat. An investigation may follow under the QMUL Code of Student Discipline. Future requests for QMUL housing will be denied and the information declared in any private landlord references request.

A minimum charge of £50.00 will also be applied to cover administration costs.

## 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 £50 charge to cover administration and maintenance work involved in resetting and checking the system
- » a Notice to Quit being issued
- » sanctions under the QMUL Code of Student Discipline (a copy of the code can be found online at: [www.arcs.qmul.ac.uk/student\\_complaints](http://www.arcs.qmul.ac.uk/student_complaints))
- » being reported to the Police, for criminal investigation

There is a zero tolerance policy at QMUL in relation to the misuse or tampering with any part of the fire alarm system or fire safety equipment, as this constitutes a criminal offence and poses a serious risk to individuals and QMUL 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 QMUL 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 £50 charge to cover administrative costs. Subsequent offences could lead to a Notice to Quit being issued.

Fire drills take place at least once during the academic year and any resident who fails to evacuate within the time frame will be dealt with at the scene by a QMUL Fire Safety Advisor. This will result in a written warning and a £50 charge.

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.

## APPEALS

Any registered QMUL student has the right to appeal against any decision using the QMUL Appeal Regulations.

- i** A copy of the appeals regulations can be found online at: [www.arcs.qmul.ac.uk/student\\_complaints](http://www.arcs.qmul.ac.uk/student_complaints)



# COMPLAINTS PROCEDURE



Residential Services and Support are committed to providing a high quality service to all our guests. When something goes wrong we would like to hear from you as this will help us improve our standards.

## WHAT IS A COMPLAINT?

We are confident that most issues will be relatively minor routine issues 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](mailto: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

## HOW CAN YOU COMPLAIN?

Please refer to our Policies and Procedures webpage at: [www.residences.qmul.ac.uk/currentresidents/policies/index.html](http://www.residences.qmul.ac.uk/currentresidents/policies/index.html)

Complete a Stage 1 Complaint Form and return this to us at: [residential-support@qmul.ac.uk](mailto: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 appeal against the decision to: [appeals@qmul.ac.uk](mailto:appeals@qmul.ac.uk)

# FINANCIAL INFORMATION / REGULATIONS

## 1. WHEN ARE MY RESIDENTIAL FEES DUE FOR PAYMENT?

Your licence agreement is your residential fee confirmation. You will also receive an invoice for the full period of the licence agreement, reminders and statements to your QMUL email address; it is essential that you regularly check this account. You can also check your financial status on your MySIS account.

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

## 2. WHEN IS PAYMENT DUE FOR THE DEPOSIT?

The deposit payment is due by the deadline date on your online accommodation offer. You will be required to pay, by credit or debit card, at the same time that you accept your housing offer online. 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](http://www.qmul.ac.uk/epay) You will need to use your QMUL applicant/ID number to use this method. You will also need a valid email address to receive confirmation of your payment. There is no fee charged using this method.

### b) CREDIT CARD

The QMUL Cashier accepts payment by MASTERCARD or VISA only. A 2% charge is made for this service which is in addition to the amount due. Your card statement will show a sum inclusive of the 2%.

### c) DEBIT CARD

There is no charge for payments made by UK debit cards and a 2% charge for non-UK debit cards. QMUL can accept VISA DELTA and MAESTRO. We also accept VISA ELECTRON but only for payments made in person at the Cashier's Office.

### d) CASH

Cash payments for residential fees can only be made in person at the Cashier's Office, Room W118, Queens' Building, Mile End Campus. Do not send cash through the post under any circumstances.

### e) CHEQUES

Cheques must be made payable to Queen Mary University of London or QMUL, in pounds sterling. Non-sterling cheques will not be accepted. All cheques paid for Residential Fees are given 10 full working days to clear. If paying at the Cashier's Office, please have all cheques written out in advance with your student ID or applicant number and name on the back of the cheque.

#### f) DIRECT BANK TRANSFER

You must email a copy of your bank transfer remittance to Housing Services immediately, as proof of payment, to enable the payment to be credited to your account. Ensure that the bank quotes your surname and your student ID or applicant number in the transfer details. Please note, for international transfers both the sending and receiving bank will charge you for this service, you must 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. Once the transfer is received we will send you confirmation in the form of an email.

**NB:** QMUL cannot receive money by Western Union Transfer.

#### QMUL RESIDENTIAL FEES – BANK ACCOUNT DETAILS

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

Bank and Address: *BARCLAYS, 240 Whitechapel Road, London, E1 1BS, U.K.*

Non UK banks will need the following information:

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

#### 4. ALTERNATIVE PAYMENT ARRANGEMENTS (OR LATE PAYMENT ARRANGEMENT)

You can arrange to pay your residential fees by instalments by agreement with the Residences Finance, after your arrival. This needs to be done in person, as you will be required to countersign the agreement.

