



Queen's  
Accommodation



Queen's University  
Belfast

# UNIVERSITY LIVING STUDENT HANDBOOK 2016-2017



[stayatqueens.com](http://stayatqueens.com)

# ON YOUR ARRIVAL

## Welcome

I am delighted to welcome you to Queen's Accommodation.

My team are dedicated to ensuring you enjoy your time with us. We not only provide modern stylish accommodation, but a fun living and learning environment. Living in our accommodation, you will make amazing friends, joining a dynamic multi-cultural community whilst undertaking world class education and research.

Our friendly staff are always here for you, offering a contact service 24/7.

**Richard Robinson**  
Head of Accommodation

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The **Accommodation Online Induction** must be completed prior to your arrival. You will be unable to check-in until this has been completed. There will also be a mandatory induction with the Residential Life team after your arrival.

# PREPARING TO MOVE IN

Queen's Accommodation is more than just a room; we are committed to playing our part in creating the best possible experience for you. No matter which residence you choose, you will have your own study bedroom, great amenities and a friendly environment in which to live. Our team will help support you reach your academic potential and help you settle into our fantastic community by organising weekly trips and events.

All Queen's accommodation is furnished, but you will need to bring some items to make it your home. You don't need to bring a lot with you, supplies are cheaply and readily available locally and trips to local supermarkets and Ikea will be arranged shortly after check in and throughout the year. You can pre-order a kitchen or bedding pack, which you can collect at check in.

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**Make yourself at home and go meet your new neighbours.**

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## What to bring with you

- ✓ Bed linen
- ✓ Towels
- ✓ Plates, bowls and cup
- ✓ Knives, forks and spoons
- ✓ Pans and tools for cooking
- ✓ Toilet paper (for en-suite rooms)
- ✓ Electric bar adapter with a fuse (compatible with UK voltage)

## Please do not bring

- × Electric heaters or electric blankets
- × Loud speakers
- × Candles or incense
- × Animals, reptiles, fish or insects
- × Hairdryers or other electrical items over 1000 watts
- × Sporting knives, catapults, cylinders of gas, chemicals or biological substances, replica guns, laser guns, air guns, water pistols, water bombs, fireworks

## Top tips

- Cooking and the boiling of water is not allowed in bedrooms. We provide kettles, toasters, fridges, cookers and microwaves in all kitchens. Rice cookers are provided on request.
- If you require a fridge for medication, we can provide this on request.



## Deposit payment

When you accept your accommodation contract, you will be required to pay a £300 deposit. This is not included as part of your Residential Fees. The deposit covers missing items, any damage to your accommodation, loss or non-return of keys. Your deposit may be used to off-set any unpaid rent or loss of income if you request release from your accommodation contract. If you pay your deposit using World Pay, your deposit will be refunded this way. If you pay by bank transfer or any other means, your deposit will be refunded by bank transfer which can take 3-4 weeks to process.

# HOW THINGS WORK

## Repairs and maintenance

It's easy to report maintenance or repairs, complete the online maintenance form request on our website where you can also track your request. If you are unable to access the form or if you need help, contact the Maintenance Helpdesk on 028 9097 4419. Maintenance staff can enter your flat or room with their own keys but they will knock before entering bedrooms. If Maintenance staff enter your room while you are out, they will leave a card to let you know they have been and provide an update about your repair.

### Heating times

Heating for all properties (excluding Willow Walk), is available at set times

Mon-Fri: 7-9am and 5-10pm  
(3.30-10pm, Dec-Feb)  
(7-8am and 7-9pm, summer months)

Sat-Sun 9-11am and 5-10pm  
(3.30-10pm, Dec-Feb)  
(7-8am and 7-9pm, summer months)

Hot water times - 24 hours a day

### In an emergency contact:

Elms Village reception (24/7)  
Tel: 028 9097 4525

Emergency maintenance covers the following situations:

- No heating
- No hot water
- Kitchen sockets not working
- Bedroom - main lights not working
- Front door or bedroom doors not opening, closing or locking
- Major leak

### Top tips

- No power in sockets? Push the reset button on the socket. If this does not work or there is no reset button complete a maintenance request form online.
- Blocked sink? Help prevent this by not putting food i.e rice or oil down the kitchen sink. Remove all hair from shower or bedroom sink on a regular basis. Keeping the shower curtain tucked in will also prevent flooding.
- Do not hang anything including coats on your bedroom door handle as this will stop the door from opening.





### Top tips



- You can wash your shower curtain in the washing machine to keep it clean.

## Cleaning

### Your responsibility

It is your responsibility to make sure that shared areas are kept clean to create a hygienic and safe environment and to help the Housekeepers to do their job. You are expected to keep the communal areas and your bedroom clean and tidy at all times.

- Keep your bedroom and en-suites clean including sinks
- Wash all plates, cutlery and items used for cooking and wipe kitchen surfaces
- Keep the inside of fridges and freezers clean by wiping shelves, removing old food and free from ice (defrost)
- Keep sink empty of items at all times
- Clean microwaves, ovens and grill pan after each use to prevent fire risk
- Do not use the vacuum cleaner on liquid spills
- Remove rubbish and recycling regularly

Willow Walk residents are responsible for cleaning their apartment on a regular basis. We provide a complimentary cleaning service for communal areas 2-3 times a semester for Willow Walk residents.

