



**QUEEN'S
UNIVERSITY
BELFAST**



SANS SOUCI PARK
INFORMATION ABOUT
YOUR ACCOMMODATION

WELCOME TO QUEEN'S STAFF ACCOMMODATION

It is our pleasure to welcome you as a new tenant, we sincerely hope that you find your new home comfortable and enjoyable.

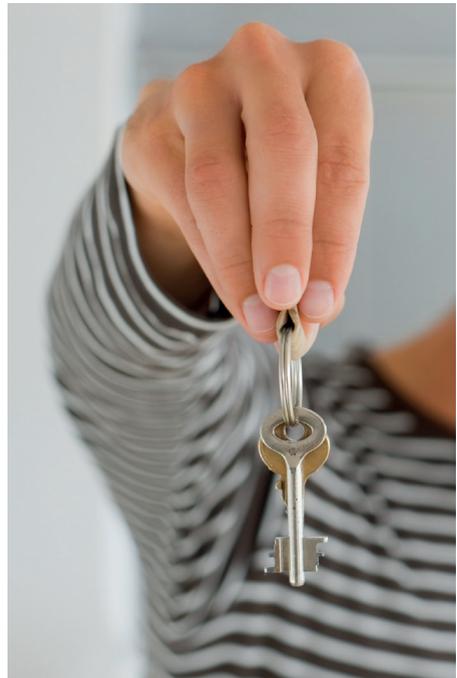
The following information is to assist you with caring for your home and hopefully answer the most common questions you will have while staying in Queen's Accommodation.

Please take a moment to read through the booklet, it will give you all the basic information you will need to get started and settled into your new home. If after looking through it, you still have some questions, please call the Accommodation Office or come to Elms Village reception and a member of the team will be happy to answer any questions and help you in any way we can.

Queen's Accommodation is committed to providing a friendly and helpful service to all our tenants and the team is committed to meeting your needs. Should you have a question, or would like to discuss an issue, a member of our team will always be willing to help.

To collect the keys of your new home please come to Elms Reception (78 Malone Road, Belfast, BT9 5BW) on the day your contract is due to course. The team will provide you keys and have any other information you required.

To contact us please email **staffaccommodation@qub.ac.uk** or telephone **028 90 974323**



SANS SOUCI PARK ESSENTIAL INFORMATION

Electricity Supply

NIE supply electricity to the apartment, the apartment is set up with a pay as you go meter. This is a common way to pay for electricity you use at home and our pay as you go electricity plan is among the cheapest in NI.

The electricity meter is located in the utility room in the hallway.

Gas Supply

The heating in the apartment is gas powered. Heating is achieved with the use of an internal gas boiler. There is a pay-as-you-go-meter near the gas boiler, you are responsible for controlling your own gas usage and ensuring there is sufficient credit on the meter.

Hot water is instant, there should be no need to touch the gas boiler. A carbon monoxide detector is located on the kitchen wall (beside the boiler) for your health and safety.

Alterations, Repairs and Decoration

Tenants are prohibited from undertaking any works to alter the structure of the apartment, including the hanging of paintings /photographs. If you wish to hang paintings /photographs, please contact us and we will arrange for this work to be completed.

Pets

Under the terms of the tenancy agreement, pets are not permitted in any circumstances.

Noise

Tenants are required to take all reasonable precautions to avoid noise nuisance to neighbours. When entertaining, please ensure that your guests enter and leave the building with the minimum of disturbance.



Cleanliness

Tenants should always keep the property clean and tidy during their stay. It is your responsibility to keep the property to the same standards as it was received.

Maintenance

Please do not hesitate to call or email us with any problems, our maintenance team will endeavour to resolve any issues as quickly as possible. Please email staffaccommodation@qub.ac.uk or maintenance@qub.ac.uk or call Elms Reception 028 9097 4323.

Maintenance Checks

Mandatory inspections will be carried out by our Facilities Team to monitor cleanliness and general wear and tear in the properties. This will also give you the opportunity to raise any maintenance issues or concerns. You will be notified in advance of when these will take place, if the time or date is unsuitable we will endeavour to provide an alternative.

Car Parking

There are parking spaces available behind the University Street Apartments, these are available at a cost of £25 per month. On-street car parking is available nearby.

