

ELMS BT9 UNIVERSITY LIVING STUDENT HANDBOOK 2022-23





Dear Student,

As a new or returning resident of Elms BT9, allow me to be the first to welcome you home.

Living in Queen's University's accommodation will be an experience you will remember forever. Here, you will be part of a dynamic, multicultural community, studying at one of the top 200 universities in the world with fantastic facilities for you to take advantage of.

My accommodation team cannot wait to welcome you, offering a 24/7 service. If you have any queries, please do not hesitate to ask us. We are here to ensure that that you get the most out of your university experience.

I hope you enjoy your stay.

Mike Uprichard
Head of Accommodation



**Follow our social
media channels!**

facebook.com/QueensAccommodationBelfast

twitter.com/QueensAccomm

instagram.com/qub_accommodation

tiktok.com/@qubacomm

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Please complete your e-induction prior to 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.



Cooking is not permitted in bedrooms. We provide kettles, toasters, freezers, fridges, cookers, microwaves and rice cookers in all kitchens. Medical fridge available upon request.

Your Accommodation



Queen's Accommodation is more than just a room; we are committed to playing our part in creating the best possible experience for you.

Elms BT9 includes **Elms Village** and our off-site accommodation in **Mount Charles, 76 Malone Road, College Gardens, Guthrie House and Grant House**. Every location is situated around 5-10 minutes' walk from the Queen's University campus so no need for public transport. When you stay with us, you will have your own study bedroom, great amenities, and a friendly environment in which to live, all at an affordable cost.

Our team will help you to reach your academic potential and ensure you settle into our fantastic community by organising regular **trips and events** where you can meet new friends and take advantage of the full student experience. All accommodation is **furnished**, however you will need to bring some small items to truly make it your home. Supplies are cheaply and readily available locally. If you need anything else, regular bus trips to local supermarkets and Ikea will be arranged shortly after check-in and throughout the year.

Room Types – How to Apply

Elms Village (Prices Per Week)

Standard **£110**

En-suite **£130**

Queen's Houses (Prices Per Week)

Small standard (limited availability) **£85**

Standard **£110**

Double standard **£120**

En-suite **£130**



Queen's Accommodation offer the following contract options:



- ❖ -40 weeks (Popular contract for NI and GB students).
- ❖ -48 or 51 weeks (International/ROI students only)
- ❖ -51 weeks (Postgraduate only)
- ❖ -Semester 1 (Erasmus/ Study Abroad students only)
- ❖ -Semester 2 (Erasmus / Study Abroad students only)
- ❖ -Weekly Short Term (Nursing students only)

Lifestyle Options

On your online applications you can choose up to ten room type preferences. You can also choose specific lifestyle options from the list below:

1. **Single Gender**
2. **No Alcohol**
3. **Quiet Living**

(Please be advised: choosing a specific lifestyle option can sometimes limit the room type/location available to you).

Guest Policy

You may want friends and family to stay with you and you can read our full Guest Policy on our website. Please note that all guest forms must be submitted by 8pm on the date of their stay and that you are responsible for your guest at all times.

Residential Fees – What's included?



Risk-Free Contracts

with no hidden costs



24/7

Safety Team



£0

Free off-peak Queen's Sport membership



400+

Social Events



250Mb

Wi-Fi included throughout



100+

Residential support staff

To Bring (And Not to Bring)

- ✓ Bed linen *
- ✓ Towels *
- ✓ Plates, bowls and cups *
- ✓ Cutlery items: Knives, forks and spoons *
- ✓ Pans and tools for cooking *
- ✓ Toilet paper

* Included in Kitchen and Bedding Packs. Bedding packs can also be purchased at reception on arrival.

- ✗ Electric heaters or electric blankets
- ✗ Loud speakers
- ✗ Candles or incense
- ✗ Electrical multi-socket extension leads
- ✗ Animals, reptiles, fish or insects
- ✗ If possible, hairdryers or other electrical items over 1000 watts
- ✗ Knives, catapults, cylinders of gas, chemicals or biological substances, replica guns, laser guns, air guns, water pistols, water bombs, fireworks

A **single bedding pack** costs £30.00 and includes 1 pillow and pillow cover, duvet and duvet cover, sheet and a mattress protector. A **double bedding pack** has the same contents as well as an extra pillow and cover and costs £40. A **kitchen pack** costs £47.00.