### Our responsibility

The Housekeeping staff will provide a weekly communal cleaning service during teaching periods. This includes kitchens, shared toilets and shower rooms, halls, stairs, landings and corridors. Staff are not responsible for washing dishes or removing rubbish or recycling. Failure to keep sinks and work surfaces clean may lead temporary suspension of cleaning services.

We will inspect the condition of your room and communal areas during your stay (48 hours' notice will be given) and random inspections will also occur to ensure compliance with health and safety policies. Any extra cleaning or damages to your bedroom or communal areas will incur additional charges.

### Waste management

Residents of Elms Village must move all kitchen and bedroom rubbish to the front door by 12 noon each day where it will be collected. Recycling must be taken to the recycling points highlighted on the map (see page 29). Willow Walk residents must take all rubbish and recycling to their Waste Management Centre. Students living in all other properties must place all rubbish and recycling in the bins to the rear of the property.

**Apartment, room or shared area cleaning can be purchased for an additional cost. Speak to the Residential Life Team in the Treehouse.**



### We recycle

- Glass, cardboard, paper, plastic, cans, clothing, unwanted bedding, clothing, crockery, cutlery and books.

# STAY CONNECTED

## Internet

Ask4, a specialist UK University internet provider, supply a 50Mb wired and 30Mb wireless (50Mb in Willow Walk) internet throughout Queen's Accommodation. Download the Ask4 app from the App store or Google Play store for information on:

- Creating an account
- What the package includes
- How to upgrade
- How to log in to the Ask4 portal to log all internet related issues

## Telephone

In Elms Village, Willow Walk and Guthrie House there is an emergency telephone, which can be used to make internal calls. Payphones are also available in the Treehouse reception, 76 Malone Road, Grant House, 7, 9 and 12 College Gardens and the laundry in 26 Mount Charles.

Willow Walk residents have a telephone in the living area and must create a 4voice account with ASK4 to use it. Once you have created an account you will be required to enter your pin before any call. You will not be charged for any internal calls within the University. For further information visit <http://portal.ask4.com>

## Television

Included in your fees is a television and television licence for all communal areas. If you wish to watch television in your room including through 4TV or online you will need to have a valid television licence. Please visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) for further information.



### Ask4 support team

Call 0114 303 3232  
Text 'Help me' to 07797 800 545  
Email [support@ask4.com](mailto:support@ask4.com)



### Key contacts

**Elms Village reception (24/7)**  
4525

**Safety team (24/7)**  
5099

**Treehouse reception (Mon-Fri 8am-6pm)**  
5501

If you are ringing from a mobile add 028 9097 before the extension.



## Mail

Mail being delivered to Queen's Accommodation must be addressed in the following way:

Full Name (as it appears on your student card)  
Student Number  
Full address including room number and building name and number

If you are a resident of Elms Village or Willow Walk, your mail will be delivered to Elms Village reception. If you live in a Queen's House your mail will be delivered to your property by Royal Mail or couriers. Students must regularly check their post with valid ID, as letters not collected after one month will be returned to sender. If a parcel arrives for you, Elms Reception will notify you via email that your parcel is ready for collection. You will not be able to collect the parcel until it has been processed by the Reception team, even if you have been notified by the courier that it has been delivered.





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**Bicycle hire scheme for students for just £1 for 24 hours.**

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#### **Car parking**

If you need to bring a car there are a limited number of spaces in Elms Village and you can apply for a permit as part of your accommodation application.

There is also Pay Per Use car park operating at Elms Village, the cost of which is 50p per 24 hours. You must register your car details at Elms Village reception (you only need to register once), you will be issued with a car park disk to display on your windscreen.

Short term access to Elms Village site is available for 30 minutes to collect or deliver items to your room.

#### **Taxi/Deliveries**

There will be a nominated taxi company who are permitted past the barrier at Elms Village to pick up or drop off. All other taxi companies are required to wait at the barrier. Students returning to Elms Village after 11pm in a taxi will still be required to show the Safety team their student card and room fob. Vehicles delivering groceries are also permitted through the barrier at Elms Village to deliver directly to your front door.

#### **Bicycles**

All bicycles must be kept in a secure bicycle store or stand (location map on page 41). Any bicycles found inside a building will be removed immediately. Queen's Accommodation also operate a bicycle hire scheme for students for just £1 for 24 hours. Sign up for the cycle scheme at Elms Village reception.



#### **Car parking**

Car parking is very limited and we encourage you not to bring a car to Queen's Accommodation

# LIVING IN RESIDENCES



## The Treehouse

The Treehouse is the main social space for all students living with us and is open from 8am to 1am. The Coffee Den located on the upper level, serves free tea and coffee from 5pm-11pm every weekday evening during term time and is a great place to meet up with friends. There are pool tables, table tennis, tv screens with BT Sports, computers for surfing the internet and Skyping home. A small supermarket (Mace) is also located on this floor where you can buy fresh and frozen food. There is also a hot food and sandwich counter and a cash machine.