FIRE SAFETY FOR RESIDENTS

**IF THERE IS A FIRE IN THE BUILDING YOU MUST EVACUATE IMMEDIATELY
TAKE TIME TO THINK OF YOUR ESCAPE ROUTE IN THE EVENT OF HAVING
TO EVACUATE IN AN EMERGENCY**

AT ALL TIMES

- Make sure that the smoke alarms in your home are working by pressing the test button regularly.
- Do not store anything in your hall or corridor, especially anything that will burn easily, or could be a tripping hazard or an obstruction.

- **LPG naked flame or exposed element heaters such as radiant bar or fan heaters should never be used. If heaters are required in emergencies, staff must ensure:**

Nothing is placed directly on top of or close to the heaters;

Heaters are not switched on for long periods if the room is unoccupied;

Heaters are not left on overnight.

A red-bordered poster with a white background. At the top center is a blue circle with a white exclamation mark. Below it is a blue rectangular box with the title "Gas Leak Action" in white. Underneath the title is the text "Any person discovering a gas leak" in white. A list of six numbered steps follows: 1. Extinguish all naked flames, 2. Turn off the supply at the control valve, 3. Open all windows, 4. Call Elms Village reception on: 028 9097 4525 (the number is in a white box), 5. Evacuate building immediately, 6. Do not return to the building until you have been told it is safe to do so. Below the list is a red circle with a white diagonal line through it. At the bottom is a red rectangular box with white text: "Do not search with naked lights", "Do not operate any electrical switch, light or appliance", and "Do not turn gas back on until the escape has been repaired".

- Do not store things in the cupboard where your gas and electricity meters are fitted.
- Do not obstruct access to the building, especially the stairs and landings

IF A FIRE BREAKS OUT IN YOUR HOME

- If you are in the room where the fire starts, leave immediately, close the door behind you to avoid fire spreading.
- Do not attempt to put the fire out, unless you are trained in the use of firefighting equipment and you are confident one piece of equipment is sufficient to extinguish the fire.
- Raise the fire alarm by pressing the nearest red manual call point
- Walk to the nearest exit of the building.
- Do not use the lift (unless it is a designated evacuation lift),
- Do not use a balcony unless it is part of the escape route from the building, this applies to number 19 Stratfield only.
- Go to the assembly point
- CALL THE FIRE SERVICE – Info on the right

- CALL QUB Security - on **028 9097 2222**

CALLING THE FIRE SERVICE

The Fire Service should always be called to a fire, even if it only seems to be a small fire, this should be done immediately. Even if you are not sure, still call the Fire Service, there is no charge.

The way to call the Fire Service is by telephone as follows:

- 1 Dial **999** from a land line or **112** from a mobile phone
- 2 When the operator answers give the telephone number you are calling from and ask for FIRE
- 3 When the Fire Service reply tell them clearly the address where the fire is.

Do not end the call until the Fire Service have repeated the address to you and you are sure they have got it right. They cannot help you if they do not have the full address.

RENTAL PAYMENT TERMS AND CONDITIONS

1. A tenancy agreement of less than three months

Residents accepting a contract of 3 months or less are required to pay their residential fee in full prior to taking up residence, or pay a deposit and the first month's rent on arrival. Future rents are to be paid on the 1st of the month.

2. A tenancy agreement of more than three months

- a. Residents receiving salary or stipend from the University:
 - i. May request to pay by salary deduction by completing the authorisation form and returning it to the Residential Fees team at residentialfees@qub.ac.uk
 - ii. Pay deposit and first month's rent on arrival
 - iii. Subsequent rents deducted at source by Salaries Office
- b. Residents receiving grant or self funding are required to:
 - i. Pay deposit and first month's rent on arrival
 - ii. Future rents are to be paid on the 1st of the month
- c. Residents whose rent is paid by Queen's University:
 - i. The relevant School or Directorate must provide Accommodation with a project code prior to arrival

3. Payment Due Date

Residential fees are payable in advance on the 1st day of each month.

4. Bank Charges

If you are transferring funds from outside the UK please be aware that banks may apply differing charges for the transfer of funds. It is advisable to explore the most cost effective method of money transfer, in either pound sterling or another currency, and to be fully aware of any bank charges that will be applied to your account.

