

Pest Control in Queen Mary Residential Accommodation

Queen Mary is committed to maintaining residential accommodation in a condition that is free from pests and vermin and to providing a prompt and effective response where pest activity is reported. All students living in our halls are encouraged to report any suspected pest activity as soon as it is identified. Early reporting enables Facilities, Pest Control, and Residential Services to act promptly and helps minimize the risk of pests spreading within accommodation. Queen Mary will treat all reports of pests seriously. Every report will be logged and assessed and, where appropriate, referred for inspection and treatment in accordance with the Pest Control Policy and Procedure.

Reporting a pest

Queen Mary students living at Mile End, Whitechapel and Charterhouse Square should submit a Pest Control request through the [Estates and Facilities Portal](#). Reports may also be made by email to the Estates Helpdesk eaf-helpdesk@qmul.ac.uk or by contacting Residences Reception by telephone on 020 7882 2580.*

Queen Mary considers pests to be any unwanted rodents, bugs or other animals that could cause harm or discomfort to staff, students or visitors. Students should report any suspected pest activity immediately, including:

- mice or rats;
- bed bugs or suspected bed bug activity;
- cockroaches, ants, flies or other insect infestations;
- droppings, nests or other evidence of pest activity.

**Queen Mary students living at Aspire Point and Sherren House should report pest activity directly to their accommodation team.*

Out of Hours

Pest control reports made out of hours, i.e. Monday to Friday between 4.00pm and 8.00am, and throughout the weekend (Saturday and Sunday), will be escalated to Pest Control on the next working day.

Reports of rodent activity (mice or rats) and student reports of suspected bed bugs received out of hours are treated as priority cases and are escalated in accordance with the Pest Control Policy. Where attendance is required, this will be arranged as soon as possible. Residents should report rodent activity or suspected bed bugs out of hours by contacting Residences Reception by email at residences-reception@qmul.ac.uk or by telephone on 020 7882 2580.

What happens after a report is made?

Once a pest report has been received:

1. the report is logged and assessed by Facilities and Residential Services;
2. where appropriate, a professional pest control contractor is instructed to attend and inspect the affected area;
3. all site inspections are documented by the pest contractor and sent to the relevant departmental managers;
4. where required, Residential Services staff will liaise directly with students to ensure clear communication regarding treatment and next steps;
5. appropriate treatment or control measures are implemented where required; and
6. follow-up visits are arranged if further treatment or monitoring is necessary.

Anticipated response times

The table below outlines the target response times, which apply during normal working hours (Monday to Friday, 8.00am to 4.00pm).

Pest Type	Target Response Time
Mice	2 hours
Rats	2 hours
Cockroaches	2 hours
Ants	2 hours
Flies	2 hours
Bed Bugs (Inspections Only)	2 hours
Bed Bugs (Treatment)	4 hours (with student support)**
Rabbits (Monitoring Only)	4 hours
Rabbits (Treatment)	Within 24 hours
Squirrels	4 hours
Foxes	Within 24 hours
All other insects (e.g. wasps, moths)	4 hours
Birds (e.g. pigeons, seagulls)	4 hours

*** Bed bug treatment may require student support or preparation in advance of treatment, where applicable.*

Preventing pests in residential accommodation

Maintaining accommodation free from pests is a shared responsibility between Queen Mary staff and residents. Queen Mary will maintain residential buildings, arrange professional pest control inspections and treatments where necessary, and respond to reported pest activity in accordance with the Pest Control Policy. Residents are expected to help prevent pests by:

- keeping bedrooms, kitchens and communal areas clean and well maintained;
- storing food appropriately and clearing food waste promptly;
- disposing of rubbish in the correct waste facilities on a regular basis; and
- reporting any suspected pest activity without delay.

Good housekeeping and the prompt removal of rubbish are important measures in deterring pests and reducing the likelihood of infestation.