### Mace semester opening hours

Mon-Thurs 8am-11pm  
Fri 8am-9pm  
Sat 11am-5pm  
Sun 4pm-11pm

### Mace summer opening hours

Mon-Fri 8am-4pm

If you need to speak to someone, support and advice is available 24/7



### Follow us

Keep up to date with trips and events. Book early to avoid disappointment.

## Residential life

The Residential Life team is responsible for housekeeping, waste management and carbon management. Within the team, the Residential Life Co-ordinators (RLC's) supported by a team of Residential Assistants (RA) are here to enhance your experience by creating a supportive community and environment in which to live. They create opportunities to make new friends and provide new experiences through a weekly programme of events and trips. They also have an in depth knowledge of welfare and wellbeing services within the University.

### Carbon management

Queen's University is committed to become a low carbon organisation and here is how you can help!

- Take part in our 'Switch Off' campaign and reduce electrical consumption by turning off lights, televisions and computers when you leave your accommodation
- Turn your radiator down and reduce your shower time
- Only boil the water you need and do not leave the taps running
- Recycle glass, cardboard, paper, plastic, cans and food. Contact the RLC team to recycle clothing, unwanted bedding, clothing, crockery, cutlery and books
- Rather than drive, why not hire a bicycle, walk or take public transport?
- Grow your own vegetables in our allotment!

## Customer care

What is important to you is important to us. We use your feedback to evaluate our current policies, customer service and examine areas which we could do better in. We want to ensure that your time in Queen's Accommodation is the best possible experience that it can be. We will regularly ask for feedback via online surveys and where possible we will implement changes. In 2015/16, following survey feedback we increased the number of nights a guest of an undergraduate student could stay by 50%.

We also encourage feedback through:

- Your RA
- Suggestion box at Elms Village reception
- Happy or Not Feedback point
- Any member of staff
- Facebook
- Live Chat feature on our website
- Talking to Kathryn, our Customer Relations Officer in Elms Village reception
- Email [accommodationfeedback@qub.ac.uk](mailto:accommodationfeedback@qub.ac.uk) or 028 9097 4405



### Get involved

Why not get involved with the carbon initiatives in Queen's Accommodation, and enhance your CV in the process?

Email [rlc@qub.ac.uk](mailto:rlc@qub.ac.uk)



## Residential fees

The Residential Fees team provides support and advice on paying your residential fees. When you applied for Accommodation you selected a payment plan. If you think you may have a problem paying your fees, please speak to the team as soon as possible for advice and support. You are legally obliged to pay fees throughout the period of your contract. Failure to engage with the team to settle outstanding debt will result in access to your bedroom being denied. Continued failure to engage with the team will result in you being asked to leave University Accommodation and your debt will be passed to the University solicitors for recovery.

If you select to pay your fees by direct debit, you will need to set up a UK bank account and ensure that it allows direct debits i.e a student account. A proof of residency letter can be provided by Elms Village reception.

Don't forget what is included in your fees:

- Cleaning of communal areas
- Contents insurance (provided by Endsleigh Insurance)
- TV licence for communal areas
- Internet provision
- Full maintenance support
- 24/7 Reception and Safety teams
- Electricity, hot water, heating (except Willow Walk)
- Pastoral support from the RLC team including some trips and events

## Guests

You may want friends and family to stay with you, and you can read our full Guest Policy in the Small Print section. Remember that all guests must be signed in before 11pm on the date of their stay, and that you are responsible for your guest at all times.



### Financial advice

Other financial advice is available by contacting the Advice Centre in the Students' Union or Income and Student Finance staff at the Student Guidance Centre.



### Top tips

- Don't let strangers in to your accommodation block.
- Lock your door at all times.
- Do not leave any door open.

## Services

### Access to your accommodation

Students living in Elms Village, Willow Walk and Grant House will be issued with a fob which will allow you access to your accommodation building, corridor and room. Students living in Mount Charles, Guthrie House, College Gardens and 76 Malone Road will be issued with a fob from the main door of the building and a key for your bedroom. If you lose your fob or key you must report it to Elms Village immediately. You will be charged £7.50 per replacement key and £2 per fob (if it is not returned within 30 minutes).

### Storage

Storage space may be limited, don't bring too much as supplies are available locally and cheaply. Remember you are sharing a fridge and freezer space so plan your shopping accordingly.

Storage at Willow Walk in Elms Village for luggage on a first come first served basis. Preference is given to international and GB students; storage is available:

- If you brought too much luggage
- If you are returning to live in Queen's Accommodation and wish to store your belongings over the summer

You are required to pay a £25 deposit, which will be refunded to you when the key is returned to Elms Village reception.

### Lost property

Lost property is stored at Elms Village reception. If items are not collected by the end of the residential year, they are destroyed or donated to charity.

### Laundry facilities

Laundry facilities can be found in the following locations:

- Treehouse
- Grant House
- Guthrie House
- 26 Mount Charles

It costs £2.50 to use the washing machine and £1.50 to use the tumble dryer for 50 minutes. Domestic washer and dryers are located in the following locations and there is no charge for their use:

- 76 Malone Road
- 7, 8, 9 and 12 College Gardens
- 11, 13, 15, 17 and 19 Mount Charles

If you experience a fault with the machine please report it through the online maintenance request form, contacting a member of Elms Village or Treehouse reception team or calling Circuit Laundry directly on 0800 092 4068.