To find out what you get in our kitchen packs visit:

<https://www.qub.ac.uk/accommodation/apply-for-accommodation>

How Things Work

Repairs and maintenance

If something needs repaired, complete an online maintenance request form on our website, and we will fix it for you.

If you are unable to access the form you will find instructions in your QUB USB that was in your room on arrival. If you no longer have your USB, contact reception.

If you submit a maintenance request, maintenance staff will be informed. They can enter your flat or room with their own keys but they will knock before entering bedrooms.

Maintenance requests are solved in order of urgency/emergency. If you have a leak, give us a call immediately on:

028 9097 4525 – Elms BT9

Top tips

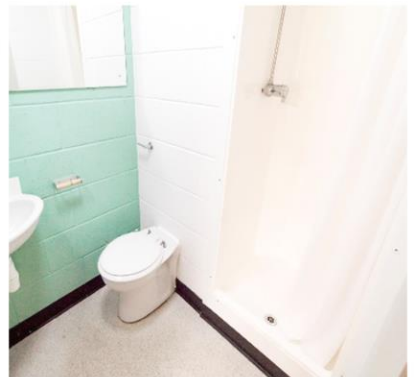
- Blocked sink? Help prevent this by not putting food i.e. rice or oil down the kitchen sink.
- Remove all hair from shower or bedroom sink on a regular basis.
- Do not hang anything including coats on your bedroom door handle as this will stop the door from opening.
- You must not overload the sockets or use extension leads in your room or kitchen.



For annual maintenance inspections you will be given 7 days' notice if access is required to your bedroom

7

Never wash clothes in your sink or shower. Please use the laundry room provided



Emergency maintenance covers the following situations:

- Disruption of heating or hot water
- Kitchen sockets not working
- Bedroom – all lights not working
- Front door or bedroom door not opening, closing or locking
- Major leak
- En-suite shower room - all lights not working



Heating

Your heating is included in your residential fees, meaning

no hidden costs.

Heating in Elms BT9 is on a timer which is adjusted throughout the year to take into consideration the changing of seasons. You are able to control the heating in your bedroom and communal area by twisting the knob on your radiator. Consult reception to find out what the heating times are.



Car Parking

If you need to bring a car there are a limited number of spaces in Elms BT9, and you can apply for a permit as part of your accommodation application.

There is also a Pay Per Use car park operating at Elms BT9, which costs 70p per 24 hours.

Payments at reception should be made via debit or credit card. No cash payments accepted.

You must register your vehicle details at Elms BT9 reception at the Treehouse (you only need to register once) and you will be issued with a car park disk to display on your windscreen.

Short term access to the Elms BT9 site is available for 30 minutes to collect or deliver items to your room.

Laundry



Wash = £3.10 Dry = £2.00

One thing students usually discover when moving away from home is that washing clothes can be an endless task. If you don't have the luxury of bringing your dirty washing home, we have fully equipped laundry rooms, (including irons and ironing boards).

Laundry is a **cashless service**; download the 'Circuit Laundry' app from the App Store and add funds to your account. The laundry app will send you a notification when your machine has finished, or you can relax in one of our seated locations and wait. Remember to thoroughly check the machine for all of your belongings when you leave!

Alternatively, you can purchase a card from a small machine in the laundry room located on the ground floor of the Treehouse. This card can be topped up throughout the year.

