



**QUEEN'S
UNIVERSITY
BELFAST**

ELMS BT9 UNIVERSITY LIVING: STUDENT HANDBOOK 2025-26



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Dear Student,

Thank you for choosing to live in Queen's Accommodation this year, I am pleased to welcome you to your home away from home.



MIKE UPRICHARD
Head of Accommodation

Living in university accommodation will be an experience you will remember forever and that includes the friends you will make when living here. You will be part of a dynamic, multicultural community and my team are looking forward to meeting you. If you have any questions, feel free to reach out to any of our teams – we're always happy to help!

We are all here to ensure that you get the most out of your living experience and are able to settle quickly into university life at Queen's.

I hope you enjoy your stay.

Key Contacts

Reception

 elmsreception@qub.ac.uk

 028 9097 4525

Residential Life Team

 rlcibt9@qub.ac.uk

 028 9097 4345 / 4854

Residential Fees

 residentialfees@qub.ac.uk

Security

 028 9097 5099

Follow Our Social Media Channels



[qub_accommodation](#)



[qubaccomm](#)



[QueensAccommodation Belfast](#)



[queens-accommodation](#)

This is 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 Willow Walk and our off-site accommodation in Mount Charles, 76 Malone Road, College Gardens, Guthrie House and Grant House. Every location is situated 5-10 minutes walk from Queen's University campus.

All accommodation is furnished, however you will need to bring some items to truly make it your home. See details [here](#). Supplies are cheaply and readily available. If you need anything else, bus trips to IKEA will be arranged by the Residential Life Team. And you can check our Donation Stations and Swap & Drop rails for any items you might need.

Our team will help you reach your academic potential and ensure you settle into our community by organising regular trips and events where you can meet new friends and take advantage of the full student experience.

Accommodation Portal

Please complete your mandatory e-induction prior to arrival. You will be unable to check in until this has been completed. You can find your portal [HERE](#).

What's included in your fees?



RISK FREE CONTRACTS

With no hidden costs



GYM MEMBERSHIP

Free off-peak Queen's Sport membership



TELEVISION

For communal areas



24/7

Safety Team



400+

Social events in our coffee bars



HEATING



250Mb

Wi-Fi included



100+

Residential Support staff



INSURANCE

Contents insurance provided

What should I bring (and avoid)? Further info [here](#)



Bed linen *



Towels *



Plates, bowls and cups *



Cutlery; knives, forks and spoons*



Pans and tools for cooking *



Toilet paper



Toiletries *



Plug adapter



* Included in Kitchen, Bedding and Bathroom packs (you can order them [HERE](#))



Electric heaters or blankets



Loud speakers



Candles or incense



Electrical multi-socket extension leads



Animals, reptiles, fish, insects



Hairdryers or other electrical items over 1000 watts



Knives, catapults, cylinders of gas, chemicals of biological substances, replica guns, laser guns, air guns, water pistols, water bombs, fireworks



Fairy lights (battery operated allowed)



Adhesive strip lights/sticky hooks



Electric scooters/chargers

We have a Donation Station and a swap & drop rail if you forget anything

What We Offer

The Treehouse has a wide range of activities and social spaces for you to enjoy.



GAMING TABLES



ALLOTMENT



BASKETBALL



CINEMA AREA



KARAOKE/GAMING
ROOM



BOOKABLE
KITCHENS /BBQ



STUDENT LOUNGE



COFFEE BAR

Coffee Bar

Our self-service Coffee Bar is available 24/7 and is a great space to meet up with friends and get to know your Residential Assistants (RA). Don't forget to bring your own mug/coffee cup, and you can refill your water bottle at our hydration station.

You can play table tennis, pool and snooker in the Treehouse, and you can borrow a basketball from Reception. There are also a variety of boardgames that people can use.

Bookable Kitchens

We have two hosting kitchen spaces and a BBQ area that are available for students to book and use to socialise with friends and family. You can book our kitchen spaces by emailing:

 bt9socialspace@qub.ac.uk

Scan the QR code to see the space and answers to some of the frequently asked questions.

Watch our Hosting Kitchen Video



Storage

If you're looking for a convenient and secure way to store your belongings, Queen's Accommodation offers storage solutions. You can store a suitcase or a box, or rent a full cage for a monthly fee.

There is a three-month minimum hire period, and payment must be made in advance. For more information on availability and how to book your storage space, please speak with the reception team at your accommodation.

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. Permit prices vary based on your contract length. You must state you require a permit and your reasoning on your initial accommodation application. Preference for permits is given to those with registered disabilities, carers etc.