### Insurance

Contents insurance for your room is included in your fees. To view the cover or to purchase additional cover visit our website.



# STAYING SAFE

## General safety

Queen's Accommodation is very safe, with 97% of students living with us in 2015-16 saying they feel safe in their accommodation.

At the start of the year you will be issued with a student card and fob, undergraduate students will be required to show these items to the Safety team at Elms Village when trying to gain entry to the site after 11pm. Postgraduate students living in Willow Walk will be issued with a key ring which they should present.

Queen's University places a high priority on the safety of you and your fellow residents and it is important that you should also help keep your accommodation secure by:

- Keeping external and corridor doors locked
- Lock your bedroom door and shut your windows when leaving your bedroom even for a short time
- Do not let strangers in to your building
- Report any loss of fob/key to Elms Village reception
- Never leave valuable items on display

## Health and support

If you require medical help, please contact Elms Village reception on 028 9097 4525 at any time where our staff can assist you.

We recommend that you register with a doctor as soon as possible after your arrival in Belfast. Many students choose to register with the University Health Centre.

If you are taken to hospital through injury or illness, it is important to let the team know at Elms Village reception, who will also inform your School. The University has a responsibility for the welfare of its students, staff and visitors and as such any accident you may have, however small, must be reported to Elms Village reception. Students have a legal responsibility to take reasonable care for their own safety, and that of others.



### Stay safe

Our Safety team is based at Elms Village and is on duty 24/7, should you require any assistance you can contact the team on 028 9097 4525.

Students living outside Elms Village can also contact Queen's Security on 028 9097 5099.



**University Health Centre**  
028 90664634

**Nearest hospital**  
Royal Victoria Hospital



### Fire safety

Deliberate interference with firefighting equipment, smoke detectors, doors, signs or alarms puts your and your fellow resident's lives at risk and as such is a criminal offence. This includes covering the smoke detector in your bedroom or misusing the fire extinguishers. If you are caught offending, you will likely receive a fine of £500, a written warning and may face exclusion from University and criminal prosecution.

## Fire safety

It is vital that you familiarize yourself with the fire and evacuation instructions found in each building. You will be required to participate in fire drills and each building must evacuate within three minutes of the alarm sounding.

The University uses both heat and smoke detectors in residences for your safety. False alarms can cause you and your fellow resident's great inconvenience, especially if they occur in the middle of the night. The detectors are naturally very sensitive so to prevent false alarms, please do not spray aerosols near the alarms and if you have an en suite room, keep the door closed during and after using the shower. Under no circumstances should you tamper or cover any of the detectors in your residence.

If you discover a fire, activate the fire alarm immediately by breaking the glass cover on the red call point near the exit of the building or by each corridor door. Leave the building immediately and make your way to the assembly point.

### Remember...

- Never wedge open any doors
- Keep cookers and grill pans clean
- Never leave food your are cooking unattended
- Keep the en suite door closed before and after using a shower
- Smoking is not permitted inside or outside any building, only in the designated smoking areas



### Emergency evacuation

When the fire alarm sounds you must leave the building immediately following the fire exit signs.

Do not stop to collect any personal belongings.

Go to your fire assembly point and do not re-enter the building until you are told it is safe to do so.

You must ALWAYS leave the building EVERYTIME the alarm sounds.



## Gas

Students living in Willow Walk have a gas boiler for heating and hot water. If you suspect that you can smell gas or if your Carbon Monoxide alarm is continuously ringing, you should evacuate the area and contact Elms Village reception immediately.

## Electrical safety

You must ensure all your electrical items is safe and in good working order, this is particularly important if the equipment does not originate from the UK. The maintenance team will offer free electrical safety testing of all your equipment during semester one.

### Remember...

You must not overload the sockets, if you use more than 1000w the power will cut off in your room, see page 6.

## Vandalism/Damage

If you are found to be responsible for any damage, accidental or deliberate, which is not reasonable wear and tear, you will be liable to pay the costs in repairing the damage.



### Cookers

Rice cookers can be purchased in local supermarkets or provided by the Residential Life team free of charge. They must only be used in the kitchen.

## Smoking

It is against the law to smoke cigarettes and e-cigarettes indoors, this includes all University buildings including your accommodation block. Failure to comply with the law is a criminal offence and carries financial penalties. The law clarifies that smoking refers to smoking tobacco or anything which contains tobacco or smoking any other substance.

All University accommodation is non-smoking which includes your bedroom, all internal communal space, outside the accommodation excluding the designated smoking areas. This includes roads and external stairwells. Designated smoking areas are provided across campus and in Elms Village there are two located at the front and rear of the Treehouse, one located next to the Willow Walk common room and one at the side of Sycamore 10. If you live off-site, you should not smoke outside the building but move to a public roadway.



### Smoking

If you are caught smoking on campus and not in a designated smoking area, you will face disciplinary action which may include a fine of up to £150 and a written warning.

## Drugs/Alcohol

If you are having problems with drugs or alcohol abuse, or have encountered friends who you feel may have an issue with drug or alcohol abuse, do not hesitate to seek support from the Residential Life team, University Health Centre, your doctor, Students' Union Student Officers and Student Counselling Service.