5. Administration Charges

Please be advised that an administration charge of £25.00 may be applied if a payment is not received when due. This charge will be deducted from your deposit or added to your accommodation account, subject to agreement with the tenant.

6. Deposits

All residents are required to pay a deposit which is equivalent to one month's rent. The terms of the Tenancy Agreement apply:

- 6.1 The Deposit shall be paid by the Tenant to the Landlord on the Date of Agreement and it is acknowledged by the Tenant that the Deposit is held by the Landlord as security for the Tenant's performance of its obligations and the conditions of this Agreement AND the Tenant further acknowledges and authorises the Landlord to make deductions from the Deposit if:
- (a) any sum is owed or becomes owing to the Landlord by the Tenant and is not paid within five days of the date upon which it is due
 - (b) on the date that the Tenant vacates the Premises there is a breach of any of the Tenant's obligations or the conditions of this Agreement
 - (c) the Premises or any of the Landlord's Fixtures and Fittings have been damaged by the Tenant or any member of the Tenant's household or any lawful visitor, invitee or licensee of the Tenant and require repair and/or replacement
 - (d) The Landlord incurs any cost in repairing or paying for items that are properly the responsibility of the Tenant.

6.2 The balance of the Deposit less any deductions made pursuant to clauses 8.1 of the Tenancy Agreement shall be returned to the Tenant either:-

- (a) within 31 calendar days of the termination of the Tenancy; or
- (b) upon completion of any works of repair or restoration by the Landlord to remedy any breach of the Tenant's obligations or the conditions of this Agreement

6.3 If the Landlord becomes entitled to and subsequently offsets any sum owing to it during the Term, the Tenant will immediately repay such sum to the Landlord so that at all times the sum on deposit with the Landlord is a sum equal to the Deposit OR if at the expiration or earlier termination of the Term the Deposit shall not be sufficient to discharge the Tenant's liabilities to the Landlord, then any excess shall be due as an immediate debt due to the Landlord by the Tenant which is payable forthwith upon demand.

7. Overdue Rent

The following procedures will be applied if rental payment is not received by the deadline:

- 5 working days after payment date:
An email reminder will be sent to residents who failed to pay. An administration charge of £25 may be applied to accounts for failed payment.
- 7 working days after payment date:
The resident will be telephoned to request immediate payment. Failure to make an immediate payment will result in a meeting being arranged with the Accommodation team.

Within the terms of the Tenancy Agreement the following Provisos and Declarations apply;

1.1 If at any time:

- (a) any part of Rent is in arrears for 31 days after becoming due (whether formally demanded or not); and/or
- (b) there is any breach non-performance or non-observance of the Tenant's obligations or the provisions of this Agreement; and/or
- (c) an interim receiver is appointed in respect of the Tenant's property or a bankruptcy order is made in respect of the Tenant or the Tenant makes any arrangement with his creditors or suffers any distress or execution to be levied on his goods
- (d) the Landlord reasonably believes that the Premises have been abandoned and have not been occupied for 31 days or more with no Rent having been paid in respect of that period

the Landlord may determine this Tenancy by giving the Tenant four week's notice in writing to quit and the Landlord may then re-enter the Premises or any part of them and upon such re-entry the Tenancy shall absolutely determine but without prejudice to any claim which the Landlord may have against the Tenant in respect of any antecedent breach of the Tenant's obligations in this agreement.

- 8. Notwithstanding the above, Queen's Accommodation reserves the right to refer any Outstanding debt, in respect of your account, to a third party for collection.



BINS AND RECYCLING SANS SOUCI PARK

Belfast City Council provide a fortnightly bin collection, bins are collected on alternative weeks on Wednesday mornings. It is the tenants' responsibility to present their wheeled bin outside on the pavement area before 0700 for collection and return it to the enclosed bin area (securing all gates) once emptied.

The black general waste bin and brown compost bin will be collected one week. The following week it will be the blue recycling bin and glass recycling boxes.