Please note 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.

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

- a) Online payments or payments in person at the Cashier's Office will automatically provide a receipt. If you send a cheque in the post or pay by credit/debit card over the telephone and require a receipt, please put this request in writing to Residences Finance. 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](mailto: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 QMUL accommodation in advance, a maximum of £1020 of this can be shown on your Confirmation of Acceptance of Studies (CAS), even if you have paid more than £1020. This means that a maximum of £1020 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](http://www.welfare.qmul.ac.uk/international/immigration)



## 6. ARE THERE ANY ADMINISTRATION OR HANDLING CHARGES?

An administration charge of £25 will be levied for credit/debit card payments/refunds that are not authorised. Payment handling charges incurred by, or charged to QMUL, 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 QMUL's Advice and Counselling Service ([www.welfare.qmul.ac.uk](http://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?

You will not be able to accept an offer of accommodation, or move into your accommodation until you have paid your deposit. Non-payment of residential fees could result in you being required to leave your accommodation. Failure to pay residential fees by the payment deadlines for any period, may incur interest charges of 2% above the Barclays Bank base rate, per week for each week or part week that payment is delayed. An unsatisfactory payment record will jeopardise any future eligibility for the QMUL housing and private sector references. Debt collection agencies will be used to recover any outstanding debt. Please note that additional charges will be made if this is necessary.

## 9. WHEN WILL MY DEPOSIT BE REFUNDED?

The deposit is held against non-payment of residential fees and assigned or unassigned damages to, or for the loss of, QMUL 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 at the end of this Handbook.

All damage charges incurred will be raised on your residential account and an invoice sent to inform you of this charge. Small charges incurred can either be cleared at the time of deducted from your final deposit balance. Any damage charge of £50 or more will not deducted from your deposit, you will be required to pay this immediately.

Deposits (or the balance remaining) will be refunded after your licence has expired and room vacated, a room check completed, all keys returned as instructed and all necessary deductions made (including the cost of any extra cleaning and building related repairs). The balance of the deposit will be returned to the student 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**, on the day of departure. Deposit refunds will in most cases, be refunded directly back onto the card that was used to make the room deposit payment. If the card used to make a deposit payment has expired, you will need to contact Residences Finance to make alternative arrangements.

In the event of a student cancelling his/her licence agreement outside the cooling-off period (see offer letter and licence for details), all or part of the deposit may be retained by QMUL as a contribution towards any losses or costs suffered by QMUL as a result of the cancellation.

## 10. HOW CAN I CONTACT THE RESIDENCES FINANCE TEAM?

Email: [residences-finance@qmul.ac.uk](mailto:residences-finance@qmul.ac.uk)  
Tel: +44 (0)20 7882 8961 or 3868



# USEFUL CONTACTS AND INFORMATION

QMUL now 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.

- Students can find out more about the app and how to download it here: [my.qmul.ac.uk/app](https://my.qmul.ac.uk/app)

**Admissions and Registry**  
(The Student Enquiry Centre)  
+44 (0)20 7882-5005  
[admissions@qmul.ac.uk](mailto:admissions@qmul.ac.uk)  
[stuadmin@qmul.ac.uk](mailto:stuadmin@qmul.ac.uk)  
[www.studentadmin.qmul.ac.uk](http://www.studentadmin.qmul.ac.uk)

**Advice and Counselling Service**  
+44 (0)20 7882 8717  
[welfare@qmul.ac.uk](mailto:welfare@qmul.ac.uk)  
[www.welfare.qmul.ac.uk](http://www.welfare.qmul.ac.uk)

**Alumni Relations and Events Office**  
+44 (0)20 7882 7790  
[alumni@qmul.ac.uk](mailto:alumni@qmul.ac.uk)  
[www.qmul.ac.uk/alumni](http://www.qmul.ac.uk/alumni)

**Careers**  
+44 (0)20 7882 8533  
[careers@qmul.ac.uk](mailto:careers@qmul.ac.uk)  
[www.careers.qmul.ac.uk](http://www.careers.qmul.ac.uk)

**Chaplaincy (St Benet's)**  
+44 (0)20 7882 3179  
[stbenets@qmul.ac.uk](mailto:stbenets@qmul.ac.uk)  
[www.faith.qmul.ac.uk](http://www.faith.qmul.ac.uk)

**IT Services Help Desk**  
+44 (0)20 7882 8888  
[helpdesk@qmul.ac.uk](mailto:helpdesk@qmul.ac.uk)

**Disability and Dyslexia Service**  
+44 (0)20 7882 2756  
[dds@qmul.ac.uk](mailto:dds@qmul.ac.uk)  
[www.dds.qmul.ac.uk](http://www.dds.qmul.ac.uk)