Cleaning

It is your responsibility to make sure that shared areas are kept clean to create a hygienic and safe environment. You are expected to:

- ❖ Keep your bedroom and en-suites clean, including toilet, sinks and shower / shower trap
- ❖ 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, cooker tops, ovens and grill pans after each use to prevent fire risk
- ❖ Do not use the vacuum cleaner on liquid spills
- ❖ Remove rubbish and recycle regularly

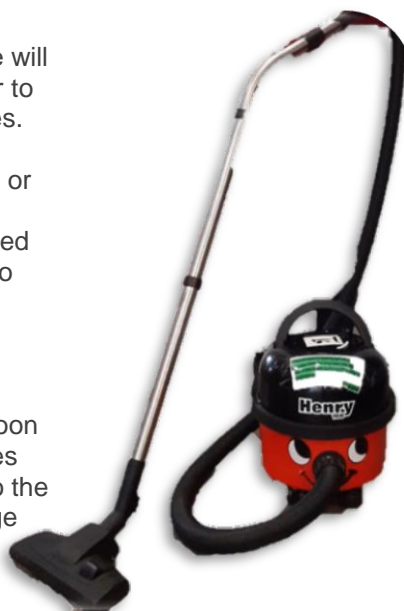
We will inspect the condition of your room and communal areas during your stay (7 days' notice will be given) and random inspections will also occur to ensure compliance with health and safety policies.

Any extra cleaning or damages to your bedroom or communal areas will incur additional charges. Apartment or room cleaning service can be offered for an additional cost. Please contact reception to arrange.

Waste management

Residents of Elms BT9 must move all general waste to the front door by 12 noon each day where it will be collected by our facilities staff. Recycling and food waste must be taken to the recycling points highlighted on the map (see page 36).

Willow Walk residents must take all rubbish and recycling to their Waste Management Centre. Students living in all other properties must place all rubbish, food waste and recycling in the appropriate bins to the rear of their property.



Borrow a vacuum from reception or the Coffee Bar in the Treehouse

Stay Connected

Ask4, a specialist UK University internet provider, supply up to 250Mb wired and wireless internet service throughout Queen's Accommodation.

Download the Ask4 app from the App store or Google Play store for information on:

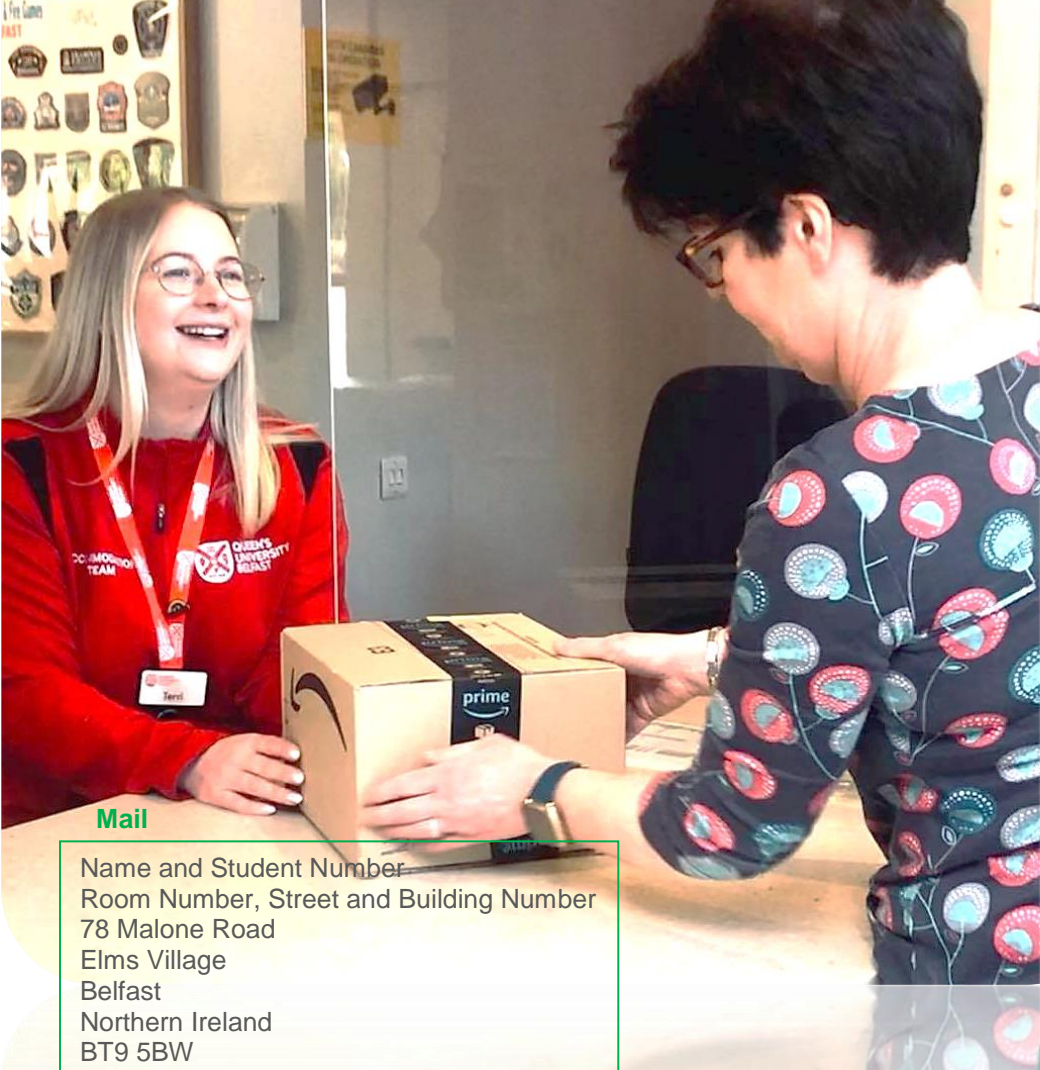
- ❖ Creating an account
- ❖ What the package includes
- ❖ How to upgrade
- ❖ How to log in to the Ask4 portal to log all internet related issues.