There is also a Pay Per Use car park operating at Elms BT9, which costs £1.50 per 24 hours/each time you enter/exit. This is charged per access, so will need to be paid each time if there are multiple entries in a day. Payments at reception should be made via debit or credit card. There is a £7.50 charge for a lost ticket. You must register your vehicle details at Elms BT9 reception (you only need to register once) and you will be issued with a car park disc to display on your windscreen. Free Short term access to the Elms BT9 site is available for 30 minutes to collect or deliver items to your room.

Student Lounge

Our Student Lounge is a multipurpose space, designed for students to study, meet friends or relax. It offers computer and printer/copier access, study booths and an outdoor seating area. Our Residential Life Team will host student events throughout the year in this space, for example, yoga classes and paint & sip workshops. There is also a Swap & Drop Rail.



Community Fridge & Pantry

Our community fridge and pantry initiative is set up for students to take items they need and leave what they can. The Residential Life Team collects surplus food each week from QUB vendors to provide free food to students and reduce campus waste.



Fitness and Exercise Facilities

We have state of the art fitness and exercise facilities at Elms BT1 which offer a range of cardio, functional and weights equipment. We have a varied group exercise programme led by knowledgeable and friendly staff for whatever your level of fitness. The gym at Elms BT1 is open from 07:00am to 10:00pm each day and is available to all QUB accommodation students.

Don't forget, you also get free off-peak membership to [Queen's Sport!](#)



Reception

Our reception team can be found in the reception area upstairs in the Treehouse. You can contact them via email or telephone and they are always happy to help!

- ✉ elmsreception@qub.ac.uk
- ☎ 028 9097 4525 (Treehouse Reception)
- ☎ 028 9097 4848 (Safety Team)



Opening Hours

The Treehouse Reception is open 8am - 8pm Monday - Sunday.

Outside of these times our Safety Team is located at the building next to the barrier at the entrance to Elms BT9.

Post and Parcels

Your **parcels** are delivered to the reception or to the Amazon lockers at the Treehouse. You will be notified by the Reception team via email that your parcel is ready for collection at reception.

You will be notified through your Amazon account that your parcel has been delivered to the Amazon lockers. For further information on parcels/post and how the University shares your information click [here](#).

Your **letters** will be delivered to the Treehouse reception. If you would like a post box key for your apartment block, you can request one at reception.

Mail should be addressed as;
Name and Student Number
*Room Number, Street and Building Number **
78 Malone Road
Elms Village
Belfast Northern Ireland
BT9 5BW

*Insert your
allocated
address

Guest Stays

We recognise that students will have friends/guests to stay with them on occasions, however for health and safety reasons we require students to advise us when guests will be staying. To view the guest procedure for Queen's Accommodation click [here](#). Please note that no overnight guests are permitted in University accommodation until Monday 22nd September 2025.

All residents are permitted one overnight guest for a maximum of 2 consecutive nights in a 7 day period, provided this does not adversely affect other residents or disrupt study.

Keys

When you first arrive you will collect your room key/fob from Reception. If you lose your key/fob or become locked out of your room you can request a new key from our Reception team. If you get locked out when our Reception is closed, our Safety Team can help by letting you back into your room.

Replacement Keys/fob

New fobs are charged at £2 (unless the old fob is returned on the same day). There is a charge of £5 for a replacement postbox key. 76 Malone Road, College Gardens, Guthrie, and Mount Charles will have a metal key and if you lose that key, there is a charge of £7.50 for a replacement.

Checking out

At the end of your contract, you must do the following in preparation for moving out;

- Rooms must be left clean and tidy.
- Ensure all belongings are removed from your room and/or communal areas - any items left behind will be disposed of.
- Any unwanted items should be placed in our Donation stations.
- Ensure all doors/windows are locked.
- Ensure all perishable foods are removed from fridge freezers.

Checkout [by 10am](#) or you risk being charged for an additional night.

What else can Reception help with?

Proof of
residency

Lost property

Residential fee
statements

Bike shelter
codes

Guest stays

Residential Fees

You are legally obliged to pay fees throughout the period of your contract. Failure to settle accommodation fees will result in you being asked to leave your accommodation and details of your account will be passed to the University's debt collection agency.


The University has a robust debt management procedure in place. For a detailed explanation of this procedure please click [here](#).

If paying your fees via direct debit you will need to set up a UK bank account and ensure it allows direct debits. A proof of residency letter can be provided by Reception.