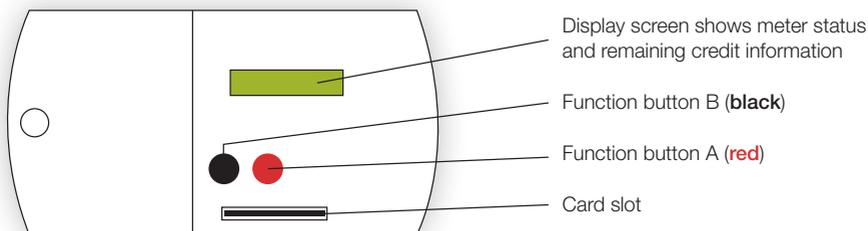
It is the tenants' responsibility to present their wheeled bin outside on the pavement area for collection and return it to the enclosed bin area (securing all gates) once emptied.

For more information collections or any other queries please see Belfast City Council Bin Collections website.



How to use your Libra 110 gas meter

Libra 110 Meter Functions



This meter is operated by a pay-as-you-go (PAYG) card provided by your supplier. Should you require a replacement card you can purchase one from any retailer displaying the PayPoint sign.

Registering Your Card

- 1 Insert your PAYG card fully into the card slot with the gold chip facing up.
- 2 Wait 30 seconds - 1 minute until the meter beeps to confirm registration.
- 3 Now that the card is registered it can be used at any PayPoint to top up. (minimum of £5, maximum £49)

Transferring Credit To Meter

- 1 Insert your PAYG card fully with the gold chip facing up.
- 2 The meter display will confirm the amount of credit on the card and update the credit total.

Restoring Gas Supply and Emergency Credit

If credit runs out or runs too low, the meter will notify you by closing the gas valve and stopping supply. If this happens the meter will display '**Reserve avail OFF LOW 15m³**'.

- 1 **Before attempting to restore the gas supply, you must switch off all appliances.**
- 2 Insert your PAYG card fully with the gold chip facing up.
- 3 Press and hold the **black button B**. After approx 5 seconds '**let go**' will appear on screen.
- 4 Release **black button B** and in approx 30 seconds '**OFF**' will be replaced with '**ON**' at bottom left of display. The screen will also display '**LOW**'.
- 5 The gas valve is now open and all appliances are safe to use.

If you require further assistance please contact your gas supplier

HOW DO I TOP UP MY PAY AS YOU GO (PAYG) ELECTRIC METER?

You can buy a top up through the following:

You can buy credit for your PAYG meters at Pay Point outlets. In the Greater Belfast area there are over 350 Pay Point outlets where you can purchase gas and electric credit (usually at petrol stations, convenience stores, supermarkets and newsagents).

You can also top up your electric online with the relevant supplier – this will normally be SSE or Power NI. The web address will be on your electric meter card.

HOW TO APPLY YOUR CREDIT TO THE METERS

It is important to be familiar with the information on your PAYG meter. You can see how much credit you last put into the meter and the amount of credit you have remaining before emergency credit will be offered.

Once you have topped up the cards in the shop or online there is a list of shops in the folder

ELECTRIC CARD - when you top up the card, you will receive a receipt. On the receipt there is a long number (power code). This number needs to be typed into the meter. The money will be transferred to the meter. There is more information on the keypad.



USING YOUR KEYPAD

A GUIDE TO USING YOUR 'PAY AS YOU GO' POWER NI KEYPAD



Topping up is as easy as 1, 2, 3

Each time you top-up you will be given a powercode (usually a 20-digit number)

Step 1

Press the ***** button once on the Keypad. The message Key Code will be displayed.

Step 2

Key in all digits of your powercode. Take your time. If you enter a wrong digit, simply press the ***** button to go back.

Step 3

Once all 20-digits are entered press the **#** button. The message Sending will be displayed. After a few seconds one of the following messages will be displayed:

Accepted - you will hear a 'happy' tone. The top-up amount will appear, followed by 'Account' and the total credit on the meter - see note on arrears overleaf.

Rejected - you will hear a 'sad' tone followed by one of the fault messages below. If this happens wait until the fault message clears and start again from Step 1.

Duplicate - you have entered this powercode before and cannot use it again.

Incorrect - the powercode has been keyed incorrectly or is for another property.

Error - you have missed a number or entered the powercode too slowly.

Kblock - the powercode has been entered incorrectly five times in a row.