Television

Included in your fees is a television and television license for communal areas. If you wish to watch or record live TV programmes in your bedroom including through 4TV or download or watch any BBC programme on iPlayer, live, catch-up or on demand you will need to have a valid television licence. Please visit www.tvlicensing.co.uk for further information.

You do not require a TV Licence to watch Netflix.



Your **parcels and letters** are delivered to **reception at the Treehouse**, who will notify you via email that your parcel is ready for collection. Valid ID is also required. 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.

Letters will be sorted into mailboxes located beside the reception in the Treehouse (except residents of Willow Walk who can collect both letters and parcels from reception).

Parcels can be collected between 8am and 7.30pm Thursday to Monday and between 8am and 8.30pm on Tuesday and Wednesday.



Grant House

Residential Life



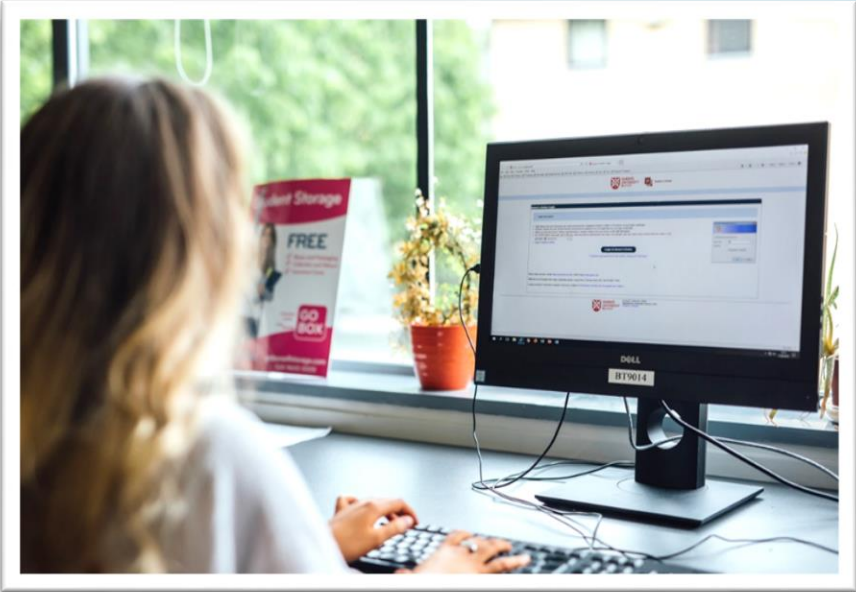
Social Spaces

The Treehouse is the social hub of Elms BT9 open to all residents. The Coffee Bar serves **free tea and coffee** every evening and it is a great place to meet up with friends. During student holiday weeks and summer hours will differ.