✉ residentialfees@qub.ac.uk

🌐 Residential Fees Website click [HERE](#)

Other financial advice is available from the SU Advice Team in One Elmwood (Student's Union).




HELPFUL LINKS ▾ STAFF STUDENTS ALUMNI

STUDY RESEARCH INTERNATIONAL BUSINESS ABOUT 🔍

HOME / ACCOMMODATION AT QUEEN'S ▾ / FEES AND FINANCE

FEES AND FINANCE



INFORMATION FOR STUDENTS APPLYING FOR ACCOMMODATION

Accommodation Fees 2025-2026 +

Contract Length Dates 2025-2026 +

Payment Option Overview +

Accommodation at Queen's

Student Accommodation

Information about applying

New Students

Fees and Finance

Living with us

Social and Support

Contact Us

Staff Accommodation

Private Accommodation for Students, Staff and Family

Summer Accommodation

Short term Accommodation

Find Accommodation

Queen's currently has over 4,000 places in our student accommodation, which means you can take advantage of the most affordable, purpose-built student accommodation in the city.

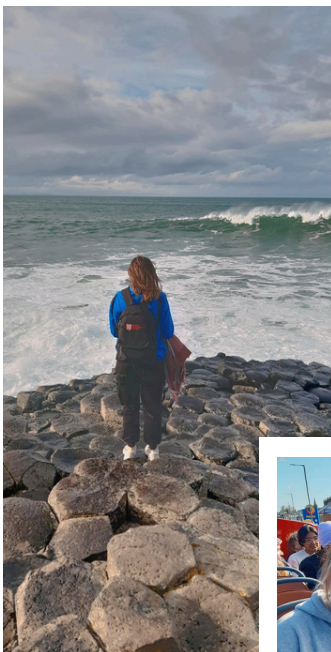
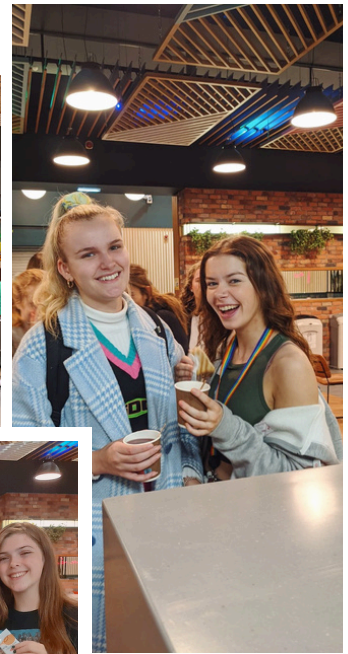
SEARCH NOW

Residential Life

The Treehouse is the social hub of Elms BT9. The self-service coffee bar has FREE tea and coffee all day and provides an opportunity to meet with friends. Times will vary during student holidays/summer.

Alongside the coffee bar we host events with plenty of food and fun, which are FREE to attend in the evenings.

Photography will be taking place during our events/trips for marketing purposes. If you are not happy with your image being used in this way please speak to a member of staff at the event.



During the weekends we have trips which enable students to explore a different part of Northern Ireland they may not otherwise get to see. Examples of trips include The Giant's Causeway, Belfast City Sightseeing, Exploris Aquarium, Titanic Museum - and more!

All of our trips are heavily subsidized and include transport to and from the trip location. We also offer free local walking trips within Belfast.

Students can purchase tickets to our trips [HERE](#)

Residential Life Team

The QUB Residential Life Service includes a team of Residential Life Coordinators (RLCs) who, with the support of 25 highly trained Residential Assistants (RAs), provide a wide range of programs and events aimed at promoting student success.



NIAMH TURNER

Residential Support and Events Manager



MICHAEL GREGORY

Residence Student Experience and Support Manager

The team also includes an Environmental Assistant and a Content & Administration Assistant who contribute greatly to the experience of our students.

QUB Res Life offers a variety of services designed to support students to succeed academically and personally.

Three Pillars of Residential Life

We have three pillars that underpin all our Residential Life activities



Health &
Wellbeing



Inclusion &
Diversity



Sustainability

**Support is available if you need
to speak to someone**



028 9097 4345



rlcibt9@qub.ac.uk

Sustainable Living

At Residential Life, we recognise that our daily habits and choices have a significant impact on the university's environmental footprint. We run multiple initiatives on campus to encourage sustainable living.

We invite all students to share our commitment to sustainability through small everyday actions, which can lead to significant environmental benefits.

Community Garden and Allotment

Our community garden and allotment at our BT9 site is a shared green space where all students, staff, and volunteers can come together to grow food and connect with each other.