### For help

[www.nistudentsdrugs.info](http://www.nistudentsdrugs.info)

[www.talktofrank.com](http://www.talktofrank.com)

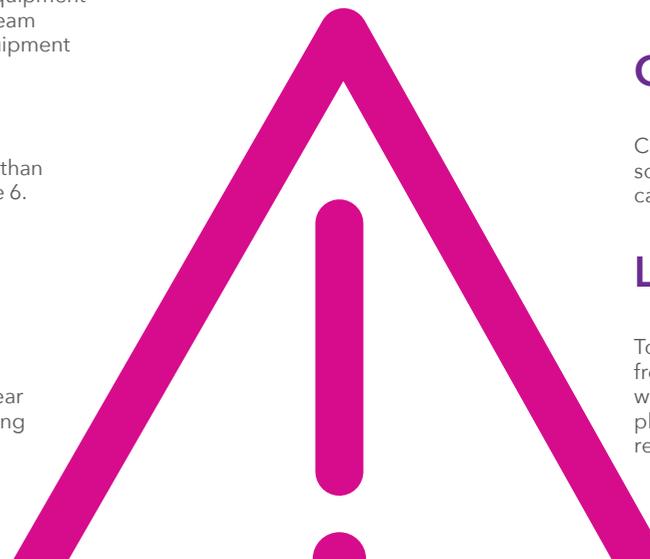
**Carecall (24/7)**  
0808 800 0016

## Gambling

Compulsive gambling is a recognised illness. If you or someone you know is affected by this addiction, you can speak to Gam Anon for help: [www.gamanon.org.uk](http://www.gamanon.org.uk)

## Legionella

To prevent the risk of Legionella, it is important to run fresh water through the shower and taps at least one a week. If you are going to be absent for more than a week, please inform the Accommodation team by logging a request through your accommodation account.



# LIVING WITH OTHERS

Living with people in university accommodation brings with it a responsibility to treat others as you would like to be treated yourself. Be conscious of your flatmates whilst you are socialising and taking part in recreational activities within your residence and please try to return to your rooms as quietly as possible if coming home late at night. It is important to keep noise at a level that does not interfere with the study, sleep and comfort of other residents, staff and neighbours. This includes TVs, amplifiers, singing and shouting.

## Remember...

There are a lot of people living around you and everything you do will affect them, here are some common causes of tension in accommodation so you can avoid them:

- Loud noises and playing music after 11pm
- Having friends constantly over to your kitchen/common area without asking your flatmates
- Leaving dirty dishes, food or rubbish lying around
- Banging doors
- Playing pranks on each other such as hiding food or other belongings

## Social media

Social media is a great way of staying in touch with friends, but it can also be used to cause offence or embarrassment. Remember what you post on social media is publicly available and could harm your personal safety, studies or future career. You are personally accountable for what you post online and if you use it to post content which causes offence or distress to others you will be subject to disciplinary action by the University. This is because the University's Student Charter, its Policy on Equality and Diversity and its Student Anti-bullying and Harassment Policy reflect the need for an environment which is free from harassment including discrimination, victimisation and bullying. You can read the Social Media policy on the University website.



The Student Charter provides a framework for the relationship between you, your fellow students and the University. To ensure you have a fun, fulfilling and outstanding experience please read the charter which is available from [www.qub.ac.uk](http://www.qub.ac.uk)

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**Treat others as you would like to be treated yourself.**

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# THE SMALL PRINT

## Conditions of Occupancy for Students 2016/17

### Introduction

The Conditions of Occupancy are the terms and conditions which form your Accommodation Contract with Queen's University Belfast. By accepting your accommodation contract you are agreeing to abide by the Conditions of Occupancy outlined in this document.

It is important that you read and familiarise yourself with this information and the **Student Hand Book**, which contains further details.

### 1. Our obligations

We operate a safety and security service 24 hours per day all year. Elms Village reception is open 24/7 except during Christmas week (8.00am - 8.00pm daily).

We conduct room and block inspections throughout the year to ensure compliance with health and safety policies. All inspections are carried out after 10.00am and you will be notified 48 hours in advance.

We reserve the right to enter your room without your permission under exceptional circumstances and where there is deemed to be a potential risk to student safety. Examples include a fire or suspected fire, a serious electrical fault, misuse of fire or other safety equipment, suspected possession of an illegal substance, suspicion of smoking in a prohibited area, a flood or other emergency.

Your residential fees include the provision of a wired internet connection, Wi-Fi, utilities (heating, hot water and electricity), contents insurance (details of which can be found at [www.endsleigh.co.uk](http://www.endsleigh.co.uk)), and a television licence for communal areas, all of which are included in your accommodation fee.

If you are living in Willow Walk your residential fees include a wired internet connection

and Wi-Fi included. There is an allowance for utilities included in the fee. This is based on historical usage for each apartment and is designed to be sufficient to meet your requirements for the length of your contract. You will be given instructions on how to check the level of credit remaining and we will also provide you with credit updates at the following times - the middle of Semester 1, end of Semester 1 and middle of Semester 2. We would advise you to use the electricity and heating sensibly to avoid having to pay any additional costs and to reduce energy waste. We advise that you set the heating clock to come on each morning for a few hours but ensure it is set to switch off when you are going out of the apartment or going to bed at night.