With newly refurbished areas, the Treehouse offers a wide range of activities and social spaces for life in the village. Pool/snooker tables, table tennis, basketball, cinema room, karaoke room, bookable kitchen/entertainment space along with an outside BBQ area. There are also quiet spaces with computers for browsing and for private study.

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

Study Rooms



Computer Suite Elms BT9

The computer suite in Elms BT9 is located on the ground floor of the Treehouse. All computer suites allow students to print and scan, with access via your student card (upload money to your print purse). The printer is located upstairs in the Treehouse at the back of the building.

**“Computer
suites are
excellent for
independent
study!”**



**“No need to
go to the
library to
print your
work!”**

Elms BT1 Gym



Our state of the art fitness and exercise facilities at Elms BT1 offer a range of cardio, functional and weights equipment. Along with a varied daily group exercise programme led by knowledgeable and friendly staff we can get you started and keep you going whatever your level of fitness. The gym at BT1 is open from 07:00am to 10:00pm daily and is available to **all QUB accommodation students**.

Don't forget, you also get free off-peak membership to Queen's Sport!

Residential Life Team

“Our Residential Life team is responsible for student welfare, organising trips/activities/coffee bar themed nights and also contribute to our carbon management. The Residential Life Coordinators (RLC's) are supported by a team of Residential Assistants (RA's), and a Graduate Intern and they are here to enhance your experience by creating a supportive community and environment in which to live. We create opportunities to make new friends and provide new experiences through regular events and trips. We also have an in-depth knowledge of welfare and wellbeing services within the University.”



Cecilia
Residential Support and
Events Manager



Your Residential Life team can be located at the Treehouse reception. Alternatively, you can email them directly:

rlcbt9@qub.ac.uk

Sustainable Living

At Queen's our aim is to become a University where sustainability is embedded through knowledge, engagement and innovation. We ask that all students share our commitment to sustainability by getting involved and contributing to various accommodation sustainability projects:

- 'Switch off' campaign – reducing the consumption of electricity by turning off lights, PC's & televisions;
- Environmental events to include adopt a plant / grow you own herb;
- Clothes recycling throughout the year;
- Community garden at Elms BT9;
- Donating of unwanted items such as books, bedding, kitchen utensils, toiletries and non-perishable food;
- Waste management – reduce & recycle initiatives.

Across accommodation we have introduced many things to help reduce our environmental impact:

- Water butts to gather rain water;
- Cleaning – use of re-usable & eco-friendly products;
- Bore well at Elms BT9 to reduce water mains consumption;
- Secure bike storage facilities & opportunity to purchase recycled bikes. Queen's also runs a bike hub where students can lease a bike for the academic year.



Customer Relations

If it's important to you, then it's important to us. We use your feedback to evaluate our current policies, customer service and identify areas for improvement. We want to ensure that your time in Queen's Accommodation is the best possible experience that it can be and we will regularly ask for feedback via online surveys and where possible we will implement changes.

We also encourage feedback through:

- Your RA (Residential Assistant)
- Any member of staff
- Facebook
- Live Chat feature on our website: www.qub.ac.uk/accommodation
- Talking to [Kathryn](#), our Customer Relations Officer by emailing:

k.briggs@qub.ac.uk or accommodationfeedback@qub.ac.uk



Residential fees

You are legally obliged to pay fees throughout the period of your contract. Failure to engage with the team to settle outstanding debt may result in access to your bedroom being denied.

Continued failure to engage with the team will result in you being asked to leave Queen's Accommodation and you will still be liable for the full cost of your contract.

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 your reception staff.

For more information on [Residential Fees](#) please email: residentialfees@qub.ac.uk



Our Residential Fees team are here to help:
residentialfees@qub.ac.uk

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.

Our BT9 reception is
CASHLESS

Storage

Storage space may be limited so don't bring too many belongings with you as everything is available locally. Please remember, you are sharing fridge and freezer space so plan your shopping accordingly.

Limited storage facilities are 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

Please remember that storage is limited and subject to availability at the time of enquiring.

Insurance

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

Safety Team

Elms BT9 Safety Team is based at Elms BT9 and is on duty 24/7. Should you require any assistance you can contact the team on **028 9097 4525** between 7am to 7pm and then on **02890 974848** between 7pm and 7am.