Wrong Tar - the price of electricity has changed and you must enter the special 40-digit powercode - see note on price changes overleaf.

CreditHI - you have too much credit on your meter. Wait a few days and try again.

Making the most of your Keypad

- *** Press this before entering powercodes
- #** Press this after entering powercodes
- #** Press this to see the amount of credit left
- 1** Credit time left in days
- 2** Cost of previous day's, week's, month's use
- 3** Unit rates and number of units used
- 4** The last five powercodes entered
- 5** Total money entered into meter
- 6** Electricity being used presently in kilowatts
Pressing 6 lets you see exactly how much electricity you are using right now. By switching appliances on and off, you can see how the amount of energy being used changes.
- 7** Standing charge repayment rates per day if applicable
- 8** Highest consumption in any half-hour in last 24hrs and when it occurred
- 9** Total units used
- 0** Display test, time and date

For Economy 7 Keypads

Button 3 - Unit rates DL (domestic), CH (central heating) and HW (hot water).

Also standing charge rate per day.

Button 7 - Central heating indicator

Button 8 - Hot water indicator

HOW TO USE THE INTERNET IN THE APARTMENT

A broadband internet connection is already provided in your apartment, both a wired and wireless connection are available.

Please do not install your own telephone/broadband package into the property during your stay. This may cause our service to be cancelled and you will be charged any applicable cancellation and reactivation fees.

The internet router will be located either in your living room or hallway.

To connect wirelessly, please follow the below instructions:

1. Ensure that the router is connected to both the telephone socket (via an ADSL filter) and plugged into the electrical socket. The 'Power', 'Ethernet' and 'Broadband' lights will light up green and remain constant.
2. Look at the rear of the router, a sticker (example right) will be attached which gives the network name (SSID) and the wireless key (password).

3. Switch on the WLAN/Wi-Fi setting on your laptop/mobile phone/tablet to search for available networks.
4. Find the network named on the sticker on the router and use the password to sign in.
5. You should now be connected to the internet. The 'Internet' light on the router will light up green.

If you experience any problems please do not hesitate to contact reception on **02890 974525** or **staffaccommodation@qub.ac.uk**



Router



ADSL Filter



UK standard electricity socket

Sticker at rear of the router



ENDSLEIGH HOME INSURANCE



DEAR TENANT

We are delighted to announce Queen's University Belfast is working in partnership with Endsleigh Insurance, a leading supplier of contents insurance to residents living in university accommodations within the UK. As part of this partnership, we have negotiated a base package of contents insurance for possessions inside their apartment for all staff members who are residing in Queen's Staff Accommodation.

To find out how you benefit from this cover please click this link, www.endsleigh.co.uk/personal/home-insurance/your-student-cover/

The base package of insurance for a staff member is the same as the insurance cover for students.

You should read the details and level of cover provided in the base package. You are now covered by this contents insurance; you do not need to do anything to activate this cover, but it is important for you to check that you fully understand the insurance protection provided and whether it is sufficient for your needs.

- Check the level of cover
- Review key exclusions and limitations
- Check the policy excesses
- If needed, contact Endsleigh to upgrade and personalise your cover to protect valuable items including, laptops, phones and other valuables
- Learn how to make a claim directly to Endsleigh if required

Please contact me directly if you have any further questions.

Kind Regards

QUEEN'S ACCOMMODATION

DEPARTURE CHECK LIST

- Queen's Accommodation staff will complete a maintenance check of the apartment/house approximately 5 days before departure (this will be arranged via email);
- A maintenance check will take place approx. 1 week before departure; you do not need to be present we can provide keys to our onsite facilities team.
- Tenant must come to Elms Village reception, on the day of check out with
 - Utility gas and electric cards
 - Keys
 - Pay any outstanding balances
- Please return all keys on day of departure
- Your deposit is refunded through the Tenancy Deposit Scheme NI. Once departed you will need to log into the following website <https://www.tdsnorthernireland.com/home/> and request the return of your deposit

Information to help with your departure and move to a new property

- The property market in Northern Ireland is very competitive. We would advise you to start your search early at least three months before you are due to depart Staff Accommodation. Please contact us for a list of local estate agents which you may find helpful. Online www.propertypal.com and www.propertynews.com are both very comprehensive websites.
- Ensure the deposit for your new property is with a scheme like TDS – this is the law in Northern Ireland
- Ensure you receive a signed contract (tenancy agreement) and some cases you may be given a rent book
- We do have a list of private landlords who are keen to accommodate members of Queen's staff. It is updated regularly but many properties are taken. Let us know if you like a copy.