We have the right to move you to similar alternative accommodation for reasonable management reasons including but not limited to:

- Any alterations or building work being carried out at the accommodation
- The accommodation block is deemed unfit for occupation

### Data Protection

The information on your accommodation application will be used to update your University records and will be held after your accommodation contract ends. During this period the information may be passed on to a third party agency for the collection of outstanding debt. Due to the number of students who receive funding from their parents for their residential fees, we would like to make you aware that we will discuss and/or provide details of your residential fees account to your parents. **If you do NOT want us to discuss these details with your parents please inform us in writing.**

### 2. Your obligations

Once you have confirmed your offer, you are committed to pay for the full term as agreed in your contract.

If you are an international student who has been refused a visa, you must notify the Accommodation team immediately. You will be released from your contract once proof of the visa refusal has been provided. If this is after the start date of your contract, you will be charged a daily rate until the date the proof is received.

### Requesting Release from your Accommodation Contract

The accommodation contract is not a tenancy and does not have a break clause or notice period allowing you to end the contract before the end date. The accommodation contract commits you to your room and you are responsible for the residential fees for the duration of your contract.

- If you decide to leave your room, you will still be liable for the fees until another student, who is not currently in contract with Queen's Accommodation, takes up the room, the occurrence of which becomes more difficult later in the year. It is your responsibility to find another Queen's student to move into your room as we do not always have students on a waiting list.
- In all cases, you must speak with the Accommodation Manager and complete an accommodation release form for your request to be considered.
- If you withdraw from Queen's University Belfast you must give two weeks' notice to the Accommodation team prior to vacating your room and provide us with a copy of the official University withdrawal form issued by your School.
- If you withdraw from Queen's University Belfast you must move out of Queen's Accommodation within two weeks of submitting your notice.
- If you change course to another institution after you have accepted your Queen's Accommodation contract and/or moved into your accommodation, you will no longer be entitled to live in Queen's Accommodation and must leave your accommodation within two weeks.

· You will continue to be liable for residential fees until you have given the Accommodation team your notice, have vacated your room and returned your key and/or fob. Your deposit will be used to off-set loss of income whilst your room remains vacant. If we are in a position to offer your room to another student, part of your deposit may be refunded to you. This is dependent on the length of time it takes for your room to be re-let to another student who is not currently in contract with Queen's Accommodation.

· You are not allowed to sub-let your room under any circumstances.

### Residential Fees

We expect you to pay your residential fees on time as outlined in your contract. If this becomes a problem during the year, we would urge you to contact us at the earliest opportunity to discuss the matter.

### Fire safety

You must **NOT** misuse the fire alarm system or the fire equipment, as they are designed for emergency use only. Deliberate interference with any fire equipment, including fire extinguishers or fire blankets, fire doors and fire safety signs is a criminal offence in the UK. It also puts your life and the lives of your fellow residents at risk. Students who tamper with any equipment will be dealt with under the University's Conduct Regulations and may receive a written warning and fine of up to £500 following a disciplinary investigation. It may also result in your expulsion from the University. Should this occur, you will continue to be liable for your residential fees for the duration of your contract. You may also face criminal charges which may affect your eligibility to practice in your chosen career.

### Accidents

The University has a responsibility for the health, safety and welfare of its students, staff and visitors and aims to provide a safe, healthy and high quality learning environment. Students living in University accommodation must report all accidents, however small, to Elms Village reception. All students have a legal responsibility to

take reasonable care for their own safety and that of others, including guests, and to comply with these guidelines. If you are taken to hospital through injury or illness and are required to remain there for a time, it is important to contact Elms Village reception.

### 3. A living and learning environment

Queen's Accommodation provides a safe and comfortable home for everyone and it is essential to be mindful and considerate of your neighbours. Queen's University is proud of its multi-cultural diversity and it is important to remember that like you, everyone is here to study, gain independence, develop key skills and make friends for life. Many people living around you will be studying or sleeping at different times and we ask that you respect your fellow residents and the local community at all times.

If you accept a contract for a specific lifestyle accommodation such as Quiet Living, No Alcohol or Single Sex, you are required to abide by the specific ethos of this accommodation. Students who do not abide by the lifestyle of their accommodation will face disciplinary action.

The University has a Harassment Policy, therefore if you feel you are the subject of harassment or intimidation of any sort please speak to a member of staff immediately. You will neither commit nor allow guests to commit harassment or nuisance of any kind and must always act in a respectable manner.

#### Noise

Please keep noise to a minimum at all times, particularly after 11.00pm, to allow other residents to sleep or study. Please keep bedroom/kitchen windows closed in the evening and at night to prevent noise travelling to other accommodation/houses and beyond to adjacent residential streets. You can report a noise complaint anonymously at any time by calling Elms Village reception on 028 9097 4525. Any excessive noise caused by you or coming from your accommodation/house will be recorded and disciplinary action will be taken in line with the departments Noise Policy.