Students living outside Elms BT9 can also contact Queen's Security on **028 9097 5099**.

The objective of the Safety Team is to provide a safe, secure and supportive environment to all students, staff and visitors at Elms BT9. CCTV is also in operation throughout Elms BT9 for your safety and protection.

In the case of an emergency where there is an imminent and serious danger to people or property, then the appropriate emergency services should be called.

To do this call Security by dialing the external emergency line on **028 9097 2222** or **999** to contact Police, Fire, and Ambulance services.



Living with Others

General safety

At the start of the year you will be issued with a student card, fob, and key ring. All students will be required to show these items to the Safety Team when gaining entry after 11pm. Queen's University places a high priority on the safety of you and your fellow residents and it is important that you help keep your accommodation secure by:

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



Stay Safe

Our Safety Team are on duty 24/7. Should you require any assistance you can contact the team at reception.

Students can also contact Queen's Security on
028 9097 5099.

University Health Centre
7 University Terrace Elmwood
Avenue
Belfast BT7 1NP
Tel: 028 9066 4634
Nearest hospital
Royal Victoria Hospital

Health and Support

If you require medical help, please contact reception at any time where our staff will 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 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 reception. Students have a legal responsibility to take reasonable care for their own safety and that of others.

Your Wellbeing

We understand that living away from home, whether it be for the first time or not, can sometimes be lonely or difficult. For that reason, we host various wellbeing events throughout the year. Your happiness is important to us and our friendly staff will do everything we can to make you feel welcome and safe in your accommodation. If, for some reason, you do not, please contact us either by email, phone, or at reception. Everything you say will be kept confidential.



Social Media

Social media is a great way of staying in touch with friends and family, 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.
- If you post content which causes offence or distress to others you will be subject to disciplinary action by the University.

Visit our website to read about Queen's University **Equality and Diversity** and our **Student Anti-bullying and Harassment Policy**.

Neighbours

Living with others in university accommodation brings with it a responsibility to treat others as you would like to be treated yourself. Be mindful of your flatmates whilst you are socialising and taking part in recreational activities within your residence. Please return to your rooms as quietly as possible when 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 students and local residents.

Here are some common causes of tension in accommodation:

- 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.
- Television volume
- Playing pranks on each other such as hiding food or other belongings.
- Insensitive messages on noticeboards.

Electrical safety

You must ensure all your electrical items are 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 and please do not use multi-socket extension leads. The sockets in your room are 1000 Watts.

Only UK 3 pin fused plugs (conforming to British Standard BS 1363) are to be used to connect electrical appliances to the mains power sockets.



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.

Smoking and E-cigarettes

Queen's Accommodation enforces a no smoking policy and non-vaping policy. Smoking and the use of e-cigarettes is strictly prohibited in all of our buildings and premises.

This includes your bedroom and common areas.

Smoking / e-cigarettes / vaping is only permitted in designated smoking areas.

The designated smoking areas are at:

- ❖ Front of Treehouse
- ❖ Sycamore Park Smoking Shelter
- ❖ Willow Walk Smoking Area (Outside WW common room)

If you are found smoking anywhere in Queen's Accommodation except the designated smoking areas, you may face disciplinary action.

If you are affected by smoking in any buildings outside of the designated smoking areas please **contact us immediately** and we will investigate. All reports are treated confidentially.

Drugs/Alcohol

If you are having problems with drugs or alcohol abuse, or have encountered friends who you feel may have an issue with drugs or alcohol abuse, please seek support from the Residential Life team, University Health Centre, your doctor, Students' Union Student Officers and Student Wellbeing Service. For further information [Student Wellbeing Service | Student Guidance Centre | Queen's University Belfast \(qub.ac.uk\)](#)

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

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 for repairing the damage.

Legionella

To prevent the risk of Legionella, it is important to run fresh water through the shower and taps at least once 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.

Elms of the Past

Can you spot your photo?









Maps and Travel



78 Malone Road
Elms Village
Belfast
BT9 5BW

T: +44 (0) 28 9097 4525

E: accommodation@qub.ac.uk

www.qub.ac.uk/accommodation