FREQUENTLY ASKED QUESTIONS ABOUT STAFF ACCOMMODATION

Where can I get help?

Elms Reception is open 24 hours a day, 7 days a week. You can call 02890 974525 or email staffaccommodation@qub.ac.uk. If you require any help with maintenance issues you can use the email and number above or email maintenance@qub.ac.uk

Is there Security?

The University Safety team is available 24 hours a day, 7 days a week. Please telephone 028 90 97 5099.

How long can I stay in staff accommodation?

The maximum stay permitted is 12 months.

Can I extend my contract?

Yes if there is availability, this is not always possible as new staff are arriving all the time.

Can I end my tenancy agreement earlier than agreed?

You are expected to give us at least three months' notice to cut short your contract. In some circumstances this can be shorter if we have new staff looking for accommodation.

What extra charges should I prepare for?

Internet is included in your monthly rent, gas and electricity are extra.

Is there a television provided?

No, if you do install your own TV you will also need to purchase a TV licence. By law in the UK you are required to obtain a television licence if you wish to have a television. Information relating to television licences can be obtained at www.tvlicensing.co.uk

Can I have a pet?

We do not allow pets in our accommodation.

When do I sign the Tenancy Agreement?

We will email you the tenancy agreement along with information on the deposit for you to sign, you will be required to send this pack to us before you arrive.

Where do I get my keys?

On the first day of your tenancy agreement you must come to Elms Reception (78 Malone Road, Belfast BT9 6FS) to collect your keys.

Is a Cleaning Service provided?

No, it is your responsibility to keep the apartment clean and tidy, the apartment should be kept to the same standard as when you moved in. Quarterly maintenance checks will be carried out by our Facilities Team to monitor cleanliness and general wear and tear in the properties.

To arrange a paid cleaning service please email staffaccommodation@qub.ac.uk to check availability and costs.

FREQUENTLY ASKED QUESTIONS ABOUT STAFF ACCOMMODATION

How do I pay my rent?

Before arrival you will need to pay the first month's rent and a deposit equivalent to a month's rent. Your monthly rent is due on arrival and then on the 1st of each subsequent month. Rent can be paid by one of the following methods:

Salary deduction - Payment is taken directly from your salary or stipend at the end of each month for the following month's rent*. E.g. payment on 31 July for rent due on 1 August. A form to arrange this will be available when you check-in or email residentialfees@qub.ac.uk to request one at any stage.

Bank Transfer or Standing Order- Please email residentialfees@qub.ac.uk for a copy of our bank details

In person - by debit or credit card at Elms Village Reception.

Is bed linen provided?

Bedrooms are made up for your arrival and towels are provided.

Are Kitchen Utensils/Equipment provided?

High quality fitted kitchens and appliances as well as crockery and cutlery. Living rooms are furnished with sofas, table and chairs. All bedrooms are furnished with single, double or twin beds.

Shopping in Belfast

There are three main supermarket chains in Northern Ireland, namely Tesco, Sainsbury's and Asda, with stores throughout the country. Visit www.tesco.com ; www.sainsburys.co.uk ; www.asda.com for store locations within Belfast and Northern Ireland

Health Care in Northern Ireland

The University Health Centre at Queen's is a General practice that provides general National Health services.

University Health Centre – Elmwood Manse – 7 University Terrace – 028 90 664634

Closest Accident and Emergency to Queen's University – Royal Victoria Hospital, 274 Grosvenor Road – Emergency Department call 028 9024 0503.

Opening a UK Bank Account

As a new customer with a UK bank or building society you will be required to select which bank or building society you wish to bank with. Normally you will be required to make an appointment with the bank and provide proof of identity and current address. We can provide you with a proof of residency letter.

You will also be required to provide evidence of your employment status to include a copy of your letter of appointment from Queen's University.



**QUEEN'S
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