



QUEEN'S
UNIVERSITY
BELFAST

QUEEN'S ACCOMMODATION



All Inclusive Package...

- Wired internet connection
- Wi-Fi
- Utilities (heating, hot water and electricity)
- Weekly communal clean in Elms BT9 during core teaching periods, cleaning of public areas only in Elms BT1 and Elms BT2
- Contents insurance provided by Endsleigh Insurance
- Free use of the gym in Elms BT1, including off-peak membership of Queen's sport
- Television licence for communal areas.

YOUR HOME AT QUB – BT9

- BT9 is 10 minutes walk from the University campus and 30 minutes walk from Belfast city centre.
- Rooms are all single occupancy with both ensuite and shared facility rooms available. They are located in low rise accommodation blocks of three floors with a common room, kitchen and television available on each floor.
- Your room will have a single bed, study desk, desk chair, wardrobe & shelf space, and an ensuite bathroom.

Laundry - Circuit Laundry App/Card at The Treehouse.

<https://www.qub.ac.uk/accommodation/student-accommodation/elms-bt9/>



THE TREEHOUSE

The Treehouse is our student centre here at BT9...

- Reception is based here from 8am – 8pm, 7 days a week.
- New refurbished, with new furniture, lighting, decoration & study booths – making it a nicer environment to work & relax in.
- Study room – we have a study room with private booths, computer workstations and printers, providing an alternative to working in your room.
- Coffee bar & Pool Tables - Our onsite coffee bar, open each evening and serving free tea & coffee, provides the perfect setting to meet new people & make new friends.
- Laundry – Our laundry room is located on the ground floor of the Treehouse.
- **Our Residential Life Team's office can be located on the ground floor of the Treehouse.**



RESIDENTIAL FEES – your financial queries solved!

Our Residential Fees Team are here to help with all of your accommodation-based financial queries. They can be contacted via residentialfees@qub.ac.uk. Their website also contains helpful information about the different payment schedules that you can select as an undergraduate student, as well as the different payment methods we can accept.

PLEASE NOTE, Queen's Accommodation will be going cashless as of September 2022.



MAINTENANCE – IF YOU NEED A HELPING HAND!

Whilst we hope that your time here at Queen's Accommodation runs smoothly, we know that sometimes things can go wrong!

If you find that something is broken, and needs to be repaired, our team are onsite 9am - 5pm, Monday – Friday, and are on call 24/7 for emergencies.

Emergencies are as follows:

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

For general repairs/enquiries, you can raise a maintenance request on our website (www.qub.ac.uk/accommodation/Online-Maintenance-Request/) or by emailing maintenance@qub.ac.uk. For emergencies, please contact Reception.



RESIDENTIAL LIFE TEAM

The Residential Life Team are here to support you during your stay!

- Wellbeing Support – The **Residential Life Coordinators (RLC's)** are available to speak to you should you have any issues, for example if you are feeling lonely, homesick, or are struggling to adjust to university life.
- Social Support - The team organise a regular programme of social activities & trips, designed to help you make new friends, get to know Northern Ireland, and maximise your experience here at BT9.
- We also have a team of **Residential Assistants (RA's)**. They are students like you, who live in our halls of residence:
 - The RA's run a nightly drop-in service at the Treehouse, where you chat to them over a tea or coffee.

If you would like to talk to the Residential Life Team, please contact the Treehouse Reception!



RECEPTION & SECURITY - HERE TO HELP

We have staff onsite 365 days a year, so you can rest assured there is always a friendly face on hand to help! Whilst Reception opening times vary depending on the site, there are members of the security team onsite 24/7.

The Reception teams are your first port-of-call for all general enquiries and can link you in with any of other teams onsite. All post and packages are delivered to Reception for you to collect.

We also have members of the university's security team on call around the clock, to ensure the safety of our residents and buildings.

Contact our **Reception Team** day or night:

- BT9 Phone - 028 9097 4525 (24/7)
- BT1 Phone – 028 9097 6040 (8am – 8pm)
- BT2 Phone – 028 9097 6441 (8am – 8pm)
- BT9 Email – accommodation@qub.ac.uk
- BT1 Email - accommodationelmsbt1@qub.ac.uk
- BT2 Email - accommodationelmsbt2@qub.ac.uk