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

- Up to date news, events and services at QMUL can be found on my.qmul, the student portal: [my.qmul.ac.uk](https://my.qmul.ac.uk)

**Fees Office**  
+44 (0)20 7882 3087  
[fees@qmul.ac.uk](mailto:fees@qmul.ac.uk)  
[www.qmul.ac.uk/tuitionfees](http://www.qmul.ac.uk/tuitionfees)

**International Office**  
+44 (0)20 7882 3066  
[international-office@qmul.ac.uk](mailto:international-office@qmul.ac.uk)  
[www.qmul.ac.uk/international](http://www.qmul.ac.uk/international)

**Library Services**  
All Sites  
+44 (0)20 7882 8800  
[www.library.qmul.ac.uk](http://www.library.qmul.ac.uk)

**Nursery**  
+44 (0)20 7882 2782/2790  
[nursery@qmul.ac.uk](mailto:nursery@qmul.ac.uk)  
[www.nursery.qmul.ac.uk](http://www.nursery.qmul.ac.uk)

**Occupational Health Service**  
(Medical and Dental Students)  
+44 (0)20 7882 8700  
[occhealth@qmul.ac.uk](mailto:occhealth@qmul.ac.uk)

**Security Service (24hrs)**  
Emergency  
+44 (0)20 7882 3333  
Security Mile End  
+44 (0)20 7882 5000  
Security Charterhouse Square  
+44 (0)20 7882 6020  
Security Whitechapel  
+44 (0)20 7882 2599  
[www.security.qmul.ac.uk](http://www.security.qmul.ac.uk)

MySIS is the QMUL 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.

- More information on MySIS can be found at: <https://mysis.qmul.ac.uk>

**Student Health Service**  
+44 (0)20 7882 8710  
[www.studenthealth.qmul.ac.uk](http://www.studenthealth.qmul.ac.uk)

**The Student Office**  
(School of Medicine and Dentistry)  
[www.smd-edu.qmul.ac.uk](http://www.smd-edu.qmul.ac.uk)

**Students' Union/Association**  
For information on Queen Mary Students' Union (QMSU) please visit [www.qmsu.org](http://www.qmsu.org)

For information on Barts and The London Student Association please visit [www.bartslondon.com](http://www.bartslondon.com)

**Switchboard**  
+44 (0)20-7882-5555

**Information on QMUL 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\\_zone](http://www.arcs.qmul.ac.uk/policy_zone)

# ELECTRICAL USER CHECKLIST

We undertake an annual test of all portable electrical appliances supplied by QMUL 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.

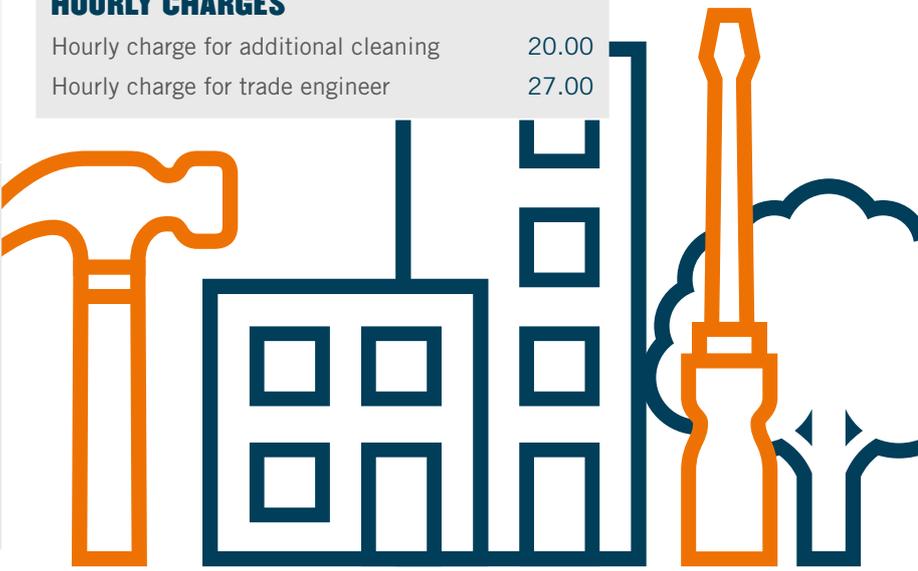
<b>PLUG</b>	<input type="checkbox"/> Not loose in socket-outlet and can be removed from socket-outlet without difficulty <input type="checkbox"/> Free from cracks or damage <input type="checkbox"/> Flexible cable secure in its anchorage	<input type="checkbox"/> If the plug is of the non-rewireable type 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
<b>FLEX OR CABLE</b>	<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
<b>SOCKET-OUTLET OR FLEX OUTLET</b>	<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
<b>ADAPTOR OR EXTENSION LEAD FITTED WITH AN RCD</b>	<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)	
<b>APPLIANCE OR ITEM OF EQUIPMENT</b>	<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
<b>ENVIRONMENT</b>	<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
<b>SUITABILITY</b>	<input type="checkbox"/> Equipment suitable for the work it is required to carry out		