Donation Stations

We run a donation campaign for students to donate unwanted items. These items are then redistributed to other students or people in the community. There is a permanent container at our BT9 site for year-round donations.



Our other sustainable initiatives include the community fridge & pantry for students to use, and the swap & drop rails located across sites, the switch off campaign, wildlife cameras to learn about the vibrant local wildlife, and 'no mow areas' allowed to grow naturally to boost biodiversity.



**SWAP & DROP
RAILS**



**SWITCH OFF
CAMPAIGN**



**COMMUNITY
FRIDGE**
and pantry



DONATIONS
Clothes / bedding donations
made to local charities

Sustainable Travel

We are committed to reducing our environmental impact, and so we encourage students to travel more sustainably to and from campus.

Secure bicycle storage facilities are provided in accommodation. Access codes are available from Reception.

Bicycles must not be stored in hallways, corridors or in bedrooms.

Get around with Belfast Bikes

You can rent a bike from bike stations dotted around the city, one of which is located at Elms BT9. For more information please click [here](#).

E-bikes and E-scooters

The University welcomes the safe use of conventional push scooters. However, the use of E-scooters on the University campus is not permitted and will be removed.

Certain conditions must be met for the safe use of E-bikes in Northern Ireland. Further information can be found: [Electric bikes](#) | [nidirect](#)

As a result of the increased fire safety risk, the University has banned the charging and storing of large lithium battery type vehicles which include E-scooters and E-Bikes inside any of our buildings.

See our [website](#) for more info. See our full policy [HERE](#)



Maintenance and Repairs

If something needs repaired, complete an online maintenance request form (use the QR code) and we will fix it for you. Or click [here](#).

Maintenance requests are solved in order of urgency. IF YOU HAVE AN EMERGENCY please contact Maintenance on 028 9097 4419, Monday - Friday 9am to 5pm. Outside of this time, please contact the other numbers below.

- ☎ Mon-Fri (9am-5pm) 028 9097 4419
- ☎ Sat-Sun (8am-8pm) 028 9097 4525
- ☎ Mon-Sun (8pm-8am) 028 9097 4848

Top Tips

- 🔧 Blocked sink? Help prevent this - don't put food i.e. rice or oil down the kitchen sink.
- 🔧 Blocked shower drain? Help prevent this by removing all hair from shower and bedroom sink on a regular basis.
- 🔧 Keep your door handles clear from coats, clothing, and other items as this can cause your door to stop working.
- 🔧 You must not overload the sockets or use extension leads in your room or kitchen.
- 🔧 Do not wash your clothes in the shower or sink.

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 us by logging a request through your accommodation account.

SCAN THE QR
CODE TO
COMPLETE AN
ONLINE
MAINTENANCE
REQUEST



WHAT IS AN EMERGENCY MAINTENANCE REQUEST?

- NO HEATING
- NO HOT WATER
- KITCHEN SOCKETS NOT WORKING
- ALL BEDROOM LIGHTS NOT WORKING
- EN SUITE SHOWER ROOM LIGHTS NOT WORKING
- FRONT DOOR OR BEDROOM DOOR NOT OPENING, CLOSING OR LOCKING
- MAJOR LEAK

Facilities Information

Heating

Your heating is included in your residential fees. Heating in Elms BT9 (except Willow Walk) is on a timer which is adjusted throughout the year to take into consideration the changing seasons. You are able to control the heating in your bedroom and communal area by twisting the knob on your radiator. Consult our reception team to find out what the heating times are.

Waste management

Residents of Elms BT9 are responsible for their own waste management. Make sure you separate your waste in the correct bins in your apartment.

Residents must move all general waste, food waste and recycling to your designated waste centres highlighted on the map (at the end of the Handbook). Students can collect bio-degradable green bags to dispose of food waste from the Residential Life Office downstairs in the Treehouse.





Waste Disposal Guide BT9



Laundry

We have a fully equipped laundry room, located on the ground floor of the Treehouse, including irons and ironing boards. Laundry is a cashless service; download the 'Circuit Go' app from the App Store and add funds to your account. Alternatively, you can pay with card. Information can be found in your laundry room, or click [Here](#).



ONE WASH FROM:

£3.50

ONE DRY FROM:

£2.40

Cleaning

It is your responsibility to ensure shared areas are kept clean to create a hygienic and safe environment for all. You are expected to:



Keep your bedroom and bathroom clean, including toilets, sinks and showers. Regularly clean the shower trap.



