

Queen's Accommodation

Accommodation Noise Policy and Procedures

1 Introduction

- 1.1 Queen's Accommodation provides a safe and comfortable home where students can study, gain independence, develop key skills, and make friends for life. We want our accommodation to feel 'like home,' with students being mindful that they are sharing spaces with others, some of whom are studying or sleeping at different times throughout the day and night, ensuring that everyone has the right to enjoy the space where they live. It is important that students always respect not only their fellow residents but also the local community. Students are expected to adhere to the Conditions of Occupancy which they agree to when they accept their offer of accommodation.

2 Anti-social behaviour

- 2.1 The [Student Charter](#) clearly sets out the responsibilities as a Queen's student and the University takes a pro-active role in dealing with anti-social behaviour. Students are expected to conduct themselves in a manner which demonstrates respect for the University, its staff, fellow students, and the local community.
- 2.2 When living in shared accommodation, students need to be aware of how their behaviour affects others. Anti-social behaviour causes disruption and distress for fellow students and neighbours living in the surrounding community and is a breach of the University's Conduct Regulations.
- 2.3 Noise from residential students has been highlighted as an issue in feedback from fellow residential students and householders adjacent to the University accommodation.

3 Policy

- 3.1 Whether inside the accommodation or the grounds around the accommodation, noise levels must be kept to a minimum, particularly after 11.00pm, to allow other residents to sleep or study. Residents are asked not to use speakers or play computer games loudly and to use headphones to alleviate sound travelling, especially when making phone calls late at night.
- 3.2 Most of the accommodation is situated in residential areas and students are expected to respect neighbours who may be elderly, have young children or have to get up early each day. We ask that all bedroom/kitchen windows are closed in the evening and at night to prevent noise travelling to other accommodation and beyond to adjacent residential areas.

4 Reporting noise issues

- 4.1 Residents are encouraged to report all instances of excessive noise or if affected by anti-social behaviour. In all cases complaints will be treated with discretion. Contact numbers for complaints as follows:
- (i) Elms BT1 Reception operates 8am – 8pm each day
Telephone: 028 9097 6040
Security 8pm – 8am each day
Telephone: 028 9097 6049
 - (ii) Elms BT2 Reception operates 8am – 8pm each day
Telephone: 028 9097 6441
Security, 8pm – 8am each day
Telephone: 028 9097 6349
 - (iii) Elms BT9 Reception operates 24/7
Telephone: 028 9097 4525
 - (iv) Queen's Housing 76 Malone Road, Grant House, Guthrie House, College Gardens or Mount Charles
Queen's Security
Telephone: 028 9097 5099

5 Breach of University conduct regulations

- 5.1 Causing excessive noise is regarded as anti-social behaviour is a breach of the University's Conduct Regulations which can be found at:
[Student Charter](#)
- 5.2 For resident students, excessive noise is also a breach of the [Conditions of Occupancy](#)
- 5.3 The following are examples of anti-social behaviour:
- (i) Playing music, singing and loud conversation which is audible to those outside a room or flat.
 - (ii) Unruly behaviour such as shouting, causing a disturbance in the street or within accommodation.
- 5.4 Incidences of noise or other anti-social behaviour are often fuelled by excessive alcohol consumption. The University does not accept this as an excuse for inappropriate behaviour at any time.
- 5.5 Noise levels in individual apartment blocks are monitored throughout the semesters. In instances of excessive noise caused by students or coming from their accommodation will be recorded and disciplinary action will be taken.

6 Procedure

- 6.1 A three-stage procedure will be followed in the event of noise complaints.

6.2 Stage 1 Verbal Warning

- 6.2.1 In response to an initial noise complaint, the name(s) and student number(s) of the student(s) involved will be recorded by the safety team. These names will be passed to a member of staff in the Residential team and be logged on the noise complaints database as a warning, they will arrange to speak to those involved and remind them of the policy.

6.3 Stage 2 Written Warning

- 6.3.1 In the case of a second noise complaint, the name(s) and student number(s) of the student(s) involved will be recorded by the Safety team. This will be logged as a first formal incident on the noise complaint database.
- 6.3.2 The student(s) involved will receive a first noise letter via email reminding them of their responsibilities as a Queen's student, detailing the stages of the noise policy, should they be involved in further incidents.

6.4 Stage 3 Disciplinary Investigation

- 6.4.1 A third noise complaint relating to a student(s) will result in a compulsory meeting with an Investigating Officer. The student(s) involved will receive a second noise letter via email setting out the formal process.
- 6.4.2 At this meeting a formal disciplinary investigation will be instigated under the University's Conduct Regulations.

NOISE PROCEDURE FLOW CHART