# LIST OF MAINTENANCE AND CLEANING CHARGES

Where loss or damage occurs to QMUL 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 plus reasonable administration fees. We cannot foresee the extent of all damages or predict price rises, but the following list is intended to provide a guide price for most eventualities. (Prices include VAT)

Item	Cost (£)
<b>REDECORATION</b>	
Redecorate window sill	16.00
Redecorate window frame	32.00
Redecorate door, one side, includes hook removal	48.00
Redecorate average size room/kitchen – one wall	32.00
Minor making good to decorations (poster damage)	27.00
Redecorate average size room/ kitchen ceiling	50.00
<b>FLOORING</b>	
Replacement of room carpet	432.00
<b>WHITE GOODS/KITCHEN EQUIPMENT</b>	
Replacement of room mini fridge	112.00
Replacement of large upright fridge/freezer	363.00
Replacement microwave	80.00
Replacement kettle	21.00
Replacement toaster	22.00
Replacement hob	186.00
Replacement oven	176.00
<b>FURNITURE/FURNISHINGS</b>	
Replacement of wardrobe door	57.00
Replacement of kitchen table	180.00
Replacement of standard mirror	20.00
Replacement of desk chair	82.00
Replacement of kitchen chair	70.00
Replacement of room/kitchen notice board	41.00
Replacement of shower curtain	8.00
Replacement of desk lamp in bedroom	18.00

Item	Cost (£)
<b>CARPENTRY/GLAZING</b>	
Replacement of flat, room or kitchen door	762.00
Replacement of bathroom, w/c or en-suite door	101.00
Replace typical window pane	100–200
<b>FIRE SAFETY</b>	
Replacement of water fire extinguisher	58.00
Replacement of CO2 fire extinguisher	47.00
Replacement of powder kitchen fire extinguisher	26.00
Replacement of fire blanket	26.00
Fire alarm engineer cal out (minimum)	56.00
<b>KEYS/ACCESS CARDS</b>	
Replacement key (room or post box)	15.00
Replacement access control residential access card	10.00
<b>HOURLY CHARGES</b>	
Hourly charge for additional cleaning	20.00
Hourly charge for trade engineer	27.00



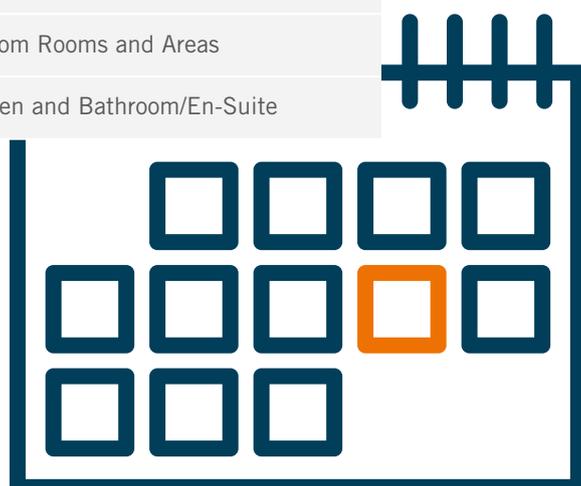
# PLANNED PREVENTATIVE MAINTENANCE SCHEDULE

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

Please see below a brief summary of some of these operations and checks where they 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	Monthly	All Areas Except Bathrooms and W/C's
Fire Extinguishers and Blankets	Monthly	All Common Areas
Lighting Operation Checks	Monthly	Common Areas
Water Temperature Checks	Monthly	Kitchen and Bathroom/En-Suite
Distress Alarms	Quarterly	Where Fitted
Fire Alarm Service	Quarterly	All Areas
Window Restrictor Test	Quarterly	All Areas Where Fitted
Window Fastenings	Quarterly	All Areas Where Fitted
Condition Surveys	Annually	All Areas
Electrical Equipment Testing	Annually	All Areas
Lighting Levels Test	Annually	Random Rooms and Areas
Water Sample Tests	Annually	Kitchen and Bathroom/En-Suite

Should you require any further information please email: [estates-helpdesk@qmul.ac.uk](mailto:estates-helpdesk@qmul.ac.uk)



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

[www.residences.qmul.ac.uk](http://www.residences.qmul.ac.uk)



Queen Mary  
University of London

 [twitter.com/qmhousing](https://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](mailto:hr-equality@qmul.ac.uk), 020 7882 5585