#### Alcohol

If you choose to consume alcohol, we expect you to do so in a responsible way and to be mindful and respectful of other students' and the local community, particularly when returning from a night out. Anti-social behaviour due to excessive alcohol consumption is not acceptable and may lead to referral to the Alcohol Education Initiative Programme or to the appropriate external agency and to a disciplinary investigation. Consumption of alcohol is not permitted in accommodation which is designated as 'no alcohol'. If you fail to observe this rule, disciplinary action will result.

#### Smoking

In line with current legislation, the University enforces a no smoking policy throughout all of its buildings and premises, including your bedroom and common areas. Smoking, including e-cigarettes, is only permitted in designated smoking areas outside. If you are caught smoking inside your building or anywhere not within the designated smoking areas, you will be subject to an immediate £50.00 fine and disciplinary action.

#### Drugs

It is a criminal offence to possess, consume and/or deal in drugs. Any action which breaches drugs-related legislation will be regarded as a serious disciplinary matter and will be dealt with accordingly. If you feel that you have a problem with drugs, please contact a member of staff who will be able to advise you of the support available to you. If you have encountered the consumption or dealing of drugs within Queen's Accommodation, please inform a member of staff.

#### Car parking

Due to traffic congestion in south Belfast and around Queen's, the University asks students not to bring cars to Belfast. If you require your car, limited car parking is available at Elms Village. You may apply for a permit, however, these are limited and must be applied for when you complete your accommodation application. If you are allocated a car parking permit for Elms Village, the cost should be paid at check in. If you are unsuccessful in a

request for onsite parking, you can register your car at the beginning of term at Elms Village reception and use the pay-per-use parking at Elms Village. Please be advised that you must display your parking permit, with your registration number, at all times.

#### Your bedroom

We accept that there will be wear and tear throughout the residential year. In order to avoid any damage we would ask you not to change or alter the décor of your bedroom and pictures and posters must only be fixed to the pin board. Any damage caused to furniture or fixtures and fittings, over and above general wear and tear, will be charged to the student(s) responsible. All damage should be reported immediately via the online maintenance system, which is accessible from the website [www.stayatqueens.com](http://www.stayatqueens.com)

On departure, your room/apartment will be inspected and you are expected have left it in the same condition as you found it when you arrived. You may be charged £25.00 for bedroom cleaning fee and a further £25.00 for kitchen cleaning if it is not left in an appropriate state. It is also your responsibility, alongside your fellow residents to keep kitchens clean, safe and tidy including removing the rubbish and recycling to designated bin areas.

You must not duplicate or loan your key to anyone else. There is a charge of £7.50 for a replacement key in a Queen's House and £2.00 charge for every replacement key fob.

You may bring items of electrical equipment for use in your room and testing of your equipment is arranged at the start of the year to identify any fault, free of charge. Electrical equipment which is faulty can cause electric shocks or electrocution. In addition, electrical appliances are often the cause of fires, both due to faults or misuse with the equipment.

The total combined Watts of your appliances at use at any one time in your room cannot exceed 1000W (except in Willow Walk), as this will overload the sockets.

#### Banned items

Students living within University accommodation come from many international backgrounds and a variety of beliefs, religions and values. In accordance with the University Equality and Diversity Policy we do not allow anyone to display any national flags/emblems/or political slogans that may cause offence.

If an item that is considered to be dangerous or prohibited is discovered in accommodation, it will be removed by a member of staff and you may face a disciplinary investigation. Items which must not be brought into accommodation include, but are not limited to:

- Knives, firearms, replica firearms or swords, air guns, catapults water pistols, water bombs, fireworks, helium or gas canisters
- Weapons of any kind are banned and certain sports equipment, e.g. fencing foils or archery equipment, can be classified as offensive. You may only bring these into accommodation once confirmation has been received by the Accommodation Manager from Queen's Sport that you are a member of an appropriate University Club. The equipment may have to be stored in reception.

The following items are also prohibited:

- Animals, reptiles, fish, insects or birds (assistance dogs are allowed by prior arrangement)
- Electric heaters and electric blankets
- Loud speakers
- Candles or incense
- Fairy lights

#### Communication

Throughout the year, the Accommodation team will send you a weekly e-zine which will inform you of any important announcements, planned maintenance work and residential activities. Please read this as it will keep you up to date with what is happening in your accommodation. The team may also have to email you about other matters such as fees. It is, therefore, very important to check your Queen's email account every day.

You can also keep up to date with what is happening via our website [www.stayatqueens.com](http://www.stayatqueens.com), Facebook, Twitter and Instagram accounts.

At times throughout the year we will send out student surveys to ask about a number of different subjects and service performance. Your response to these is very much appreciated and there is a prize drawn from those who reply. We take action based on your responses and we will communicate these changes throughout the year.