Wash all plates, cutlery, and other 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 regularly in consultation with flat mates).



Keep sink empty of items at all times.



Clean microwaves, cooker tops, oven and grill pans after each use to prevent fire risk.



Remove rubbish and recycle regularly.



Please make sure to open your windows regularly to properly ventilate your room.

We will inspect the condition of your room and communal areas during your stay (7 days notice will be given) to ensure compliance with health and safety policies. Any extra cleaning or damages to your bedroom/communal areas will incur additional charges. Apartment or room cleaning services can be offered for an additional cost. Please contact reception to arrange.

Television

Included in your fees is a television in your communal area. Please note, a TV license is not included. If you wish to watch or record live TV click [HERE](#) for more information. Guidelines for using your TV can be found [here](#).

You do not need a TV license to watch streaming services such as Netflix.

Wi-Fi

The internet service in Queen's Accommodation is provided by Wifintiy, experienced connectivity specialists who provide internet for students across our accommodation.

This includes:

-  Unlimited data
-  Ability to connect to multiple devices






Students will have access to the Wifinity portal and customer support via email, live chat and telephone. Visit wifinity.co.uk/support

Click here for a [Wi-Fi Guide](#)

Resident Safety.

After 11pm all students will be required to show their Student card and fob to our Safety Team to gain entry into Elms BT9.

You can help keep yourself and your fellow residents safe by:

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



SAFETY TEAM

OUR SAFETY TEAM ARE ON DUTY 24/7. SHOULD YOU REQUIRE ASSISTANCE YOU CAN CONTACT RECEPTION OR CONTACT QUEEN'S SECURITY:



028 9097 5099

QUEEN'S EMERGENCY:



028 9097 2222

Electrical Safety



MAINTENANCE CONTACT:



**maintenance
@qub.ac.uk**

You must ensure all electrical items are safe and in good working order. This is particularly important if the equipment does not originate from the UK. Adapters should not be used. The maintenance team will offer free portable appliance testing (PAT) during your stay with dates being communicated to all residents via email.

Please note, any unsafe equipment will be removed.

Do not overload sockets in your room or use multi-socket extension leads. 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.

Health and Support

If you require medical help, contact the Reception and our staff can assist you. We recommend registering with a doctor as soon as possible after arrival. Many students choose to register with the University Health Centre.

If you are taken to hospital due to injury or illness it is important to let our Reception team know, and also inform your School.

Living away from home can be lonely and difficult at times. If you need further support please contact our Residential Life team, or student wellbeing.



UNIVERSITY HEALTH CENTRE
7 UNIVERSITY TERRACE
ELMWOOD AVENUE
BT7 1NP
☎ 028 9066 4634

NEAREST HOSPITAL
ROYAL VICTORIA HOSPITAL
274 GROSVENOR ROAD
BT12 6BA

The University has a responsibility for the welfare of its staff, students and visitors. Any accident you have, no matter how small, must be reported to Reception. Students have a legal responsibility to take reasonable care for their own safety and others (including staff).

Smoking and Vaping

Smoking and the use of e-cigarettes is strictly prohibited in all of our buildings and premises - this includes your bedroom and common areas.

Designated smoking areas include: Back of the Treehouse, Sycamore Park Smoking Shelter, and Willow Walk Smoking Area (outside of WW common room).

If you are found smoking anywhere in Queen's Accommodation except the designated smoking areas, you may face disciplinary action which may include a fine of up to £150 and a written warning.

NEVER COVER YOUR SMOKE ALARM

Social Media

Queen's Accommodation is across social media and we encourage you to get involved to build a community, and remember to tag us in your posts.

Social media is a great way to stay in touch with friends and family, but it can be used to cause offence and embarrassment.








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 harm or distress to others you will be subject to disciplinary action by the University. Please see our [House Rules](#).

For more information please read [Queen's University Equality and Diversity policy](#) 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. Be mindful of your flatmates when socialising and taking part in recreational activities within your residence. Please return to your room as quietly as possible when coming home late at night. Keep noise to a level that does not interfere with the study, sleep, and comfort of other students and local residents. Please see our [Noise Policy](#).

Common causes of tension include:

-  Loud noises, including late night calls, gaming, playing music after 11pm, and children's indoor/outdoor activities.
-  Constantly having friends over to your communal areas without asking your flatmates.
-  Leaving dirty dishes, food or rubbish lying around. Leaving communal spaces untidy.
-  Banging doors.
-  Television/computer volume.
-  Taking the food or belongings of other students.
-  Insensitive messages on noticeboards.

Drugs/Alcohol

If you are having problems with drug or alcohol abuse, or have encountered friends who may have an issue with drugs or alcohol abuse please seek support from the Residential Life Team, University Health Centre, your doctor, Student Union Officers, or Student Wellbeing.

Drugs and Alcohol Support.

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.

For more information click HERE.

Vandalism/Damage

If you are found responsible for any damage, accidental or deliberate, which is not reasonable wear and tear - you will be liable for paying the costs for repairing the damage and may face disciplinary action.

Information on Conduct Regulations at Queen's can be found here.



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 of improvement. We want to ensure your time in Queen's Accommodation is the best experience possible.

We encourage feedback via online surveys, your Residential Assistant, by speaking with any staff member, or emailing our Customer Relations Officer.

✉ accommodationfeedback@qub.ac.uk

You can see all our policies and manuals [HERE](#)



Allocations

The Allocations Team can be contacted for any queries you may have in relation to your contract or accommodation.

✉ allocations@qub.ac.uk

☎ 028 9097 4403

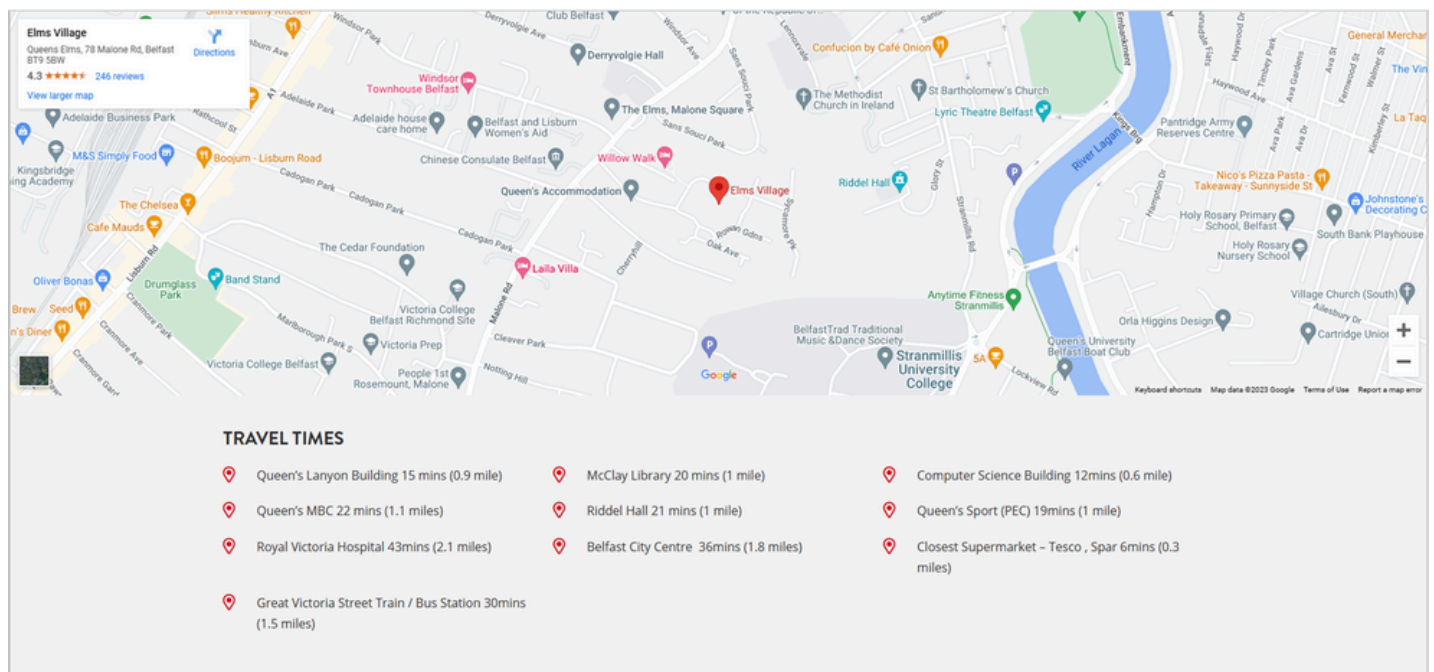
[Link to full Conditions of Occupancy.](#)

ELMS BT9

SITE MAP



Elms BT9



78 Malone Road
Elms Village
Belfast
BT9 5BW

T: +44 (0) 28 9097 4525

E: accommodation@qub.ac.uk

www.qub.ac.uk/accommodation