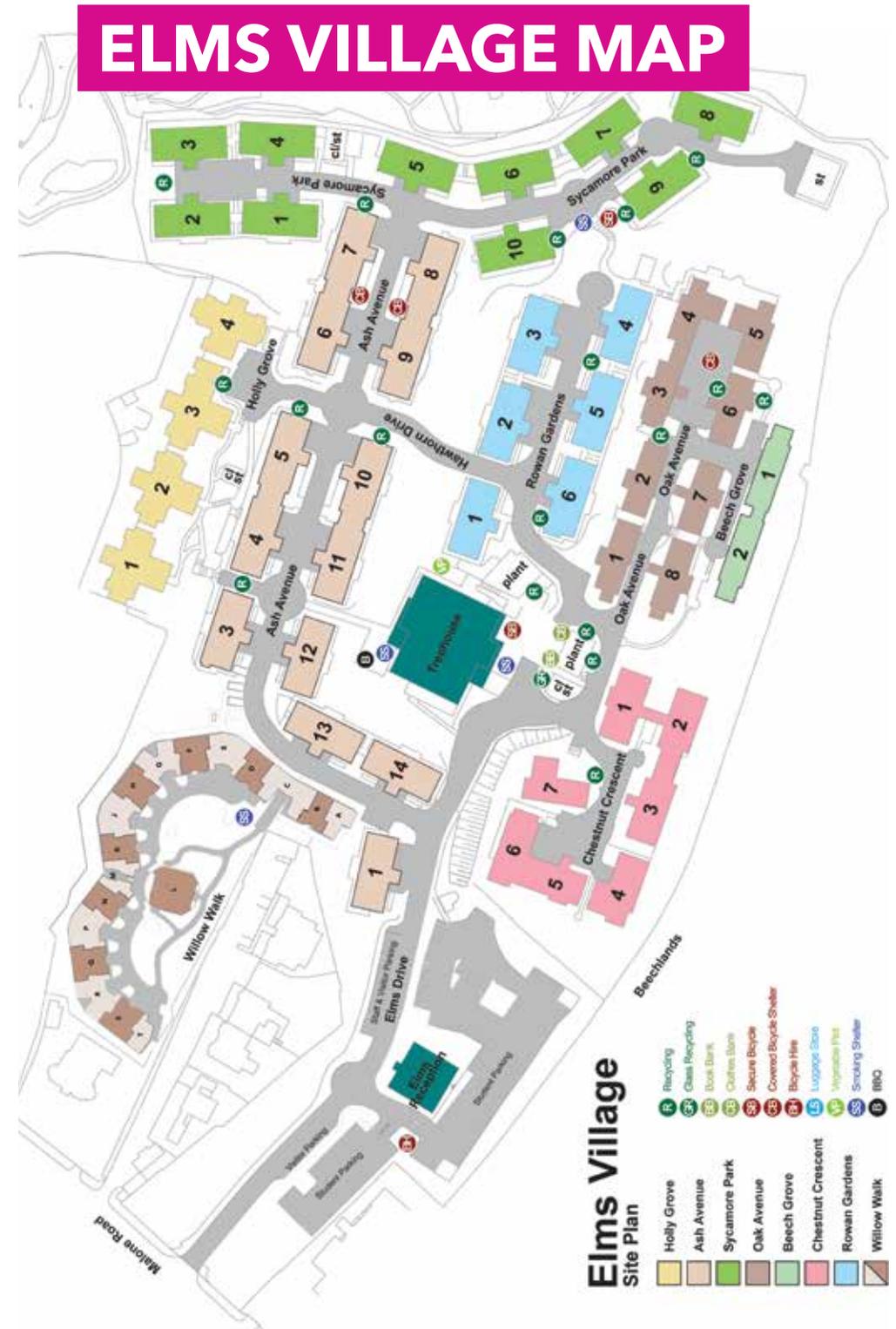
## Conduct Regulations

All Queen's University students are expected to adhere by the Student Charter and Conduct Regulations, which are in place to protect the well-being of students, staff, wider community and the reputation of the University. We recommend that all students make themselves familiar with these documents, which are available on our website ([www.stayatqueens.com](http://www.stayatqueens.com)). Misconduct may result in disciplinary action which may lead to a written warning on your academic record and monetary fine. The Conduct Regulations apply to all students studying at Queen's University Belfast. Queen's Accommodation residents conduct themselves in a responsible and proper manner with due consideration for the other residents, members of staff and members of the public. Any conduct which is considered a breach of the University Conduct Regulations may result in a disciplinary investigation. Alleged conduct that constitutes a criminal offence may also be reported to the Police Service of Northern Ireland.

To ensure that your time in Queen's Accommodation is fun but safe, we also recommend that you take time to read our other important policies available on our website:

- Guest Policy
- No Smoking Policy
- Noise Policy

# ELMS VILLAGE MAP



# CAMPUS MAP

## Accommodation

- 1 Elms Village
- 2 76 Malone Road
- 3 Grant House
- 4 College Gardens
- 5 Mount Charles
- 6 Guthrie House

## Shopping

- Supermarket
- Asian Supermarket
- Polish Supermarket
- Shopping Centre
- Pound Shop
- Phone Shop
- Argos

## Queen's

- Lanyon Building
- Students Union

## Leisure

- Queen's Sport
- Cinema
- Ulster Museum

## Services

- Post Office
- Bank
- Police Station
- Accident and Emergency
- Pharmacy
- Bus Station
- Train Station

## Religious

- Presbyterian Chaplaincy
- Catholic Chaplaincy
- Church of Ireland and Methodist Chaplaincy
- Islamic Centre





[stayatqueens.com](http://stayatqueens.com)